

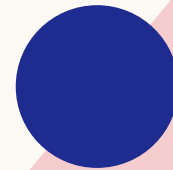
HIDDEN RECORDS

WAPRO 2024 FALL CONFERENCE

Presented By: Shawn Campbell – City Clerk, City of Auburn

AGENDA

- Framework & Obligations
- Identifying Hidden Records
- Tips for Organizing and Maintaining Records
- Effective Communication Strategies
- Common Challenges
- Q & A



FRAMEWORK AND OBLIGATION OF AGENCIES

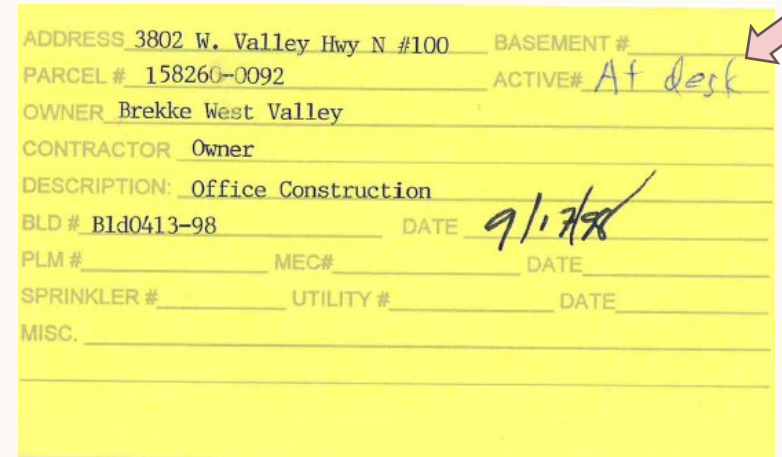
WAC 44-14-04003 (10): An agency must conduct an objectively reasonable search for responsive records. The adequacy of a search is judged by the standard of reasonableness.

FRAMEWORK AND OBLIGATION OF AGENCIES (CONT.)

- Neighborhood Alliance v. Spokane County (2011) and Block v. City of Gold Bar (2015)
- Conduct the search in a manner that is reasonably calculated to uncover all relevant documents
- Consider all locations where responsive records are likely located
- Follow obvious leads as they are uncovered

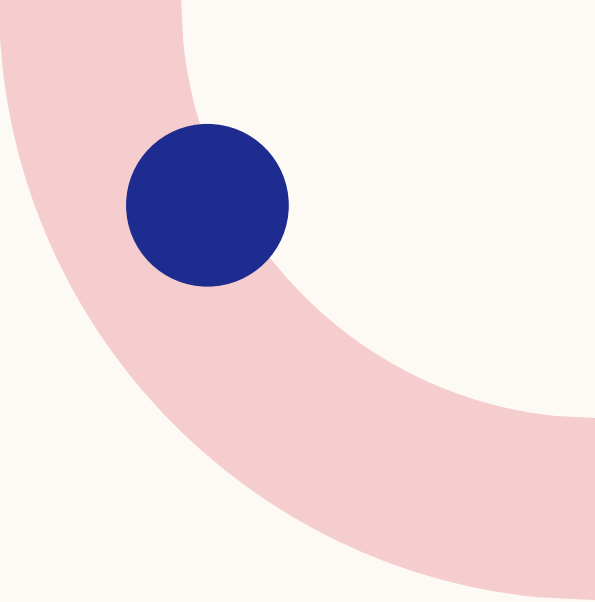
HIDDEN RECORDS: WHERE ARE THEY?

- Off-site Storage
- Outdated Software
- Multiple locations – personal desktop folders, various drives
- Cabinet in someone's office
- Boxed up in corner
- Sitting on a desk
- Misfiled
- Undocumented location transfers
- What Else....



ADDRESS 3802 W. Valley Hwy N #100 BASEMENT #
PARCEL # 158260-0092 ACTIVE# Af desk
OWNER Brekke West Valley
CONTRACTOR Owner
DESCRIPTION: Office Construction
BLD # Bld0413-98 DATE 9/1/78
PLM # MEC# DATE
SPRINKLER # UTILITY # DATE
MISC.

IDENTIFYING HIDDEN RECORDS



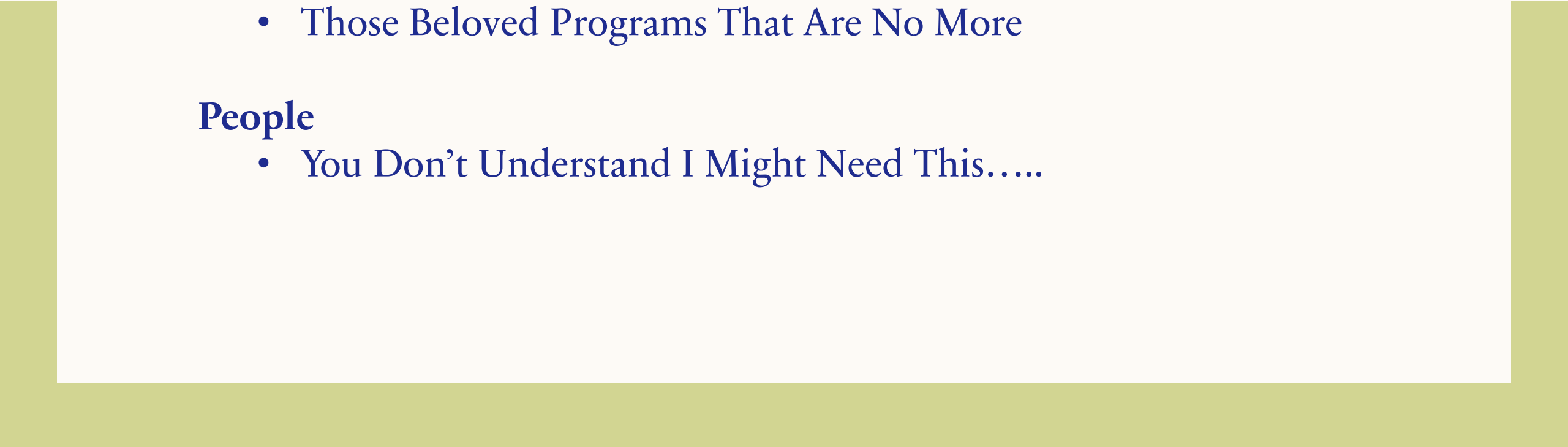
Departments

- The Great Paper Keeper

Programs

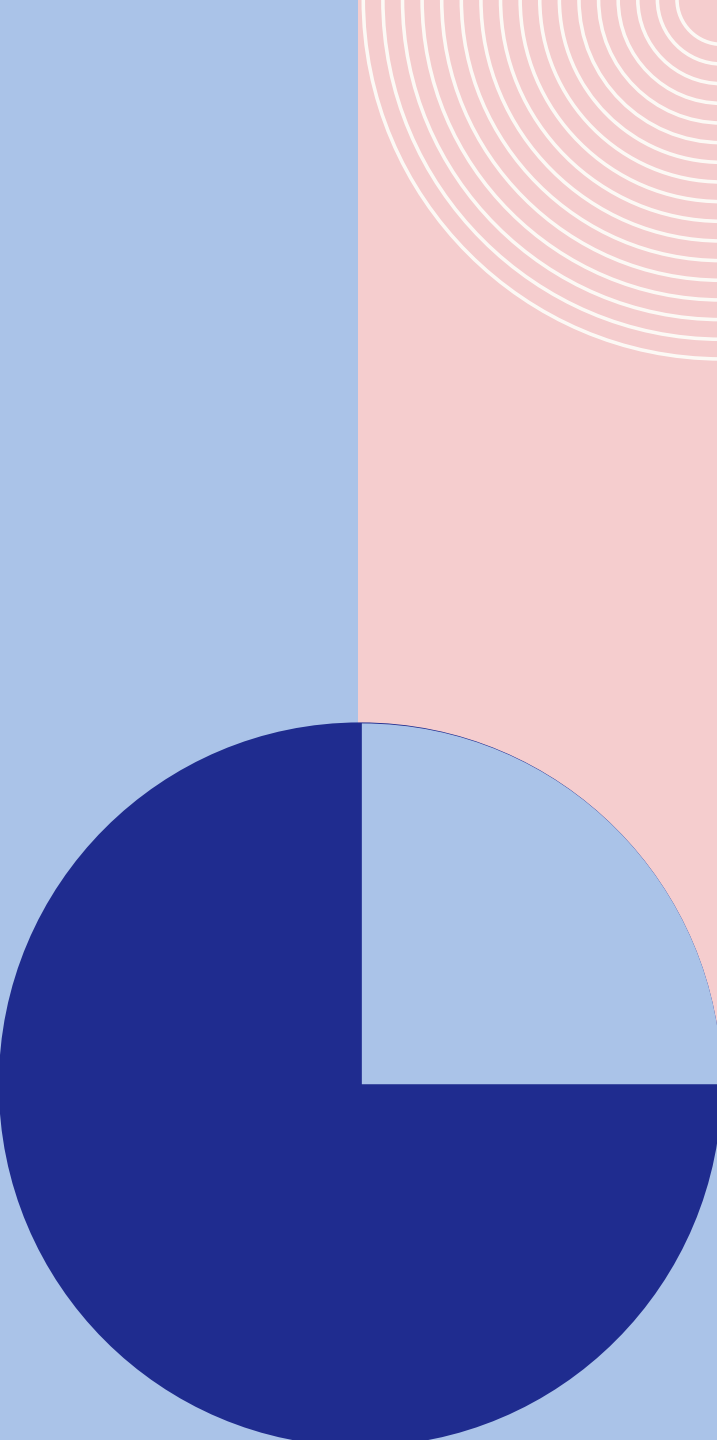
- Those Beloved Programs That Are No More

People

- You Don't Understand I Might Need This.....
- 

MITIGATION: STAFF BUY-IN

- Why should they care?
- What is “in it” for them?
- How to know what they need
 - ✓ Scheduling meetings with each department
 - ✓ Discussing the importance/risk
 - ✓ Getting a grasp on where their records live
 - ✓ Creating a plan



WHO REALLY KNOWS WHERE THEY ARE ALL AT....

Make Friends with Facilities Crew

- They are in every building, room and crawlspace.
They know where the “records” are buried....

Talk to Long Tenured Staff

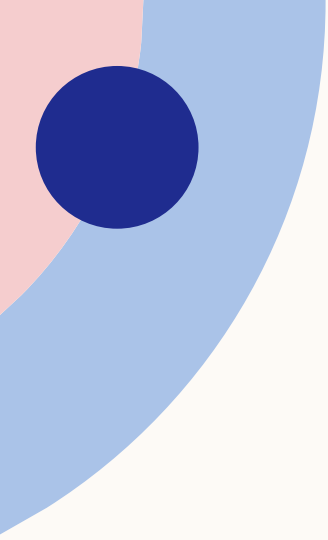
- They know that back in the day we used to XXXXX

Succession Planning

- We must plan on how we are keeping historical records

PROCEDURE CREATION

- Who Creates the Procedure
 - ✓ Subject Matter Experts
 - ✓ People with knowledge of the records and history
- Who has oversight
- Who is responsible
- Paper vs. Electronic vs. BOTH



SUCCESSION PLANNING

How do you ensure knowledge is shared?

- ✓ Setting the next generation up for success
- ✓ Cross Training
- ✓ Step by Step Guides
- ✓ Shadowing
- ✓ No silos or kingdoms

CHALLENGES

- Inherited Tracking Systems
- Loss of Institutional Knowledge
- Busy Staff
- Outdated Vernacular
- Time and Money
- What do you have?

Searching Cheat Sheet

Prior to 1990 – SEPA permits were labeled as EV permits

Prior to 2012 – Outlet Collection Way was Supermall Way

Mallard Pointe Apartments – used to be Riverbend Apartments

POSSIBLE SOLUTIONS

- **Inherited Tracking Systems** – Migrate Systems forward, Lists of Systems (timeframe and types of records)
- **Loss of institutional knowledge** – Robust Offboarding and managing outgoing staff's records both electronic and paper
- **Busy Staff** – Records Management is a key factor of every job description with support to perform the function
- **Outdated vernacular** – Naming conventions – List of outdated items as they come up
- **Time and Money** – Informed budgeting decisions (for both time and money) with understanding the importance and risk of not managing records
- **What do you have?** – What are your ideas?

COMMUNICATION WITH REQUESTOR

Clarify Records they Seek

- Timeframe
- Search terms
- Departmental
- Prioritization of responsive records for large requests
- Confirm discrepancies

Requestors Don't Know what they Don't Know

- Types of records and what they are called
- Common Terms and Vernacular

Additional Records Found

- Disclose as soon as found
- Does not restart Cousins Date

ORGANIZING AND MAINTAINING RECORDS TO STREAMLINE FINDING YOUR RECORDS

- Checklists
- Cheat Sheets
- Audits
- Flowcharts
- Periodic Meetings with Departments
Records Staff
- Policy for Electronic and Paper
Records Retention and Destruction

PROJECT TRACT		PERMIT TRACK	
Acronym	DESCRIPTION	ACRONYM	DESCRIPTION
ADM*	Administrative Decision	ADD*	Addition
BLA*	Boundary Line Adjustment	AFH	Adult Family Home
CAO	Critical Area Ordinance	ALT*	Alternation
COR	Correspondence	BFL*	Backflow Permit
CUP*	Conditional Use Permit	BLD*	Building
DBM	Database Management	COR	Correspondence
FAC*	Facility Extension (Agreement)	DEM*	Demolition Permit
KCP	King County Permit	FIR*	Fire Permit
MIS*	Miscellaneous Permit	GRA*	Grading Permit
PLT*	Preliminary Plat or Final Plat (check CRW title of permit to see clarification on the PLT)	MEC*	Mechanical Permit
PRE*	Pre-application	OCC*	Certificate of Occupation

Records Request Search Checklist

Please complete this checklist and return to the City Clerk's Office upon completion of fulfilling the request

Request Reference Number:

Request Details:

Please check all locations that you conducted a search for responsive records

☐	Trakit
☐	SharePoint
☐	Laserfiche
☐	Shared Drives i.e. e:drive, h:drive, o:drive
☐	Personal Drive/Desktop
☐	Hard Copy Locations i.e., Filing Cabinets, Drawers
☐	Other:
☐	
☐	

REQUEST TYPE	SOURCE
Original Building Plans	Trakit & Archive Permit Cards
As-Builts (Water, Sewer, Storm)	Email Public Works
Code Enforcement Records	Email Code Enforcement
Hazardous Material Storage, Spills, Environmental Complaints	Email Public Works & direct requester to Valley Regional Fire Authority (VRFA)
Current/Upcoming Capital Projects	Provide the Interactive Capital Project Map Link

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THANK YOU

Shawn Campbell, MMC

City of Auburn

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