Legal Records Team

Annual Report

Fiscal Year 2024-25

July 2024 - June 2025

Portland City Attorney's Office

Created: October 14, 2025

Last Updated: October 14, 2025

Dedication

This annual report is dedicated to Jenifer Johnston, who retired this year following over twenty-seven years in the City Attorney's Office and eleven years leading the Legal Records Team. In FY 2014-15, City Council directed the City Attorney's Office to create the Legal Records Management Project to better manage records requests and legal holds. Over the next several years, Jenifer and a small number of staff established a centralized records request system, legal holds management system, electronic records search protocol, a unified public records legal advice process for exemptions and redactions, a consolidated financial system for the collection and distribution of public records fees, and the establishment of a public records website and help line. Jenifer tackled many significant issues, including clearing a large backlog in Police Records requests, overseeing District Attorney appeals and litigation related to public records requests during a period of increasing case volume and complexity, the re-assessment and significant lowering of pre-paid estimated fees charged for certain types of requests, improving training and support for records request responders, and developing public records training for all City staff.

Originally aided by only a single staff member, Jenifer spearheaded efforts to expand the Legal Records Team, allowing it to become a more significant aid to both members of the public seeking records and City staff responding to records requests. While the work of continuous improvement is never complete, Jenifer laid the foundation and built the structure needed for the City to successfully meet its public records obligations to the community it serves.

Please Note The Following

Data in this annual report is not directly comparable to previous annual reports due to improvements in data collection and analysis processes following the revamp of the online request portal which took place during this fiscal year. As part of this process, updates were also made to how some data points are calculated or estimated, resulting in more accurate figures compared to previous reports. These changes are part of the Legal Records Team's dedication to continuous improvement.

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Legal Records Team Summary

The Legal Records Team was able to achieve several important process improvements and other successes

Summary

Fiscal year 2024-25 saw the Legal Records Team continue to use its expanded resources to build upon last year's successes. Thanks to an updated payment policy regarding requests made by Reporting Services (page 9), overall public records requests declined 2%, the second year in a row of declines (page 19). However, a 10% increase in government requests resulted in an overall increase of 2% for all records requests (page 32). Though this increase may be mitigated by a change in policy regarding access to BOEC/911 Records put in place at the end of this fiscal year (page 3). The team also implemented a number of revamps and updates to several online request portals, the mail-in request form, the City's public records administrative rule, the internal financial distribution system for fees, the public website, and the customer help line (pages 2 and 3). As well, pre-paid estimated fees were lowered significantly following a new time study (page 8). In the next fiscal year, the team will face several challenges, including continued city restructuring, increasing records requests by both volume and complexity, an increasing number of responders, and an increasing number of customer support contacts (page 4). The Team will build on the foundation of this year's improvement to tackle next year's challenges.

Legal Records Team Overview

The Legal Records Team in the City Attorney's Office manages the City's records request system, ensuring City records are accessible to both the public and partner government agencies. The team also oversees the City's legal holds system, which ensures that records relevant to new or possible legal cases are retained. While individual bureaus within the City are responsible for providing and retaining their own records, the Legal Records Team:

- Oversees and manages citywide policies and processes to respond to electronic and other records requests.
- Processes e-discovery requests, legal holds, and subpoenas.
- Manages the system which tracks records requests.
- Ensures responses comply with Oregon Revised Statute (ORS) 192 and other applicable laws and regulations.
- Offers legal advice on legal records matters when requested.
- Provides legal representation on matters involving public records including appeals and litigation.
- Performs electronic records searches as needed.
- Manages complex records requests and fulfills records requests made to the City Attorney's Office, Office of the Mayor, and the City Council offices.
- Provides records training for City employees.

Legal Records Team Accomplishments

- Directly responded to 257 records requests and provided significant aid for another 456 (page 17).
- Performed 349 electronic records searches (pages 18 and 42).
- Trained and worked directly with 113 City staff acting as public records responders (pages 11 and 17).
- Responded to 2,022 customer service calls and emails (pages 12 and 17).
- Applied 384 legal holds involving 2,746 records custodians (page 16).
- Managed 34 District Attorney appeals and 5 active litigation cases (page 15).
- Completed 107 process improvement, analytical, and other types of special projects (pages 2, 3, and 17).
- Carried out a significant revamp and update to a number of systems, processes, and policies (pages 2 and 3).
- Significantly lowered pre-paid estimated fees (pages 2 and 8).
- Other successes as detailed on pages 2 and 3 of this report.

Public Records Requests Trends

- The portion of public records requests closed within 30 work days reached an all time high of 97% in FY 2024-25 (pages 7 and 29).
- The number of public records requests decreased by 2% in FY 2024-25 compared to FY 2023-24, falling to 34,766 and marking the second year in a row of declines (pages 19 and 32).
- The decrease in public records requests is largely due to a 10% drop in requests from Reporting Services. This decline was driven by a policy change that now charges per request individually, rather than a single fee for all requests (page 9).
- The number of open public records requests rose to 2,614 in FY 2024-25, up compared to the 1,197 open in FY 2023-24, but still well below historic levels (pages 25 and 32).
- The number of Other Records requests involving electronic records searches has stabilized with between 15% and 17% of said requests including an electronic records search (pages 18 and 42).
- A total of 9,584 members of the public and media (not including Reporting Services) made public records requests in FY 2024-25 (page 45).

System Revamp and Other Updates Pay Dividends

City investments in staffing resources allowed significant and needed updates to take place in FY 2024-25

Taking Advantage of Expanded Legal Records Team Staff

In the first half of FY 2022-23, the Legal Records Team hired 1.0 Deputy City Attorney, 1.0 Paralegal, and 2.0 Systems Analysts. The increased staff size paid dividends in FY 2022-23 and FY 2023-24, and continued to do so throughout FY 2024-25. As a direct result of these added resources, the City was able to revamp the online request portals and public-facing website, update the administrative City rule overseeing public records requests, re-assess pre-paid estimated fees, provide improved responder and City staff training, enhance customer service and responsiveness, and continue efforts to improve accessibility and transparency regarding the public records request process.

Public Records Request Online Portal Revamp

The rollout of the new City structure in FY 2024-25 provided an opportunity to update the public records request online portal to improve its functionality for both customers and responders. Though periodically updated over the past ten years, this was the first large-scale revamp to take place since the online portal was first launched in FY 2015-16. The primary change was the combining of five separate portals (Police Records, Fire Records, BOEC/911 Records, Property Records, and Other Records) into a single portal. Other changes included the addition of more types of closed statuses for better tracking purposes, improved instructions embedded into the system, dynamic conditional fields to better direct people dependent upon the records they are requesting, and improved processes for tracking and fulfilling requests and granting fee waivers. Updates were also made to ensure the new portal met City website and accessibility standards. Following the revamp, similar overhauls were done to the previously created reporting and analysis systems, the How To used by responders, and other related processes and systems. Significant training was also carried out with bureau responders.

Interagency Records Request Online Portal Revamp

The revamp of the public records request online portal was done in coordination with a similar revamp of the interagency records request portal to improve its functionality for both customers and responders. Though periodically updated, this was the first large scale revamp since the portal was first launched in FY 2019-20. The primary change was making it possible to request BOEC/911 Records in addition to Police Records. Following the revamp, similar overhauls were done to the previously created reporting and analysis systems.

Launch of New Public Records Website

In an effort to improve public access to resources regarding public records requests, the Legal Records team assumed management of www.portland.gov/public-records, transforming the website from a collection of tagged links to a central and easily located public records information repository. The new website includes links to the public records request and interagency request online portals, instructions on how to make a records request, an overview describing what is a public record, publicly available City records and data, reports and statistics related to records requests, and instructions on how to request a public record requests safety exemption.

Update to Administrative Rule ARA-8.03

Administrative rule ARA-8.03, overseen by the City Auditor's Office, sets City policy regarding public records requests, including how requests should be submitted, accommodations, rights to appeal, fee schedules and calculations, and record request forms. In FY 2024-25, a major overhaul of this rule took place, taking into account shifting legal requirements, designating who decides what fee waivers be made available, laying out how overhead rates for fees are calculated, setting when fee studies take place, and better defining the process to update fees and request forms.

Time Study Results in Lower Pre-Paid Estimated Fees

In the case of regularly requested types of records, customers are required to pay pre-paid estimated fees prior to their request being processed. These fees are set based upon time studies regarding the minimum time it takes to fulfill requests for these types of records. The last time study was done in FY 2021-22. Working with the Portland Police Bureau, Portland Fire and Rescue, the Bureau of Emergency Communications, and Portland Permitting and Development, a new time study was carried out this fiscal year, which resulted in a significant drop in most pre-paid estimated fees halfway through FY 2024-25. This drop is expected to annually save customers $248,696 (page 8).

Centralized Financial and Fee Distribution System

The fees collected for public records requests by City policy go to the bureau/office which oversees the staff member who primarily responded to the request. Previously this involved five different accounts overseen by Treasury and Business Operations, four assigned to specific bureaus which received a large number of requests and one which acted as a catch-all for all of the other bureaus/offices. In FY 2024-25, the oversight of fee distribution was shifted to the Legal Records team, which reduced the number of accounts to one and created a new centralized reconciliation and distribution system to ensure fees are claimed accurately by each bureau/office.

Renewed Contracts with Smarsh and PageFreezer

As part of its records retention program the City contracts with many third-party software platforms, including Smarsh for text messages and PageFreezer for social media. Both of these contracts were renewed in FY 2024-25. Work also began to transfer oversight of PageFreezer to the Central Communications office.

Legal Records Team Staff at End of Fiscal Year

	2022-23	2023-24	2024-25
Senior Deputy City Attorney	1.0	1.0	1.0
Deputy City Attorney	1.0	1.0	1.0
Legal Records Supervisor	1.0	1.0	1.0
Paralegal	1.0	1.0	1.0
Legal Assistant	0.4	0.4	0.4
Systems Analyst	3.0	3.0	3.0
Administrative Specialist	1.0	1.0	1.0

System Revamp and Other Updates Pay Dividends

City investments in staffing resources allowed significant and needed updates to take place in FY 2024-25

Traffic Discovery Online Portal Revamp

The Portland Police Bureau (PPB) oversees an online portal for traffic citation discovery materials which uses the same third-party software, GovQA, as the public records request online portal and interagency request online portal. The technical design and maintenance of this portal is handled by the Legal Records Team. Though periodically updated over the past ten years, this was the first large-scale revamp to take place since the portal was launched in FY 2015-16. The primary change was making the portal more usable for both customer and responders.

Improved Data Collection and Management

In early FY 2024-25, the Legal Records team launched the automated removal of requests not under legal hold and closed more than two years from the records request management system (GovQA). Additionally, the team removed 90 inactive staff accounts, disabled 32 others, and deleted 14,430 inactive customer accounts. Collectively this helps ensure system security and that customer data is not retained beyond legal requirements. As part of the online portal revamps, the background data archiving and analysis systems were also updated, significantly improving the quality and accuracy of the data collected, providing a clearer picture of records requests for City staff and the public.

Decline in Reporting Service Requests

Between FY 2019-20 and FY 2022-23, the number of public record requests steadily rose, driven in large part by an increase in requests by for-profit Reporting Services. In FY 2022-23 the City put in place a new policy requiring these entities to pay for requests in the same manner as other members of the public. As a result, these requests dropped from 17,777 in FY 2022-23, to 14,985 in FY 2023-24, to 13,415 in FY 2024-25. This equates to a 25% drop in Reporting Service requests over the past two fiscal years and a 8% drop in overall public requests (pages 9 and 32).

Alternative Methods for MCDA to Access BOEC/911 Records

In FY 2024-25, 3,902 BOEC/911 Records requests were created, up 22% from the previous year. As a result of this increase, the backlog in BOEC/911 Records requests began to rise again, after dropping dramatically at the end of the last fiscal year. Of those requests, 63% were government requests, of which 52% were made by the Multnomah County District Attorney's Office (MCDA). Government requests accounted for 95% of the growth in requests compared to the previous fiscal year. To alleviate this growth, at the end of FY 2024-25 the Legal Records team worked with the Bureau of Emergency Communications (BOEC) and MCDA to create an agreement and process for MCDA to directly access many BOEC/911 records. This is expected to significantly decrease BOEC/911 Records requests (pages 10 and 38).

Project Management and Continuous Improvement

Thanks to project management and continuous improvement protocols established in FY 2022-23, the Legal Records Team completed over 107 projects aimed at process improvement, policy establishment and updates, and improved records retention. These include 24 external facing process improvements, 37 internal facing process improvements, 26 analytical projects to aid decision-makers, and 26 other types of projects. Beyond what is directly listed, two significant projects were working with data management experts in the Portland Police Bureau (PPB) to automate the redaction of certain types of employee information prior to releasing records, and working closely with Granicus, the GovQA software developer, to identify and fix multiple bugs in the GovQA software to improve customer and responder user experience.

Improvements to Customer Experience

As part of the online portal revamp and broader updates, a number of other improvements were also carried out to improve customer experience in FY 2024-25. These included a significant update to the mail-in request form, working with the 311 program to ensure the providing of accurate information, improved customer service help line phone and email messaging, detailed instructions on the website on how to request and access public records, and a focus on improving accessibility throughout the records requests processes.

Improved Responder and Staff Training

The Legal Records Team upgraded its How To guide to match the revamped online portal and a series of trainings were carried out with responders. The team also created a newsfeed system to keep responders apprised of updates to the How To and changes to public records requests processes and policies. In FY 2024-25, a total of 113 responders fulfilled public records requests (page 11). Training materials for City staff were also updated with multiple trainings provided to elected officials and their staff.

Public Records Safety Exemption Updates

The Legal Records team carried out a series of updates to the public records safety exemption process, ensuring compliance with current legal standards and making it easier for the public to request said exemptions. This included updating the form, developing a standardized review methodology, and reviewing exemptions already in place.

Legal Hold Management Updates

During FY 2024-25, the management of legal holds was shifted from the software platform zDiscovery to Exterro. As part of this process, data regarding legal holds was reviewed and updated, providing a clearer picture of the current state of legal holds (page 16).

Future Challenges

The identification of future challenges allows for better resource allocation and the avoidance of potentially significant issues

Continued City Restructuring

In July of 2024, the City launched a restructuring process to bring it into alignment with changes to the City Charter. In response, the Legal Records team revamped the City's records request processes, online portal, mail-in form, and the data reporting and archiving system to match these changes. However, during the budget process for FY 2025-26, it was announced that further restructuring would take place beginning July 1, 2025. This necessitates further updates which are time and resource intensive. Due to the fluid nature of the new City government system fully establishing itself, it is expected that further changes are likely, requiring further staff resources, and the flexibility of said resources, to ensure a smooth continuation of provided services.

Increasing Records Requests

Since FY 2020-21, overall records requests have grown 23%, driven by a 47% increase in government requests and 12% increase in public records requests (pages 21 and 34), with the continued increase in government requests being the primary concern. Public records requests peaked in FY 2023-24, after which a change in policy regarding requests by Reporting Services resulted in a 9% decrease in public records requests over the past two fiscal years (page 9). However, government requests have continued to grow, straining staff resources, especially for the Portland Police Bureau (PPB) and Bureau of Emergency Communications (BOEC). Some relief may come from a new record sharing policy between BOEC and the Multnomah County District Attorney's Office, but the maximum potential is only a 6% decrease in government requests (page 10).

Increasing Number of Responders

Since FY 2020-21, the number of responders fulfilling at least one records request has increased by 35%, growing from 84 in FY 2020-21 to 113 in FY 2024-25. This increase has required the Legal Records Team to focus a greater amount of resources to training and oversight to ensure requests are properly handled and fulfilled to meet legal requirements. This task is made more difficult by the increasing complexity and nuance of both requests and pertinent state and federal public record laws and regulations. As the City looks to consolidate tasks, consolidating responder duties would lead to greater compliance as well as increased efficiency (page 11).

Increasing Customer Support Contacts

The Legal Records team provides technical support for customers making records requests via phone and email. These range from queries regarding how to make a request, to customers being locked out of their accounts, to issues making payments, to a wide range of other topics. Since FY 2022-23, the number of support contacts has increased 133%, increasing from 866 to 2,022, with the potential to further increase moving forward. While customer support provides an important community service, it requires significant staff time. Some contacts are unavoidable, but further work is needed to determine the best ways to provide information to the public and limit additional growth in support contacts (page 12).

Growing Complexity of Records Requests

As public records requests grow more complex, spanning multiple software platforms and governed by an increasingly nuanced legal framework, the Legal Records Team has become more heavily involved in a large number of requests. Involvement includes providing technical advice and support, performing ad hoc process and policy analysis, carrying out multiple electronic records searches and collections for many requests, and providing legal advice and oversight for public records appeals and litigation. Though often not captured in quantitative datasets, these factors have a significant effect on the Legal Records Team's ability to meet growing record request demand (page 17).

Spike and High Volume Requesters

In FY 2024-25, spike requesters (those making more than 10 Other Records requests in a single month) and high volume requesters (those making more than 20 Other Records requests in a fiscal year) at times have strained available resources. Spike requesters accounted for 7% of Other Records requests, with a monthly high of 25%, and high volume requesters accounted for 18%, with a monthly high of 33%. Though differing in motivation, these types of requesters, especially spike requesters, tend to make a large number of requests to one or two bureaus over a short period of time. This makes it difficult for staff to keep up and respond to other requests (page 44).

No Applicable Records Available

Out of the 33,349 records requests, public records requests made in FY 2024-25, 76% were fulfilled, with 6% being exempt from release, 12% involving no applicable records, and 6% closed for lack of response/payment or other reason. The high portion which involves no applicable records being available is a concern given these requests involve staff time and resources which could be used to respond to requests involving records which exist. Record types with an especially high percentage of no applicable records being available include Cannabis and Liquor License Records (75%), Code Enforcement Records (49%), Fire Bureau Issued Permits (41%), Police Audio-Visual Records (34%), Police Photographs (32%), and Police Officer Notes (22%) (page 43).

Increasing Legal Hold Custodians

While the number of new and active legal hold intances has remained relatively steady over the past five years, the number of active custodians has steadily increased, as larger and more complex matters involving numerous custodians tend to remain on legal hold for longer periods. This represents a growing burden of legal hold requirements which takes up staff resources to maintain and administer (page 16).

Records Requests by Record Type

Summary of different types of records requests handled by City staff and overseen by the Legal Records Team

Description of Record Types

The City handles a large number of record requests including both from the public and government agencies. These requests are handled by individual bureaus via a system overseen by the Legal Records Team in the City Attorney's Office. Types of records requested include:

Police Records, including police reports and other records related to a single individual, address, or incident.

Property Records, including permits, code enforcement actions, and land use records related to a specific address.

BOEC/911 Records, including emergency and non-emergency calls and dispatches related to a specific incident or address.

Fire Records, including fire investigation reports, permits, and inspections related to a specific address or incident.

Other Records, including administrative records such as emails, texts, statistics, personnel records, studies and reports, etc.

Records Requests Summary Fiscal Year 2024-25						
	Total		Public Requests		Government	
	Created	Closed	Created	Closed	Created	Closed
Police Records	42,474	40,290	25,377	24,012	17,097	16,278
Property Records	4,152	4,104	4,119	4,071	33	33
BOEC/911 Records	3,902	3,921	1,455	1,479	2,447	2,442
Fire Records	1,435	1,430	1,389	1,384	46	46
Other Records	2,514	2,483	2,426	2,403	88	80
Total Requests	**54,477**	**52,228**	**34,766**	**33,349**	**19,711**	**18,879**

Further information and data regarding types of records can be found in the Data Appendix and Glossary of this report.

Public Requests Overview

Each year the City of Portland handles tens of thousands of public requests for records under the requirements of ORS 192.311 *et seq* and various City policies. In FY 2024-25:

- 34,766 public requests were created and 33,349 were closed (page 19).
- Open requests increased from 1,197 to 2,416 due to a rise in open Police Records requests (page 25).
- 9,590 individuals made public records requests.
- 97% of public requests were responded to within the requirements of ORS 192.311 *et seq* and 97% were closed within 30 workdays (page 6).
- 94% of public requests were successfully fulfilled either by providing the requested records or informing the customer the City does not have the requested records, the records are exempt from release, or the records are publicly available (page 26).
- 99% of public requests were fulfilled using the online request system (page 26).
- The City waived an estimated $139,164 in potential fees, 35% of the estimated potential fees owed and 48% of the estimated potential fees eligible for a fee waiver (page 34).

Government Requests Overview

Since the start of 2020 the City's online system has also been used to manage records requests from government agencies. In FY 2024-25:

- 19,711 government requests were created and 18,879 were closed (page 24).
- Open requests increased from 192 to 1,024 largely due to a rise in open Police Records requests (page 24).
- More than 509 government agencies made government records requests.
- 99% of government requests were closed within 30 workdays (page 24). Government requests are not regulated by ORS 192.311 *et seq*.

Records Requests by Assigned Bureau

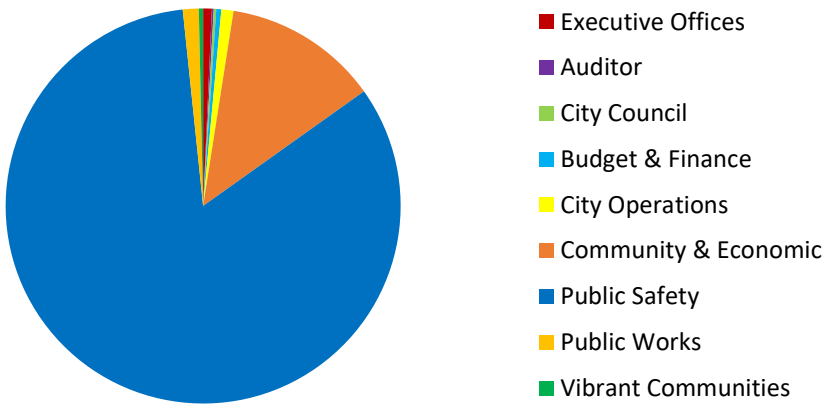
Breakdown of requests by the Bureau assigned to respond to the request

Records Requests Summary by Assigned Bureau						
Fiscal Year 2024-25						
	Total		Public Requests		Government	
	Created	Closed	Created	Closed	Created	Closed
Executive Offices	***251***	***245***	***246***	***240***	***5***	***5***
* Mayor	54	54	51	51	3	3
City Admin	61	59	59	57	2	2
* Attorney	136	132	136	132	0	0
Auditor	***55***	***54***	***52***	***51***	***3***	***3***
****City Council***	***74***	***71***	***72***	***69***	***2***	***2***
Budget & Finance	***144***	***137***	***143***	***136***	***1***	***1***
City Operations	***356***	***369***	***345***	***358***	***11***	***11***
BHR	114	121	111	118	3	3
Police Accountability	15	16	15	16	0	0
Procurement	149	153	142	146	7	7
City Operations Other	78	79	77	78	1	1
Community & Economic	***4,443***	***4,392***	***4,408***	***4,357***	***35***	***35***
BPS	55	52	54	51	1	1
Housing	40	41	39	40	1	1
PPD	4,331	4,283	4,298	4,250	33	33
CED Other	17	16	17	16	0	0
Public Safety	***48,569***	***46,376***	***28,926***	***27,564***	***19,643***	***18,812***
BOEC	4,000	4,011	1,534	1,550	2,466	2,461
Fire	1,521	1,510	1,450	1,439	71	71
PBEM	6	4	6	4	0	0
PPB	42,999	40,807	25,893	24,527	17,106	16,280
PSR	6	5	6	5	0	0
Public Safety Other	37	39	37	39	0	0
Public Works	***462***	***463***	***452***	***454***	***10***	***9***
BES	104	107	102	106	2	1
PBOT	250	247	244	241	6	6
Water	98	99	96	97	2	2
Public Works Other	10	10	10	10	0	0
Vibrant Communities	***123***	***121***	***122***	***120***	***1***	***1***
Parks	119	117	118	116	1	1
Vibrant Communities Other	4	4	4	4	0	0
Overall Total Requests	**54,477**	**52,228**	**34,766**	**33,349**	**19,711**	**18,879**
Legal Records Team Subtotal	***264***	***257***	***259***	***252***	***5***	***5***
* Indicates requests directly handled by Legal Records Team in City Attorney's Office.						

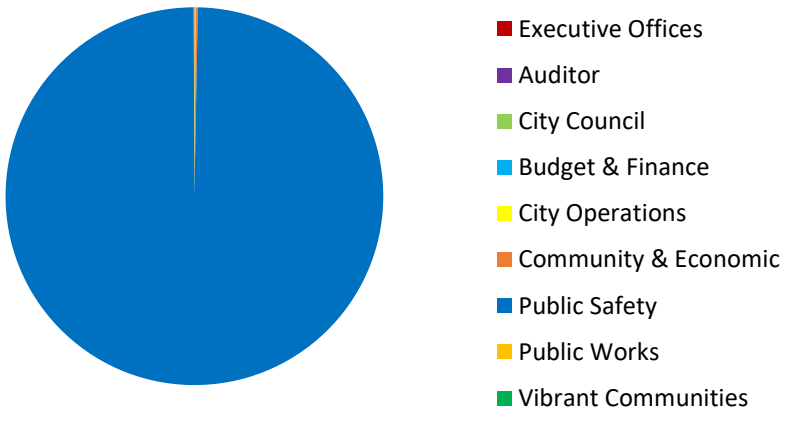
In most cases, the assigned bureau is the one which holds the records, though with some requests this is not the case. For example, in FY 2024-25 the Legal Records Team handled requests made to the City Attorney's Office, the Mayor's Office, the City Council offices, and complex requests initially assigned to other bureaus.

The number of requests to the City Attorney's Office appears high but this is due to the Legal Records Team being housed within that office. Most of these requests are not for City Attorney records.

Created Public Records Requests by Assigned Bureau



Created Government Requests by Assigned Bureau



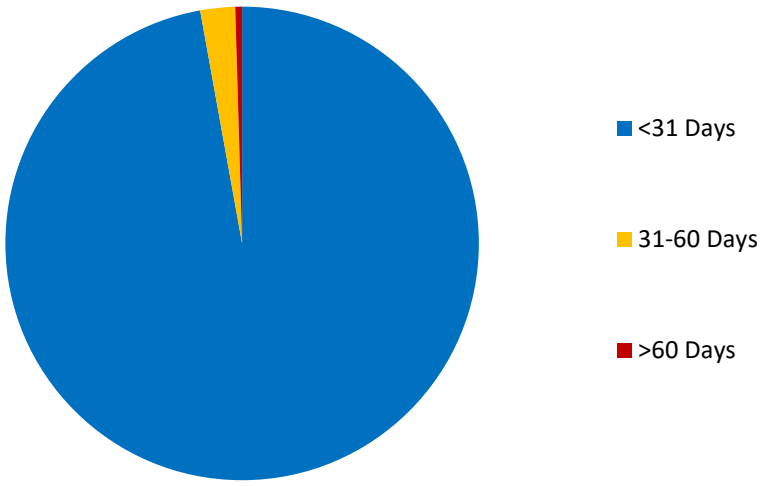
Further information and data regarding assigned bureaus can be found in the Data Appendix and Glossary of this report.

Public Records Requests Business Days and Statutory Days to Close

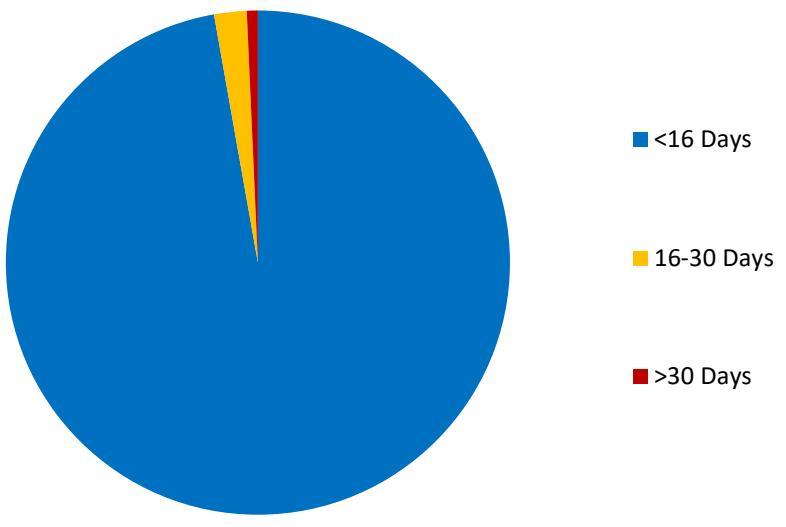
Measuring the time it takes to respond to requests as set by the requirements of state law and City policy

Closed Public Records Requests Time to Respond Fiscal Year 2024-25						
	WDO Days			ORS Days		
	<31	31-60	>60	<16	16-30	>30
Police Records	23,569	412	31	23,536	431	45
Property Records	4,030	41	0	4,010	32	29
BOEC/911 Records	1,358	101	20	1,427	48	4
Fire Records	1,250	73	61	1,320	28	36
Other Records	2,195	165	43	2,125	157	121
Total Closed Requests	**32,402**	**792**	**155**	**32,418**	**696**	**235**

Closed Public Records Requests by WDO Days



Closed Public Records Requests by ORS Days



By Oregon statute, the City of Portland is required to fulfill public records requests within a reasonable amount of time. The City uses two primary measures to calculate the amount of time it takes to respond to individual requests. These are WDO Days and ORS Days.

WDO Days (Work Days Open Days) are the amount of time between the request being created and closed, taking into account pauses for weekends, City holidays, waiting for a requester to pay an invoice, and waiting for a requester to respond to a query for clarifying information.

ORS Days (Oregon Revised Statute Days) are a similar measurement to WDO Days, in that it also takes into account pauses for weekends, City holidays, and waiting for a requester to respond to a query for clarifying information. However, as per ORS 192.329, the count stops once the City has responded by providing either the records requested or an estimate of when they will be provided. The City has a legal requirement to provide an estimate or complete its response within 15 ORS days.

Overall, the City met its ORS Days obligation for 97% of public records requests closed in FY 2024-25 and 97% of its WDO Days goal. In FY 2024-25, the City's ability to meet its ORS Days obligation and WDO Days goal varied depending upon the record type. For public requests:

- Police Records met 98% of its ORS Days obligation and 98% of its WDO Days goal.
- Property Records met 99% of its ORS Days obligation and 99% of its WDO Days goal.
- BOEC/911 Records met 96% of its ORS Days obligation and 92% of its WDO Days goal.
- Fire Records met 95% of its ORS Days obligation and 90% of its WDO Days goal.
- Other Records met 88% of its ORS Days obligation and 91% of its WDO Days goal.

Further data on how long it takes to close requests can be found in the Data Appendix section of this report.

Pre-Paid Estimated Fees Decreased

Process improvements lead to lower fees and more equitable access to records

Pre-Paid Estimated Fees Decreased in Mid FY 2024-25			
	Old Fee	New Fee	Unit
Police Fees			
Address Search*	8.50	2.00	per location
Audio Visual	17.50	5.75	per incident
Body-Worn Camera Footage*	17.50	5.75	per incident
Name Check*	8.50	2.00	per individual
Officer Notes*	17.50	8.50	per incident & officer
Photographs*	17.50	2.00	per incident
Police Reports*^	12.50	2.00	per incident
Other Records	12.50	2.00	per request
Fire Fees			
Fire Inspections*	12.00	No Fee	per location
Fire Permits*	15.00	No Fee	per location
Fire Reports*	12.50	2.00	per incident
BOEC Fees			
CAD Printout*	20.00	8.00	per incident
CAD/Telephone*	40.00	14.00	per incident
CAD/Telephone/Radio*	60.00	No Fee	per incident
Radio Dispatch Recordings	20.00	20.00	per incident
Property Fees			
Building Records*	15.00	8.00	per location
* Previously no additional charge if staff time is over 30 minutes.			
^ Previously $1 per page above 10 pages.			

Requesters pay an estimated pre-paid fee before beginning work for types of records commonly requested, most related to specific individuals, incidents, or properties. Examples include police reports, BOEC call recordings, and building permits. Often these reports are needed for insurance claims, property sales, background checks, court cases, and other similar situations. By using pre-paid estimated fees, the City is able to more quickly respond to these types of requests. The pre-paid estimated fees for these types of records are created via a time study which measures the amount of time it takes to complete a request for each type of record. In FY 2024-25, pre-paid estimated fees were paid in 78% of public records requests. In FY 2024-25, the City performed a time study which showed that many of these fees could be lowered due to various process improvements put into place in the preceding years. These new lower pre-paid fees were implemented in January of FY 2024-25.

Almost all pre-paid estimated fees were reduced, with several fees removed all together, specifically fees for Fire Inspections and Fire Permits. The fee for CAD/Telephone/Radio was also removed, with the same records now available via making separate requests for CAD/Telephone and Radio Dispatch Recordings. Further information on fees can be found in the Glossary.

Taking into account requests receiving fee waivers, it is estimated that in FY 2024-25, the reduction in pre-paid estimated fees saved requesters an estimated $104,137, a 29% savings in pre-paid estimated fee payments compared to the original higher fees. Overall, the change in fees is expected to save requesters an estimated $248,696 annually, a 69% reduction compared to the original higher levels. Furthermore, this is the second fee reduction to take place in the past four years, with an earlier change occurring at the end of FY 2021-22. The cumulative annual savings of the two reductions is estimated to be $609,086 using FY 2024-25 data.

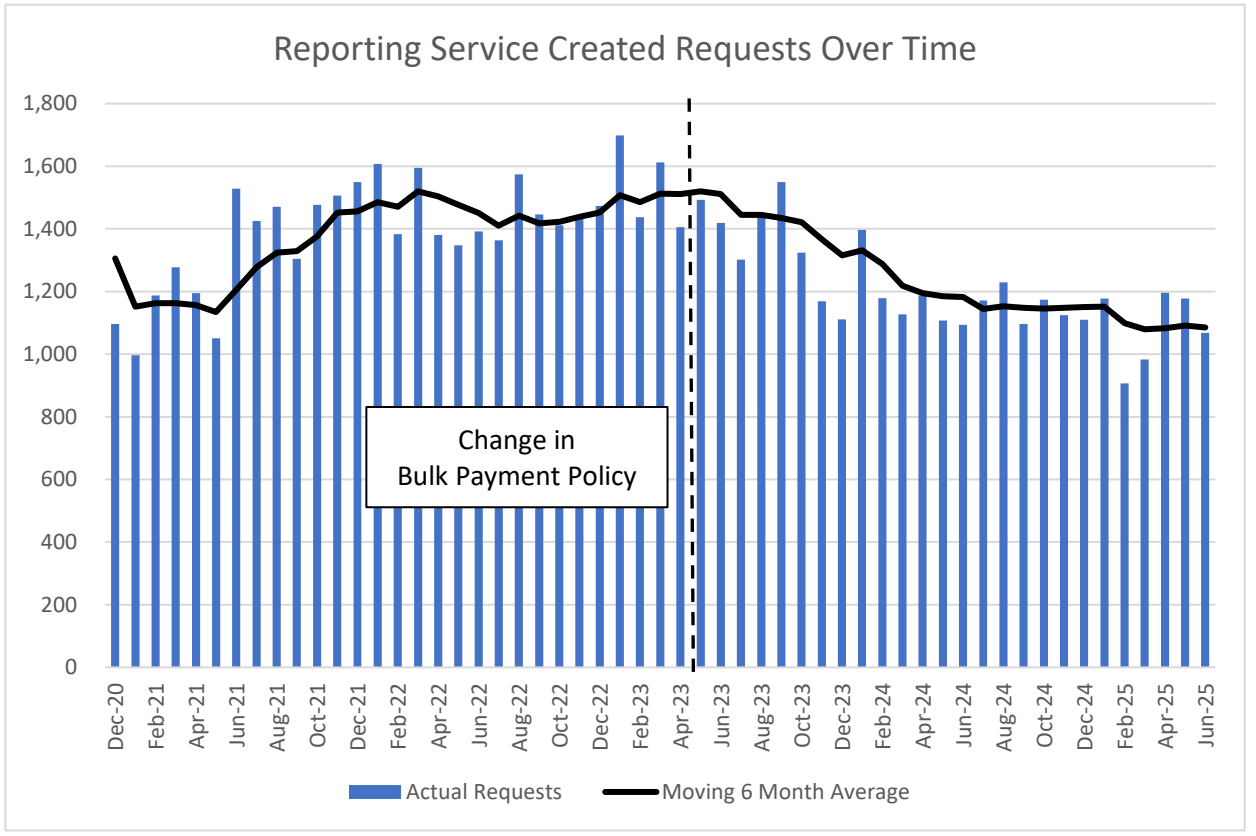
It should be noted that the amount the City is allowed to charge for pre-paid estimated fees are limited by City rules and state law and regulations.

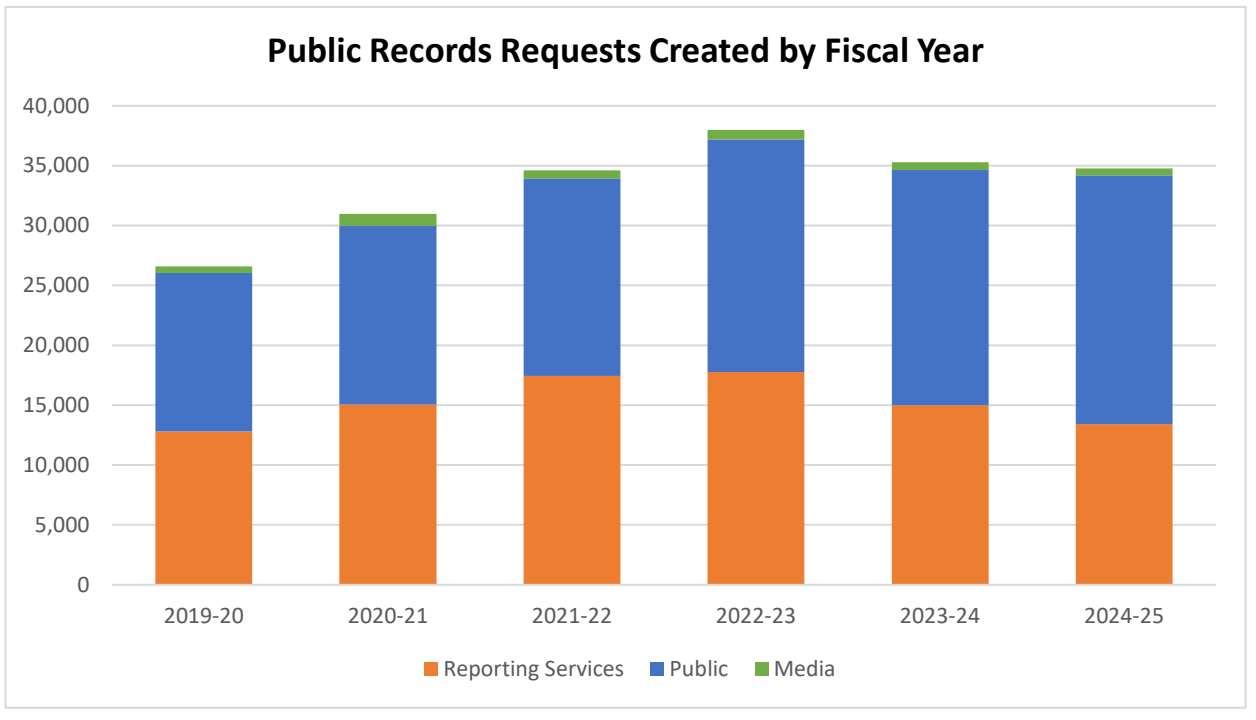
Requester Payments in FY 2024-25 From Lowering Pre-Paid Estimated Fees						
	Total	Public Requests	*Public*	*Media*	*Reporting Service*	Govern-ment
Actual Fees Paid	256,064	255,766	*145,478*	*3,825*	*106,463*	298
Actual Savings						
Orignal Fees - Annual Estimate	360,201	359,354	*194,309*	*4,018*	*161,026*	848
Actual FY 2024-25 Savings	104,137	103,588	*48,831*	*193*	*54,563*	550
Estimated Annual Savings						
New Fees - Annual Estimate	111,505	111,269	*81,567*	*3,252*	*26,450*	236
Estimated Annual Savings	248,696	248,085	*112,742*	*766*	*134,576*	612
Cumulative Estimated Savings*						
FY 2021-22 Fees - Estimate	713,223	711,546	*324,772*	*5,094*	*381,680*	1,678
Estimated Cumulative Savings	609,086	607,958	275,941	4,901	327,117	1,128
*Cumulative Estimated Savings combines fee reductions in FY 2021-22 and FY 2024-25.						

Further data on fees can be found in the Glossary and Data Appendix of this report.

Reduction in Reporting Service Requests

A change in policy in FY 2022-23 has resulted in a 25% reduction in Reporting Service requests as of FY 2024-25





Reporting Service requests are a type of public records request made by the representative of companies seeking information on behalf of reporting agencies, usually for reasons related to insurance premiums and payouts. In FY 2019-20, there were 12,801 of these types of requests, accounting for 48% of all public records requests. However, by FY 2022-23, they had grown to 17,777 requests. This growth, though similar to the growth in requests by the public and media, put a strain on City resources, especially for the Portland Police Bureau (PPB). This strain was a partial cause of a growing backlog in police requests. Furthermore, many of the requests were often duplicative, asking for records already received.

Historically, Reporting Services paid for their requests on a monthly basis, rather than the per request payments made by the public and media. However, in the spring of FY 2022-23 the policy was deemed inequitable because Reporting Services used the records for profit and no other requester was permitted to make such bulk payments. As a result, the policy was changed so that Reporting Services pay for each request individually.

The result of this policy change was an almost immediate shift in the number of Reporting Service requests, which began to decline steadily. In FY 2023-24, only 14,986 such requests were made, accounting for 42% of all public records requests that fiscal year, and in FY 2024-25 only 13,415 such requests were made, accounting for only 39% of all public records requests during that time. This represents a 25% decrease in Reporting Service requests. Furthermore, the total number of public records requests have declined 8% compared to FY 2022-23. Though the decline in Reporting Service requests have largely levelled off since the spring of FY 2023-24, a small but steady decline has continued.

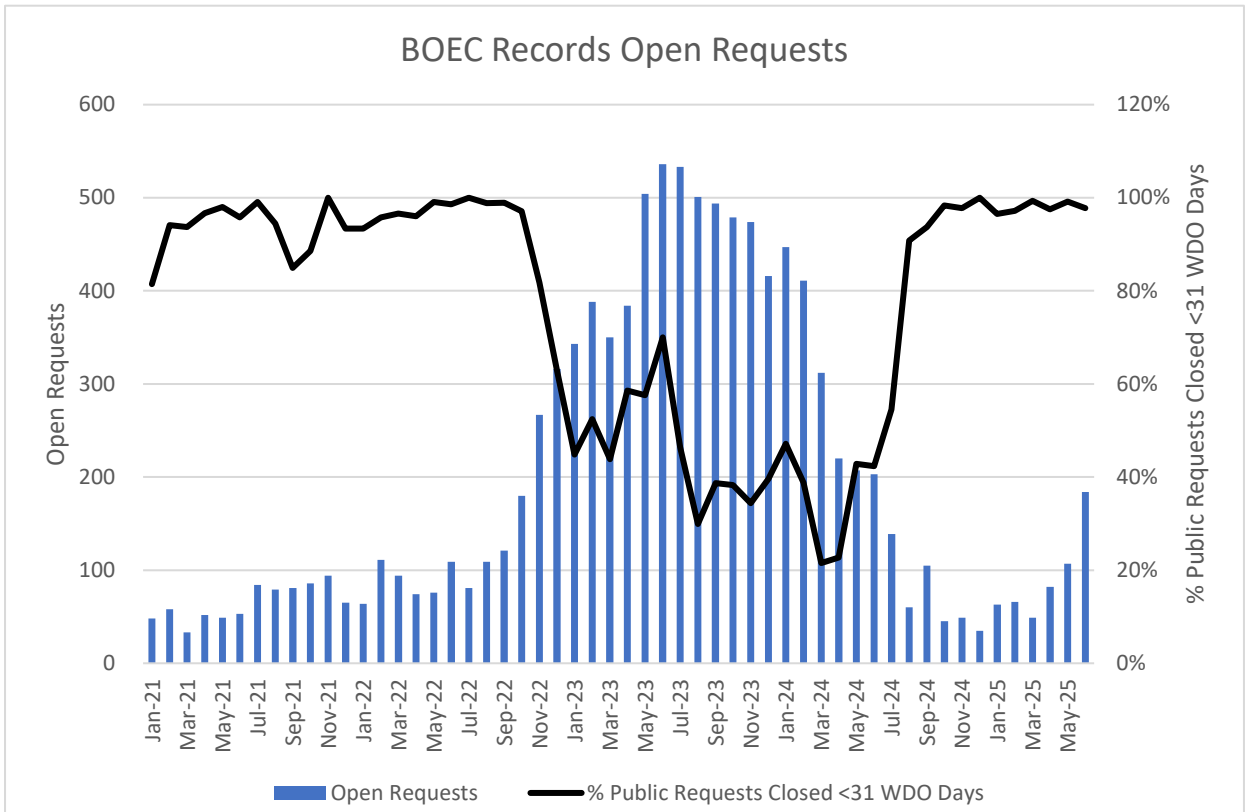
Looking specifically at Police Records, in FY 2023-24 Reporting Service requests accounted for 61% of all public records requests, but in FY 2024-25, this had fallen to 51%. It is estimated that without this reduction, PPB would have to process an additional 4,349 records requests, a 17% increase in public records requests and a 10% increase in all records requests. This would be on top of the increase of 2,136 for all records requests which occurred during the same period.

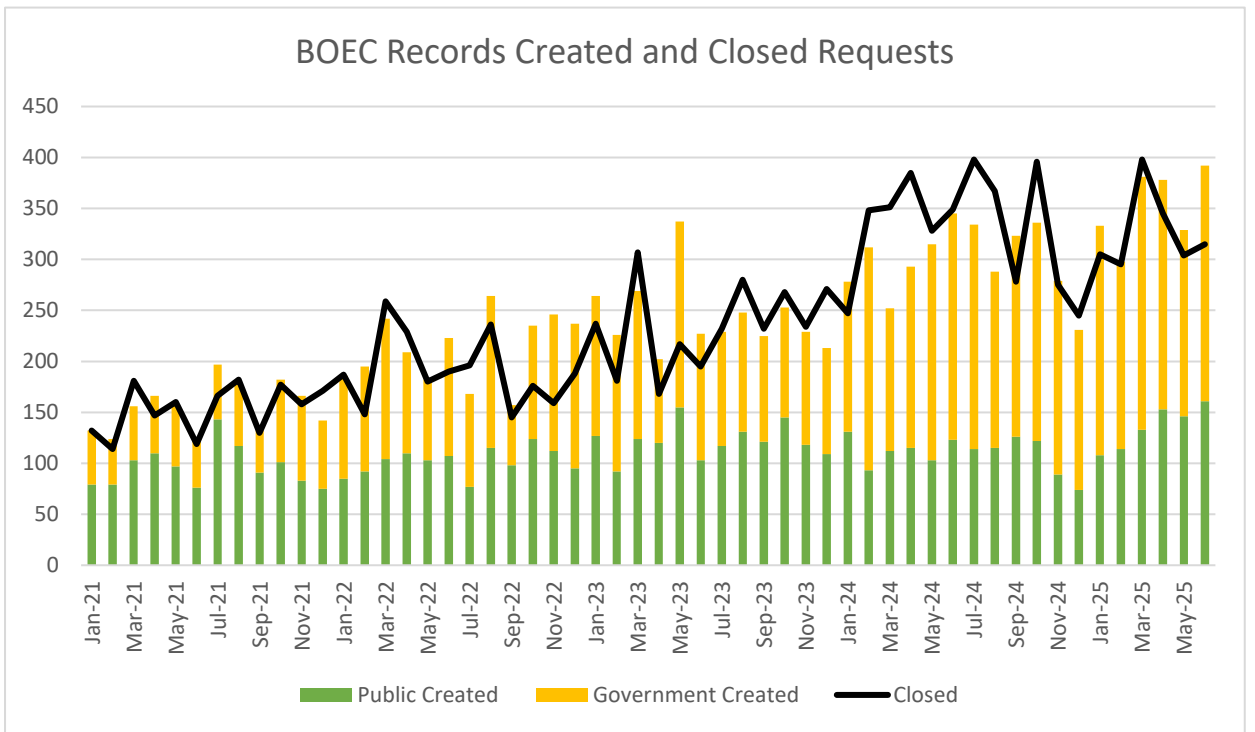
This change over the past two fiscal years highlights the significant impacts which can result from small policy changes. In this case, not only did the change result in more equitable access for all records requesters, it also saved a significant amount of City resources.

Further data on requests by Reporting Services can be found in the Data Appendix section of this report.

BOEC/911 Records Requests Backlog

Increasing BOEC Records requests result in rebound in backlog, but changed policies set to alleviate issue

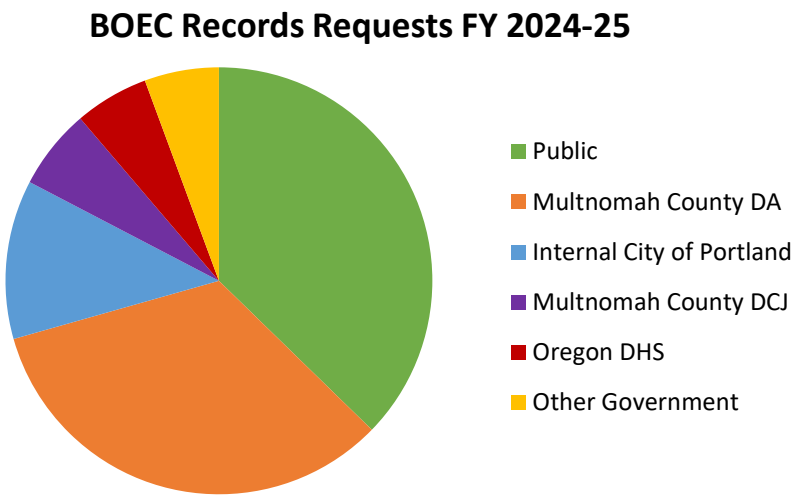




Beginning in the fall of FY 2021-22, a significant growth began in BOEC/911 Records requests by government entities, both in volume and complexity. While at first Bureau of Emergency Communications (BOEC) staff were able to keep up with this growth, by the fall of FY 2022-23 they began to fall increasingly behind, leading to a significant growth in open requests and a sharp drop in the percentage of requests closed in 30 WDO days or less. Initially, BOEC staff managed the growing backlog through extensive efforts, including hiring a limited-term employee in July 2023. While this slowed backlog growth and began reducing it, progress was slow. To aid in this, in the Spring of 2024 a number of process improvements were implemented, the most significant being the creation of a new separate fee for public requesters asking for Radio Transmissions, which resulted in a 39% decrease in requests involving Radio Transmissions in FY 2024-25 compared to the previous fiscal year.

Thanks to these efforts and improvements, by the start of FY 2024-25 the BOEC backlog had been reduced significantly, remaining at low levels throughout most of the fiscal year. However, the overall number of BOEC requests continued to grow, reaching a record 3,902 requests in FY 2024-25, up 22% compared to the previous fiscal year, with 95% of this growth from government agencies. As a result, the backlog began to grow again in May of 2025.

In FY 2024-25, 63% of requests for BOEC Records were from government agencies, with 33% specifically coming from the Multnomah County District Attorney's Office (MCDA). To counter this, at the end of FY 2024-25, BOEC entered into an agreement with MCDA to grant them direct access to BOEC records, removing the need for them to make many such requests in the future.



Further information regarding BOEC Records requests can be found in the Data Appendix section of this report.

Change in Number of Responders Over Time

The number of records responders has steadily increased over the past five years, creating new challenges

Total Records Responders Data by Fiscal Year					
	2020-21	2021-22	2022-23	2023-24	2024-25
Closed Requests	***32,880***	***47,783***	***68,034***	***56,449***	***52,228***
With Known Responders	32,592	47,418	66,114	56,165	51,691
With Unknown Responders	288	365	1,920	284	537
Total Responders	***84***	***93***	***126***	***109***	***113***
1-5 Requests Closed	24	18	44	28	35
6-10 Requests Closed	9	8	3	14	10
11-25 Requests Closed	11	16	10	10	18
26-50 Requests Closed	4	10	8	12	7
51-100 Requests Closed	8	9	14	8	11
101-250 Requests Closed	8	12	15	11	9
251-500 Requests Closed	8	5	8	8	3
501-1000 Requests Closed	6	5	8	5	5
>1000 Requests Closed	6	10	16	13	15

Other Records Responders Data by Fiscal Year					
	2020-21	2021-22	2022-23	2023-24	2024-25
Closed Requests	***2,658***	***2,054***	***2,814***	***2,164***	***2,483***
With Known Responders	2,630	2,029	2,780	2,159	2,452
With Unknown Responders	28	25	34	5	31
Total Responders	***65***	***72***	***80***	***84***	***101***
1-5 Requests Closed	29	33	44	38	46
6-10 Requests Closed	9	10	6	13	12
11-25 Requests Closed	11	9	10	12	22
26-50 Requests Closed	4	9	5	8	8
51-100 Requests Closed	5	6	8	6	8
101-250 Requests Closed	4	5	5	7	5
251-500 Requests Closed	3	0	2	0	0
501-1000 Requests Closed	0	0	0	0	0
>1000 Requests Closed	0	0	0	0	0

Records responders are City staff who are trained to respond to records requests. This includes in depth knowledge of how to manage requests in the GovQA system, estimate and apply relevant fees, interact with requesters, retrieve records from various sources, and apply redactions and exemptions. A complicated task made even further so by periodic changes to Oregon statute and regulation, relevant case law, and City policy. Some responders, such as those handling requests for Police Records, BOEC/911 Records, and Property Records handle hundreds or even thousands of requests annually, while others handle just one per month or even one per year. While the Legal Records team in the City Attorney's Office provides a backstop of expertise as needed, as well as regular training and mentorship for responders, the sheer and increasing number of requests makes it impossible for it to provide such aid on every request.

Given this, it is pertinent that the number of responders has steadily increased over the past five fiscal years, from 84 in FY 2020-21 to 113 in FY 2024-25, with a spike in FY 2022-23 due to PPB recruits and outside counsel being used to cut down a significant backlog in Police Records requests which existed at that time. In FY 2024-25, 31% of responders closed 5 or less requests, 40% closed 10 or less, and 56% closed 25 or less. Continued expansion can lead to a greater strain on resources that provide oversight and training.

Looking at just requests for Other Records further highlights this issue as it removes high volume and standardized requests for Police Records, Property Records, BOEC/911 Records, and Fire Records. Other Records requests tend to have a wider variation in topic and complexity, and the majority of requests by news media organizations fit into this category. Of the 288 public records DA Appeal challenges involving the City of Portland over the past five fiscal years, 255 (89%) stemmed from an Other Records request. Of the 109 DA Appeal challenges which were granted, partially granted, or the records were released prior to a decision being rendered, 98 (90%) stemmed from an Other Records request. Of the 17 public records litigation cases which have been active during the past five fiscal years, all have stemmed from Other Records requests.

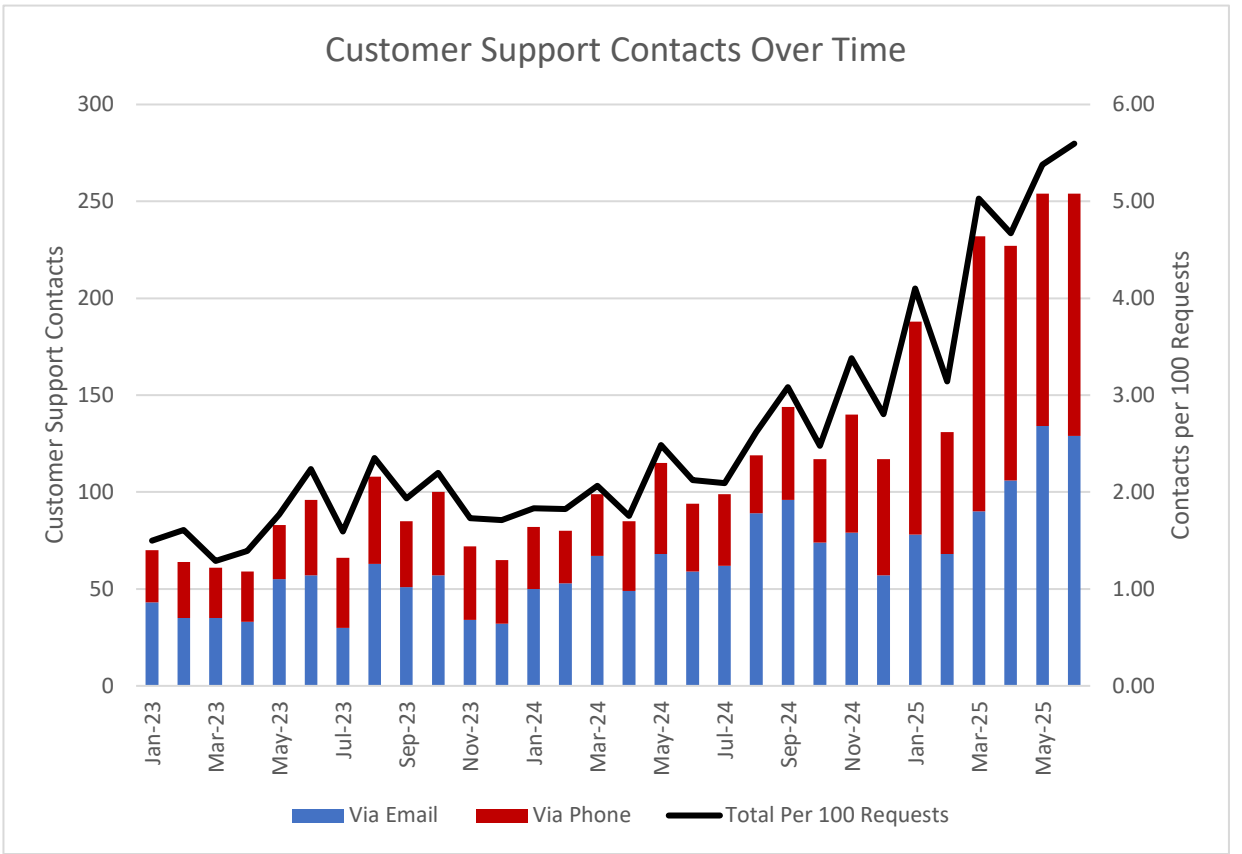
The number of Other Records responders has steadily increased over the past five fiscal years, from 65 in FY 2020-21 to 101 in FY 2024-25. In FY 2024-25, 46% of responders closed 5 requests or less, 57% closed 10 requests or less, and 79% closed 25 requests or less. A total of 31% of responders closed only 2 or fewer requests.

Further information can be found in the Glossary section of this report.

Customer Support Contacts Over Time

The number of customer support contacts has increased dramatically over the past two fiscal years

Customer Support Contacts			
	2022-23*	2023-24	2024-25
Created Requests	***51,337***	***53,189***	***54,477***
Customer Support Contacts	***866***	***1,051***	***2,022***
Via Email	516	613	1,062
Via Phone	350	438	960
Contacts per 100 Requests	***1.69***	***1.98***	***3.71***
Via Email	1.01	1.15	1.95
Via Phone	0.68	0.82	1.76
*Estimated based on last six months of fiscal year.			



Further information can be found in the Glossary section of this report.

The Legal Records team provides direct technical customer support to requesters who are making records requests via a publicly available email and phone number. The purpose of this support is to provide technical aid for requesters either making records requests via the online portals or the mail-in form and includes both public and government agency requesters. Though established for nearly a decade, tracking of these customer support contacts did not begin until January of 2023.

Over the past three fiscal years, the number of customer support contacts has risen dramatically, increasing from an estimated 866 in FY 2022-23, to 1,051 in FY-2023-24, to 2,022 in FY 2024-25. While the number of contacts has been steadily increasing over time, they began to increase rapidly in January of 2025 due to a variety of factors, including updates to messaging, a revamp of the online portal, the re-structuring of the City, and an overhaul of the City's public records website.

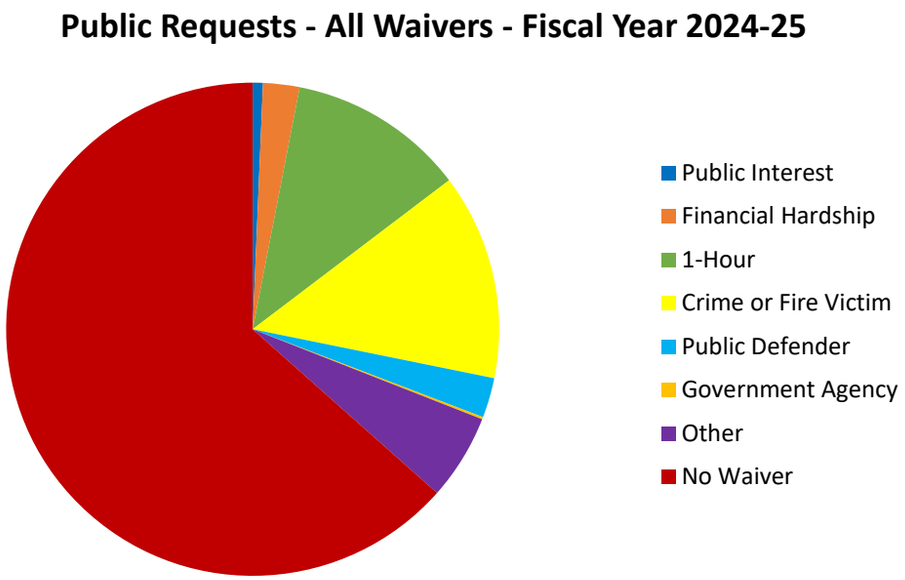
- Beginning in the Fall of 2024, an update was done to the customer support telephone line's voicemail message, instructing people to be sure to leave a message. As a result, the number of blank voicemail messages reduced significantly moving forward.
- In January of 2025, the revamped version of the records request online portal was released, significantly changing the online request process. The revamp included updates to bring the portal into alignment with the new City structure put into place at the start of FY 2024-25.
- Beginning in the Winter of 2025 and culminating in the launch of the restructured records request website in May of 2025, efforts were made to make it easier for requesters to locate the customer support phone number and email address. This included providing updated information to 311, updating records request websites, and updating linking websites controlled by various bureaus.

If customer support contacts remain at the elevated levels seen over the last four months of FY 2024-25, then it's estimated that there may be approximately 2,900 customer support contacts in FY 2025-26. Unfortunately, a full analysis of rising customer support contacts is not available due to limitations of the data currently being kept, though further analysis will likely be done in FY 2025-26.

Fee Waivers Over Time for Public Customer Types

Changes in the granting of fee waivers for Public over the past three fiscal years

Fees and Waivers Summary - Public Records Requests - Public						
	Closed Requests			Estimated Dollars		
	2022-23	2023-24	2024-25	2022-23	2023-24	2024-25
Requests Closed	**19,479**	**20,853**	**20,084**	**344,420**	**354,256**	**265,381**
Fee Waiver Requested	1,653	1,174	1,041	33,401	23,761	20,806
Public Interest Waiver	*884*	*517*	*358*	*22,227*	*13,230*	*10,774*
Financial Hardship Waiver	*769*	*657*	*683*	*11,174*	*10,531*	*10,032*
% Requesting Fee Waiver	8%	6%	5%	10%	7%	8%
Requested Waiver Granted	919	723	796	21,292	16,971	17,863
Public Interest Waiver	*205*	*162*	*134*	*5,087*	*4,344*	*4,778*
Financial Hardship Waiver	*401*	*391*	*480*	*7,156*	*7,343*	*6,631*
1-Hour Fee Waiver	*313*	*170*	*182*	*9,049*	*5,285*	*6,454*
% Requested Waivers Granted	56%	62%	76%	64%	71%	86%
Not Requested Waiver Granted	6,907	7,372	6,545	132,350	123,203	102,039
1-Hour Fee Waiver	*1,530*	*1,788*	*2,151*	*31,759*	*35,509*	*49,755*
Crime or Fire Victim Waiver	*3,858*	*3,786*	*2,714*	*55,133*	*46,725*	*20,573*
Public Defender Fee Waiver	*382*	*575*	*525*	*12,935*	*20,300*	*15,758*
Government Agency Waiver	*0*	*0*	*30*	*0*	*0*	*76*
Other Fee Waivers	*1,137*	*1,223*	*1,125*	*32,524*	*20,669*	*15,878*
No Fee Waiver Applied	11,653	12,758	12,743	190,779	214,082	145,478
Total Fee Waivers Applied	**7,826**	**8,095**	**7,341**	**153,641**	**140,174**	**119,903**
% Requests Recieving Waivers	**40%**	**39%**	**37%**	**45%**	**40%**	**45%**



Under Oregon statute, the City of Portland is allowed to charge a reasonable fee to cover the actual cost of fulfilling a public records request. The City has the ability to fully or partially waive these fees at its discretion. A full description of the different types of fee waivers can be found in the Glossary.

The customer types Public and Media have the greatest variability in the granting of fee waivers (Government customers almost always have their fees waived and Reporting Services rarely do). As such, data for these two customer types is closely tracked to reinforce equitable access to public records and ensuring the important role of public records in providing accountability and transparency.

Over the past three fiscal years, the number of closed Public requests has remained relatively stable, between 19,000 to 21,000 requests. However, FY 2024-25 saw a significant drop in total estimated fees due to a reduction of pre-paid fees half-way through the fiscal year. During this same time, though the percentage of requests receiving a full or partial fee waiver declined slightly from 40% to 37%, the estimated fees waived remained steady at 40-52% of the total.

During this same period the number of requests involving a requested fee waiver dropped from 8% to 5%, but the percentage of requested waivers granted rose from 56% to 76%, and the percentage of estimated fees waived rose from 64% to 86%.

The most common fee waivers applied in FY 2024-25 were Crime or Fire Victim Waivers, 1-Hour Fee Waivers, and Other Fee Waivers, in line with previous years. Declines were observed in Crime or Fire Victim Waivers, likely due to reduced pre-paid estimated fees and lower City crime rates. Public Interest Waivers and Financial Hardship Waivers also declined, attributed to lower pre-paid fees, which lessened customers' incentive to spend extra time requesting them. Increases were noted for 1-Hour Fee Waiver and Public Defender Fee Waiver.

It should be noted that prior to midway through FY 2024-25 waivers for Fire Victims were included in the Other Fee Waivers category. Though regularly granted, it was not an official waiver until that time.

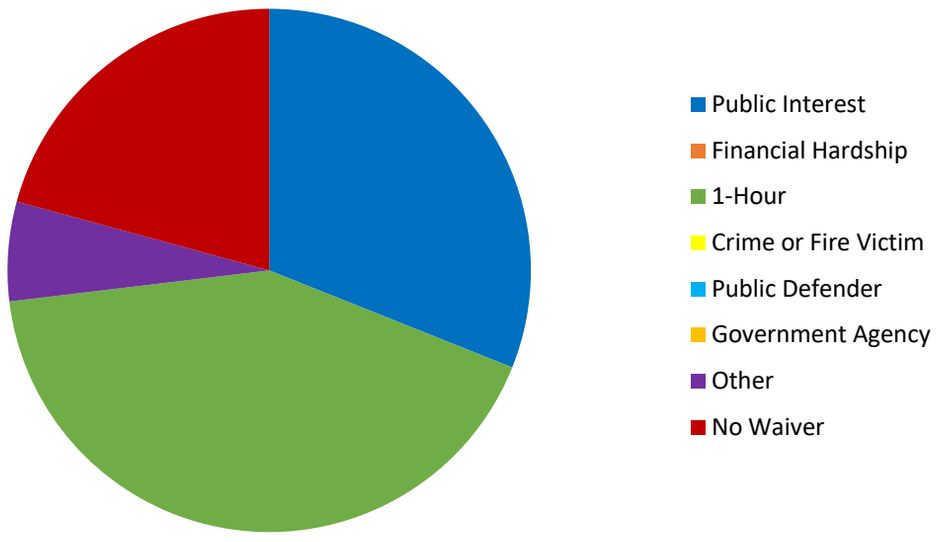
Further information and data regarding fee waivers can be found in the Data Appendix and Glossary of this report.

Fee Waivers Over Time for Media Customer Types

Changes in the granting of fee waivers for Media over the past three fiscal years

Fees and Waivers Summary - Public Records Requests - Media						
	Closed Requests			Estimated Dollars		
	2022-23	2023-24	2024-25	2022-23	2023-24	2024-25
Requests Closed	**832**	**703**	**554**	**28,676**	**23,302**	**23,084**
Fee Waiver Requested	589	472	372	20,142	17,735	18,554
Public Interest Waiver	*589*	*467*	*371*	*20,142*	*17,642*	*18,546*
Financial Hardship Waiver	*0*	*5*	*1*	*0*	*92*	*8*
% Requesting Fee Waiver	71%	67%	67%	70%	76%	80%
Requested Waiver Granted	451	348	333	14,811	13,708	15,918
Public Interest Waiver	*195*	*154*	*172*	*5,974*	*7,062*	*9,661*
Financial Hardship Waiver	*0*	*4*	*0*	*0*	*55*	*0*
1-Hour Fee Waiver	*256*	*190*	*161*	*8,837*	*6,591*	*6,257*
% Requested Waivers Granted	77%	74%	90%	74%	77%	86%
Not Requested Waiver Granted	131	110	106	5,842	3,099	3,341
1-Hour Fee Waiver	*90*	*65*	*72*	*3,099*	*2,149*	*2,834*
Crime or Fire Victim Waiver	*0*	*0*	*0*	*0*	*0*	*0*
Public Defender Fee Waiver	*0*	*0*	*0*	*0*	*0*	*0*
Government Agency Waiver	*0*	*0*	*0*	*0*	*0*	*0*
Other Fee Waivers	*41*	*45*	*34*	*2,743*	*950*	*507*
No Fee Waiver Applied	250	245	115	8,023	6,496	3,825
Total Fee Waivers Applied	**582**	**458**	**439**	**20,652**	**16,807**	**19,259**
% Requests Recieving Waivers	**70%**	**65%**	**79%**	**72%**	**72%**	**83%**

Media Requests - All Waivers - Fiscal Year 2024-25



Under Oregon statute, the City of Portland is allowed to charge a reasonable fee to cover the actual cost of fulfilling a public records request. The City has the ability to fully or partially waive these fees at its discretion. A full description of the different types of fee waivers can be found in the Glossary.

The customer types Public and Media have the greatest variability in the granting of fee waivers (Government customers almost always have their fees waived and Reporting Services rarely do). As such, data for these two customer types is closely tracked to reinforce equitable access to public records and ensuring the important role of public records in providing accountability and transparency.

Over the past three fiscal years, the number of closed Media requests has declined steadily, from 832 in FY 2022-23 to 554 in FY 2024-25. However, the total estimated fees has remained relatively stable at between $23,000 to $29,000, with Media less likely to request records involving pre-paid estimated fees. During this same time, the percentage of requests receiving a full or partial fee waiver increased from 70% to 79%, and the total estimated fees waived increased from 72% to 83%.

During this same period the number of requests involving a requested fee waiver dropped from 71% to 67%, but the percentage of requested waivers granted rose from 77% to 90%, and the percentage of estimated fees waived rose from 74% to 86%.

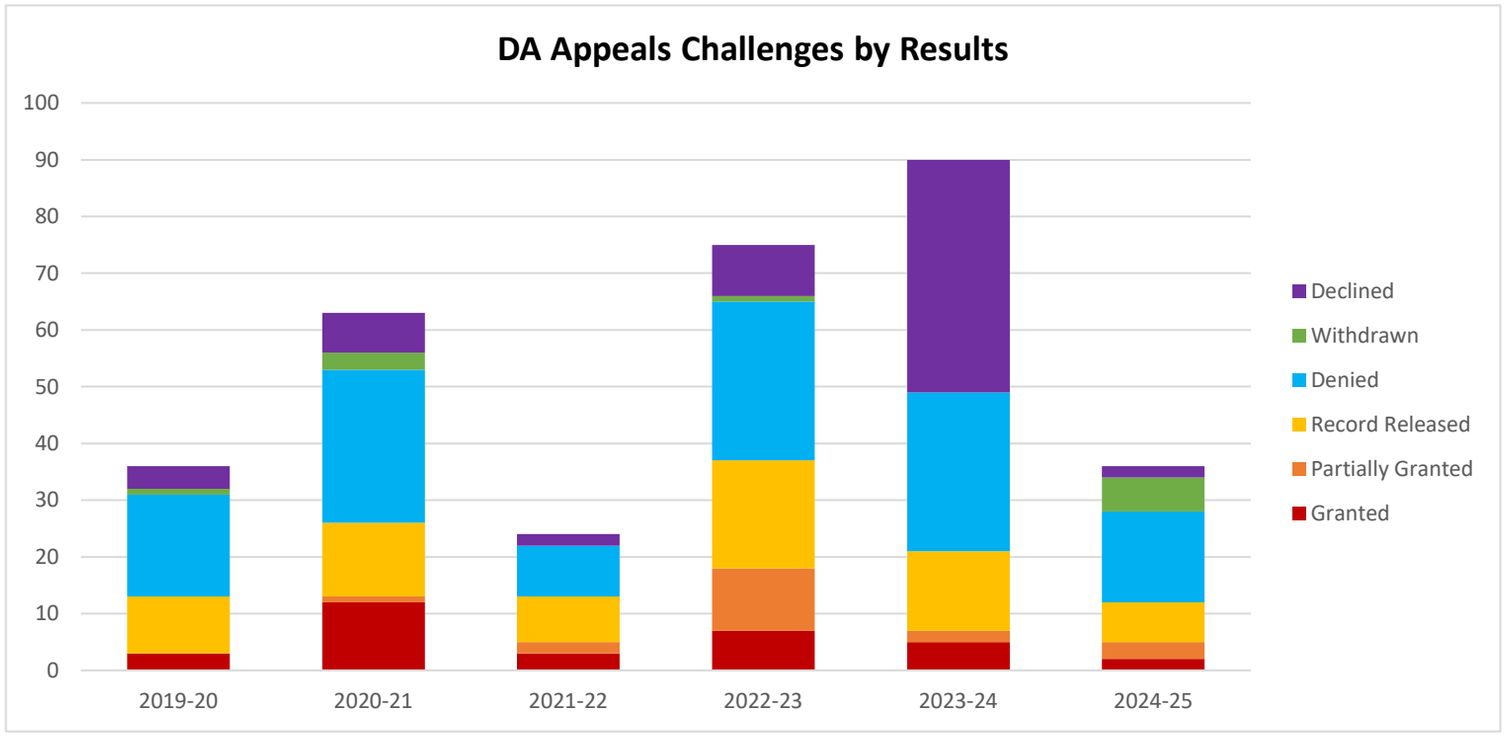
The most common fee waivers applied in FY 2024-25 were 1-Hour Fee Waivers and Public Interest Fee Waivers. However, the usage of both of these fee waiver types has somewhat declined. Most other types, with the exception of Other Fee Waivers, are very rare for Media requests.

Further information and data regarding fee waivers can be found in the Data Appendix and Glossary of this report.

District Attorney Appeals

The City won the majority of appeals made to the Multnomah County District Attorney regarding public records requests

District Attorney Appeals by Assigned Bureau								
Fiscal Year 2024-25								
	Closed Cases	Closed Challenges	Case Declined	With-Drawn	Appeal Denied	Appeal Granted	Partial Granted	Record Released
Executive Offices	3	3	0	0	2	1	0	0
Auditor	0	0	0	0	0	0	0	0
City Council	0	0	0	0	0	0	0	0
Budget & Finance	5	5	1	0	1	0	0	3
City Operations	9	9	1	2	4	0	1	1
Community and Economic	4	4	0	1	0	1	0	2
Public Safety	11	13	0	3	8	0	2	0
Public Works	2	2	0	0	1	0	0	1
Vibrant Communities	0	0	0	0	0	0	0	0
Former OMF	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	**34**	**36**	**2**	**6**	**16**	**2**	**3**	**7**



Customers have the right to appeal the City's public record decisions to the Multnomah County District Attorney. Requesters commonly appeal the City's decisions to assert a statutory exemption to redact or withhold limited information or to not grant a requested fee waiver.

In FY 2024-25, a total of 35 appeals were filed and 34 closed, representing 0.1% of the public records requests closed during the same period. These appeals included 36 individual challenges, defined as appealing a specific type of redaction or exemption, with some appeals involving multiple challenges. Of these challenges, 2 (6%) were declined to be heard by the DA due to a lack of jurisdiction, 16 (44%) were denied, 6 (17%) were withdrawn by the requester prior to a decision being rendered, 2 (6%) were fully granted, 3 (8%) were partially granted, and 7 (19%) resulted in the City releasing the records before a decision was rendered. Excluding declined requests, 65% were denied or withdrawn.

Of the 36 challenges closed, 12 (33%) were filed by three individuals. Of these, 2 (17%) were declined, 4 (33%) were denied, 2 (17%) were withdrawn by the requester before a decision was rendered (17%), 1 was granted (8%), 1 (8%) was partially granted, and 2 (8%) resulted in the City releasing records prior to a decision being rendered. Excluding declined requests, 60% were denied or withdrawn.

Of the 34 challenges closed, 28 were for requests made by members of the public and 8 were for requests made by the news media. Excluding declined requests, 69% of the public request appeals and 50% of the news media request appeals were denied or withdrawn.

All appeals to the District Attorney and any litigation in court are handled by the City Attorney's Office. Due to the complexity of the requests usually involved in an appeal, they are often reassigned to the City Attorney’s Office during the appeal. When this happens, the City Attorney's Office will assess the involved request and try to resolve the issue. As a result, the data makes it appear that many DA appeals originate in the City Attorney’s Office, when in fact the opposite is true. Many DA appeals end in the City Attorney’s Office for resolution.

Legal Holds

The City of Portland's Legal Holds system ensures records relevent to potential and active litigation are retained

Legal Holds by Bureau Fiscal Year 2024-25				
	Created During FY		Active at End of FY	
	Instances	Custodians	Instances	Custodians
Executive Offices	45	117	114	362
Auditor	3	18	13	37
City Council	12	35	33	73
Budget & Finance	7	30	23	71
City Operations	142	509	240	593
Community and Economic	26	97	52	164
Public Safety	108	1,016	222	4,695
Public Works	195	717	310	1,315
Vibrant Communities	47	164	102	354
Unknown	38	43	64	66
Total	**384**	**2,746**	**683**	**7,730**

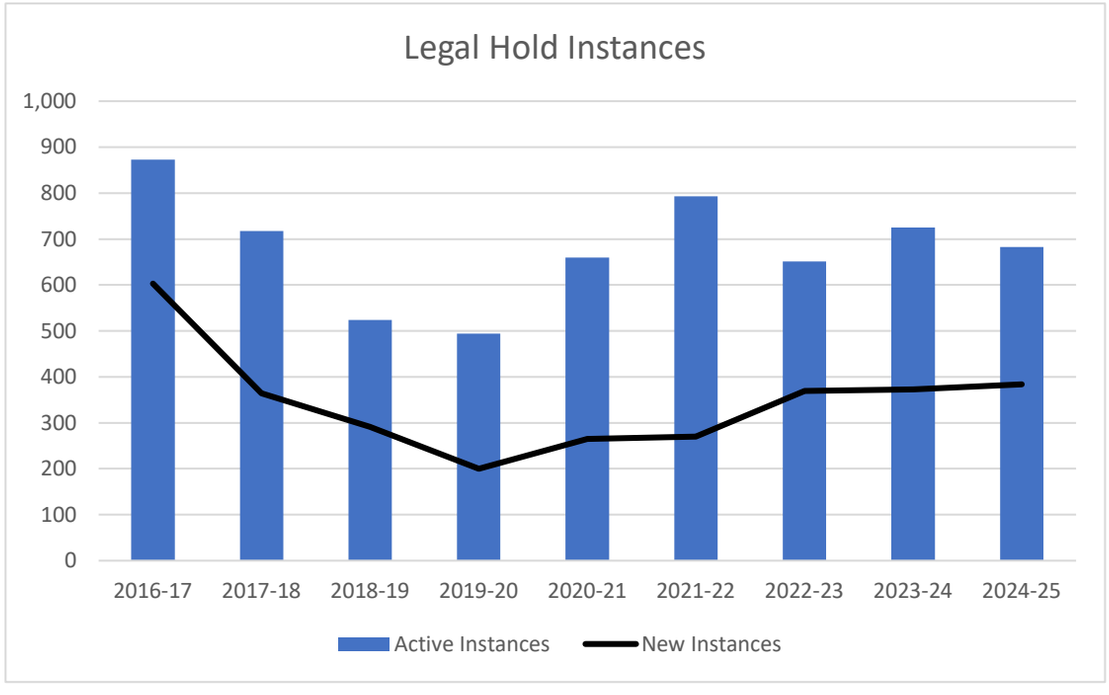
The City of Portland's legal holds system ensures that records relevant to new or possible legal cases are retained. When the City receives a claim of loss, tort claims notice, or other notification of actual or possible litigation, notices are sent to all record holders (custodians) requiring them to certify that all relevant records will be retained. These notifications have an acceptance rate of over 99%.

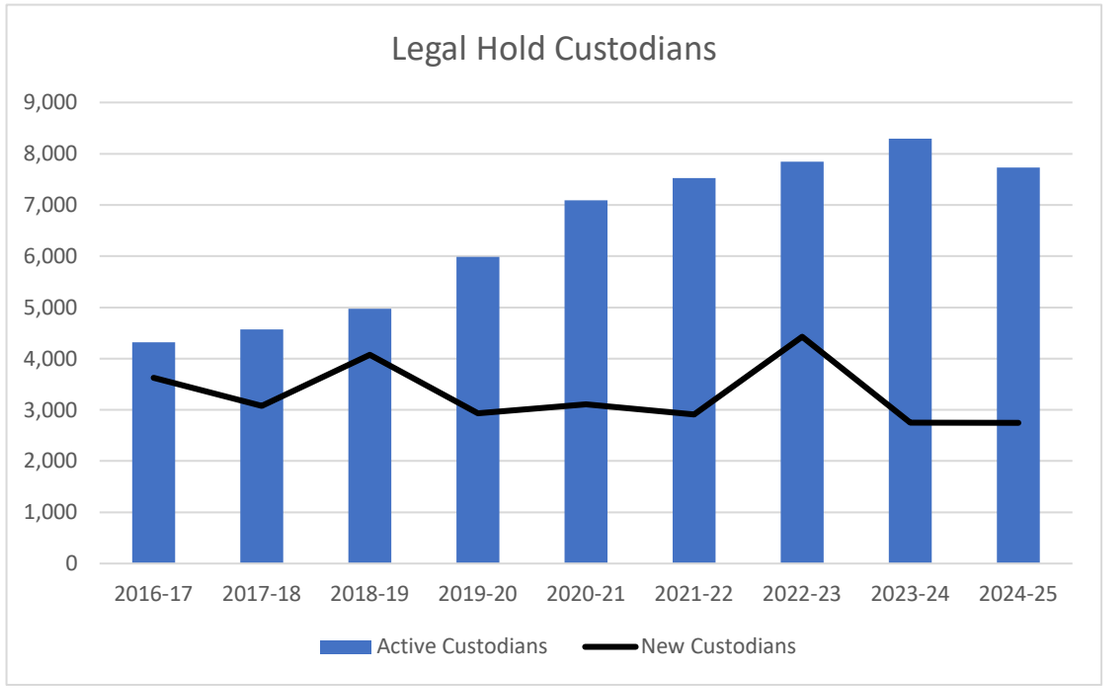
Legal Hold Instances is a measure of the number of instances where legal holds are issued regarding a single event or incident. Each instance may include legal hold notifications to multiple City employees. It is not uncommon for legal holds to be put in place and no active litigation to occur. Legal Hold Custodians is a measure of the number of employees who received notices requiring them to hold records. Some employees may receive multiple holds which are each measured as a separate Legal Hold Custodian.

Some holds are ended the same year they are created, others remain active for years. Over the past eight fiscal years, though the number of new instances and custodians and the number of active instances have remained relatively stable, the number of active custodians has increased dramatically over the past several years, peaking in FY 2023-24.

In FY 2023-24, the Legal Records Team began a process of switching its management software and migrating past data from ZDiscovery to Exterro. This change was decided upon following the discovery of issues with ZDiscovery which limited its effectiveness. The migration was completed in FY 2024-25.

As of the start of FY 2025-26, the management of legal holds will be moved to the litigation department within the City Attorney's Office.





Legal Records Team Workload Statistics

Improved tracking of the work done by the Legal Records Team better highlights successes and challenges

Legal Records Team Statistics by Fiscal Year			
	2022-23	2023-24	2024-25
Total Closed Requests			
All Assigned Requests	1,203	327	257
Fulfilled Assigned Requests	554	257	161
Significant Aid Provided to Assigned Bureau	N/A	N/A	456
Other Records Closed Requests			
Other Records Requests	1,005	320	252
% of All Other Records Requests	36%	15%	10%
Electronic Records Searches			
Electronic Record Searches	421	372	325
% of Other Records Requests	15%	17%	13%
Record Responders Overseen			
City Staff Closing At Least One Request	126	109	113
Customer Service			
Help Line Calls and Emails	866	1,051	2,022
District Attorney Appeals			
Total Appeal Challenges Closed	75	90	36
Appeals Challenges Declined	9	41	2
Appeals Challenges Not Declined	66	49	34
Appeals Challenges Denied or Withdrawn	29	28	22
% Denied or Withdrawn - Not Inluding Declined	44%	57%	65%
Legal Holds			
New Legal Hold Instances	369	373	384
New Legal Hold Custodians	4,427	2,750	2,746
Active Legal Hold Instances	651	725	683
Active Legal Hold Custodians	7,848	8,292	7,730
Special Projects and Analysis			
External Process Improvement Projects	10	9	24
Internal Process Improvement Projects	27	24	37
Analytical Projects	22	46	26
Other Types of Projects	12	19	26

The Legal Records Team handles a wide array of functions related to the release of City records, making it difficult to fully quantitatively measure its effectiveness and workload. However, a number of statistical data points are available to highlight its evolving needs, responsibilities, and successes.

Aside from overseeing the entire records request tracking system, the Legal Records Team handles a number of requests directly, including requests to the City Attorney's Office, Mayor's Office, and the City Council Offices (added in FY 2022-23), as well as requests to other bureaus which are re-assigned to the Legal Records team due to their legal complexity. Following a sharp increase in FY 2022-23 due to efforts to alleviate a growing backlog of Police Records requests and a significant increase in requests by a single requester, the number of requests handled by the Legal Records team has dropped significantly. However, this has been somewhat countered by the number of requests in which the Legal Records team provided a significant amount of aid to the assigned bureau.

District Attorney Appeals decreased in FY 2023-24, while the percentage of requests denied or withdrawn where a decision other than declined was rendered has steadily risen over the past two fiscal years. This indicates that not only are there fewer requests involving DA appeals, but that the City is successfully defending its actions when appeals take place (page 15).

Electronic Records Searches involve utilizing software to sort and filter large amounts of data based upon requested parameters. They were formerly handled by the Bureau of Technology Services prior to being assumed by the Legal Records Team in FY 2020-21. The number of requests involving these types of searches have steadily decreased since FY 2022-23, in line with a similar decrease in total Other Records requests (page 18).

The Legal Records Team oversees the training of City staff who respond to records requests, measured by the number of staff each year who oversee the response to at least one request. The number of staff responding to at least one request has increased 42% since FY 2020-21 but has held steady for the past three fiscal years.

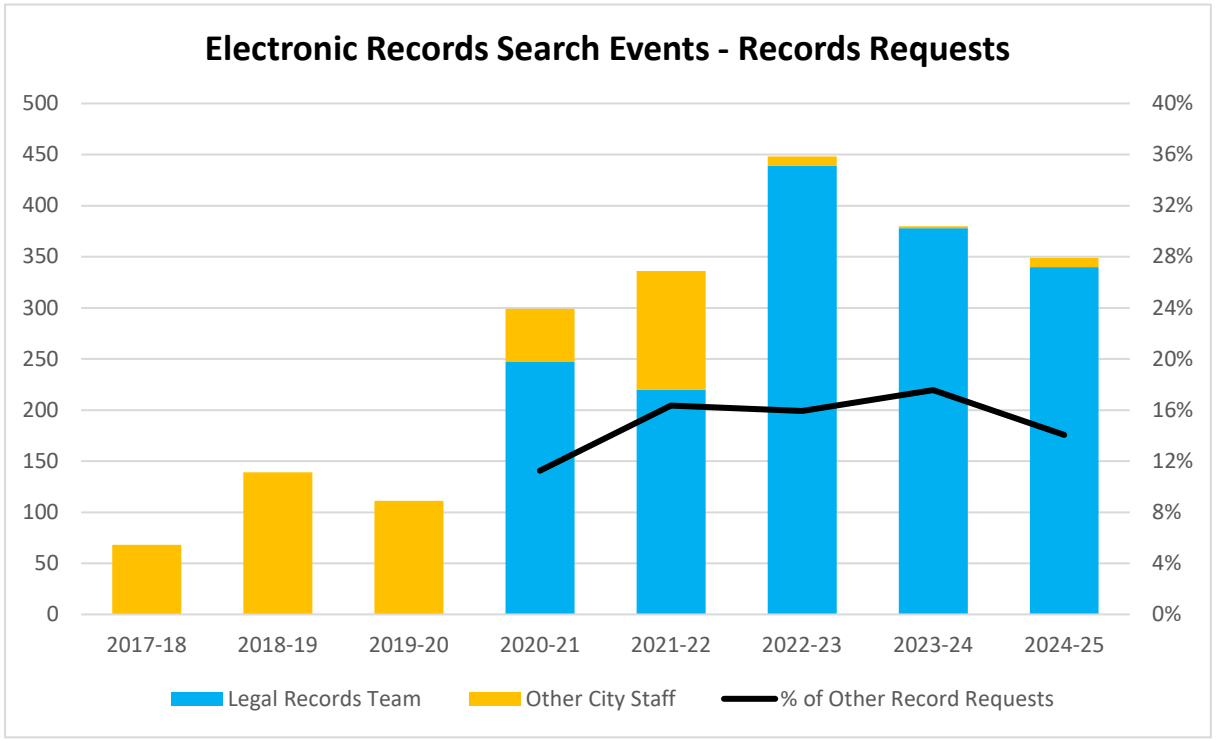
The Legal Records Team manages customer service requests via a help line phone number and email address. Though not measured prior to FY 2022-23, the number of customer service contacts have risen by 132% over the past two fiscal years. This increase can be attributed to changes to the City structure, a specific bug involving payments in the GovQA system, and recent revamps to the City public records portal and website which made the customer service contact information easier to find.

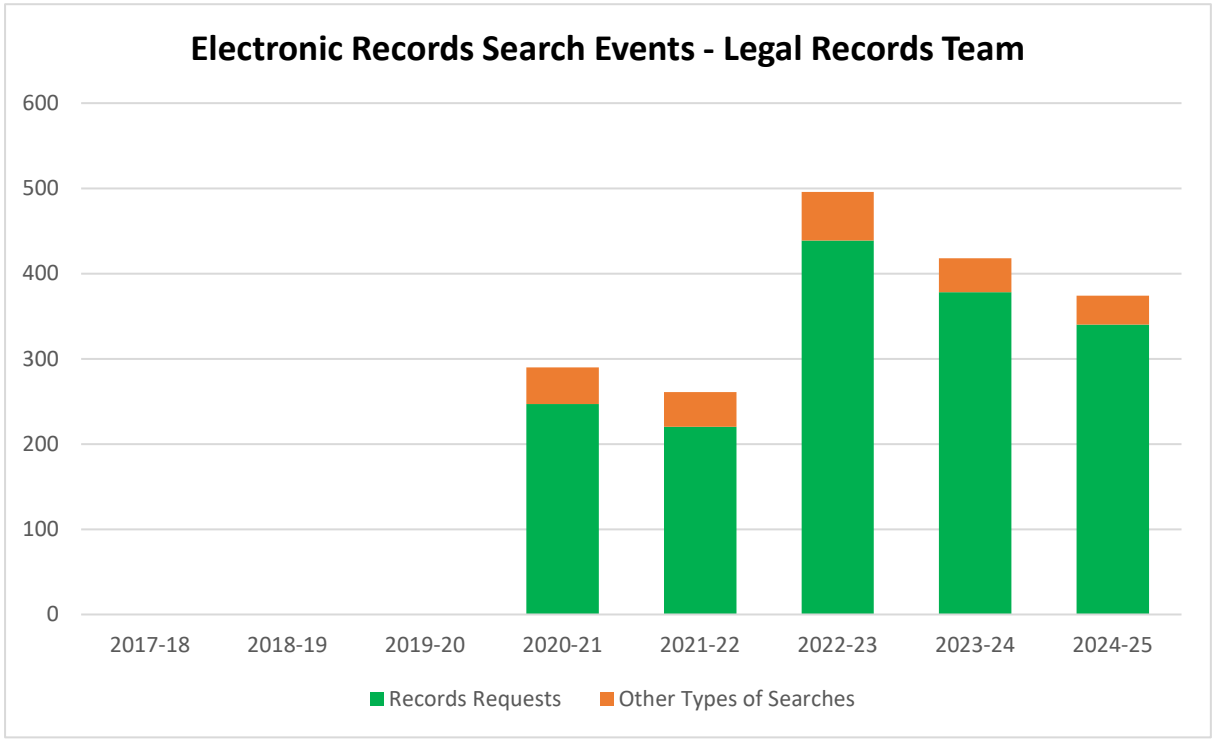
In FY 2024-25, the application of legal holds was overseen by the Legal Records Team, but will be moved to the litigation team in the City Attorney's Office in FY 2025-26. Legal Holds Instances measure incidents requiring a legal hold, which may include one or more staff members being informed of a legal hold.

Beginning in FY 2022-23, the Legal Records Team began efforts to better track external and internal process improvement projects, analytical projects, and other types of projects completed. It should be noted that this does not measure the complexity of said projects, which range from taking a few days to complete to months or even years.

Electronic Records Search Events Over Time

The Legal Records Team taking on Electronic Records Searches has paid dividends





Further information can be found in the Data Appendix of this report.

Electronic records estimates and searches involve utilizing software to sort and filter large amounts of data based upon requested parameters. Much of the City's correspondence is now stored electronically (e.g. emails, text messages, etc.) as are most other types of records. Given the volume of this data and the diffused storage methods, centralized electronic searching for all records related to a topic is more efficient and cost-effective.

Prior to FY 2020-21, most electronic records searches for records requests were handled by the Bureau of Technology Services (BTS). However, the City recognized that the number of public records requests requiring electronic searches was increasing while at the same time statutory changes resulted in shorter time allocated for the searches to take place. Given this, it became imperative to develop specific skill sets and expertise tailored to electronic records searches, as the City aimed to efficiently provide electronic records at the lowest possible cost.

To meet these varied goals, City Council provided funding and at the start of FY 2020-21 the Legal Records Team added a full-time Systems Analyst to focus on electronic records searches. This significantly improved the efficiency of performing electronic records searches, allowing for a significant growth in the use of this important tool in locating records in response to records requests by both members of the public and government entities. The implementation of this improvement has resulted in time and resource savings for the City when responding to records requests, improved cost estimation accuracy for records requests, and expedited delivery of records to customers. Furthermore, the City now has the capability to waive the majority of fees linked to electronic searches.

City of Portland responders may ask for an electronic records search estimate to give them an idea of the number of records that will need to be reviewed. This estimated number of records is then used to create an estimate of the expected cost of fulfilling the request. If the customer finds the cost to be too high, often because the number of estimated records to be collected is greater than expected, the responder can then work with the requester to refine the request. A new electronic records search estimate can be requested based upon these discussions. After the customer agrees to the search terms and pays a deposit, the records are then collected and reviewed by the City responder to provide to the requester.

In addition to electronic records searches related to records requests, the Legal Records Team also performs several electronic records searches for other legal records purposes. This includes locating records related to legal holds, subpoenas, litigation, and other legal cases.

An Electronic Records Search Event is defined as a set of searches related to a specific records request or other similar event. A single event may include mutliple records searches, estimates, and/or collections.

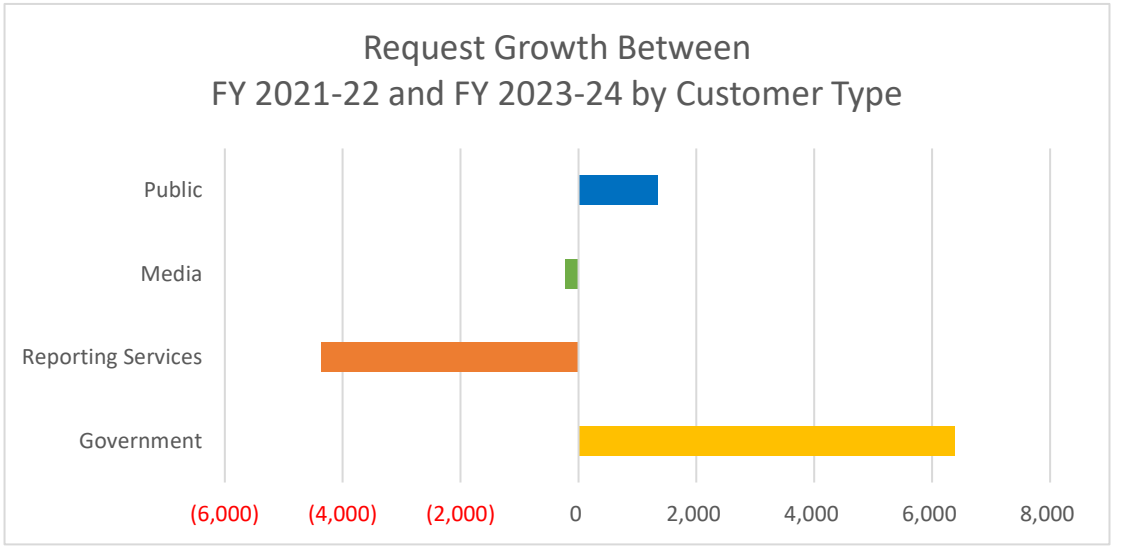
Changes in Created Records Requests Over Time

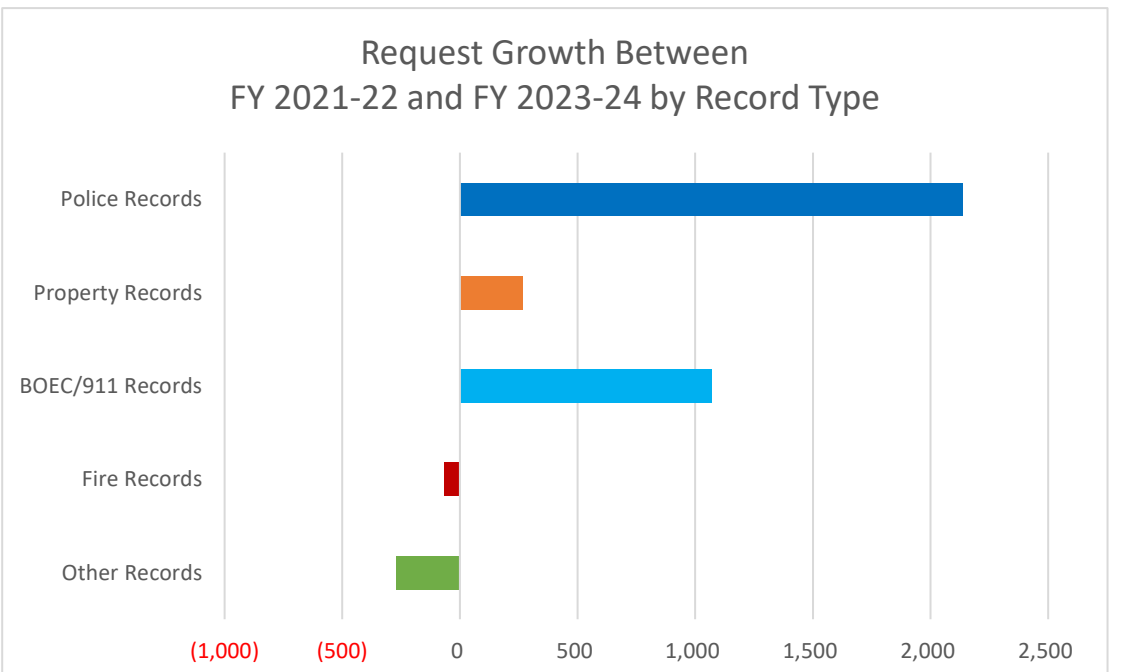
Created records requests have been steadily increasing over the past two fiscal years

Created Requests Over Time by Fiscal Year					
				2024-25 Versus 2022-23	
	2022-23	2023-24	2024-25	Difference	% Growth
Public Records Requests	**38,006**	**35,306**	**34,766**	**(3,240)**	**-9%**
Police Records	28,636	26,334	25,377	(3,259)	-11%
Property Records	3,821	4,046	4,119	298	8%
BOEC/911 Records	1,342	1,418	1,455	113	8%
Fire Records	1,470	1,463	1,389	(81)	-6%
Other Records	2,737	2,045	2,426	(311)	-11%
Public	***19,424***	***19,650***	***20,770***	***1,346***	***7%***
Police Records	*11,093*	*11,605*	*12,154*	*1,061*	*10%*
Property Records	*3,787*	*3,993*	*4,088*	*301*	*8%*
BOEC/911 Records	*1,281*	*1,313*	*1,390*	*109*	*9%*
Fire Records	*1,138*	*1,120*	*1,126*	*(12)*	*-1%*
Other Records	*2,125*	*1,619*	*2,012*	*(113)*	*-5%*
Media	***805***	***670***	***581***	***(224)***	***-28%***
Police Records	*112*	*173*	*141*	*29*	*26%*
Property Records	*34*	*53*	*31*	*(3)*	*-9%*
BOEC/911 Records	*38*	*46*	*20*	*(18)*	*-47%*
Fire Records	*37*	*17*	*9*	*(28)*	*-76%*
Other Records	*584*	*381*	*380*	*(204)*	*-35%*
Reporting Services	***17,777***	***14,986***	***13,415***	***(4,362)***	***-25%***
Police Records	*17,431*	*14,556*	*13,082*	*(4,349)*	*-25%*
Property Records	*0*	*0*	*0*	*0*	*NA*
BOEC/911 Records	*23*	*59*	*45*	*22*	*96%*
Fire Records	*295*	*326*	*254*	*(41)*	*-14%*
Other Records	*28*	*45*	*34*	*6*	*21%*
Government Requests	**13,331**	**17,883**	**19,711**	**6,380**	**48%**
Police Records	11,702	15,997	17,097	5,395	46%
Property Records	64	23	33	(31)	-48%
BOEC/911 Records	1,490	1,774	2,447	957	64%
Fire Records	30	27	46	16	53%
Other Records	45	62	88	43	96%
Total Requests	**51,337**	**53,189**	**54,477**	**3,140**	**6%**
Police Records	40,338	42,331	42,474	2,136	5%
Property Records	3,885	4,069	4,152	267	7%
BOEC/911 Records	2,832	3,192	3,902	1,070	38%
Fire Records	1,500	1,490	1,435	(65)	-4%
Other Records	2,782	2,107	2,514	(268)	-10%

Further information and data regarding changes over time can be found in the Data Appendix and Glossary of this report.

Since FY 2022-23, the number of created records requests have increased 6%, reaching a record 54,477 in FY 2024-25. The primary driver of this growth by customer type has been a 48% increase in requests by Government and 7% increase by the Public, offset by a 25% decrease by Reporting Services. The primary driver of this growth by record type has been a 5% increase in Police Records requests, a 38% increase in BOEC/911 Records requests, and a 7% increase in Property Records requests. Collectively this suggests that the increase in requests is driven by growing demand for Police and BOEC/911 records from both public and government sources, while the decline in Reporting Service requests is due to a change from monthly billing to per-request charges (page 9).





Glossary

Record Types

Police Records include records involving specific individuals, locations, or incidents related to the Portland Police Bureau carrying out its regular duties; such as police reports, traffic crash reports, citations, name checks, address searches, officer notes, etc.

Property Records include records involving specific properties; such as building permits, code enforcement records, land use records, septic records, noise complaints, City cannabis and liquor licensing, and unreinforced masonry records.

BOEC/911 Records include records detailing specific 911 and non-emergency line calls, radio transmissions, and dispatches handled by the Bureau of Emergency Communications, which include not just the City of Portland, but all of Multnomah County.

Fire Records include records involving specific individuals, locations, or incidents related to Portland Fire and Rescue carrying out its regular duties; such as fire reports and investigations, permits issued by Portland Fire and Rescue, fire code inspections, and emergency medical service records.

Other Records include City of Portland administrative records; such as emails, texts, statistics, personnel records, studies and reports, and any other information that relates to the administrative functions of the City government or do not fit into the other record types.

Customer Types

Public Requests indicates the customer self-identified as a member of the Public, Media, or Reporting service. Public data is limited prior to FY 2019-20.

Public, a sub-category of Public Requests, indicates the customer self-identified as a member of the public, which includes any customer who does not fit into one of the other two Public Request sub-categories.

Media, a sub-category of Public Requests, indicates the customer self-identified as a reporter or other public media professional.

Reporting Services, a sub-category of Public Requests, indicates the customer self-identified or was identified as the representative of a company seeking information on behalf of reporting companies usually for reasons related to insurance premiums and payouts.

Government indicates the customer self-identified as the representative of a local, county, regional, state, federal, or international government agency. This includes some internal records requests between City of Portland bureaus and offices. In cases where the information provided is legally privileged, the City verifies the customer's identity prior to releasing records. Government requests are not legally public records requests. Government data is not available prior to FY 2020-21.

Measurements of Time

By Oregon statute, the City of Portland is required to fulfill requests for records within a reasonable amount of time. To aid in meeting this requirement, the City tracks the time it takes to fulfill requests via two related, but distinct, measurements of time.

WDO Days, (Work Days Open Days), are the amount of time between the request being created and closed, taking into account pauses for weekends, City holidays, waiting for a requester to pay an invoice, and waiting for a requester to respond to a query for clarifying information.

ORS Days (Oregon Revised Statute Days) are a similar measurement to WDO Days, in that it also takes into account pauses for weekends, City holidays, and waiting for a requester to respond to a query for clarifying information. However, as per ORS 192.329, the count stops once the City has responded by providing either the records requested or an estimate of when they will be provided. The City has a legal requirement to provide an estimate or complete its response within 15 ORS days.

Types of Fees

Under Oregon statute, the City of Portland is allowed to charge a reasonable fee to cover the actual cost of fulfilling a public records request. The City has two types of estimates depending on whether it estimated the fees before or after receiving the request.

Pre-Paid Estimated Fees are paid when a request is made and are based on time studies to create an estimate for certain types of records requests that the City receives frequently. Pre-paid estimated fees are the estimated minimum amount of time to complete a request for a specific type of record. The processing of a request does not begin until the pre-paid estimated fee is paid.

Estimated Fees are created after a request is received and are based on an estimate of how long it will take City employees to fulfill the specific public records request. The requester is notified of the total estimated fee that will be charged and must pay a deposit prior to the request being processed. Once work has been completed, but prior to the records being released, the requester must then pay the remainder of the cost of fulfilling the request based upon the actual amount of time it took City employees to fulfill the request.

Glossary

Types of Fee Waivers

The City of Portland has the discretion to fully or partially waive fees for a variety of reasons. These waivers may be automatically applied or only applied when requested.

Public Interest fee waivers are granted based upon the customer requesting the waiver and answering a set of questions to establish that the release of records is in the public interest and that they have the ability to widely distribute them.

Financial Hardship fee waivers are granted based upon the customer requesting the waiver and answering a set of questions to establish that the records are needed and that paying for them would cause an unnecessary financial hardship.

1-Hour fee waivers are granted in cases when it takes less than one hour of labor to fulfill the request. 1-Hour waivers are automatically granted in many requests not involving a pre-paid estimated fee.

Crime or Fire Victim fee waivers are automatically applied, waiving the full fee, when a member of the public requests a police or fire report which lists them as a victim of a crime or fire.

Public Defender fee waivers are applied to BOEC/911 Records requests when the record is related to a legal case being handled by an identified public defender. The waiver reduces such requests to a flat fee of $20.

Government fee waivers are not governed by public records laws. In most cases, the City of Portland does not charge a fee for records requested by government entities.

Other fee waivers are those which are otherwise not categorized. Common applications include the City not having the records requested, records not being released, another type of waiver being applied but not tracked, or other administrative situations.

None signifies that no fee waiver was applied. In some cases, this can be due to the request being administratively closed or withdrawn prior to a fee waiver decision being made.

Closed Requests Statuses

Request Fulfilled indicates records were provided to the customer. This may include the release of partial or redacted records when some information cannot legally be released.

No Records indicates the City could not locate any records as described following a reasonable search.

Publicly Available indicates the records were publicly available on the City website.

Not Released indicates the requested records were not released when the City has a legal obligation to not release them or state law allows for the requested records to not be released because the records are statutorily exempt from disclosure.

Withdrawn indicates the request was withdrawn by the customer via direct communication prior to the records being released. It does not include requests where the customer failed to pay an invoice within sixty days of it being issued.

No Payment indicates the request was closed without the release of records due to the non-payment of an invoice within 60 days of it being issued.

No Response indicates the request was closed without the release of records due to the requester not responding to subsequent communications for 60 days.

Administratively Closed indicates the request was closed without the release of records due to various factors, such as the customer utilizing the incorrect portal for the request, the request being a duplicate, or closure for technical reasons.

Glossary

City of Portland Service Areas and Bureaus

Legal Records Team - Team within the City Attorney's Office which oversees the records request management system and handles complex requests in addition to requests to the City Attorney's Office, Mayor's Office, and the City Council offices.

Executive Offices
Includes records held by the Mayor's Office, City Administrator's Office, and various offices directly overseen by them.

Mayor - Office of the Mayor.

Attorney - City Attorney's Office.

City Admin - City Administrator's Office, including the Office of Civic Life, Office of Government Relations, Office of Equity, and Portland Solutions.

Auditor
Includes records held by the City Auditor's Office.

City Council
Includes records held by the offices of the City Councilors and Council Operations.

Budget and Finance
Includes records held by the Budget and Finance service area, including the office of the Deputy Administrator, Accounting, Budget, Business Operations, Debt, Fire and Police Disability and Retirement (FPDR), Grants, Revenue, Risk Management, Small Donor Elections, and Treasury.

City Operations
Includes records held by the City Operations service area, which oversees non-financial Citywide support services.

BHR - Bureau of Human Resources.

Police Accountability - Includes the Office of Community-based Police Accountability, Police Accountability Commission, and the Independent Police Review (IPR).

Procurement - Procurement Services and Business Opportunities.

City Operations Other - Includes records held by the office of the Deputy Administrator, th 311 Program, Bureau of Technology Services (BTS), Bureau of Fleet and Facilities, and Integrated Security.

Community and Economic
Includes records held by the Community and Economic Development service area, which oversees economic development, housing, climate, and urban development.

BPS - Bureau of Planning and Sustainability.

Housing - Portland Housing Bureau.

PPD - Portland Permitting and Development.

CED Other - Includes records held by the office of the Deputy Administrator and Spectator Venues.

City of Portland Service Areas and Bureaus (continued)

Public Safety
Includes records held by the Public Safety service area, which oversees safety and emergency services.

BOEC - Bureau of Emergency Communications.

Fire - Portland Fire and Rescue.

PBEM - Portland Bureau of Emergency Management.

PPB - Portland Police Bureau.

PSR - Portland Street Response.

Public Safety Other - Includes records held by the office of the Deputy Administrator and the former Community Safety Division.

Public Works
Includes records held by the Public Works service area, which oversees physical City infrastructure.

BES - Bureau of Environmental Services.

PBOT - Portland Bureau of Transportation.

Water - Portland Water Bureau.

Public Works Other - Includes records held by the office of the Deputy Administrator.

Vibrant Communities
Includes records held by the Vibrant Communities service area, which oversees City parks and arts and recreation programs.

Parks - Portland Parks and Recreation.

Vibrant Communities Other - Includes records held by the office of the Deputy Administrator and the Office of Arts and Culture.

Data

Appendix

Records Requests by Record Type - Overview

Data regarding the different types of records requests (created, closed, open, and processing times)

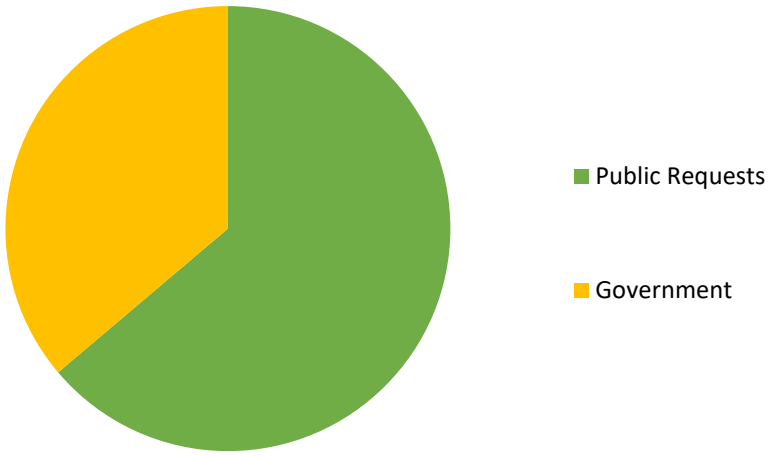
Records Requests Summary Fiscal Year 2024-25	Total		Public Requests		Government	
	Created	Closed	Created	Closed	Created	Closed
Police Records	42,474	40,290	25,377	24,012	17,097	16,278
Property Records	4,152	4,104	4,119	4,071	33	33
BOEC/911 Records	3,902	3,921	1,455	1,479	2,447	2,442
Fire Records	1,435	1,430	1,389	1,384	46	46
Other Records	2,514	2,483	2,426	2,403	88	80
Total Requests	**54,477**	**52,228**	**34,766**	**33,349**	**19,711**	**18,879**

Open Records Requests Summary Fiscal Year 2024-25	Total		Public Requests		Government	
	FY Start	FY End	FY Start	FY End	FY Start	FY End
Police Records	892	3,076	705	2,070	187	1,006
Property Records	82	130	82	130	0	0
BOEC/911 Records	203	184	198	174	5	10
Fire Records	67	72	67	72	0	0
Other Records	145	176	145	168	0	8
Total Requests	**1,389**	**3,638**	**1,197**	**2,614**	**192**	**1,024**

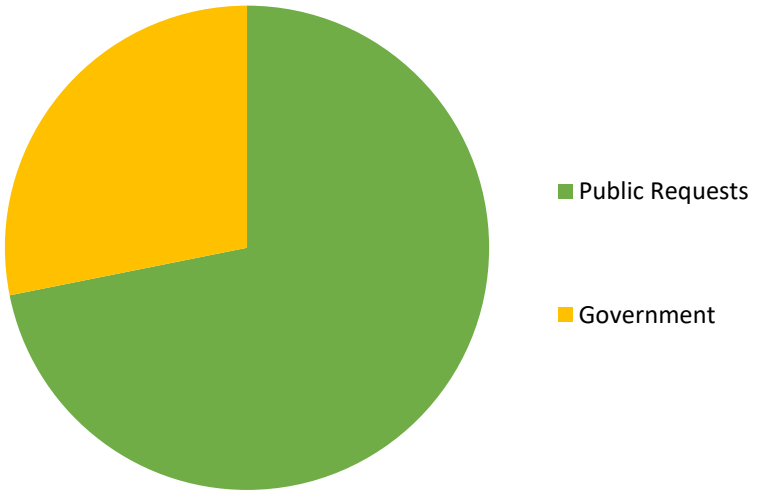
Closed Records Requests WDO and ORS Days Summary Fiscal Year 2024-25	Total	Public Requests		Gov't
	WDO<31	WDO<31	ORS<16	WDO<31
Police Records	99%	98%	98%	99%
Property Records	99%	99%	99%	94%
BOEC/911 Records	97%	92%	96%	100%
Fire Records	91%	90%	95%	98%
Other Records	92%	91%	88%	96%
Total Closed Requests	**98%**	**97%**	**97%**	**99%**

Further information can be found in the Glossary of this report.

Total Created Requests by Customer Type



Total Fiscal Year End Open Requests by Customer Type



Public Records Requests by Record Type

Data regarding only public records requests (including created, closed, open, and processing times)

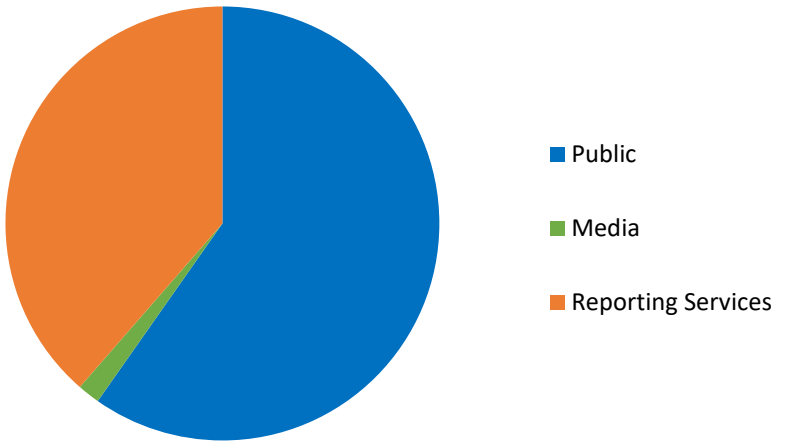
Public Records Requests Summary						
Fiscal Year 2024-25						
	Public		Media		Reporting Services	
	Created	Closed	Created	Closed	Created	Closed
Police Records	12,154	11,523	141	119	13,082	12,370
Property Records	4,088	4,039	31	32	0	0
BOEC/911 Records	1,390	1,411	20	19	45	49
Fire Records	1,126	1,114	9	11	254	259
Other Records	2,012	1,997	380	373	34	33
Total Requests	**20,770**	**20,084**	**581**	**554**	**13,415**	**12,711**

Open Public Records Requests Summary						
Fiscal Year 2024-25						
	Public		Media		Reporting Services	
	FY Start	FY End	FY Start	FY End	FY Start	FY End
Police Records	334	965	10	32	361	1,073
Property Records	81	130	1	0	0	0
BOEC/911 Records	191	170	0	1	7	3
Fire Records	49	61	2	0	16	11
Other Records	125	140	20	27	0	1
Total Requests	**780**	**1,466**	**33**	**60**	**384**	**1,088**

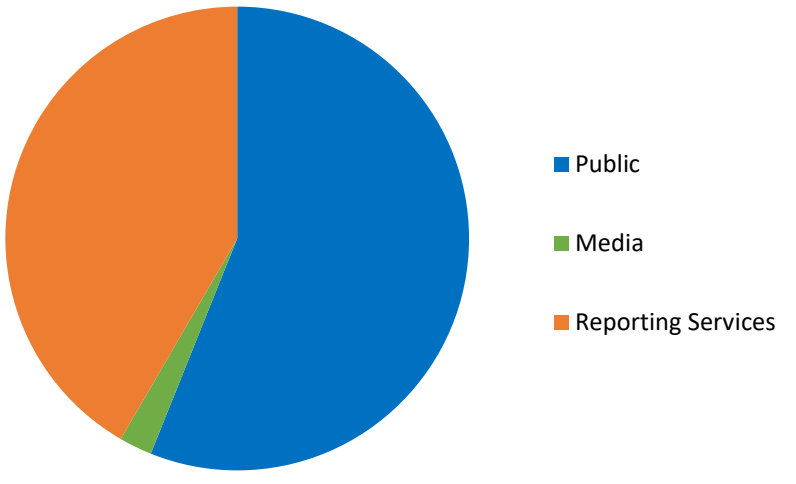
Closed Public Records Requests WDO and ORS Targets Summary						
Fiscal Year 2024-25						
	Public		Media		Reporting Services	
	WDO<31	ORS<16	WDO<31	ORS<16	WDO<31	ORS<16
Police Records	97%	96%	84%	87%	99%	100%
Property Records	99%	99%	97%	97%	N/A	N/A
BOEC/911 Records	92%	96%	100%	100%	92%	100%
Fire Records	92%	94%	91%	100%	81%	100%
Other Records	91%	89%	92%	87%	100%	100%
Total Closed Requests	**96%**	**96%**	**91%**	**88%**	**99%**	**100%**

Further information can be found in the Glossary of this report.

Created Public Records Requests by Customer Type



Open Public Records Requests by Customer Type



Public Records Requests by Record Type - Other Information

Other relevant information regarding public records requests subdivided by record type

Closed Public Records Requests Status Fiscal Year 2024-25									
	Total Closed	Request Fulfilled	Not Released	No Records	Publicly Available	With-drawn	No Payment	No Response	Admin. Closed
Police Records	24,012	18,491	1,776	3,040	0	76	471	20	138
Property Records	4,071	3,332	0	355	43	19	252	18	52
BOEC/911 Records	1,479	1,152	76	115	0	29	50	22	35
Fire Records	1,384	1,083	9	170	0	11	81	6	24
Other Records	2,403	1,437	57	282	73	49	157	75	273
Total Closed Requests	**33,349**	**25,495**	**1,918**	**3,962**	**116**	**184**	**1,011**	**141**	**522**

A few things to note regarding this data:

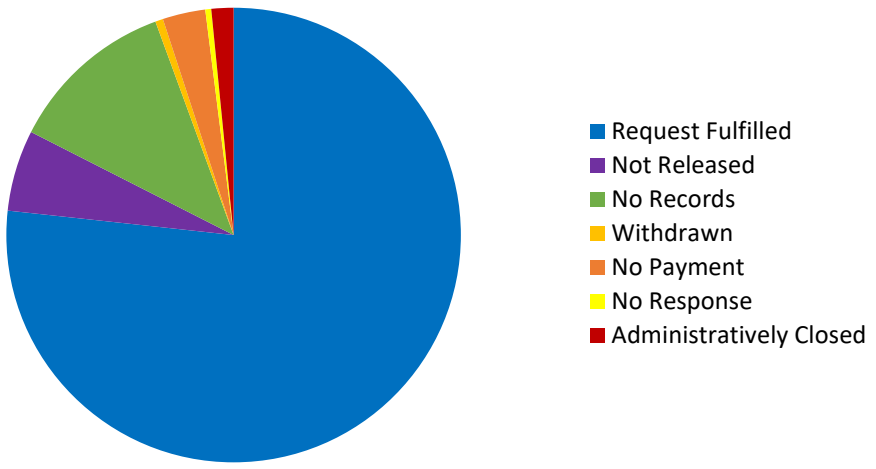
- It is the policy of the City to encourage the use of the online request system whenever possible.
- The category of Other in the request source summary includes fax, phone, walk-in, and other non-defined sources.

Created Public Records Requests Source Summary Fiscal Year 2024-25						
	Total Created	Online System	Email	Letter	Other	Unknown
Police Records	25,377	25,150	13	89	110	15
Property Records	4,119	4,111	2	3	2	1
BOEC/911 Records	1,455	1,449	0	1	5	0
Fire Records	1,389	1,367	8	0	13	1
Other Records	2,426	2,357	7	50	2	10
Total Created Requests	**34,766**	**34,434**	**30**	**143**	**132**	**27**

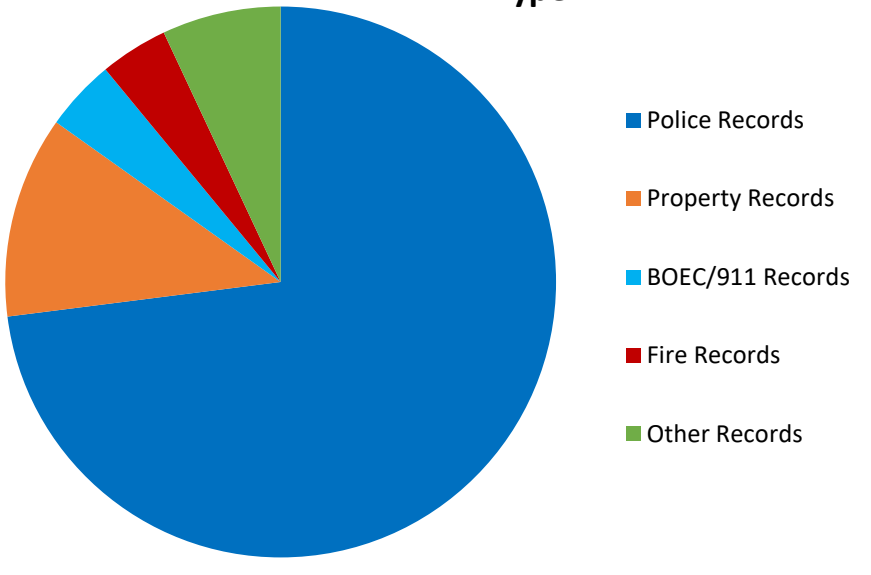
Created Public Records Requests Preferred Delivery Method Fiscal Year 2024-25						
	Total Created	Online System	Regular Mail	Pick-Up Copies	Personal Inspection	Unknown
Police Records	25,377	25,000	288	89	0	0
Property Records	4,119	4,061	41	17	0	0
BOEC/911 Records	1,455	1,441	10	4	0	0
Fire Records	1,389	1,383	6	0	0	0
Other Records	2,426	2,392	24	10	0	0
Total Created Requests	**34,766**	**34,277**	**369**	**120**	**0**	**0**

Further information can be found in the Glossary of this report.

Total Closed Public Records Requests by Status



Total Created Public Records Requests by Record Type



Records Requests by Assigned Bureau - Open Requests

Open requests at the start and end of Fiscal Year 2024-25 for each bureau

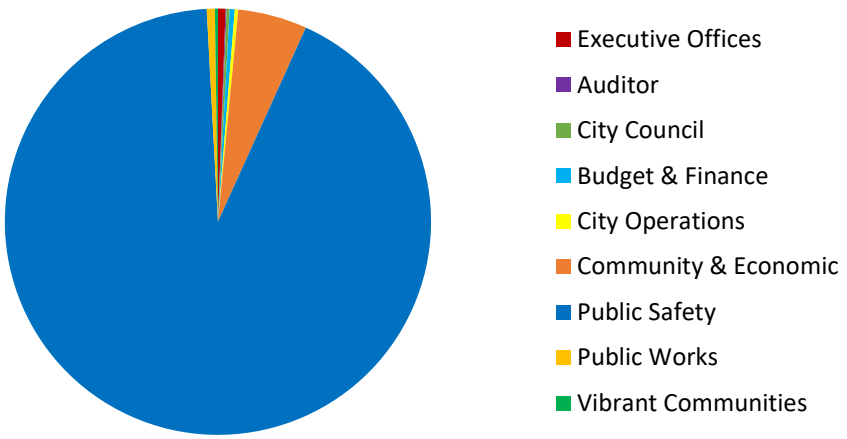
Open Records Requests Summary by Assigned Bureau						
Fiscal Year 2024-25						
	Total		Public Requests		Government	
	FY Start	FY End	FY Start	FY End	FY Start	FY End
Executive Offices	***9***	***15***	***9***	***15***	***0***	***0***
* Mayor	3	3	3	3	0	0
City Admin	1	3	1	3	0	0
* Attorney	5	9	5	9	0	0
Auditor	***1***	***2***	***1***	***2***	***0***	***0***
****City Council***	***3***	***6***	***3***	***6***	***0***	***0***
Budget & Finance	***3***	***10***	***3***	***10***	***0***	***0***
City Operations	***20***	***7***	***20***	***7***	***0***	***0***
BHR	11	4	11	4	0	0
Police Accountability	1	0	1	0	0	0
Procurement	6	2	6	2	0	0
City Operations Other	2	1	2	1	0	0
Community & Economic	***86***	***137***	***86***	***137***	***0***	***0***
BPS	0	3	0	3	0	0
Housing	2	1	2	1	0	0
PPD	84	132	84	132	0	0
CED Other	0	1	0	1	0	0
Public Safety	***1,245***	***3,438***	***1,053***	***2,415***	***192***	***1,023***
BOEC	210	199	205	189	5	10
Fire	69	80	69	80	0	0
PBEM	0	2	0	2	0	0
PPB	963	3,155	776	2,142	187	1,013
PSR	0	1	0	1	0	0
Public Safety Other	3	1	3	1	0	0
Public Works	***18***	***17***	***18***	***16***	***0***	***1***
BES	5	2	5	1	0	1
PBOT	4	7	4	7	0	0
Water	9	8	9	8	0	0
Public Works Other	0	0	0	0	0	0
Vibrant Communities	***4***	***6***	***4***	***6***	***0***	***0***
Parks	4	6	4	6	0	0
Vibrant Communities Other	0	0	0	0	0	0
Overall Total Requests	**1,389**	**3,638**	**1,197**	**2,614**	**192**	**1,024**
Legal Records Team Subtotal	***11***	***18***	***11***	***18***	***0***	***0***

Further information can be found in the Glossary of this report.

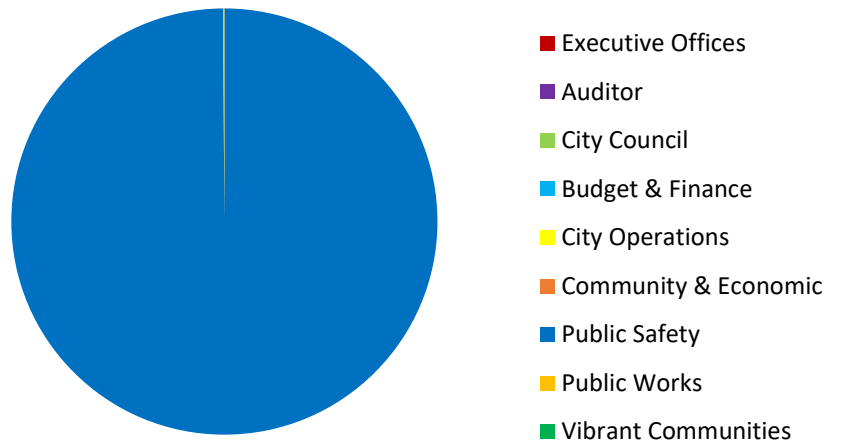
A few things to note regarding this data:

- Complex requests are often re-assigned to the City Attorney's Office.

Open Public Records Requests by Assigned Bureau



Open Government Records Requests by Assigned Bureau



Records Requests by Assigned Bureau - Time to Close

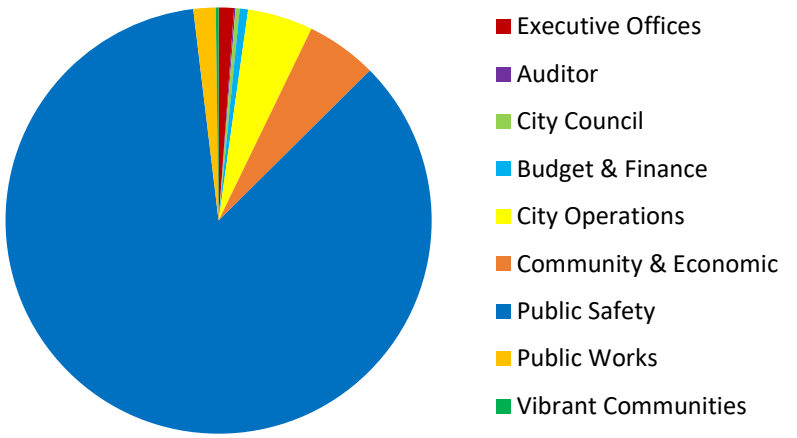
Requests meeting processing time goals during Fiscal Year 2024-25 for each bureau

Closed Records Requests Summary by Assigned Bureau							
Fiscal Year 2024-25							
	Total		Public Requests			Government	
	Closed	WDO<31	Closed	WDO<31	ORS<16	Closed	WDO<31
Executive Offices	***245***	***95%***	***240***	***95%***	***93%***	***5***	***80%***
* Mayor	54	100%	51	100%	98%	3	100%
City Admin	59	93%	57	95%	89%	2	50%
* Attorney	132	94%	132	94%	92%	0	N/A
Auditor	***54***	***98%***	***51***	***98%***	***98%***	***3***	***100%***
****City Council***	***71***	***96%***	***69***	***96%***	***96%***	***2***	***100%***
Budget & Finance	***137***	***96%***	***136***	***96%***	***89%***	***1***	***100%***
City Operations	***369***	***87%***	***358***	***87%***	***81%***	***11***	***100%***
BHR	121	71%	118	70%	61%	3	100%
Police Accountability	16	75%	16	75%	63%	0	N/A
Procurement	153	97%	146	97%	90%	7	100%
City Operations Other	79	96%	78	96%	97%	1	100%
Community & Economic	***4,392***	***99%***	***4,357***	***99%***	***98%***	***35***	***94%***
BPS	52	94%	51	94%	84%	1	100%
Housing	41	90%	40	90%	93%	1	100%
PPD	4,283	99%	4,250	99%	98%	33	94%
CED Other	16	100%	16	100%	100%	0	N/A
Public Safety	***46,376***	***98%***	***27,564***	***97%***	***98%***	***18,812***	***99%***
BOEC	4,011	97%	1,550	91%	95%	2,461	100%
Fire	1,510	91%	1,439	91%	95%	71	99%
PBEM	4	50%	4	50%	50%	0	N/A
PPB	40,807	98%	24,527	98%	98%	16,280	99%
PSR	5	60%	5	60%	60%	0	N/A
Public Safety Other	39	90%	39	90%	82%	0	N/A
Public Works	***463***	***96%***	***454***	***96%***	***90%***	***9***	***89%***
BES	107	96%	106	96%	93%	1	100%
PBOT	247	98%	241	98%	92%	6	83%
Water	99	93%	97	93%	82%	2	100%
Public Works Other	10	100%	10	100%	100%	0	N/A
Vibrant Communities	***121***	***98%***	***120***	***98%***	***93%***	***1***	***100%***
Parks	117	98%	116	98%	93%	1	100%
Vibrant Communities Other	4	100%	4	100%	100%	0	N/A
Overall Total Requests	**52,228**	**98%**	**33,349**	**97%**	**97%**	**18,879**	**99%**
Legal Records Team Subtotal	***257***	***96%***	***252***	***96%***	***94%***	***5***	***100%***

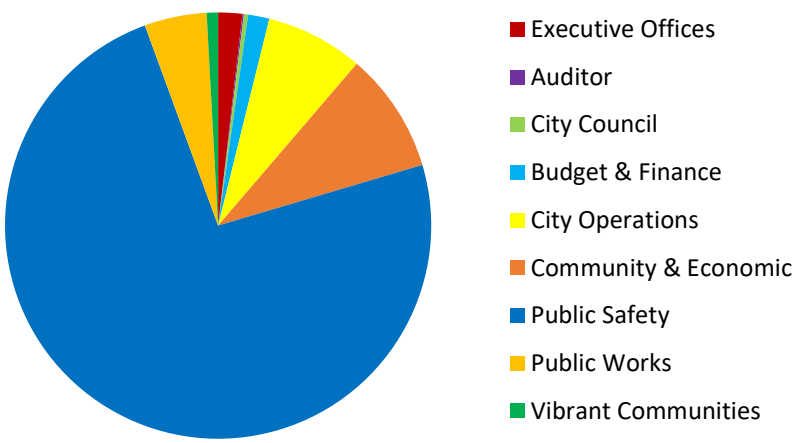
A few things to note regarding this data:

- Often more complicated requests are assigned to the City Attorney's Office. Thus many requests cannot be closed within 30 WDO days.
- Due to the backlog of requests, both PPB and BOEC had a lower rate of closure.
- Since PPB, BOEC, PPD, and Fire use pre-paid estimated fees, they tend to have higher rates of closures within 15 ORS days.

Public Records Requests Closed Past 30 WDO Days



Public Records Requests Closed Past 15 ORS Days

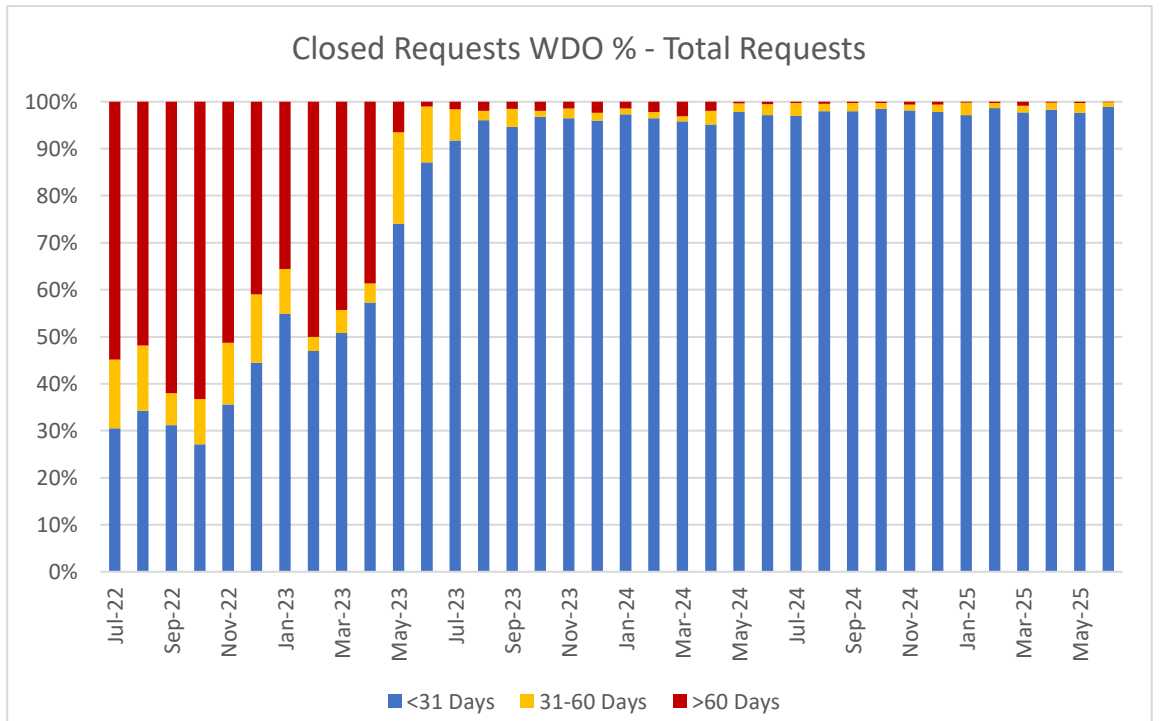


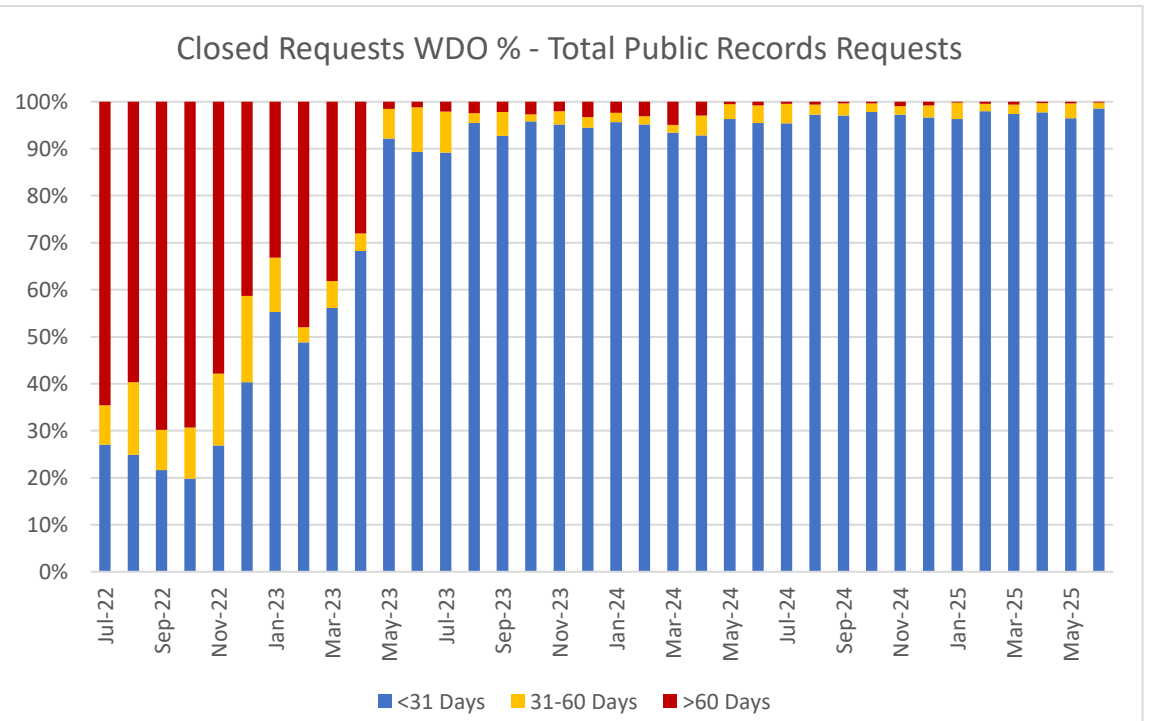
Further information can be found in the Glossary of this report.

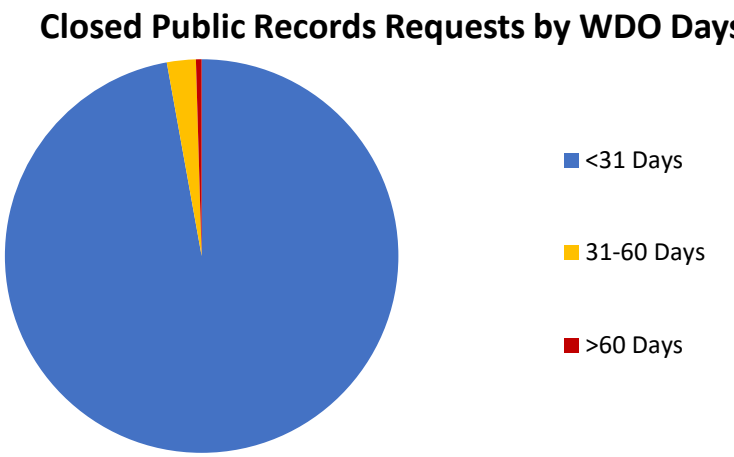
Closed Records Requests Business Days and Statutory Days to Close

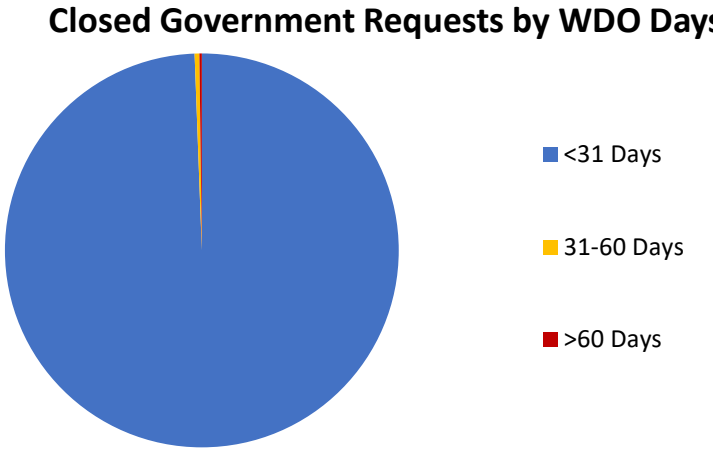
Measuring the time it takes to respond to records requests as set by the requirements of state law and City policy

Closed Requests WDO Days and ORS Days to Close Summary												
Fiscal Year 2024-25												
	WDO Days Total			WDO Days Public Requests			ORS Days Public Requests			WDO Days Gov't Requests		
	<31	31-60	>60	<31	31-60	>60	<31	31-60	>60	<31	31-60	>60
Police Records	39,743	479	68	23,569	412	31	23,536	431	45	16,174	67	37
Property Records	4,061	43	0	4,030	41	0	4,010	32	29	31	2	0
BOEC/911 Records	3,799	102	20	1,358	101	20	1,427	48	4	2,441	1	0
Fire Records	1,295	74	61	1,250	73	61	1,320	28	36	45	1	0
Other Records	2,272	168	43	2,195	165	43	2,125	157	121	77	3	0
Total Closed Requests	**51,170**	**866**	**192**	**32,402**	**792**	**155**	**32,418**	**696**	**235**	**18,768**	**74**	**37**



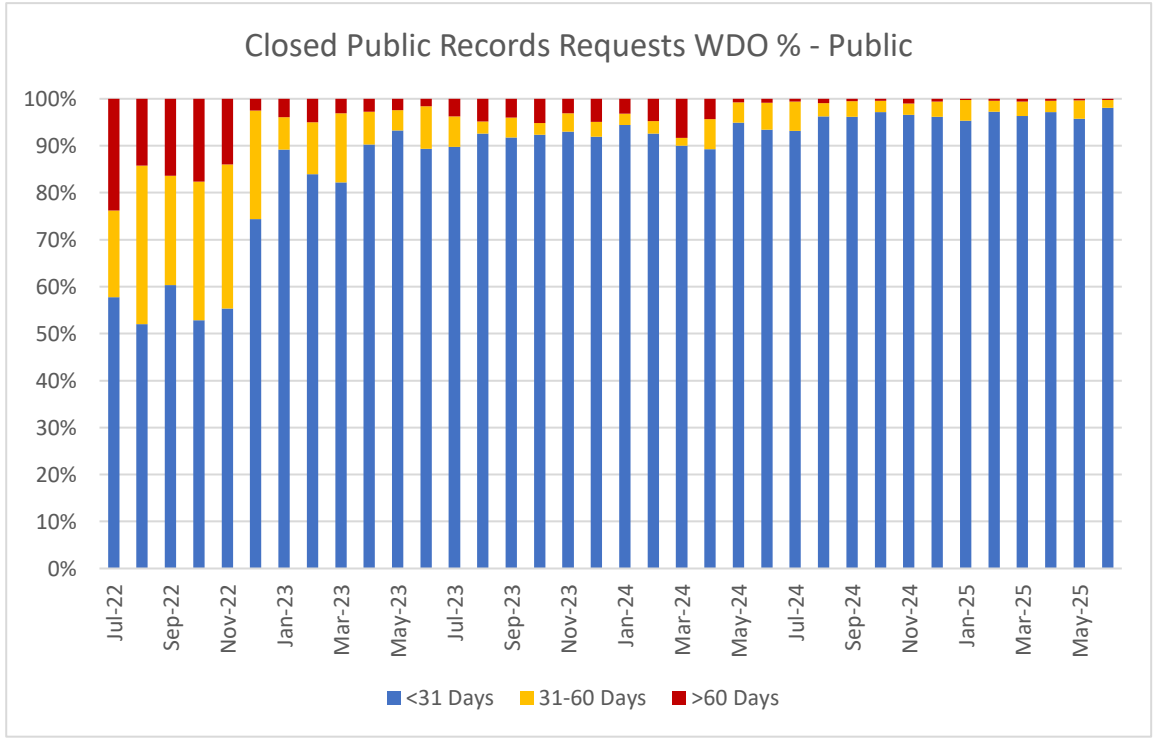


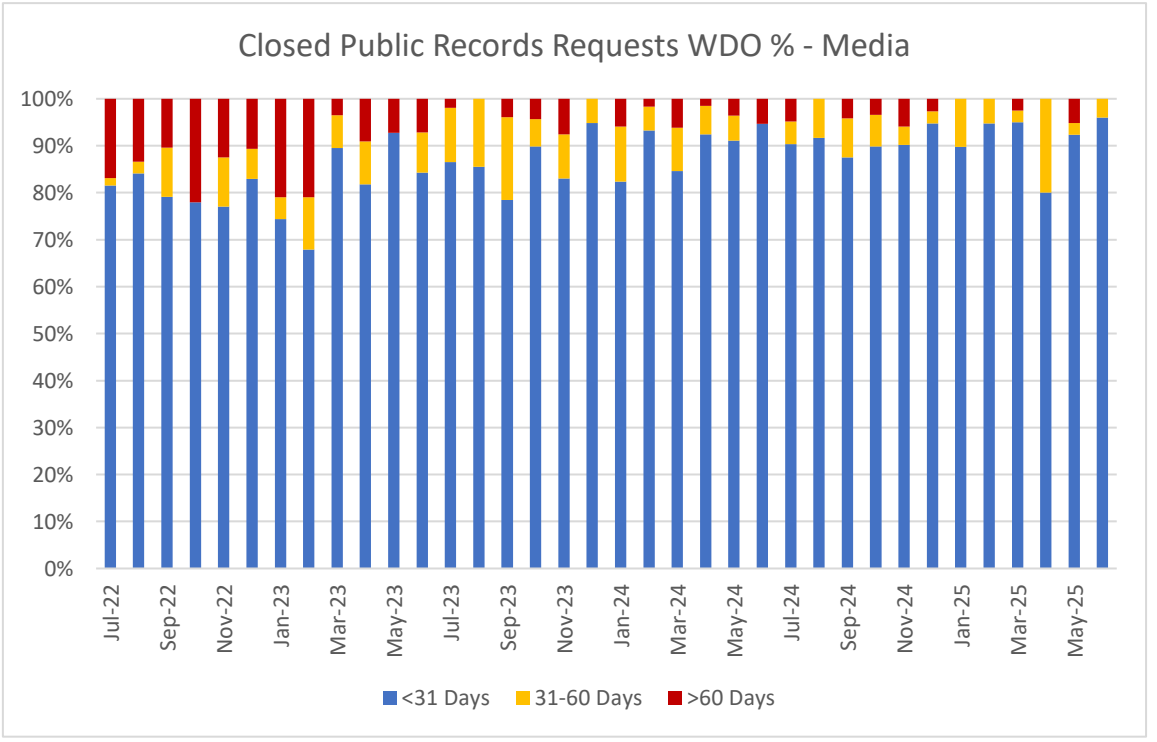


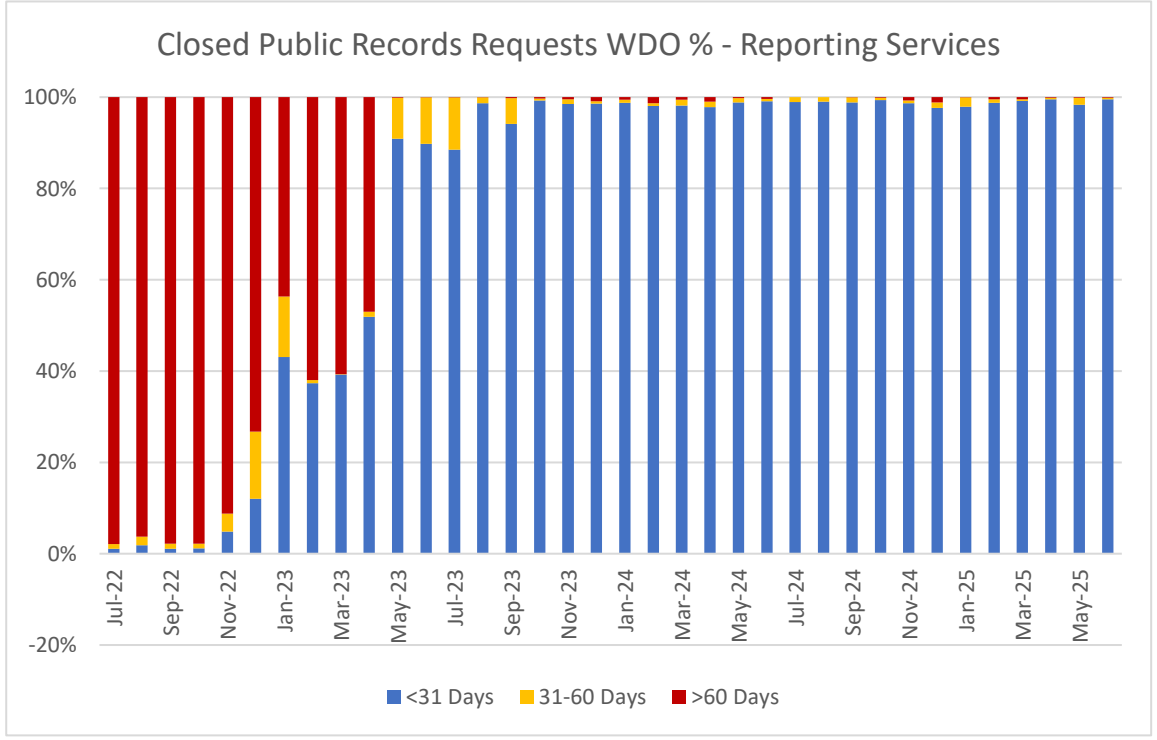


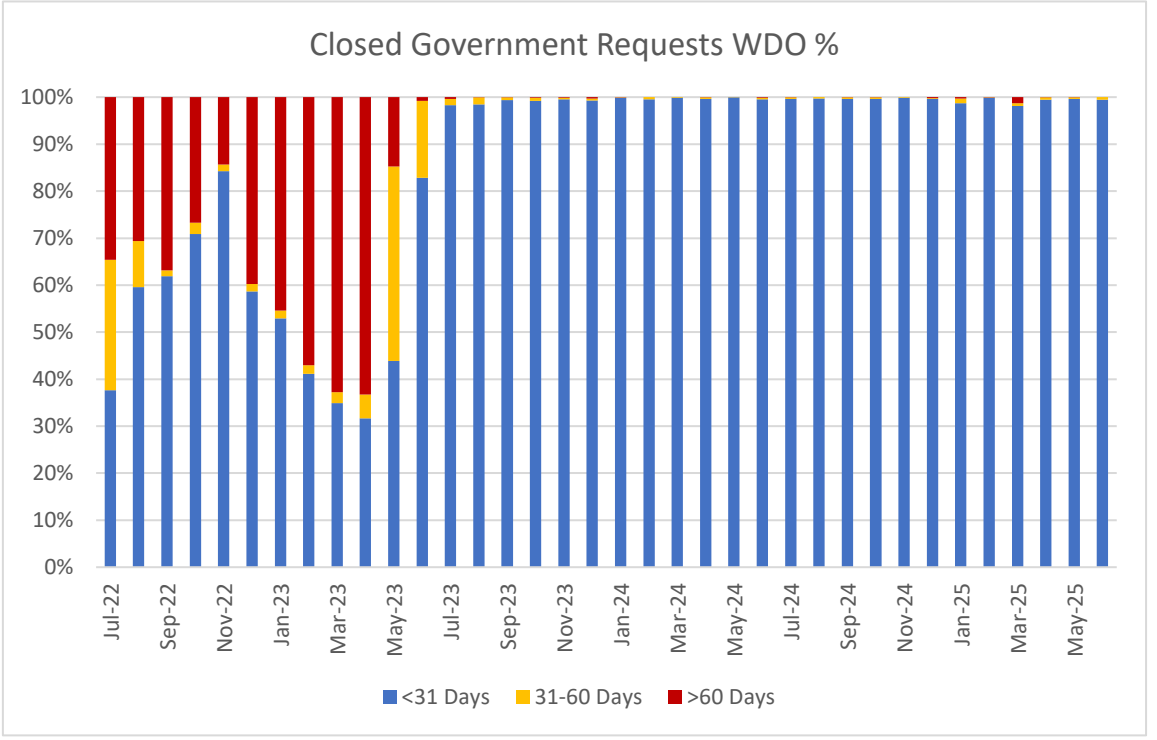
Closed Records Requests Business Days and Statutory Days to Close

Measuring the time it takes to respond to records requests as set by the requirements of state law and City policy





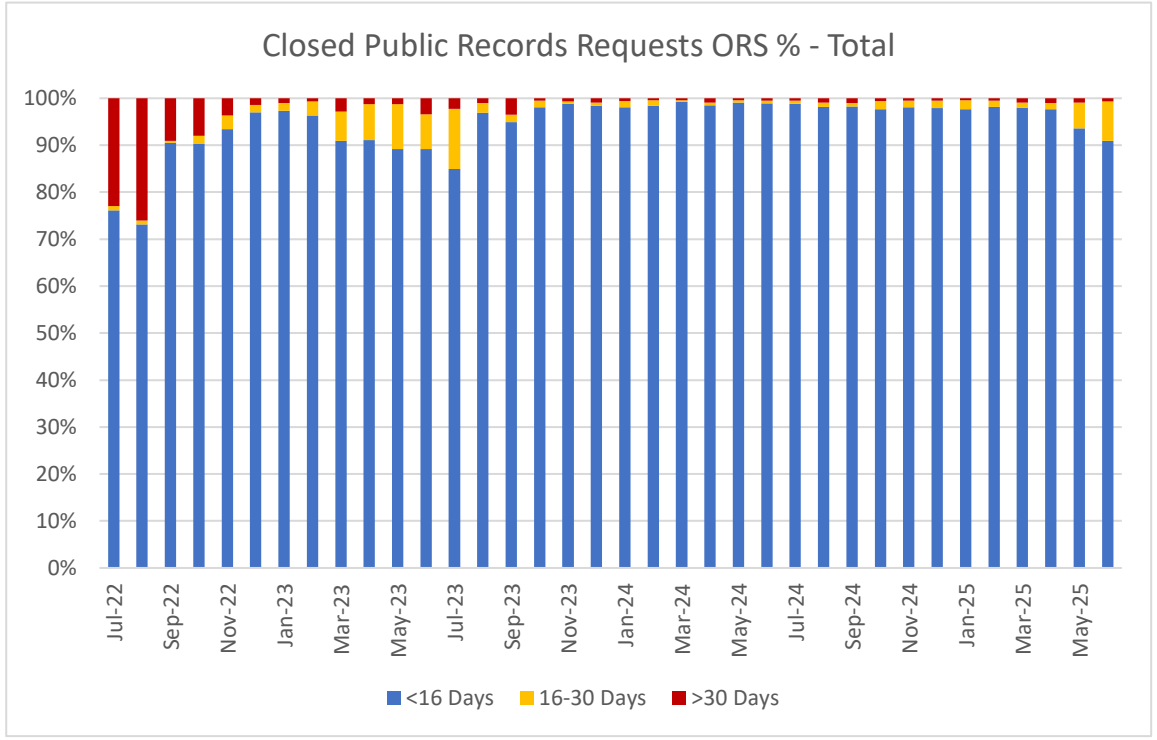


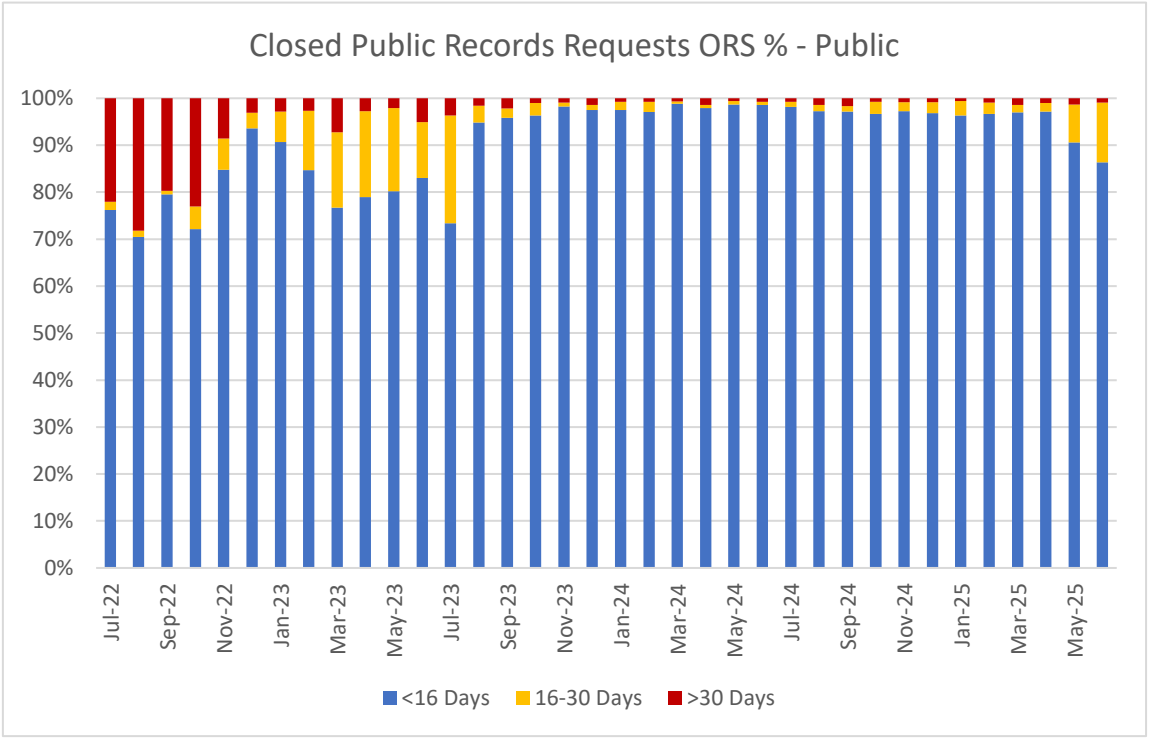


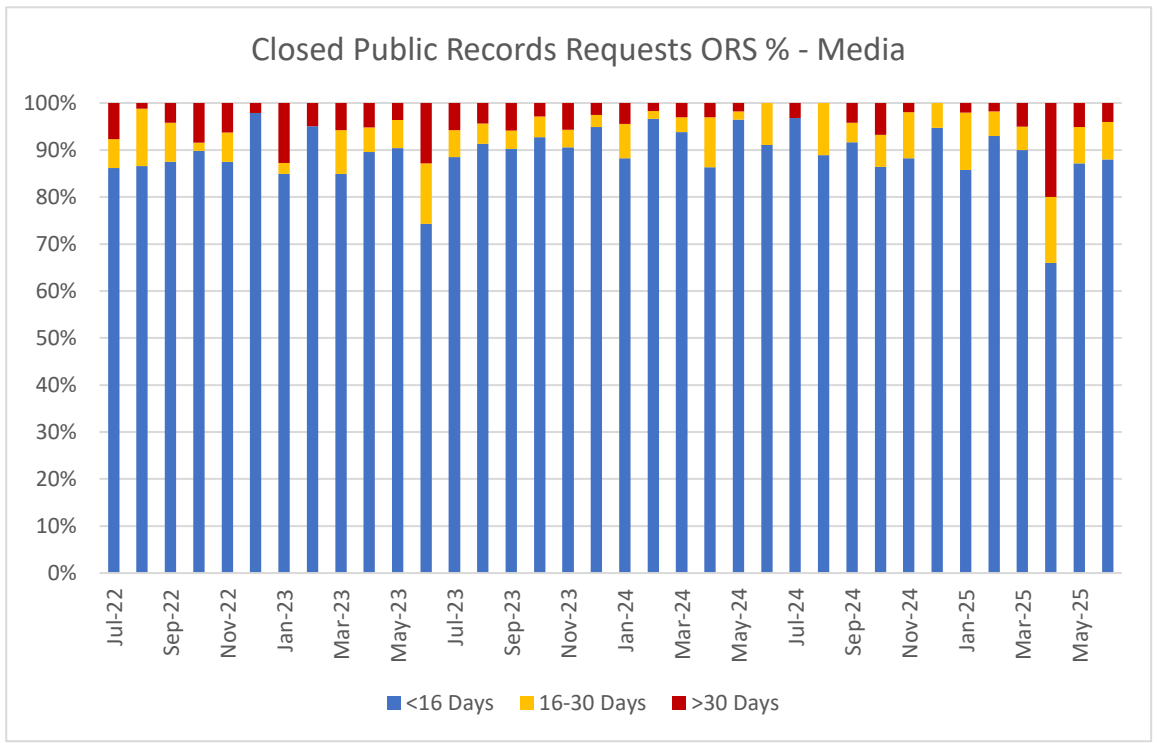
Further information can be found in the Glossary of this report.

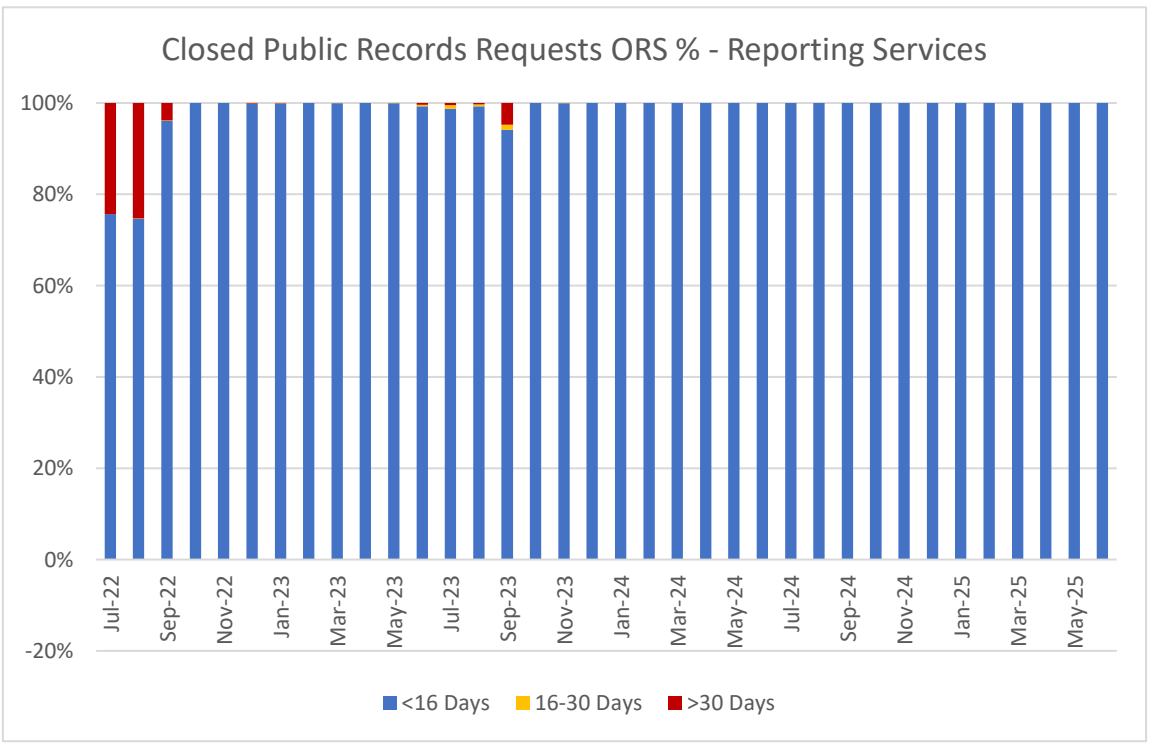
Closed Public Records Requests Business Days and Statutory Days to Close

Measuring the time it takes to respond to public records requests as set by the requirements of state law and City policy







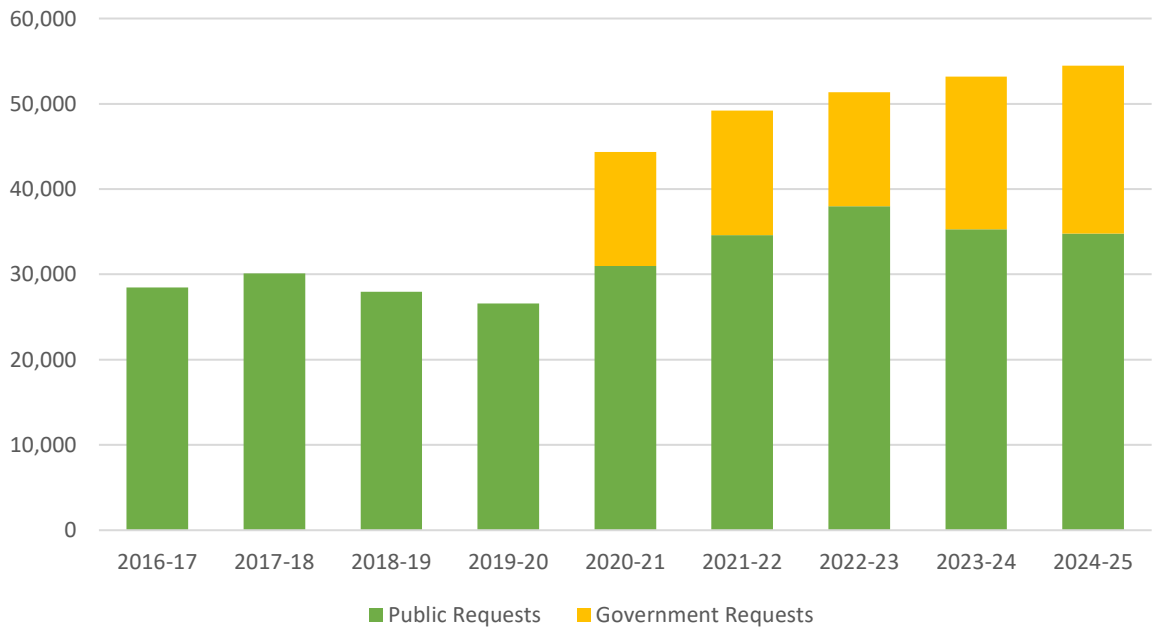


Further information can be found in the Glossary of this report.

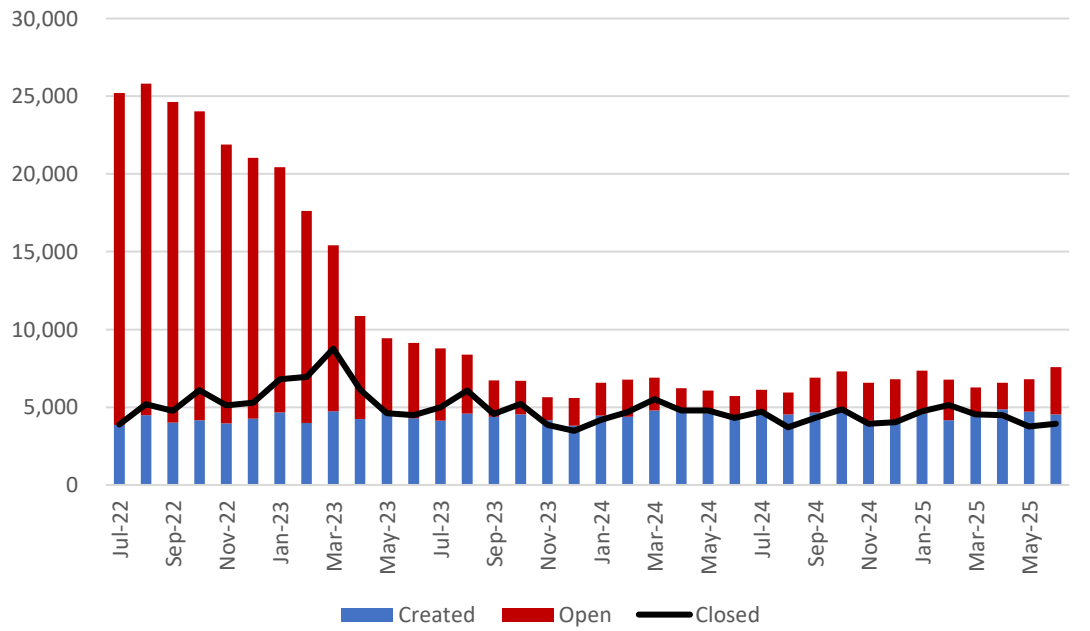
Records Requests Over Time

Shifts in the number of created, closed, and open requests over time

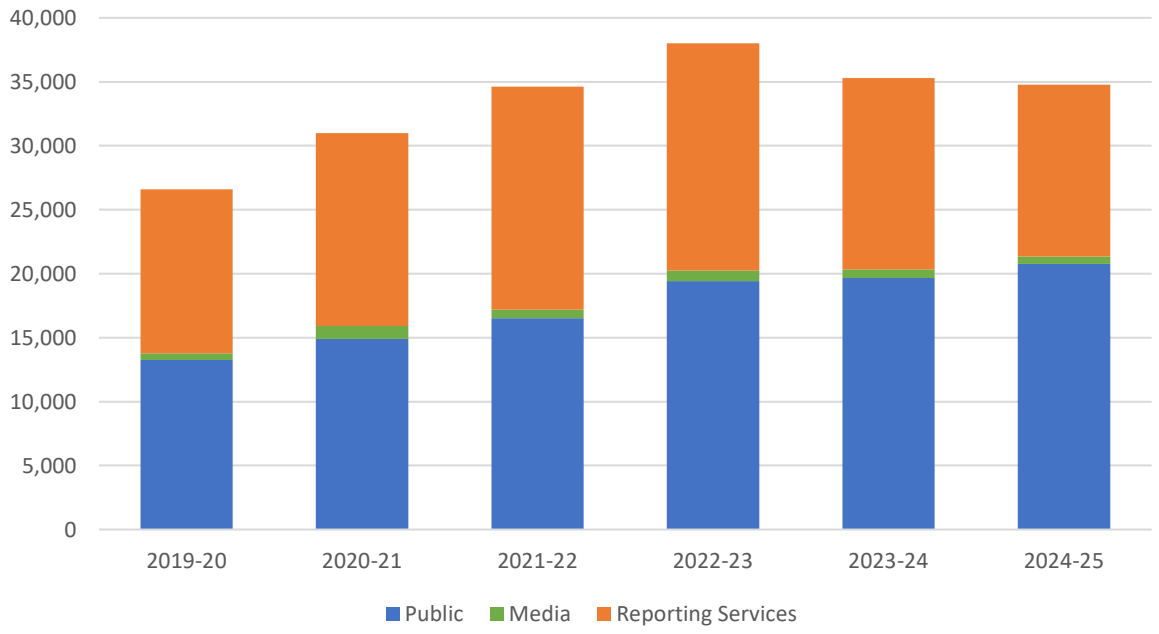
Records Requests Created by Fiscal Year



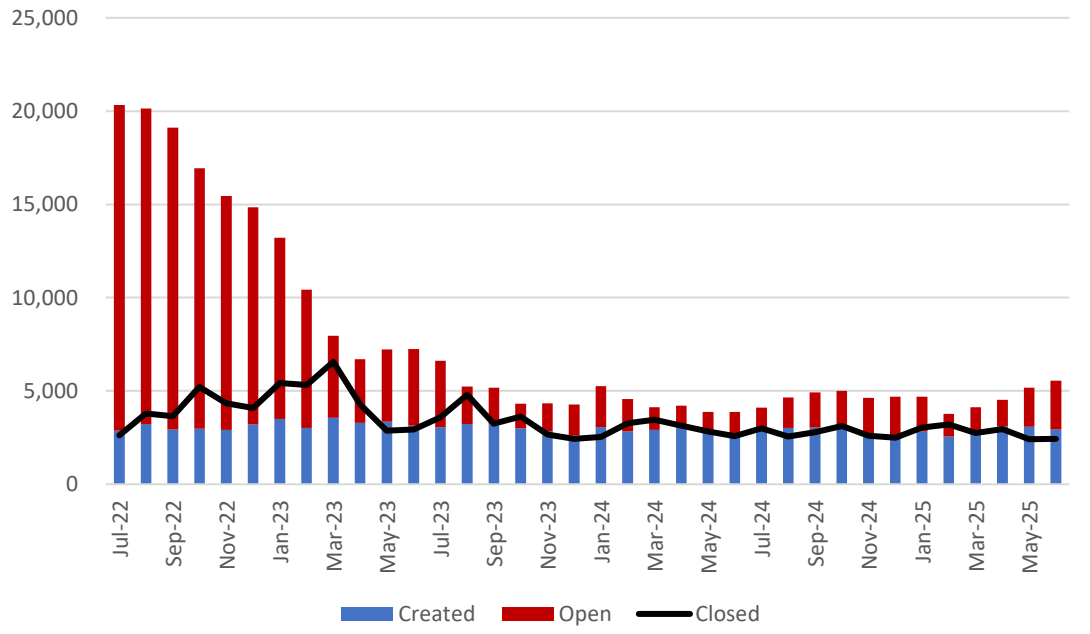
Total Records Requests



Public Records Requests Created by Fiscal Year



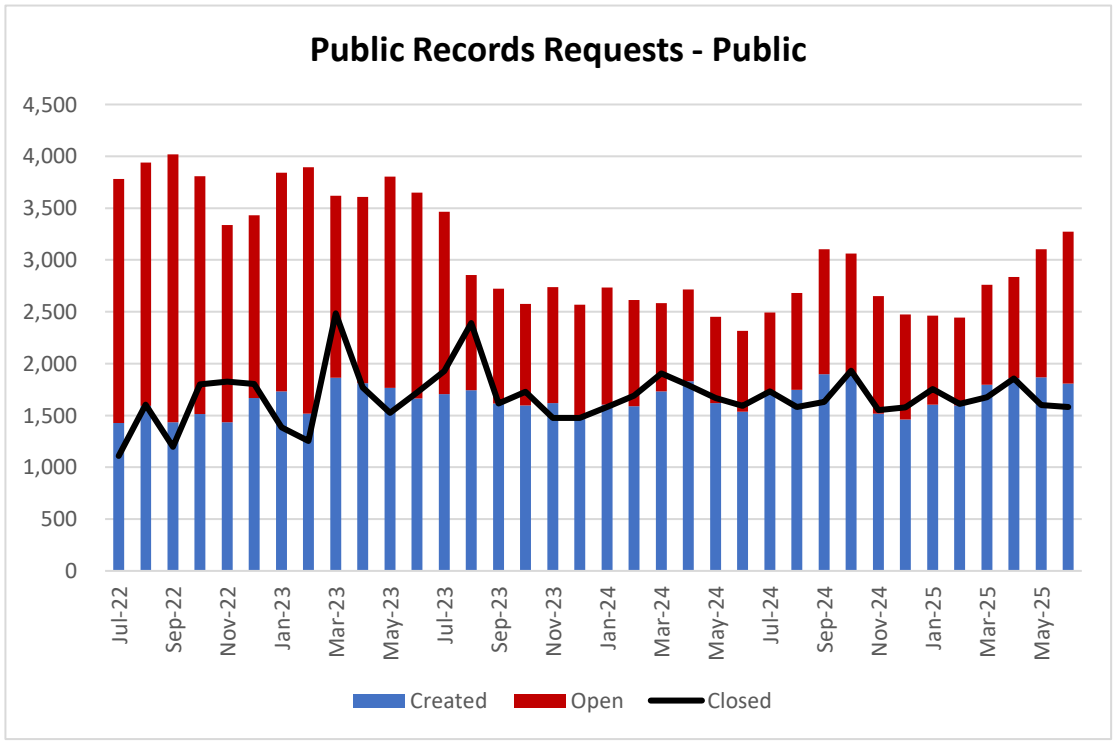
Total Public Records Requests

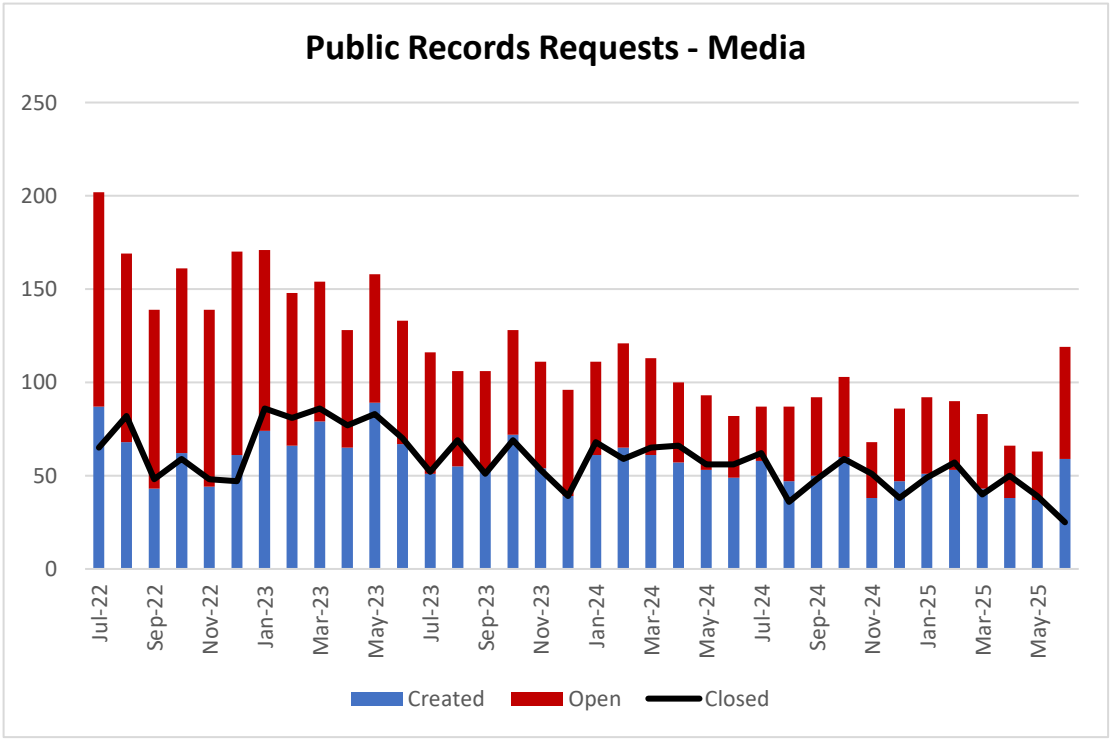


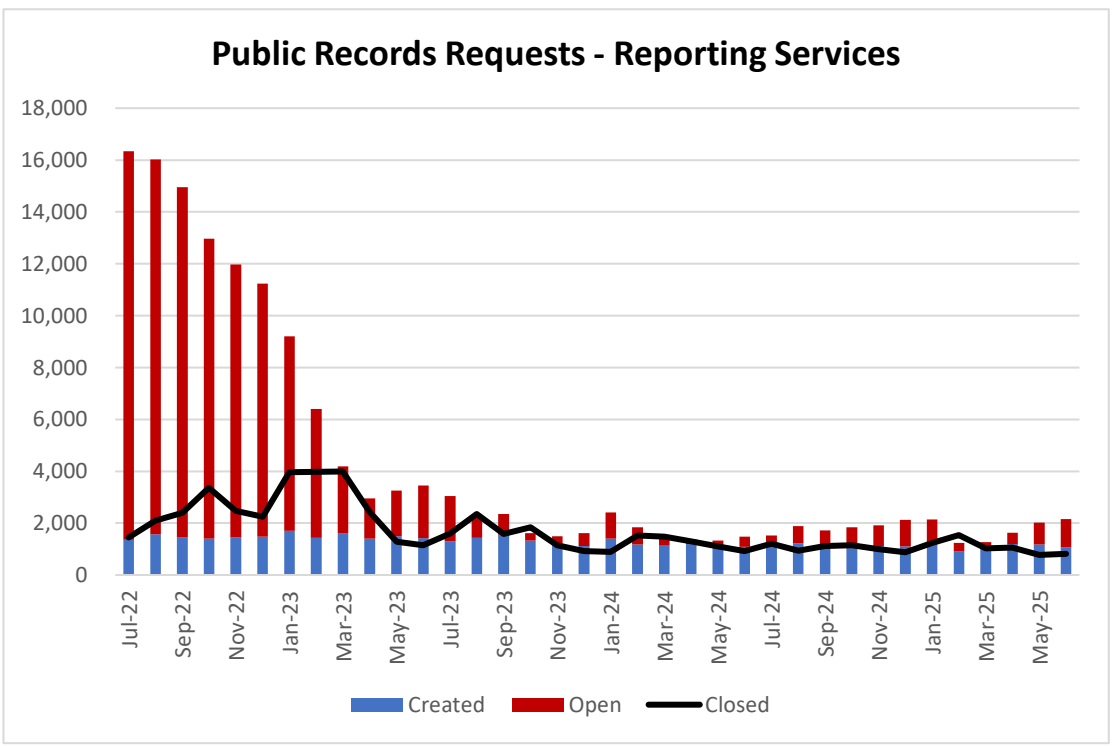
Further information can be found in the Glossary of this report.

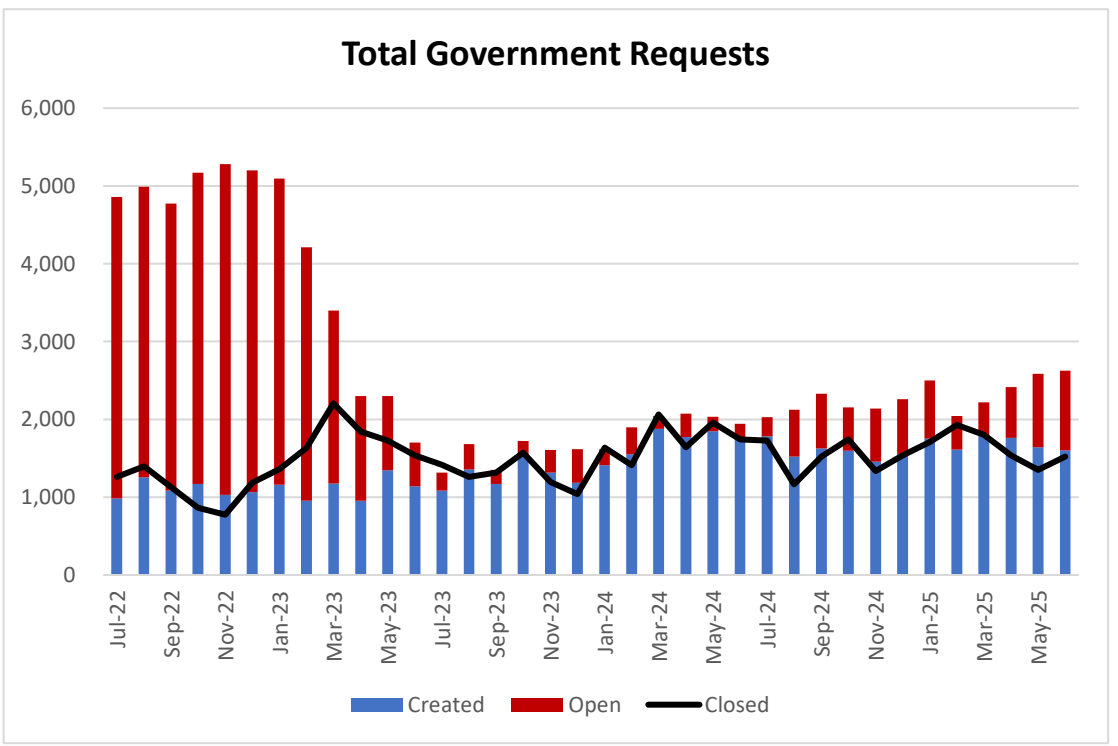
Records Requests Over Time

Shifts in the number of created, closed, and open requests over time









Records Requests Fee Waivers

Estimated fees and fee waivers for Fiscal Year 2024-25 by customer type

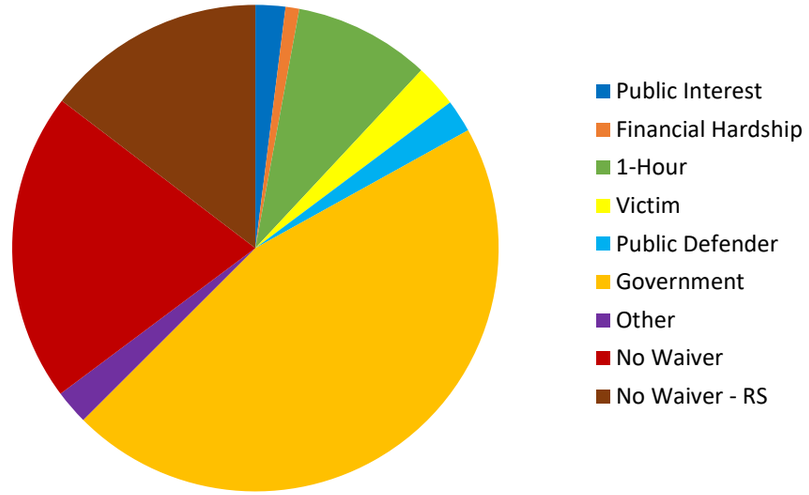
Fees and Waivers Summary by Customer Type						
Fiscal Year 2024-25						
	Total		Public Requests		Government	
	Requests	Est. $	Requests	Est. $	Requests	Est. $
Requests Closed	**52,228**	**727,196**	**33,349**	**394,930**	**18,879**	**332,266**
Fee Waiver Requested	1,415	39,403	1,413	39,361	2	43
Public Interest Waiver	*729*	*29,320*	*729*	*29,320*	*0*	*0*
Financial Hardship Waiver	*686*	*10,083*	*684*	*10,040*	*2*	*43*
% Requesting Fee Waiver	3%	5%	2%	7%	0%	0%
Requested Waiver Granted	1,130	33,824	1,129	33,781	1	43
Public Interest Waiver	*306*	*14,439*	*306*	*14,439*	*0*	*0*
Financial Hardship Waiver	*481*	*6,633*	*480*	*6,631*	*1*	*2*
1-Hour Fee Waiver	*343*	*12,752*	*343*	*12,711*	*0*	*41*
% Requested Waivers Granted	80%	86%	80%	86%	50%	100%
Not Requested Waiver Granted	24,304	437,308	5,557	105,383	18,747	331,925
1-Hour Fee Waiver	*2,224*	*53,067*	*2,223*	*52,590*	*1*	*477*
Crime or Fire Victim Waiver	*2,727*	*20,597*	*2,714*	*20,573*	*13*	*24*
Public Defender Fee Waiver	*525*	*15,758*	*525*	*15,758*	*0*	*0*
Government Agency Waiver	*18,731*	*331,360*	*30*	*76*	*18,701*	*331,285*
Other Fee Waivers	*97*	*16,527*	*65*	*16,387*	*32*	*140*
No Fee Waiver Applied	26,794	256,064	26,663	255,766	131	298
Total Fee Waivers Applied	**25,434**	**471,132**	**6,686**	**139,164**	**18,748**	**331,968**
% Requests Recieving Waivers	**49%**	**65%**	**20%**	**35%**	**99%**	**100%**

A few things to note regarding this data:

- Further information regarding fee waivers and relative definitions can be found in the Glossary section of this report.
- Estimated dollar amounts for fees charged, waived, and paid are based upon best available data and estimates, but should still be considered estimates.
- Many types of requests involve the payment of pre-paid estimated fees. Many of these pre-paid fees were lowered halfway through FY 2024-25 resulting in a noted decline in total estimated dollar amounts compared to previous fiscal years.
- Customers are able to request either a public interest fee waiver, a financial hardship fee waiver, or a government agency fee waiver. Some requests may also receive a fee waiver even if not requested dependent upon a number of factors.
- Due to user error in some cases there may be data points which appear inconsistent.

Public Requests Fees and Waivers Summary by Customer Type						
Fiscal Year 2024-25						
	Public		Media		Reporting Services	
	Requests	Est. $	Requests	Est. $	Requests	Est. $
Requests Closed	**20,084**	**265,381**	**554**	**23,084**	**12,711**	**106,465**
Fee Waiver Requested	1,041	20,806	372	18,554	0	0
Public Interest Waiver	358	10,774	371	18,546	0	0
Financial Hardship Waiver	683	10,032	1	8	0	0
% Requesting Fee Waiver	2%	4%	67%	80%	0%	0%
Requested Waiver Granted	796	17,863	333	15,918	0	0
Public Interest Waiver	*134*	*4,778*	*172*	*9,661*	*0*	*0*
Financial Hardship Waiver	*480*	*6,631*	*0*	*0*	*0*	*0*
1-Hour Fee Waiver	*182*	*6,454*	*161*	*6,257*	*0*	*0*
% Requested Waivers Granted	76%	86%	90%	86%	N/A	N/A
Not Requested Waiver Granted	6,545	102,039	106	3,341	1	2
1-Hour Fee Waiver	*2,151*	*49,755*	*72*	*2,834*	*0*	*0*
Crime or Fire Victim Waiver	*2,714*	*20,573*	*0*	*0*	*0*	*0*
Public Defender Fee Waiver	*525*	*15,758*	*0*	*0*	*0*	*0*
Government Agency Waiver	*30*	*76*	*0*	*0*	*0*	*0*
Other Fee Waivers	*1,125*	*15,878*	*34*	*507*	*1*	*2*
No Fee Waiver Applied	12,743	145,478	115	3,825	12,710	106,463
Total Fee Waivers Applied	**7,341**	**119,903**	**439**	**19,259**	**1**	**2**
% Requests Recieving Waivers	**37%**	**45%**	**79%**	**83%**	**0%**	**0%**

Estimated Potential Charges and Waived Fees



No Waiver - RS represents waivers not granted to the customer type Reporting Services because in most cases they are ineligible for fee waivers.

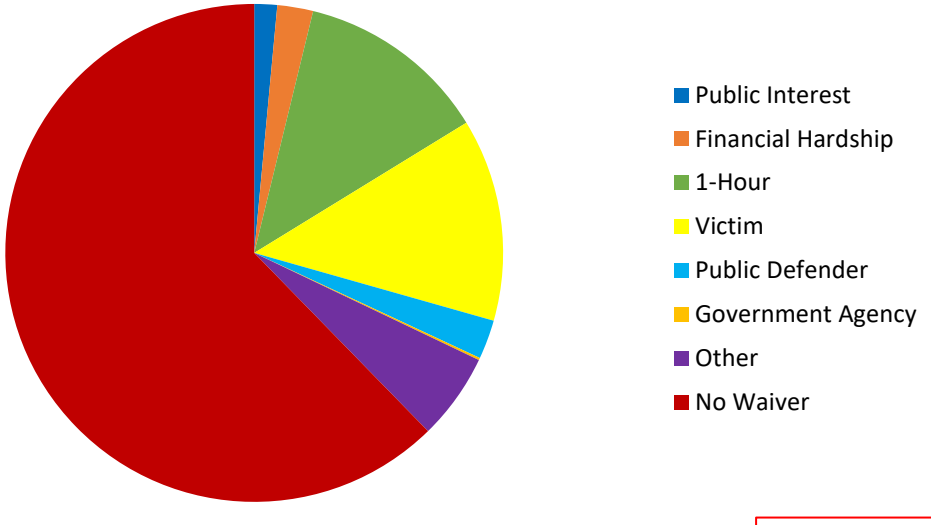
Further information can be found in the Glossary of this report.

Public Records Requests Fee Waivers

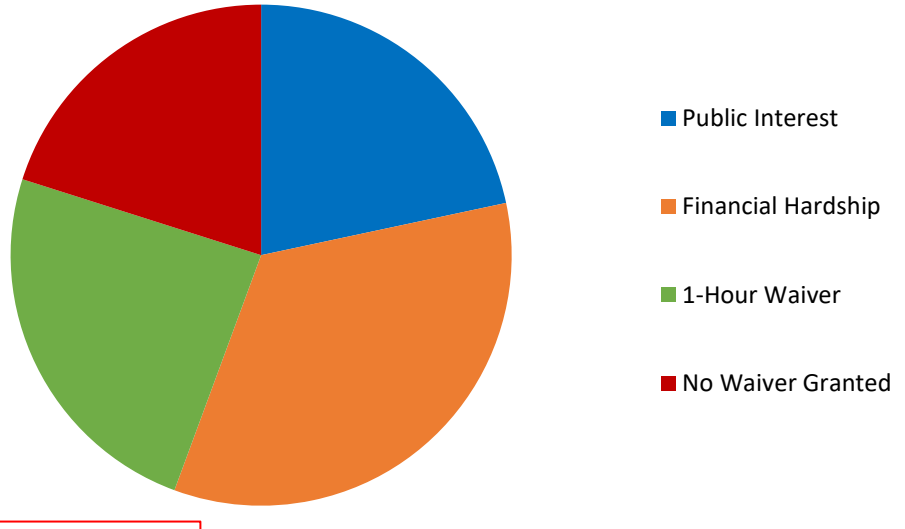
Estimated public records requests fees and fee waivers for Fiscal Year 2024-25 by records type

Public Records Requests Fees and Waivers Summary by Records Type Fiscal Year 2024-25	Police Records		Property Records		BOEC/911 Records		Fire Records		Other Records	
	Requests	Est. $	Requests	Est. $	Requests	Est. $	Requests	Est. $	Requests	Est. $
Requests Closed	**24,012**	**199,742**	**4,071**	**45,511**	**1,479**	**49,177**	**1,384**	**11,239**	**2,403**	**89,260**
Fee Waiver Requested	545	5,734	108	1,147	98	2,330	72	664	590	29,485
Public Interest Waiver	*149*	*2,434*	*59*	*594*	*19*	*385*	*27*	*164*	*475*	*25,744*
Financial Hardship Waiver	*396*	*3,300*	*49*	*553*	*79*	*1,946*	*45*	*501*	*115*	*3,741*
% Requesting Fee Waiver	2%	3%	3%	3%	7%	5%	5%	6%	25%	33%
Requested Waiver Granted	410	3,606	79	785	90	2,178	64	639	486	26,572
Public Interest Waiver	*111*	*1,360*	*17*	*122*	*15*	*345*	*19*	*127*	*144*	*12,485*
Financial Hardship Waiver	*299*	*2,246*	*22*	*157*	*75*	*1,834*	*41*	*489*	*43*	*1,905*
1-Hour Fee Waiver	*0*	*0*	*40*	*506*	*0*	*0*	*4*	*23*	*299*	*12,181*
% Requested Waivers Granted	75%	63%	73%	68%	92%	93%	89%	96%	82%	90%
Not Requested Waiver Granted	3,353	26,994	1,015	12,254	707	20,813	538	3,688	1,039	41,633
1-Hour Fee Waiver	*0*	*0*	*955*	*11,547*	*0*	*0*	*304*	*1,769*	*964*	*39,273*
Crime or Fire Victim Waiver	*2,638*	*20,425*	*0*	*0*	*0*	*0*	*76*	*148*	*0*	*0*
Public Defender Fee Waiver	*0*	*0*	*0*	*0*	*525*	*15,758*	*0*	*0*	*0*	*0*
Government Fee Waiver	*22*	*52*	*1*	*8*	*1*	*14*	*1*	*2*	*5*	*0*
Other Fee Waiver	*693*	*6,518*	*59*	*699*	*181*	*5,041*	*157*	*1,769*	*70*	*2,360*
No Fee Waiver Applied	20,249	169,142	2,977	32,472	682	26,186	782	6,912	878	21,055
Total Fee Waivers Applied	**3,763**	**30,601**	**1,094**	**13,040**	**797**	**22,991**	**602**	**4,328**	**1,525**	**68,205**
% Requests Recieving Waivers	**16%**	**15%**	**27%**	**29%**	**54%**	**47%**	**43%**	**39%**	**63%**	**76%**

Public Records Requests - All Waivers - Public & Media



Public Records Requests - Requested Fee Waivers



Further information can be found in the Glossary of this report.

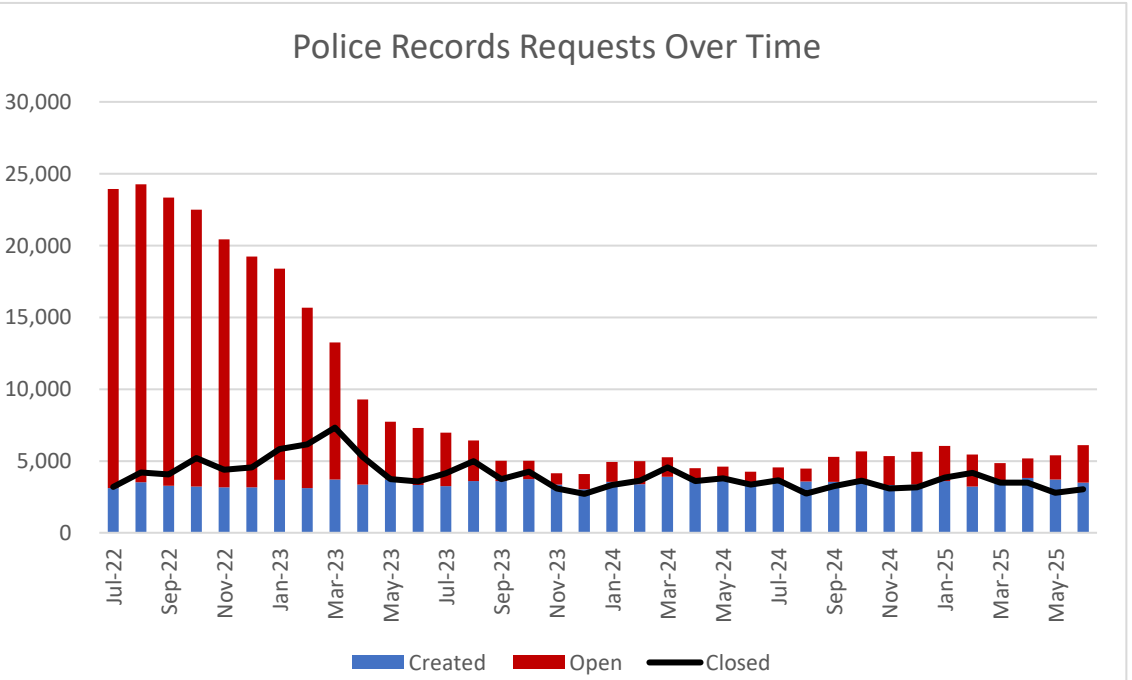
Police Records Requests

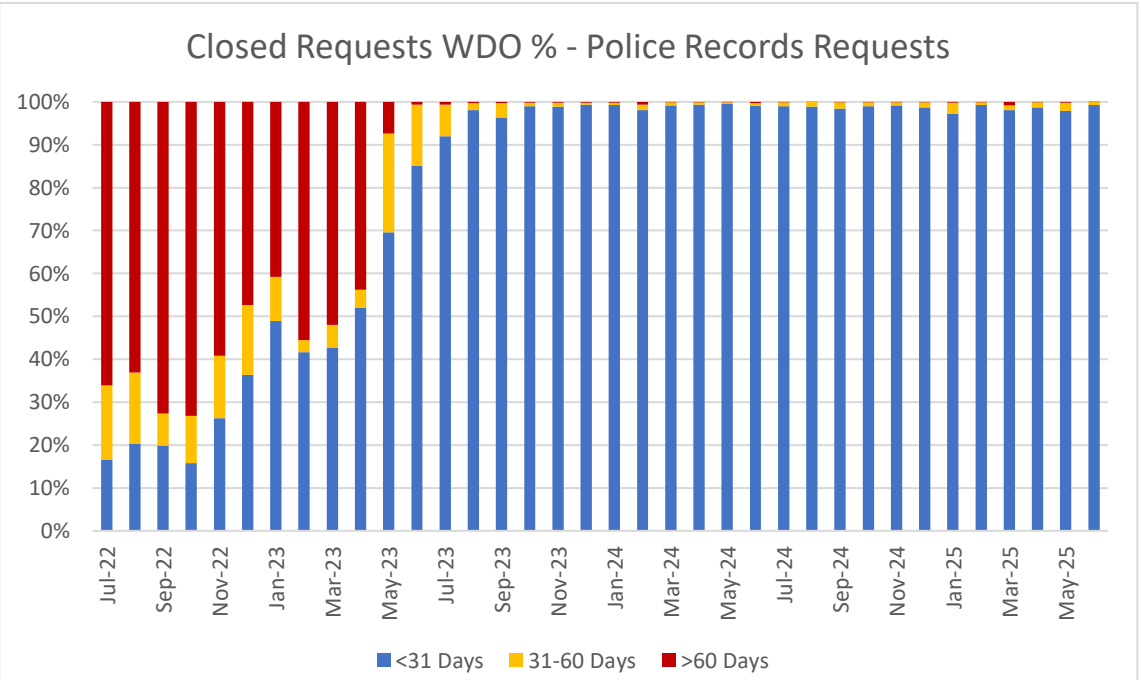
Data related specifically to the requests for the record type Police Records

Types of Police Records Requested by Customer Type Fiscal Year 2024-25						
	Created Requests	**Public Requests**	***Public***	***Media***	***Reporting Service***	**Govern-ment**
Address Search Requests	613	329	*326*	*3*	*0*	284
Audio Visual Records	563	208	*167*	*23*	*18*	355
Body-Worn Cameras	627	343	*281*	*19*	*43*	284
Name Check Requests	6,077	990	*975*	*14*	*1*	5,087
Officer Notes	1,239	199	*194*	*3*	*2*	1,040
Photographs	1,400	443	*292*	*3*	*148*	957
Police Reports	38,463	22,865	*9,919*	*76*	*12,870*	15,598
Total Created Requests	**42,474**	**25,377**	***12,154***	***141***	***13,082***	**17,097**

A few things to note regarding this data:

- The sum of individual record types do not equal the total created requests due to some Government requests involving multiple types.
- Data shows created requests including type, not total number of each type of record requested.
- The type of record Body-Worn Cameras was added in FY 2023-24 with a pilot program occurring that year.
- The dramatic improvement in open requests and WDO percentages occurred due to improved PPB staffing.
- Further information can be found in the Glossary of this report.





Address Search Requests is a search for a list of police reports related to a specific address. In FY 2024-25, these records were provided for a standard fee of $2.00 for the first 30 minutes.

Audio Visual Records. In FY 2024-25, these records were provided for a fee based upon estimated staff time, with $5.75 for the first 30 minutes.

Body-Worn Cameras. In FY 2024-25, these records were provided for a fee based upon estimated staff time, with $5.75 for the first 30 minutes.

Name Check Requests is a search for a list of police reports related to a specific name. In FY 2024-25, these records were provided for a standard fee of $2.00 for the first 30 minutes.

Officer Notes. In FY 2024-25, these records were provided for a fee of $8.50 per incident per officer for the first 30 minutes.

Photographs. In FY 2024-25, these records were provided for a standard fee of $2.00 per incident for the first 30 minutes.

Police Reports. In FY 2024-25, these records were provided for a standard fee of $2.00 for the first 30 minutes.

All fees shown are for after the fee change on January 8, 2025.
To see Police Reocrds fees prior this date see page 8.

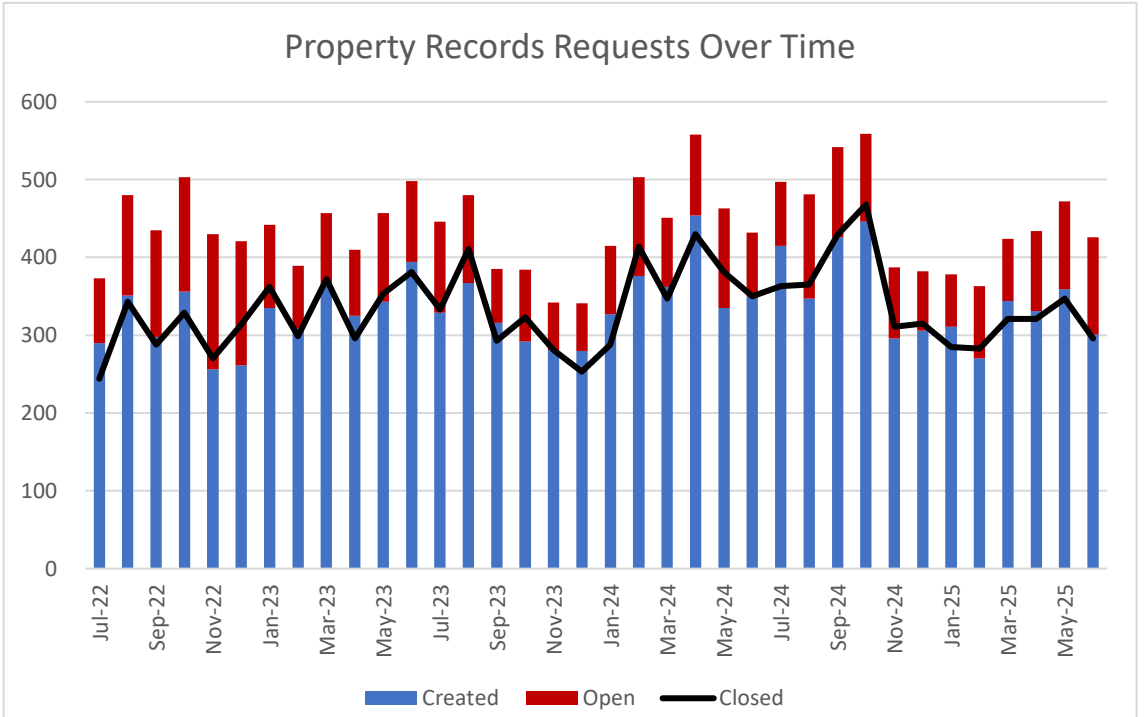
Property Records Requests Made to Portland Permitting and Development

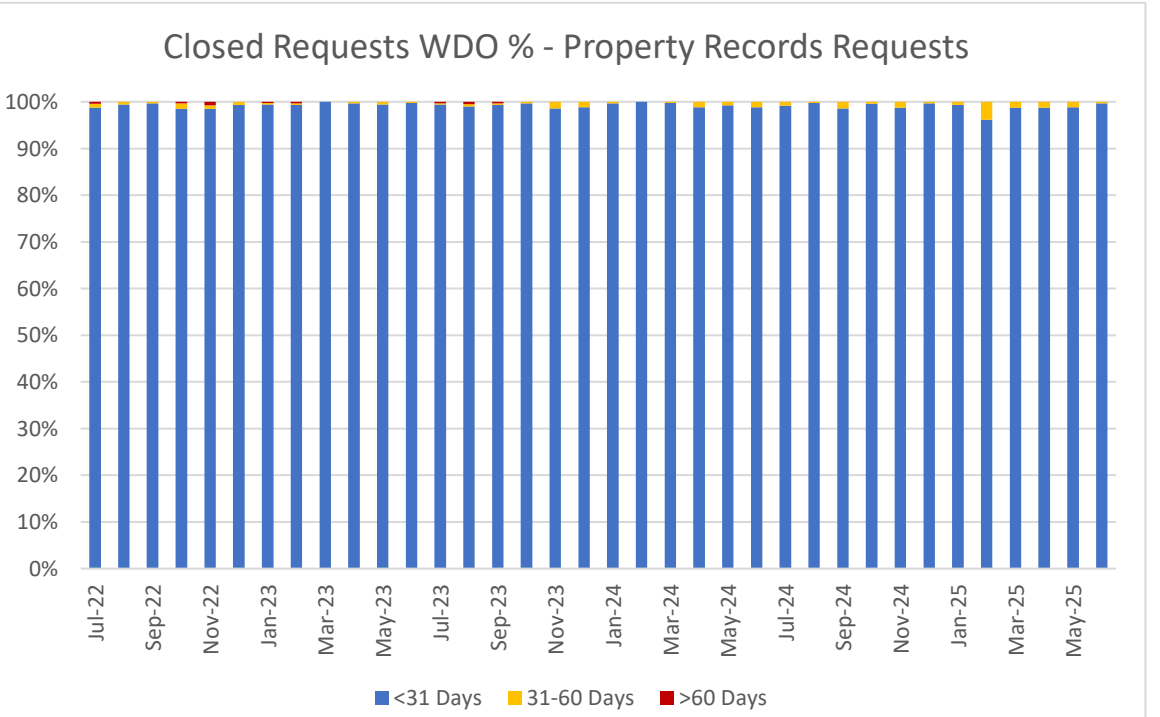
Data related specifically to the requests for the records type Property Records

Types of Property Records Requested by Customer Type Fiscal Year 2024-25	Created Requests	Public Requests	*Public*	*Media*	*Reporting Service*	Govern-ment
Building Permits & Records	3,035	3,017	*3,005*	*12*	*0*	18
Code Enforcement Records	503	497	*487*	*10*	*0*	6
Land Use Records	363	355	*347*	*8*	*0*	8
Septic Records	159	159	*159*	*0*	*0*	0
Unreinforced Masonry List	88	87	*86*	*1*	*0*	1
Cannabis & Liquor Licenses	4	4	*4*	*0*	*0*	0
Total Created Requests	**4,152**	**4,119**	***4,088***	***31***	***0***	**33**

A few things to note regarding this data:

- Data shows created requests including type, not total number of each type of record requested.
- The type Septic Records was added in the first half of FY 2022-23 and Unreinforced Masonry List and Cannabis & Liquor Licenses were added in the second half of FY 2022-23. Prior to this, Cannabis & Liquor Licenses were handled by Civic Life and were considered Other Records requests.
- Further information can be found in the Glossary of this report.





Building Permits & Records include records such as permits, site plans, and certificates of occupancy for a specific property. In the first half of FY 2024-25 these records were provided for a minimum standard fee of $15.00, but after January 8, 2025 the fee was $8.00 for the first thirty minutes of staff time.

Code Enforcement Records include records related to code violations related to building, noise, zoning, home occupation, and short-term rental codes and permits**.** In FY 2023-24, these records were provided for a fee based on estimated staff time.

Land Use Records include records related to lot adjustment, land use pre-applications, and land use public registry. In FY 2023-24, these records were provided for a fee based upon estimated staff time.

Septic Records include records related to cesspool decommissioning and other septic/onsite wastewater records. This was not a separate type of record until October of 2022.

Unreinforced Masonry List include records related to the list of buildings which are known to have unreinforced masonry. This was not a separate type of record until April of 2023.

Cannabis & Liquor Licenses include records related to cannabis and liquor licenses issued by the City of Portland. Until April of 2023, these were kept by Civic Life.

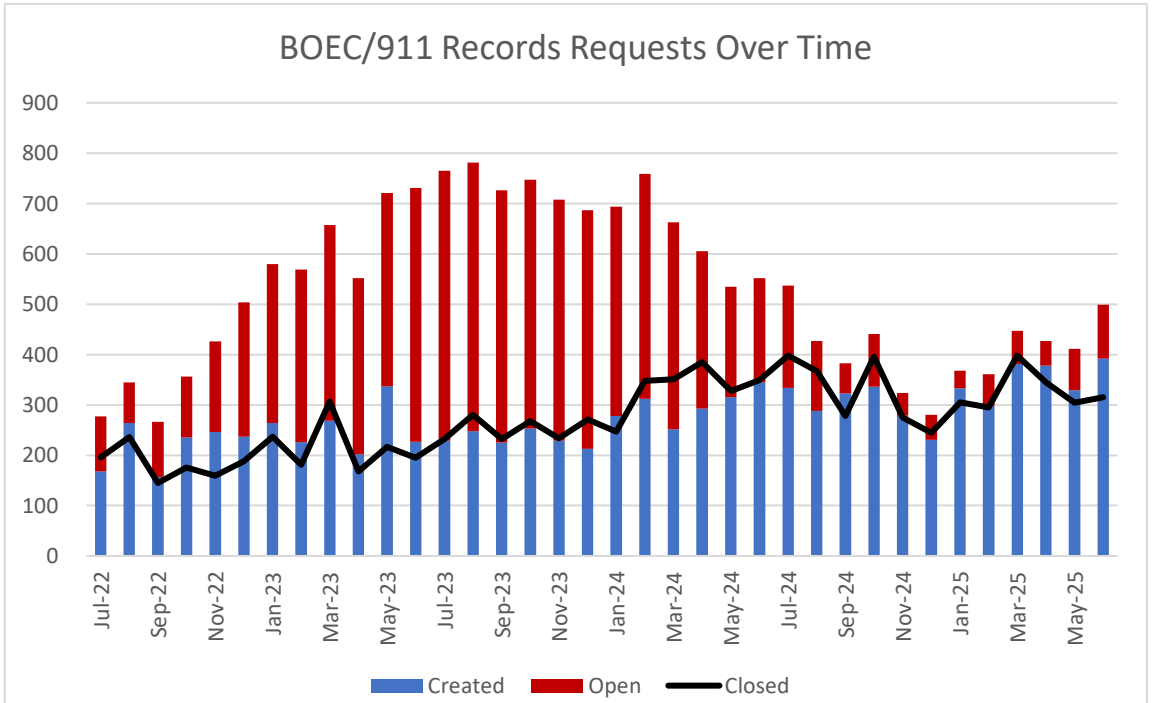
BOEC/911 Records Requests

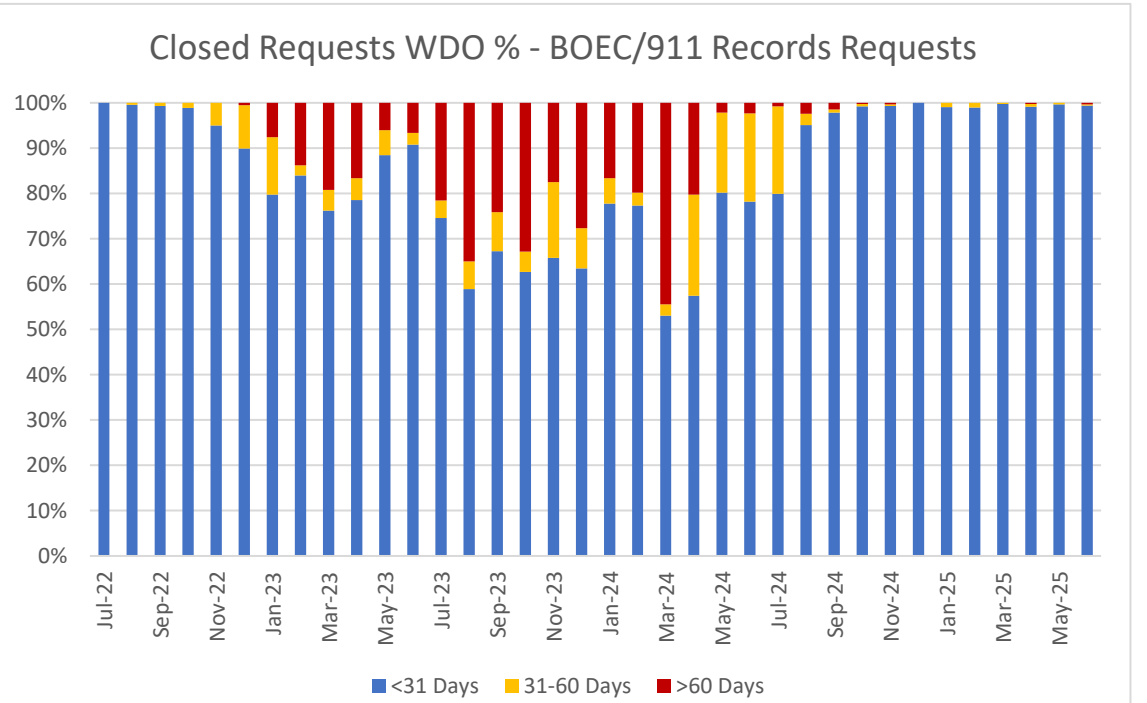
Data related specifically to the requests for the records type BOEC Records

Types of BOEC/911 Records Requested by Customer Type						
Fiscal Year 2024-25						
	Created Requests	Public Requests	*Public*	*Media*	*Reporting Service*	Govern-ment
CAD Printout	306	158	*155*	*1*	*2*	148
CAD/Telephone	2,823	971	*912*	*18*	*41*	1,852
CAD/Telephone/Radio	691	278	*278*	*0*	*0*	413
Radio Transmissions	697	281	*278*	*1*	*2*	416
Total Created Requests	**3,902**	**1,455**	***1,390***	***20***	***45***	**2,447**

A few things to note regarding this data:

- Data shows created requests including type, not total number of each type of record requested.
- Review of BOEC records prior to release takes a significant amount of time due to staff having to listen to recordings. Redaction of audio files is also technically difficult and time consuming.
- A separate type of record, Radio Transmissions, was created in the spring of FY 2023-24.
- Further information can be found in the Glossary of this report.





CAD Printout, short for Computer Aided Dispatch report, is a document which states what units were dispatched, where they were dispatched, when they were dispatched, and why. In the first half of FY 2024-25, these records were provided for a standard fee of $20.00, but after January 8, 2025 the fee was $8.00 for the first thirty minutes of staff time.

CAD/Telephone includes both the CAD Printout and a transcript of the 911 or non-emergency line telephone call which initiated the dispatch. In the first half of FY 2024-25, these records were provided for a standard fee of $40.00, but after January 8, 2025 the fee was $14.00 for the first thirty minutes of staff time.

CAD/Telephone/Radio includes the CAD Printout, a transcript of the 911 or non-emergency line telephone call which initiated the dispatch, and a transcript of all radio communication regarding the dispatch. In the first half of FY 2024-25 these records were provided for a standard fee of $60, but after January 8, 2025 the type of report was no longer available.

Radio Transmissions includes a recording of all radio communications regarding the dispatch. In FY 2024-25 these records were provided via a fee of $20.00 for the first thirty minutes of staff time.

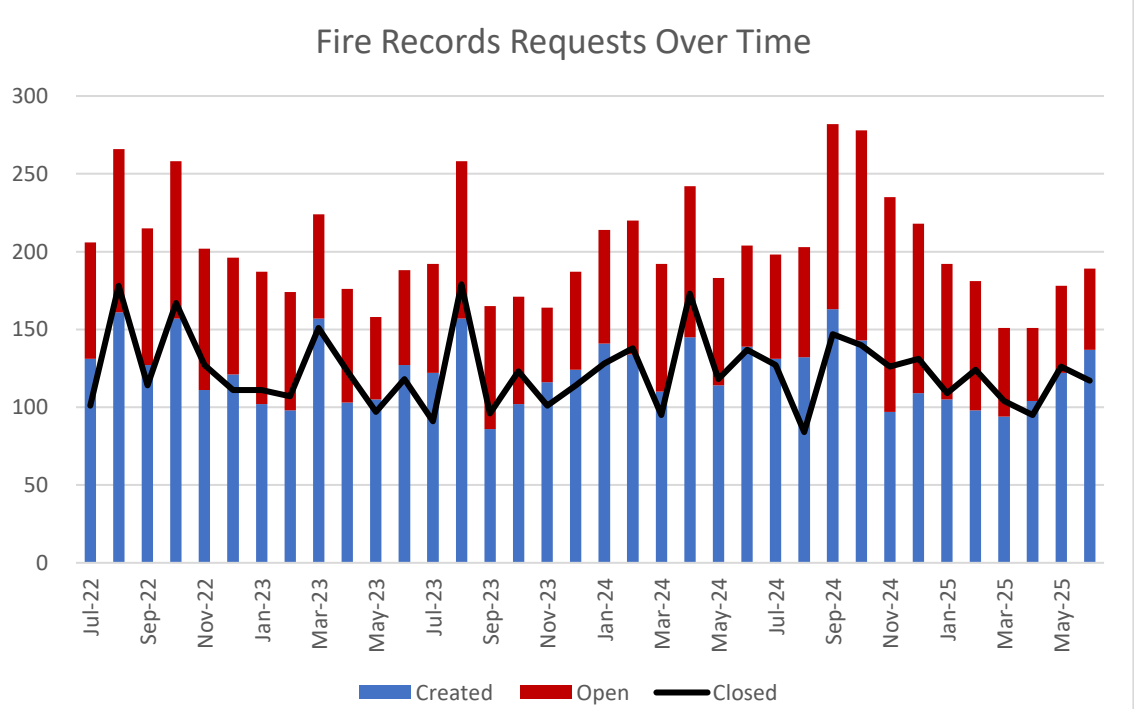
Fire Records Requests

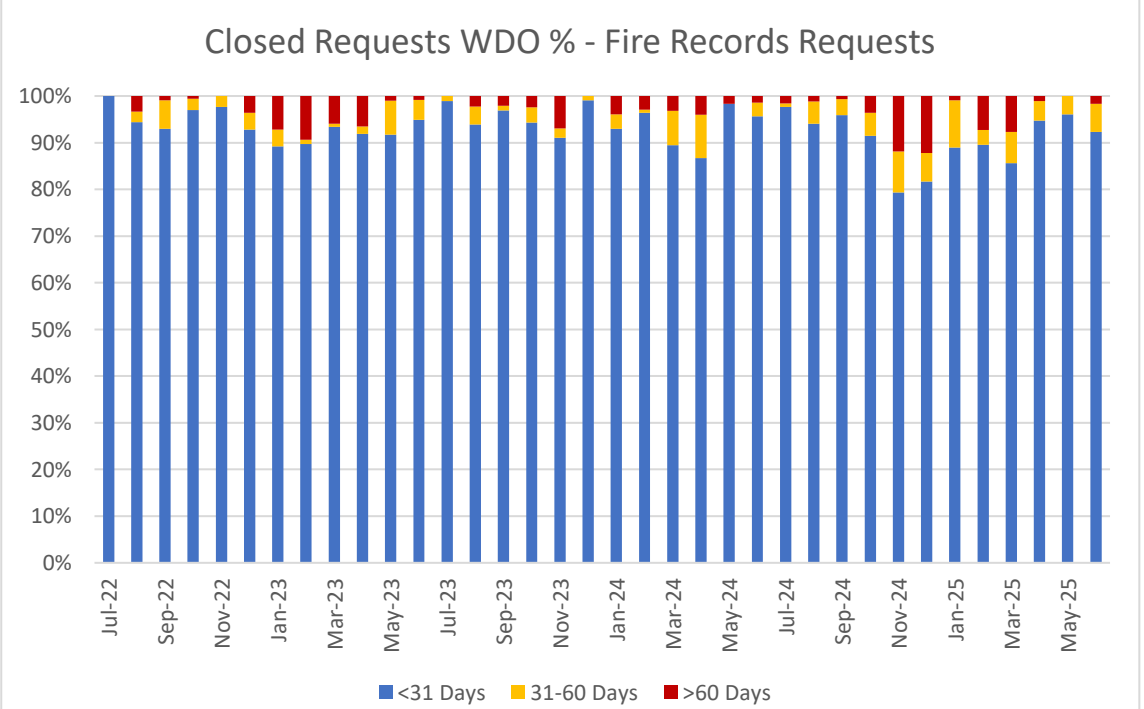
Data related specifically to the requests for the records type Fire Records

Types of Fire Records Requested by Customer Type						
Fiscal Year 2024-25						
	Created Requests	Public Requests	*Public*	*Media*	*Reporting Service*	Govern-ment
Emergency Medical Services	125	111	*111*	*0*	*0*	14
Fire Inspections	348	345	*340*	*5*	*0*	3
Fire Bureau Issued Permits	190	188	*188*	*0*	*0*	2
Fire Reports/Investigations	772	745	*487*	*4*	*254*	27
Total Created Requests	**1,435**	**1,389**	***1,126***	***9***	***254***	**46**

A few things to note regarding this data:

- Data shows created requests including type, not total number of each type of record requested.
- Further information can be found in the Glossary of this report.





Emergency Medical Services are any records related to the providing of medical services by Fire Bureau staff when acting as paramedics. In FY 2024-25, these records were provided for a fee based upon estimated staff time to retrieve them.

Fire Bureau Issued Permits include records regarding permits for fire sprinklers, fire alarms, and underground storage tanks. In the first half of FY 2024-25, these records were provided for a standard fee of $15.00, but after January 8, 2025 they were provided for a fee based upon estimated staff time to retrieve them.

Fire Inspections include records related to fire code inspections and/or any outstanding fire code violations. In the first half of FY 2024-25, these records were provided for a standard fee of $12.00, but after January 8, 2025 they were provided for a fee based upon estimated staff time.

Fire Reports/Investigations include records regarding reports and investigations related to a fire. In FY 2024-25, these were provided for a standard fee of $12.50, but after January 8, 2025 the fee was $2.00 for the first thirty minutes of staff time.

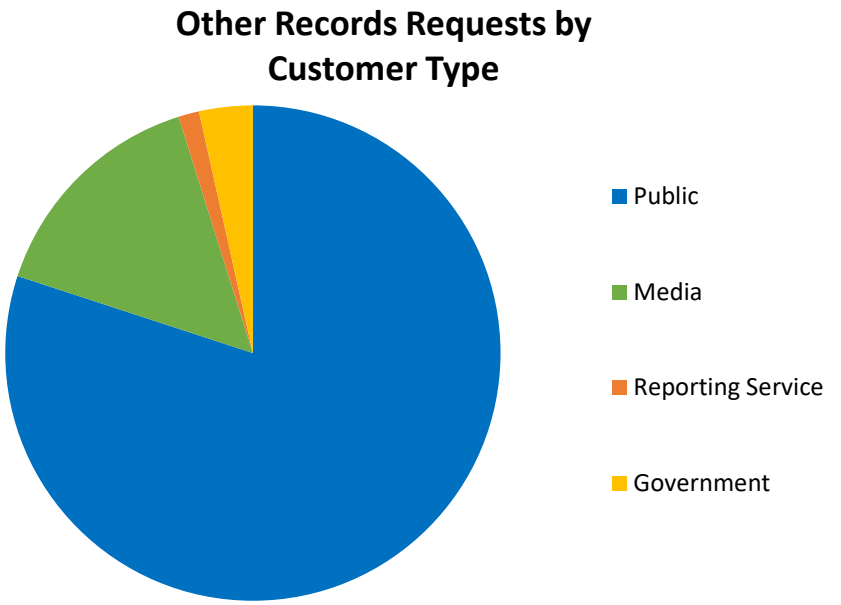
Other Records Requests

Total Other Records requests by assigned bureau

Other Records Requested by Customer Type Fiscal Year 2024-25						
	Created Requests	Public Requests	*Public*	*Media*	*Reporting Service*	Govern-ment
Executive Offices	**246**	**241**	***156***	***85***	***0***	**5**
* Mayor	54	51	*18*	*33*	*0*	3
City Admin	61	59	*39*	*20*	*0*	2
* Attorney	131	131	*99*	*32*	*0*	0
Auditor	**55**	**52**	***40***	***12***	***0***	**3**
****City Council***	**74**	**72**	***38***	***34***	***0***	**2**
Budget & Finance	**142**	**141**	***119***	***22***	***0***	**1**
City Operations	**356**	**345**	***299***	***46***	***0***	**11**
BHR	114	111	*80*	*31*	*0*	3
Police Accountability	15	15	*10*	*5*	*0*	0
Procurement	149	142	*137*	*5*	*0*	7
City Operations Other	78	77	*72*	*5*	*0*	1
Community & Economic	**305**	**302**	***263***	***39***	***0***	**3**
BPS	55	54	*46*	*8*	*0*	1
Housing	40	39	*27*	*12*	*0*	1
PPD	193	192	*183*	*9*	*0*	1
CED Other	17	17	*7*	*10*	*0*	0
Public Safety	**757**	**705**	***570***	***102***	***33***	**52**
BOEC	95	78	*72*	*6*	*0*	17
Fire	54	40	*28*	*12*	*0*	14
PBEM	6	6	*4*	*2*	*0*	0
PPB	559	538	*445*	*60*	*33*	21
PSR	6	6	*5*	*1*	*0*	0
Public Safety Other	37	37	*16*	*21*	*0*	0
Public Works	**459**	**449**	***416***	***32***	***1***	**10**
BES	104	102	*97*	*5*	*0*	2
PBOT	248	242	*223*	*18*	*1*	6
Water	97	95	*86*	*9*	*0*	2
Public Works Other	10	10	*10*	*0*	*0*	0
Vibrant Communities	**120**	**119**	***111***	***8***	***0***	**1**
Parks	116	115	*109*	*6*	*0*	1
Vibrant Communities Other	4	4	*2*	*2*	*0*	0
Overall Total Requests	**2,514**	**2,426**	***2,012***	***380***	***34***	**88**
Legal Records Team Subtotal	**259**	**254**	***155***	***99***	***0***	**5**

A few things to note regarding this data:

- Other Records requests tend to have a high variability in size, scope, and complexity compared to other record types, resulting in a higher variability in related fees and the amount of time it takes to close them.
- Complex requests are often re-assigned to the Legal Records Team in the City Attorney's Office even though they do not involve City Attorney's Office records.
- The spike in Other Records requests noted in FY 2022-23, both overall and for Attorney, is due to a single customer making a large number of records requests, the vast majority of which were administratively closed due to lack of payment.
- Further information can be found in the Glossary of this report.

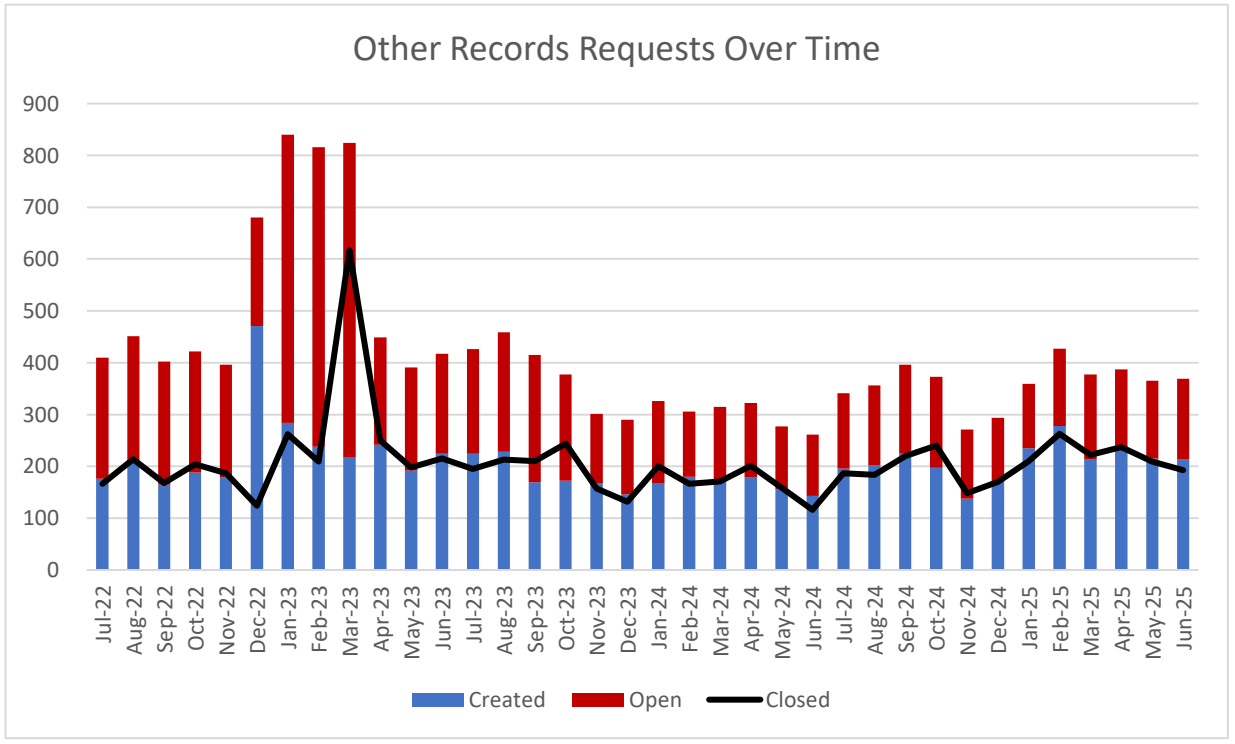


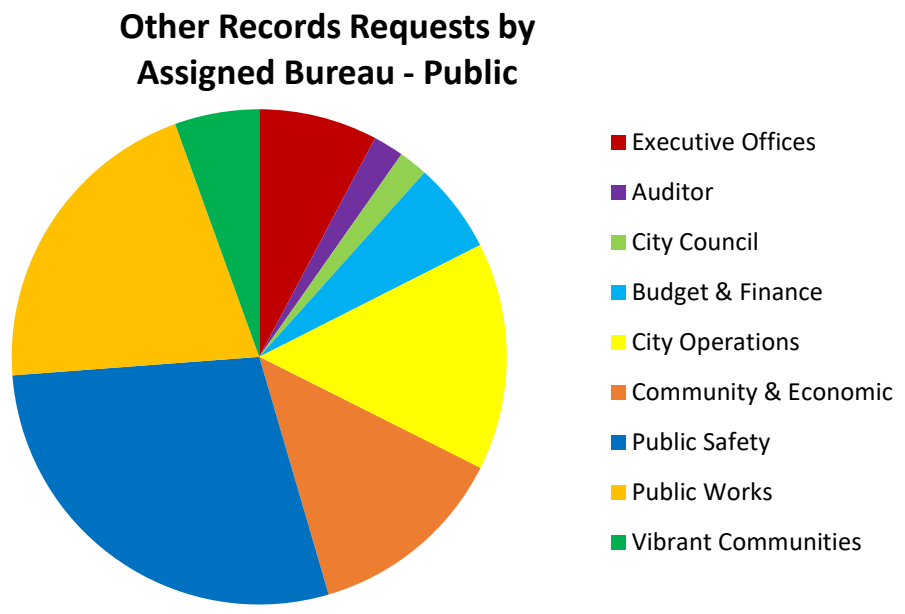
In most cases, all fees charged for Other Records are based upon an estimated fee rather than a pre-paid estimated fee. The one exception to this is Other Records requests assigned to PPB wherein a pre-paid estimated fee must be paid prior to work beginning. In the first half of FY 2024-25, this pre-paid estimated fee was $12.50 for the first thirty minutes of staff time responding to the request but was lowered to $2.00 for the first thirty minutes on January 8, 2025.

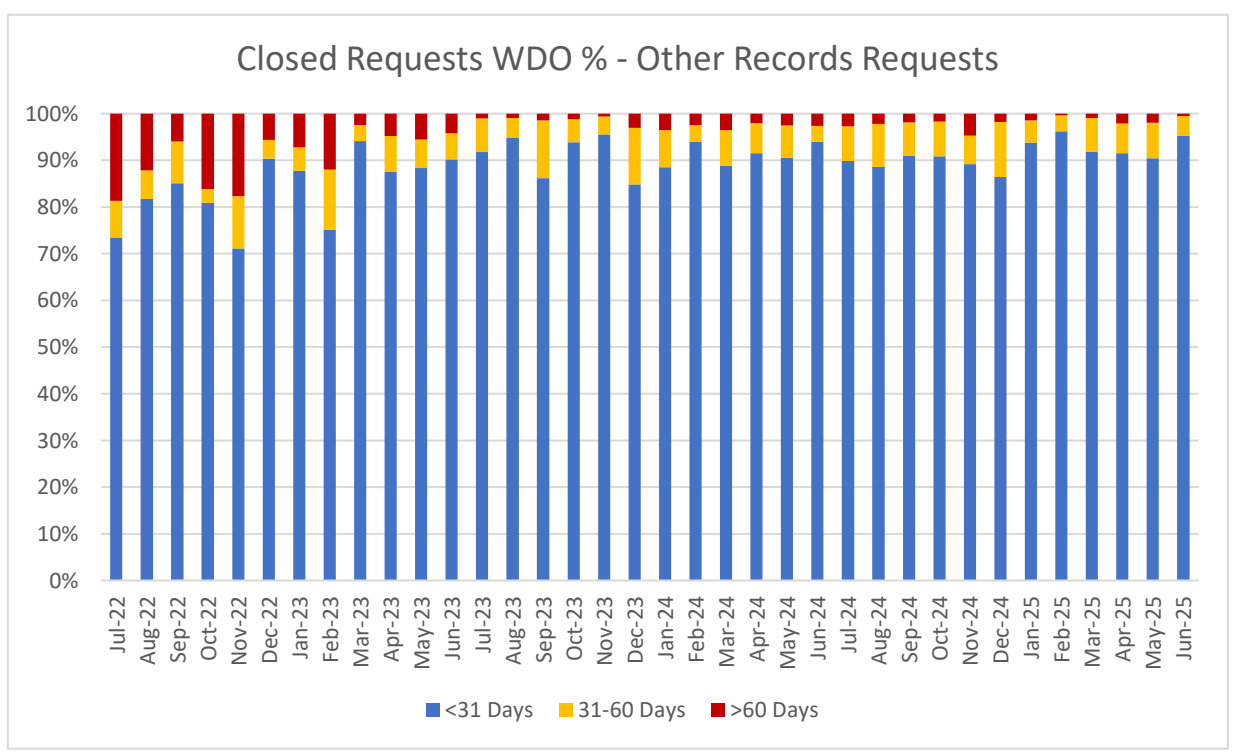
Further information regarding types of fees can be found in the Glossary.

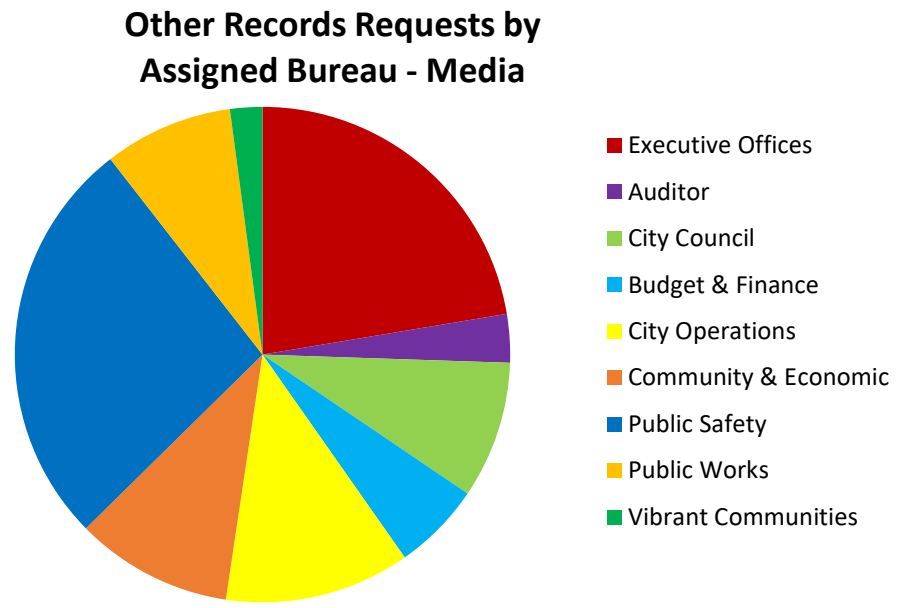
Other Records Requests

Aside from a spike in the winter of FY 2022-23, Other Records requests have remained steady









Further information can be found in the Glossary of this report.

Electronic Records Searches

Details pertaining to the use of Electronic Records Searches to locate records for complex requests

Electronic Records (ER) Searches of Other Records Requests
Fiscal Year 2024-25

	Closed Requests	ER Searches	% Closed Requests	Desktops	Emails	City Network	Cloud Drives	Texts	Teams Chats	Undes-ignated
Service Area										
Executive Offices	240	94	39%	0	79	0	0	37	12	0
Auditor	54	2	4%	0	2	0	0	0	0	0
City Council	71	30	42%	0	30	0	0	15	8	0
Budget & Finance	135	8	6%	0	8	0	0	1	0	0
City Operations	369	51	14%	0	47	1	1	20	27	0
Community and Economic	301	80	27%	2	77	1	1	27	20	1
Public Safety	734	42	6%	0	39	0	0	9	1	0
Public Works	460	12	3%	2	10	1	0	2	3	1
Vibrant Communities	119	6	5%	0	6	1	1	1	2	0
Record Type										
Billing and Tax Records	30	0	0%	0	0	0	0	0	0	0
Contracts and Agreements	84	0	0%	0	0	0	0	0	0	0
Communications	162	85	52%	1	76	2	2	33	21	1
Financial and Budget Records	31	0	0%	0	0	0	0	0	0	0
Infrastructure Projects	40	1	3%	0	1	0	0	0	0	0
Permits and Violations	208	3	1%	0	3	0	0	0	0	0
Personnel and Hiring	37	1	3%	0	1	0	0	0	0	0
Reports, Analysis, and Stats	255	3	1%	0	2	1	0	0	1	0
Other Types of Records	335	10	3%	0	9	0	0	3	3	0
Unknown	1,301	222	17%	3	206	1	1	76	48	1
Total Closed Requests	**2,483**	**325**	**13%**	**4**	**298**	**4**	**3**	**112**	**73**	**2**

Electronic Records (ER) searches involve utilizing software to sort and filter large amounts of data based upon requested parameters. Much of the City's correspondence is now stored electronically (e.g. emails, text messages, etc.) as are most other types of records. Given the volume of this data and the diffused storage methods, centralized electronic searching for all records related to a topic is more efficient and cost-effective.

Desktops
Searching files saved on staff computer desktops.

Emails
Searching staff emails and staff chats on business communication platforms.

City Networks
Searching files saved on City servers.

Cloud Drives
Searching files saved on cloud-based drives.

Texts
Searching staff text messages.

Teams Chats
Searching specifically staff chats on business communication platforms.

Undesignated
Searches not cataloged by type.

A few things to note regarding this data:

- Electronic Records Searches are carried out by the Legal Records Team upon the request of the bureau holding the records.
- A request involving an Electronic Records Search may require a records search for multiple staff members and/or devices.
- A request involving an Electronic Records Search may require multiple types of searches.
- A request involving an Electronic Records Search may involve multiple and more refined searches based upon communication with the customer.

Further information regarding Other Records requests can be found in the Data Appendix and the Glossary of this report.

Special Analysis - Select Data for Public Records Requests by Record Type

Request status and fee data for Public records requests by type of record

FY 2024-25 Select Data for Public Records Requests by Type of Record													
Type	Closed Requests	Percent Fulfilled	Request Fulfilled	Publicly Available	Not Released	No Records	With-drawn	No Payment	No Response	Admin. Closed	Fees Applied	Fees Paid	Fees Waived
Police Records	***24,012***	***77%***	***18,491***	***0***	***1,776***	***3,040***	***76***	***471***	***20***	***138***	***199,742***	***169,142***	***30,601***
Address Search Requests	274	87%	238	0	1	26	1	6	0	2	1,630	1,584	47
Audio Visual Records	176	48%	85	0	19	60	3	5	1	3	2,496	1,804	691
Body-Worn Cameras	311	17%	52	0	216	41	1	0	0	1	3,206	1,783	1,423
Name Check Requests	944	85%	806	0	4	64	10	27	8	25	5,394	4,824	571
Officer Notes	191	64%	123	0	13	42	3	4	0	6	2,685	2,016	670
Photographs	389	56%	218	0	24	126	4	13	0	4	4,398	4,063	335
Police Reports	21,727	78%	16,969	0	1,499	2,681	54	416	11	97	179,934	153,069	26,865
Property Records	***4,071***	***82%***	***3,332***	***43***	***0***	***355***	***19***	***252***	***18***	***52***	***45,511***	***32,472***	***13,040***
Building Permits & Records	2,971	89%	2,639	17	0	38	4	240	2	31	32,068	31,121	947
Code Enforcement Records	492	43%	214	1	0	241	7	6	13	10	5,725	650	5,075
Land Use Records	359	80%	286	6	0	44	4	6	3	10	6,328	701	5,627
Septic Records	159	69%	109	19	0	29	2	0	0	0	914	0	914
Unreinforced Masonry List	86	97%	83	0	0	0	2	0	0	1	454	0	454
Cannabis & Liquor Licenses	4	25%	1	0	0	3	0	0	0	0	23	0	23
BOEC/911 Records	***1,479***	***78%***	***1,152***	***0***	***76***	***115***	***29***	***50***	***22***	***35***	***49,177***	***26,186***	***22,991***
CAD Printout	146	70%	102	0	6	15	7	9	4	3	2,070	1,584	486
CAD/Telephone	712	70%	499	0	63	71	8	39	13	19	18,981	12,474	6,507
CAD/Telephone/Radio	340	90%	307	0	0	16	8	0	5	4	19,500	7,180	12,320
Radio Transmissions	39	59%	23	0	7	4	1	2	0	2	768	348	420
Fire Records	***1,384***	***78%***	***1,083***	***0***	***9***	***170***	***11***	***81***	***6***	***24***	***11,239***	***6,912***	***4,328***
Emergency Medical Services	114	86%	98	0	0	4	2	0	4	6	582	0	582
Fire Inspections	344	82%	281	0	0	22	7	30	0	4	2,718	1,635	1,083
Fire Bureau Issued Permits	169	47%	79	0	0	70	0	19	0	1	1,712	1,365	347
Fire Reports/Investigations	757	83%	625	0	9	74	2	32	2	13	6,228	3,912	2,316
Other Records	***2,403***	***60%***	***1,437***	***73***	***57***	***282***	***49***	***157***	***75***	***273***	***89,260***	***21,055***	***68,205***
Billing and Tax Records	28	57%	16	1	0	5	1	1	2	2	896	0	896
Contracts and Agreements	80	76%	61	1	0	9	0	1	0	8	2,772	2	2,770
Emails, Communications, and Outreach	162	72%	116	1	2	15	4	7	4	13	6,203	2,398	3,805
Financial and Budget Records	31	81%	25	5	0	0	0	0	0	1	4,681	0	4,681
Infrastructure Construction and Repair	38	61%	23	2	0	2	1	2	0	8	949	175	774
Permits, Complaints, and Violations	205	53%	108	11	1	33	1	10	2	39	5,944	525	5,419
Personnel and Hiring Records	34	62%	21	0	2	3	2	0	2	4	662	8	654
Reports, Analysis, and Statistics	245	48%	118	7	9	24	3	2	8	74	4,989	248	4,740
Other Types of Records	318	53%	170	14	10	54	11	23	10	26	8,413	1,285	7,127
Unknown	1,262	62%	779	31	33	137	26	111	47	98	53,752	16,414	37,338
Total	**33,349**	**76%**	**25,495**	**116**	**1,918**	**3,962**	**184**	**1,011**	**141**	**522**	**394,930**	**255,766**	**139,164**

Special Analysis - Spike and High Volume Requesters

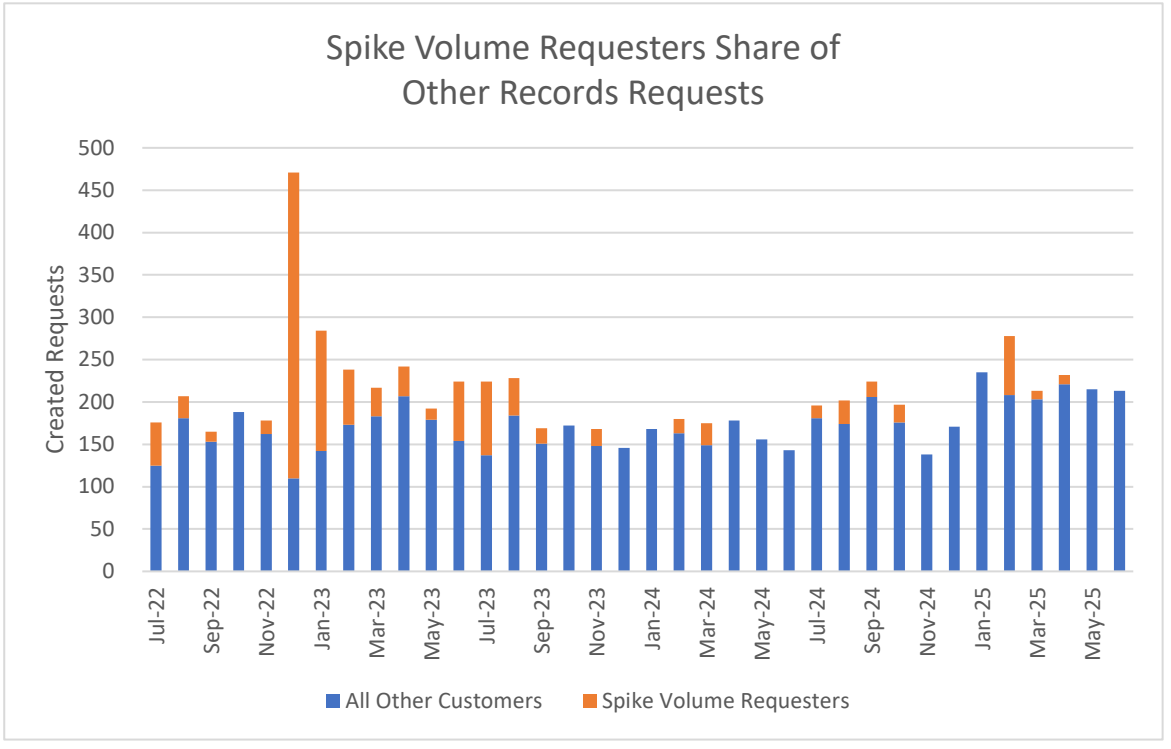
In FY 2024-25 spike volume requests and high volume requests accounted for 7% and 18% of all Other Records requests respectively.

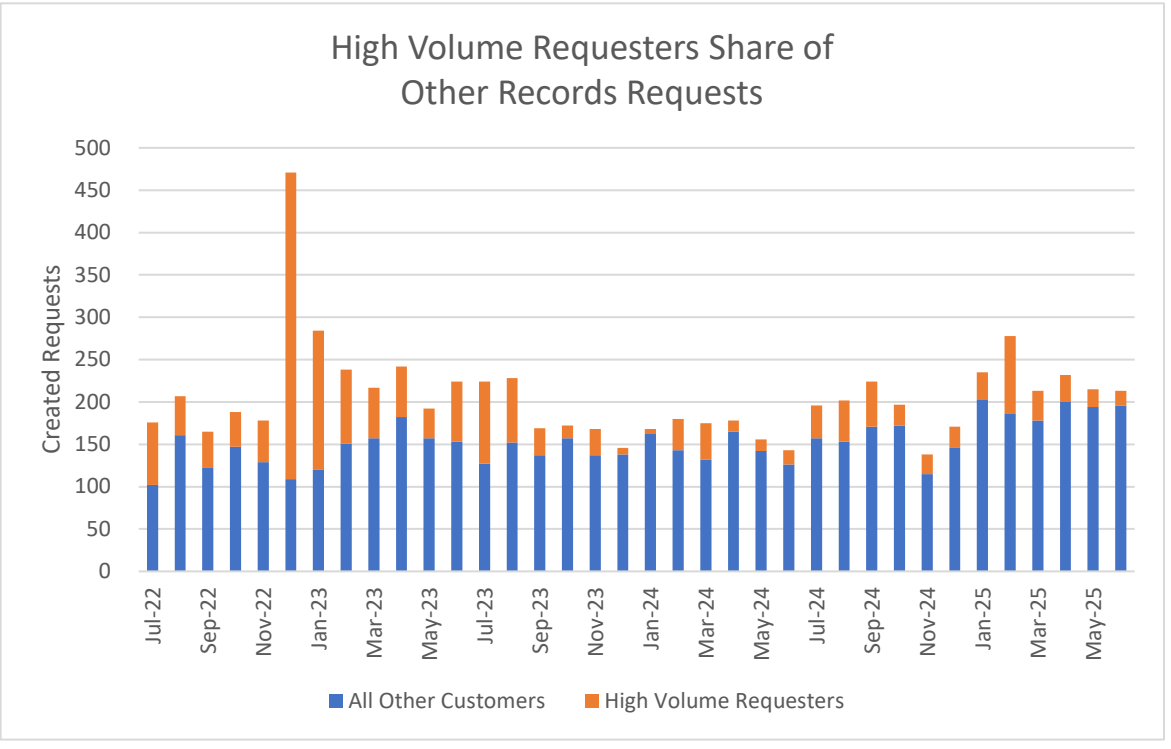
Created Other Records Requests by Spike and High Volume Requesters							
	Overall	Spike Volume Requests			High Volume Requests		
	Total	Total	% Overall	Unfulfilled	Total	% Overall	Unfulfilled
Jul-24	196	15	8%	3	39	20%	9
Aug-24	202	28	14%	12	49	24%	14
Sep-24	224	18	8%	15	53	24%	16
Oct-24	197	21	11%	3	25	13%	8
Nov-24	138	0	0%	0	23	17%	5
Dec-24	171	0	0%	0	25	15%	1
Jan-25	235	0	0%	0	32	14%	3
Feb-25	278	70	25%	57	92	33%	57
Mar-25	213	10	5%	1	35	16%	2
Apr-25	232	11	5%	0	32	14%	2
May-25	215	0	0%	0	21	10%	0
Jun-25	213	0	0%	0	17	8%	0
Total	2,514	173	7%	91	443	18%	117

Spike volume requests are defined as those made by individuals making 10 or more Other Records requests in a single month. In FY 2024-25, these spikes occurred in 7 individual months, caused by a total of 8 requesters, 3 of which were media. These spikes accounted for 7% of all Other Records requests and 11% of the requests in the months when they took place. Of the total high volume requests, 53% went unfulfilled. Of the 141 non-media spike volume requests, 65% were unfulfilled.

High volume requests are defined as those made by individuals making 20 or more Other Records requests in a fiscal year. In FY 2024-25, these high volume requests were made by a total of 13 requesters, 6 of which were media. These high volume requests accounted for 18% of all Other Records requests. Of the total high volume requests, 26% went unfulfilled. Of the 285 non-media high volume requests 41% were unfulfilled.

Spike volume requests and high volume requests are important given they can have an adverse effect on the City's resources and ability to respond to other requesters. Significant levels of spike volume or high volume requests could indicate interest in an area with limited easily accessible public information, multiple duplicative requests, or in the case when many of these requests are unfulfilled, a bad-faith effort to purposefully overwhelm the records request system.



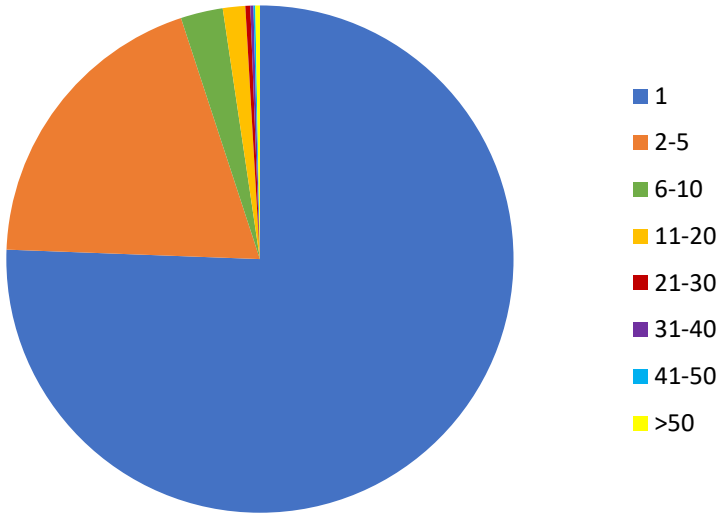


Special Analysis - Created Requests per Public and Media Customer

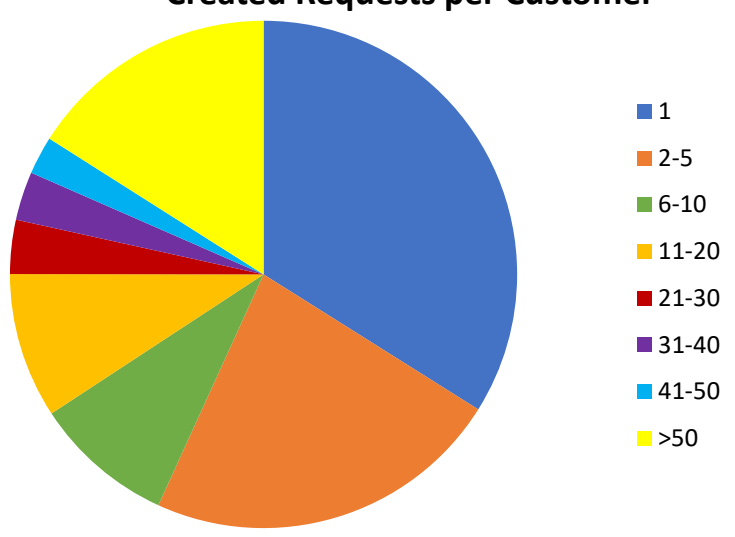
Breakdown of customers by how many requests they made during the fiscal year

Number of Created Requests per Public and Media Customer for FY 2024-25														
	Total				Police Records		Property Records		BOEC/911 Records		Fire Records		Other Records	
Created Requests	Customers	%	Requests	%	Requests	%	Requests	%	Requests	%	Requests	%	Requests	%
1	7,245	75.6%	7,245	33.9%	4,844	39.4%	1,519	36.9%	406	28.8%	491	43.3%	985	41.2%
2-5	1,856	19.4%	4,884	22.9%	2,637	21.4%	1,130	27.4%	259	18.4%	306	27.0%	647	27.0%
6-10	258	2.7%	1,912	9.0%	1,055	8.6%	460	11.2%	149	10.6%	139	12.2%	195	8.2%
11-20	137	1.4%	1,977	9.3%	765	6.2%	474	11.5%	60	4.3%	82	7.2%	162	6.8%
21-30	30	0.3%	735	3.4%	3	0.0%	1	0.0%	1	0.1%	46	4.1%	118	4.9%
31-40	19	0.2%	662	3.1%	460	3.7%	106	2.6%	109	7.7%	0	0.0%	67	2.8%
41-50	11	0.1%	518	2.4%	221	1.8%	0	0.0%	131	9.3%	0	0.0%	95	4.0%
>50	28	0.3%	3,418	16.0%	1,998	16.3%	307	7.5%	209	14.8%	71	6.3%	123	5.1%
Total	**9,584**		**21,351**		**12,295**		**4,119**		**1,410**		**1,135**		**2,392**	

FY 2024-25 Public and Media Customers by Created Requests per Customer



FY 2024-25 Public and Media Requests by Created Requests per Customer



Data does include Reporting Service requests.

Further information can be found in the Glossary of this report.

Special Analysis - Government Requests Breakdown

Further detail on what agencies are making Government requests

FY 2024-25 Created Government Requests by Type of Requester and Location								
Type	Internal City	Oregon	Neighbor State	Other States	Federal Gov't	Other Countries	Unknown	Total
Police Agencies	350	1,302	339	191	426	0	0	2,608
District Attorney Offices	0	2,200	102	8	7	0	0	2,317
Prison & Probation Services	0	6,718	116	25	395	0	0	7,254
Human Services Agencies	0	4,759	58	11	0	0	0	4,828
Other Local Agencies	1,237	170	12	10	0	0	0	1,429
Other State Agencies	0	293	19	9	0	0	0	321
Other Federal Agencies	0	0	0	0	145	1	0	146
Private Backgrounding Firms	0	0	0	0	0	0	683	683
Unknown	0	0	0	0	0	0	125	125
Total	1,587	15,442	646	254	973	1	808	19,711

Top 25 Agencies Making Government Requests in FY 2024-25		
Agency	Created Requests	% of Total
Multnomah County Department of Community Justice	5,355	27.2%
Oregon Department of Human Services	4,264	21.6%
City of Portland Internal Requests	1,587	8.1%
Multnomah County District Attorney's Office	1,472	7.5%
Oregon Department of Corrections	1,086	5.5%
Oregon State Police	567	2.9%
Oregon Department of Justice	502	2.5%
Multnomah County Health and Human Services	468	2.4%
U.S. Defense Counterintelligence and Security Agency	376	1.9%
CACI International Inc. *(Private Backgrounding Firm)*	304	1.5%
Peraton *(Private Backgrounding Firm)*	298	1.5%
Washington County Sheriff's Office	215	1.1%
Washington County District Attorney's Office	155	0.8%
Washington County Community Corrections	127	0.6%
Gresham Police Department	112	0.6%
Clackamas County Sheriff's Office	111	0.6%
Clark County Sheriff's Office	109	0.6%
Oregon Department of Transportation	104	0.5%
Oregon Department of Public Safety Standards and Training	82	0.4%
Oregon Board of Parole	76	0.4%
Clark County District Attorney's Office	70	0.4%
Clark County Jail Services	63	0.3%
Vancouver Police Department	54	0.3%
Multnomah County Sheriff's Office	51	0.3%
TriMet	51	0.3%
Other Agencies	2,052	11.5%

Though not as focused upon as public record requests, government requests are also important because they involve securely transferring records between government entities and typically require the same City resoures used for public records requests. Government requests accounted for 36% of all records requests in FY 2024-25 and have grown 47% since FY 2020-21, nearly quadruple the 12% growth in public record requests over the same period (page 19).

The majority of government requests are to the City's public safety bureaus, with the Portland Police Bureau (PPB) accounting for 87% of requests and the Bureau of Emergency Communications (BOEC) accounting for 12% (page 27). These requests are vital to the functioning of the criminal justice and human services systems on a local, state, and national level. They also provide needed background checks on individuals seeking employment in these and other key areas, with requests both directly from agencies and via contracted private backgrounding firms. In addition, the system is utilized as an internal transfer system within the City for records which need to be kept secure in alignment with City policies and state and federal laws and regulations.