



# Public Records Act System

## Status Update

Board of Supervisors  
August 21, 2018

# Background

- ▶ Pre 2016 no countywide system in place
- ▶ January 26, 2016 – Board approved use of the GovQA System
- ▶ April 11, 2016 – Go Live
- ▶ November 15, 2016 and February 28, 2017 status reports presented to the Board.
- ▶ Currently 110 active users (county employees)

# 2016 Indicators (Apr–Dec)

- ▶ 180 requests received via the system
- ▶ Average time to first response = 4.8 days
- ▶ Approximately 254 staff hours
- ▶ Averages:
  - 22.5 requests per month
  - 1.4 hours of staff time per request
- ▶ 56 requests submitted via the GovQA Public Portal (31%)

# 2017 Indicators

- ▶ 330 requests received via the system
- ▶ Average time to first response = 9.1 days
- ▶ Approximately 604 staff hours
- ▶ Averages:
  - 27.5 requests per month
  - 1.8 hours of staff time per request
- ▶ 208 requests submitted via the GovQA Public Portal (63%)

# 2018 Indicators (to mid-July)

- ▶ 275 requests received via the system
- ▶ Average time to first response = 4.1 days
- ▶ Approximately 371 staff hours
- Averages:
  - 45.8 requests per month
  - 1.3 hours of staff time per request
- ▶ 190 requests submitted via the GovQA Public Portal (69%)

**COMMENTS  
OR  
QUESTIONS ?**