

Metric	Description	Source	Notes	How info will be collected
baseline data	Total number of open requests at the start of the reporting period, total number received during and requests closed during the reporting period	GovQA	SPD has open requests outside of GovQA. SPD will provide a count	CPRA should be able to gather info from GovQA reports, IT will assist if necessary
1	Leading practices and processes for records management and retention implimented, including	records mgmt		Records Management will provide a list
2	Average time to respond to a public records request	GovQA		
3	Percent of requests completed within five days of receipt and the percent of requests where an estimated response time beyone five days is provided	GovQA		
4	Average number of days from receipt of request to the date of final disposition of request	GovQA		
5	Average time estimate provided for full disclosure as compared to average of actual time to provide full disclosure	GovQA		
6	Total number of public records requests for which the agency formally sought additional clarification from the	GovQA		
7	Total number of requests denied and the most common reasons for denying requests	GovQA	5-10 most common reasons?	
8	Total number of requests abandoned by requesters	GovQA		
9	Total number of requests by type of requester	GovQA		
10	Percent of requests fulfilled electronically compared to the percent of requests fulfilled by physical records	GovQA		
11	Total number of requests where one or more physical records were scanned to create an electronic version to fulfill disclosure	GovQA		
12	Average estimated staff time spent on each public records request	GovQA/Law/CPRA/SPD	PDOs, CPRA, managers, supervisors, etc.(does include litigation time)	We may be able to remove full-time staff from GovQA report and manually add all of their time. All other PDOs should come from GovQA. Law will give us a report on their time including outside counsel. Include IT support
13	Estimated total cost incurred by the agency in fulfilling records requests, including staff compensation and legal review and average cost per request	GovQA/Law/CPRA/SPD	staff compensation including benefits, legal review and supplies - GovQA, printing services, Adobe, paraben, etc (does not include litigation)	Contact HR for benefits costs. Law will provide their costs for Breeze or any other systems as well as staff costs if not in GovQA. See if we can get technology costs from HR or ITD. SPD has separate costs that SPD will collect
14	Total number of claims filed alleging a violation of 42.56 or other public records statutes during the reporting period, categorized by type and exemption at issue	Law		LAW will total claims for year
15	Total costs incurred by the agency litigating claims alleging a violation of 42.56 including penalties imposed	Law	include outside counsel	Law should have a report with this info
16	Estimated costs incurred by the agency with managing and retaining records, including staff compensation and purchases of equipment, hardware, software and services to manage and retain public records or otherwise assist in the fulfillment of public records	records mgmt	will include GovQA costs, records retention costs, EAED costs	Records Mgmt will gather what they can and CPRA will follow-up. Include SPD, SPU, SCL and ITD.
17	Total expenses recovered by the agency from requesters for fulfilling public records requests, including any customized charges	GovQA		Total of fees collected in GovQA
18	Measures of requester satisfaction with agency responses, communication and process relating to the fulfillment of public records requests	GovQA	averages	

Primary Responsibility for Metric

Green	Gov QA	Yellow	All
Blue	Records Management	Red	Legal