Every person has a right to inspect any public record of a public body in this state. Starting from the standpoint that all records belong to the public, Eugene Police Department handles and processes records requests with respect and diligence, as soon as practicable, and without unreasonable delay.

A public record includes more than just copies of reports; it includes any information created, received, filed or recorded as a job function of a public employee. Therefore, requests for public records may also include in-car video, officer notes, photos, 9-1-1 calls, dispatch records, e-mail chains, and more.

Eugene Police is lean and efficient. By the numbers, annually:

- 15,470 arrests by 188 sworn officers
- 22,750 police reports
- 3,000 records requests are handled by 14 records staff members (with more complex requests processed by records manager and supervisors).
- 2,400 public information and media records requests are handled by two public information office staff members, which is two to four times more than all other City departments combined.
Fulfilling Records Requests

Each request is considered unique. Before a record is released, EPD must review state statutes or exemptions that apply to that record. These can limit part of or all of a record release.

Exceptions to release are established by statute. Some of these include:

- ✓ there is an open criminal investigation or pending prosecution and it would impede justice and/or fair trial,
- ✓ disclosure would constitute an unwarranted invasion of privacy (such as sex abuse case details),
- ✓ Release would disclose investigative techniques and or endanger life.

Fulfillment, from simple to complex

- Basic requests are standard and usually fulfilled while the citizen waits. However, the time intensity of other, more complex requests can’t be ignored –

![Fulfillment in hours from simple to complex]

Depending on the complexity of the request a complex request can take between eight and 80 hours to complete. The Records manager and supervisor team have completed 186 Level One requests since January 01, 2012.

**One request can take 50-80 percent of a work week for a number of weeks depending on the urgency and priority demands of the need.**
Why do level 1 (complex) requests take time?

An example of a level one request is: A request that involves one individual, with multiple reports and contains exempt, confidential, and/or Internal Affairs-related material.

Mainly these requests take time because they can:

- Be complex
- Need clarification with the requestor to ensure it is as cost effective for them as possible and that their request will yield to them what they were expecting. It is not unusual to have to have several cycles of clarifications.
- Require a coordination of staff members, departments, divisions to fulfill
- Include a large volume of documents to be compiled
- Need legally required redactions and/or redacted (by law, some information must be redacted such as social security numbers).
- Require city attorney review to ensure compliance with the law
**The process:** Departmental staff provides written acknowledgment that the request has been received within 72 hours and provides a cost estimate if the fee exceeds $25. Research begins with other staff and often there is need for review by the city attorney to assess disclosure requirements of the information requested. Frequently, staff needs to clarify the request with the requestor. Once there is a time and cost estimate provided in writing to the requestor, the requestor must submit written authorization to proceed and pay the estimated costs before any staff time is expended responding to the request. Every attempt is made to provide the information within a 10 to 30 days window, with an emphasis on getting the request completed as soon as possible.

**Requests – from simple to complex**

While each request is unique, there are different levels. Level Three is the most simple and Level One is usually very complex, time intensive and costly.

<table>
<thead>
<tr>
<th>Type</th>
<th>Public info/immediate (Level 3)</th>
<th>Public record/72 hour (Level 2)</th>
<th>Unique request – case by case – Level 1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Example</strong></td>
<td>Brochure, Council Agenda</td>
<td>Police Record, copies of council minutes</td>
<td>Multiple police reports for a year with respect to a certain type of crime</td>
</tr>
<tr>
<td>Does the record exist?</td>
<td>Existing document, already exists in a pre-prepared format</td>
<td>Record exists, but is not pre-prepared and:</td>
<td>Record exists but needs extensive handling or many documents need to be located. This doesn't mean a new record will be created, or that an analysis will be done.</td>
</tr>
<tr>
<td>What kind of work is needed to respond, what else does the City need to clarify?</td>
<td>The document doesn't need to be copied or duplicated and is not subject to the Public Records Fee schedule.</td>
<td>The record is clearly and correctly identified</td>
<td>Request if unclear, will require follow-up to identify what is requested; or does not qualify for lower level response</td>
</tr>
<tr>
<td>What kind of staff time and equipment would be required to respond?</td>
<td>No additional staff time or resources are needed to make the document available</td>
<td>It doesn't take a lot of staff time to locate</td>
<td>Involves multiple staff and/or dept./div.</td>
</tr>
<tr>
<td></td>
<td>There are not more than 5 documents, 50 pages, or 1+ years old</td>
<td>Might require attorney or other records review</td>
<td></td>
</tr>
</tbody>
</table>


| Record is located in only one dept./div. | May not contain sensitive, confidential, or privileged information, and must not require attorney review prior to release | Delivery | immediate | 72 hours | Case by case. Within 30 days, but usually 10 (after clarification of request is complete) |

**Can fees be waived?**

A fee waiver can be requested. While indigence is a factor that may be considered, the overriding factor is the public interest – the value to the public at large, not to a particular person at a particular time. The request must be in writing and is reviewed on a case by case matter. Politically charged requests are forwarded to the city attorney for review.