



CITY OF KIRKLAND
Department of Finance & Administration
123 Fifth Avenue, Kirkland, WA 98033 425.587.3100
www.kirklandwa.gov

MEMORANDUM

To: Kurt Triplett, City Manager

From: Tracey Dunlap, Director of Finance and Administration
Kathi Anderson, City Clerk/Public Records Officer
Sean Devlin, Public Disclosure Analyst

Date: January 21, 2015

Subject: PUBLIC DISCLOSURE SEMI-ANNUAL PERFORMANCE REPORT

RECOMMENDATION:

City Council receives the semi-annual status update per KMC 3.15.120 related to the City's public records disclosure program.

BACKGROUND DISCUSSION:

KMC 3.15.120 provides that, "no later than July 31 and January 31 of each year, the City Clerk will submit to the City Council a report on the city's performance in responding to public records requests during the preceding six months." This report complies with the KMC as the Council will receive the status update by Friday, January 30, but the first public review will be at the February 3 Council meeting. This is the second of the semi-annual reports to Council regarding the City's Public Disclosure Program.

KMC 3.15.120 requires that the report shall include the following information:

- (1) number of open records requests at the beginning of reporting period;
- (2) number of records requests received during the reporting period;
- (3) number of records requests closed in the period; and
- (4) number of open requests at the end of the reporting period.

This overview information is presented in Figure A.

During the first half of 2014, the City implemented its records portal (WebQA) to streamline the ability to submit and respond to public records requests, effectively track request processing, and expedite access to public records. The first performance report described this implementation as well as the other activities the Public Disclosure Program was engaged in to develop the system during its first six months. These initiatives continued during the second half of 2014 with attention directed to refining the public records disclosure process through an ongoing assessment of user needs, improving the existing portal template forms, and demonstrating the capacity to promptly process requests despite increases in request volume and complexity.

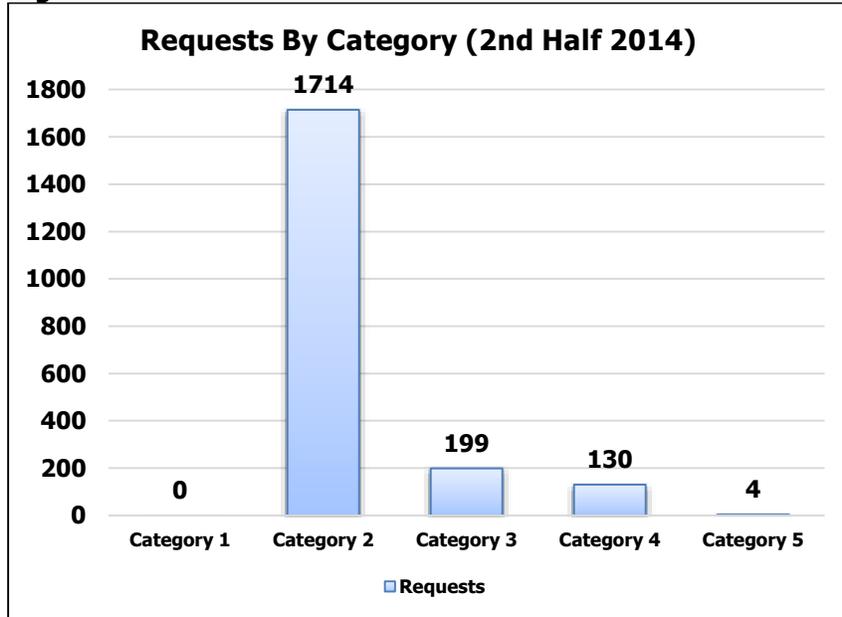
Figure A

Mandatory Reporting Information	
Number of Requests Open at Start of Reporting Period	23
Number of Requests Received During Reporting Period	2047
Number of Requests Closed During Reporting Period	2054
Number of Requests End at Start of Reporting Period	16

DATA-BASED ANALYSIS OF PERFORMANCE

This report presents information reflecting the City’s performance based on data captured from WebQA and focuses on process performance in terms of request processing time by category. Performance improvement is presented as a comparison between the first and second halves of 2014.

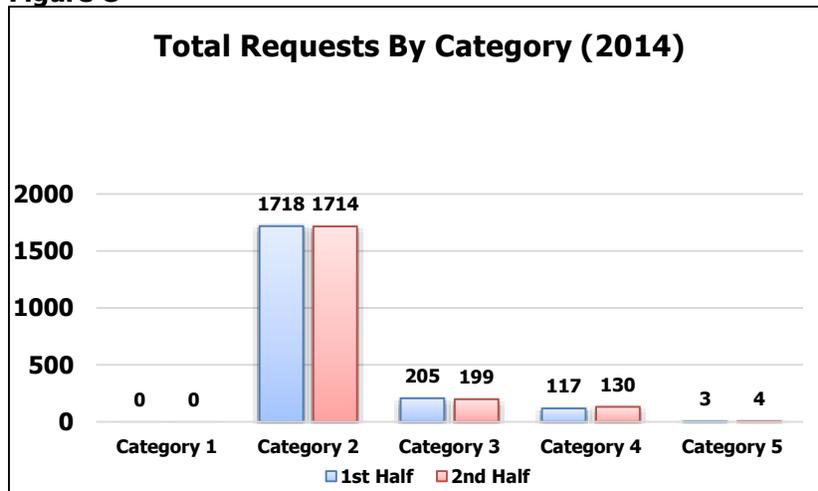
Figure B



The data conveyed by Figure B is that the total number of requests received in the second half of 2014 was 2,047. Of these requests, about 84% (or 1,714) were designated as Category 2, or routine requests, and less than 1% of total requests received were designated as the most complex form of requests.

In comparison to the first half of 2014, 2,066 total requests were received, of which 1,781 were designated as Category 2, and 3 requests were designated as Category 5. Given this, the character of requests, as a percentage of total requests, has not materially changed between the two halves of 2014 with 86% to 84% and Category 5 remaining at 1%. All request categories between the two reporting periods are shown in Figure C.

Figure C



Having presented the data that shows little deviation between the two reporting periods of 2014 concerning volume of requests, this report shifts to evaluate any significant deviation in request processing time by request category. The data concerning second half processing time (in days) is presented first in Figure D with a comparative presentation expressed in Figure E.

Figure D

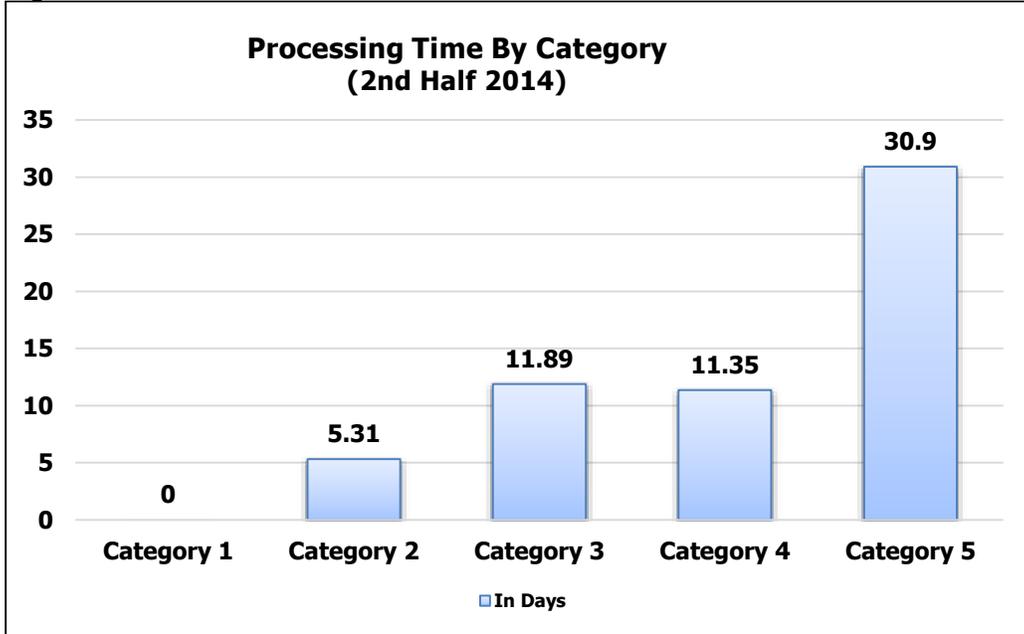
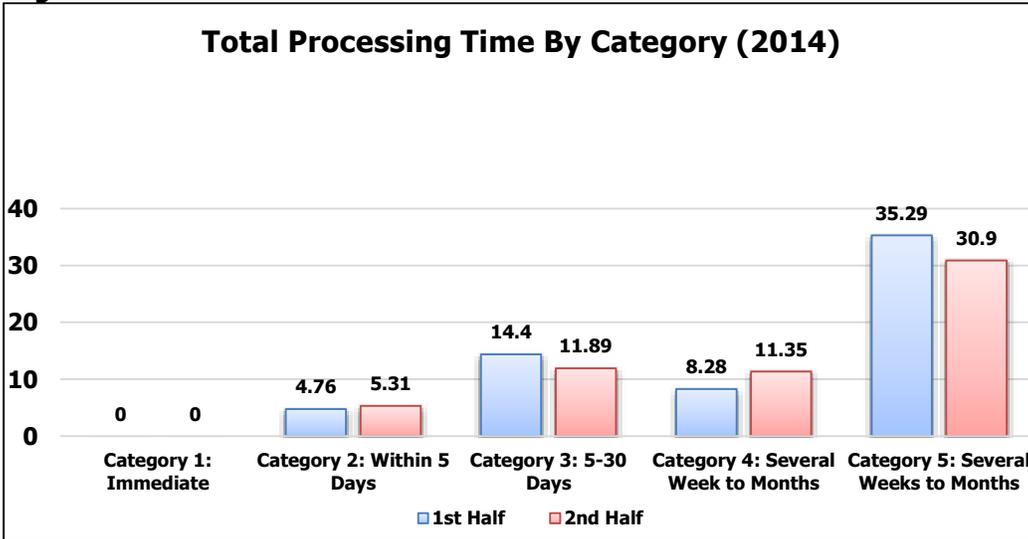


Figure E



The data presented on processing time shows slight changes in processing times between the two 2014 reporting periods with consistent performance between the periods for the majority of requests. An example of this consistency is the Police Department processing of Category 2 requests near the statutory standard in both halves. Concerning the slight changes, the most notable changes concern Categories 3 and 4 in the forms of a 20% decrease in processing Category 3 requests and about a 37% increase in processing Category 4 requests.

Given these variations between the periods, it must be mentioned that there were 13 additional Category 4 requests, which are of an increasing level of complexity to fulfill, during the second half of 2014. Another factor contributing to the variations between the periods was the vacancy of the Public Disclosure Analyst position during the last few months of 2014. With this information in mind, an indicator of increased performance concerning complex requests is a 12.5% decrease in the processing time of Category 5 requests. Additionally, the City's request processing time, across all departments and categories, has decreased from 8.48 days in the first half to 7.17 days in the second half of 2014.

NEXT STEPS AND CONCLUSION:

The overall conclusion of the information presented above is that during the second half of 2014, the City improved its ability to fulfill complex requests, while ensuring that routine requests were processed within less than half a day of the optimal deadline of five days. Furthermore, the City has demonstrated performance improvement with a 1.31 day reduction in the overall request processing time.

In 2015, the City is presented with the opportunity to continue to develop and improve upon its systems to respond to records requests that were implemented in 2014. These opportunities present themselves in two general groups. The first is to continue to develop the capacity of staff who must respond to records requests on a daily basis. By providing staff with the skills needed to respond to requests through professional development activities, confidence and capacity will continue to mature. These abilities will then translate into increased efficiency in responding to requests, decreased likelihood of error, and risk mitigation.

The second opportunity can be identified as systems improvement. This includes continuing to assess WebQA use, the utility of tools the City provides its staff, and the processes involved in record identification and recovery. In addition, by completing these assessments during 2015, improved tools, such as record portal templates and clear protocols, can be implemented in order to facilitate the application of the staffers' increased abilities and expedite the anticipated performance benefits.