



**pennsylvania**  
OFFICE OF OPEN RECORDS

## **The Office of Open Records webinar will begin soon**

- Use the “Conversation” box to submit questions
- Submitted questions are records under the RTKL
- After the webinar ends:
  - Email [openrecords@pa.gov](mailto:openrecords@pa.gov) or call 717-346-9903
- OOR website has resources for agencies & requesters
  - <https://www.openrecords.pa.gov/>



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Erik Arneson, Executive Director

## **2019 Agency Open Records Officer Survey Results**

*March 12, 2019*

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# Agency Open Records Officers

## Agency Open Records Officers (AOROs)

- Employees of state & local agencies
  - **Very important to have a good AORO**
  - Vast majority of AOROs have additional duties
- Charged with responding to RTKL requests
- Must track agency progress in responding to requests
- Must issue agency responses
- The front lines of the RTKL

# How to Find an AORO

## AORO Database on the OOR Website

Open Records Officer Search

Agency Name

County

Type

<https://www.openrecords.pa.gov/RTKL/AOROSearch.cfm>

# AORO Surveys

## A Brief History of AORO Surveys

- 2017 – [OOR Surveyed AOROs](#) (2016 data)
- 2017 – [LBFC Surveyed AOROs](#) (2016 data)
- 2019 – First **Annual** Survey of AOROs by OOR (2018 data)

# 2019 AORO Survey

## OOR Survey of AOROs

- Survey sent to every AORO in our database
- **1,054 responses** (including agencies in all 67 counties)
- Wide variety of agency types
  - Townships (398), Boroughs (238), School District (216), Counties (37), Commonwealth (30), Career & Technical Schools (23), Cities (21), Authorities (16), Police Departments (15), Intermediate Units (11), County Row Offices (10), Charter Schools (8), Community Colleges (7), PASSHE (4), District Attorneys (1), Other (19)

# 2019 AORO Survey

**In an average work week, how many hours does your agency spend responding to RTKL requests?**

- Less than 1 hour, 61.48%
- Between 1 and 2 hours, 20.21% (total: 81.69%)
- **Between 2 and 5 hours, 9.87% (total: 91.56%)**
- Between 5 and 10 hours, 4.74% (total: 96.30%)
- Between 10 and 20 hours, 2.37% (total: 98.67%)
- Between 20 and 40 hours, 1.14% (total: 99.81%)
- More than 40 hours, 0.19% (total: 100.00%)

# 2019 AORO Survey

## How many RTKL requests did your agency receive in 2018?

- Average: **43.2** requests in 2018
- Median: **13.5** requests in 2018
- 509 agencies reported 12 or fewer requests
  - 32 agencies: 0 requests; 42 agencies: 1 request
- 101 agencies reported 100 or more requests
  - 12 agencies: 500 or more; 5 agencies: more than 1,000



# 2019 AORO Survey

**Of the RTKL requests received in 2018, what percentage fit into each of the following categories?**

- General Requests, **51.2%**
- Commercial Requests, 30.2%
- Discovery/Litigation Requests, 6.9%
- Research (e.g., Academic) Requests, 6.4%
- News Media Requests, 3.8%
- Inmate Requests, 1.5%

# 2019 AORO Survey

**Of the RTKL requests received in 2018, what percentage were from out-of-state requesters?**

- Average: **32.8%** of requests
- Median: **20%** of requests
- Overall range: 0% to 100%
  - Agencies reporting 100% tended to have a low total # of requests

# Download the 2019 AORO Survey Data

## Survey Data is Available for Download

- [www.OpenRecordsPennsylvania.com](http://www.OpenRecordsPennsylvania.com)
- Survey Monkey used to collect responses
- Data available 3 different ways (all zip files)
- Use the data to analyze survey responses
  - Review responses from a particular county
  - Review responses from a particular agency type
  - Calculate which agencies received the most commercial requests
  - If you do, let me know! @ErikOpenRecords or earneson@pa.gov

# OOOR Resources

## Website, Twitter, Email Lists & More

- Web: <https://openrecords.pa.gov/>
- Blog: <https://openrecordspennsylvania.com/>
- Email lists: Daily Digest of FDs & General Updates
  - <https://www.openrecords.pa.gov/EmailSubscriptions.cfm>
- Twitter: [@OpenRecordsPA](#)
  - Executive Director: [@ErikOpenRecords](#)
- [YouTube Channel](#)
- Open Records in PA Podcast: [Apple Podcasts](#), [Stitcher](#), etc.

# Webinar Q&A

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