



pennsylvania

OFFICE OF OPEN RECORDS

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2020 Agency Open Records Officer Survey Results

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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

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)
- 2020 – Second Annual Survey of AOROs by OOR (2019 data)

2020 AORO Survey

OOR Survey of AOROs

- Survey sent to every AORO in our database
- Received **1,433 responses** (incl. agencies in all 67 counties)
 - Up from 1,054 responses last year (36% increase)
- Wide variety of agency types represented
 - Townships (588), Boroughs (319), School Districts (264), Commonwealth Agencies (42), Counties (39), Authorities (33), Career & Technical Schools (30), Cities (26), Police Departments (21), Charter Schools (16), Intermediate Units (15), PASSHE (9), Community Colleges (5), District Attorneys (5), County Row Offices (1), Other (20)

2020 AORO Survey

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

- Less than 1 hour, 62.2%
- Between 1 and 2 hours, 19.1% (*total: 81.3%*)
- Between 2 and 5 hours, 10.5% (***total: 91.8%***)
 - *Roughly equal to last year's total of 91.6% reporting <5 hours per week*
- Between 5 and 10 hours, 4.1% (*total: 95.9%*)
- Between 10 and 20 hours, 2.0% (*total: 97.9%*)
- Between 20 and 40 hours, 1.5% (*total: 99.4%*)
- More than 40 hours, 0.6% (*total: 100%*)

2020 AORO Survey

How many RTKL requests did your agency receive in 2019?

- Average: **43.4** requests (*last year: 43.2*)
- Median: **15** requests (*last year: 13.5*)
- 658 agencies reported 12 or fewer requests
 - 21 agencies: 0 requests; 50 agencies: 1 request
- 125 agencies reported 100 or more requests
 - 17 agencies: 500 or more (incl. 7 agencies: 1,000 or more)

2020 AORO Survey

Of the RTKL requests received in 2019, what percentage fit into each of the following categories?

- General Requests, **53.2%** (*last year: 51.2%*)
- Commercial Requests, 31.2% (*last year: 30.2%*)
- Discovery/Litigation Requests, 6.1% (*last year: 6.9%*)
- Research (e.g., Academic) Requests, 5.4% (*last year: 6.4%*)
- News Media Requests, 3.2% (*last year: 3.8%*)
- Inmate Requests, 1.0% (*last year: 1.5%*)

2020 AORO Survey

Of the RTKL requests received in 2019, what percentage were from out-of-state requesters?

- Average: **32.5%** of requests (*last year: 32.8%*)
- Median: **21.5%** of requests (*last year: 20%*)

Download the 2020 AORO Survey Data

Survey Data is Available for Download

- www.OpenRecordsPennsylvania.com
- Survey Monkey used to collect responses
- Data available 3 different ways (all zip files)
- Use the data to analyze survey responses on your own
 - 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.