

2014 PUBLIC DISCLOSURE REVIEW PROJECT

SLI 13-2-A-1 RESPONSE



WHAT TASK FORCE FOUND

- ***5,500 Public Disclosure Requests (PDR) annual average; nearly 33,000 handled since 2008. SPD accounts for 74% of annual average.***
- ***Roughly 53% from constituents, 30% from attorneys, 10% other sources, 7% media requests.***
- ***Less than 1/10th of 1% of all requests handled since 2008 resulted in litigation – 25 cases totaling \$1 million in claims, settlements and judgments.***
- ***Data indicates City handles the bulk of requests efficiently.***

WHAT TASK FORCE FOUND (continued)

Current Risks

- *Complex requests increasingly straining City's system.*
- *Varying levels of agency training and staff capacity to respond to complex requests.*
- *Inadequate use of technology for managing and tracking requests.*
- *Inconsistent operational policies and procedures.*
- *Informal, decentralized management.*

WHAT TASK FORCE RECOMMENDED

- 1. Create a Citywide Public Records Act (CPRA) program to centrally manage the public disclosure function for complex requests.**
- 2. Strengthen support for Public Disclosure Officers.**
- 3. Develop centralized PDR Portal & tracking system that allows public access.**
- 4. Expand the PRA training curriculum.**
- 5. Measure customer satisfaction.**

CPRA IMPLEMENTATION STRUCTURE

Sponsors

- Provide ongoing guidance; adopt policies affecting Citywide operations based on SC recommendations.

Steering Committee

- Oversee CPRA Program implementation; recommend policies to Sponsors.

Work Groups

- Research and recommend policies, procedures and strategies to Steering Comm.

Sponsors

- ***Mayor's Legal Counsel***
- ***City Clerk***
- ***FAS Director (staff)***

Steering Committee

- ***FAS: CCR Dir.; Citywide Public Disclosure Coordinator; Committee Staff Support***
- ***City Attorney's Office PRA Attorney***
- ***City Records Manager***
- ***Seattle Police Department – Records Unit Mgr.***
- ***DoIT Technology expertise***

7 Work Groups – Dept. PDOs & Subject Matter Experts

▪ **Centralization**

- *Help develop, implement Citywide Public Disclosure Tracking system*
- *Oversee centralizing PDR process*
- *Guide re-promulgation of Executive Public Rule*
- *Recommend Citywide administrative appeal process*

▪ **PDO Development**

- *Develop “ideal candidate job descriptions*
- *Create sustainable training curriculums*

▪ **Technology**

- *Integrate PDR into new initiatives, such as Zylab email management, document storage via SharePoint Online*
- *Adapt and plan for production of records created via existing/new technology (e.g., social media, mobile applications, video, audio, etc.)*

7 Work Groups (continued)

- **City PRA Response Policies**
 - Clarify who has authority to set policy
 - Develop consistent policy (formal appeals, costs for copies, providing records electronically)
 - Update response templates
- **Outreach & Transparency**
 - Survey customers to determine needs/ challenges with PDR process
 - Establish customer service, quality control metrics
- **Legislation/Legal**
 - Incorporate case law updates into City policy & procedures
 - Work with OIR and other jurisdictions to effect change in the Public Records Act
- **Records Management**
 - Update retention schedules to address e-records
 - Expand Citywide records management training
 - Provide technical assistance for records custody for departed employees, merged offices

2015 – INITIAL PLANS

- ***Convene Steering Committee***
- ***Set policies impacting Zylab implementation***
- ***Recruit Work Group leads, members, develop work plans***
- ***Incorporate City Auditor's recommendations regarding SPD public disclosure procedures as warranted***
- ***Develop/implement new public-facing PDR tracking system***

QUESTIONS?