

Overdue Public Disclosure Requests

Agency: Department of Ecology

Project Impact

The Department of Ecology improved our process for tracking, responding to, and closing out public disclosure requests, resulting in a reduction of overdue requests from 415 in April 2016 to 17 in April 2017. Now that we track overdue requests, we understand why they are overdue, can resolve them appropriately, and reduce our risk for litigation and penalty.

Project Summary

In April 2016, we identified 415 overdue public disclosure requests. Overdue requests affect the quality of our customer service and put us at risk for litigation and penalties. The reasons many of the requests were overdue included requesters abandoning their requests, incomplete Ecology recordkeeping, and requests not being fulfilled.

In April 2016, the total number of overdue requests was 415, compared to our target of 50 or fewer by September 30, 2017.

To reduce our overdue public disclosure requests, we now:

- Track overdue requests.
- Send overdue request reports to our public disclosure coordinators to resolve the overdue requests.

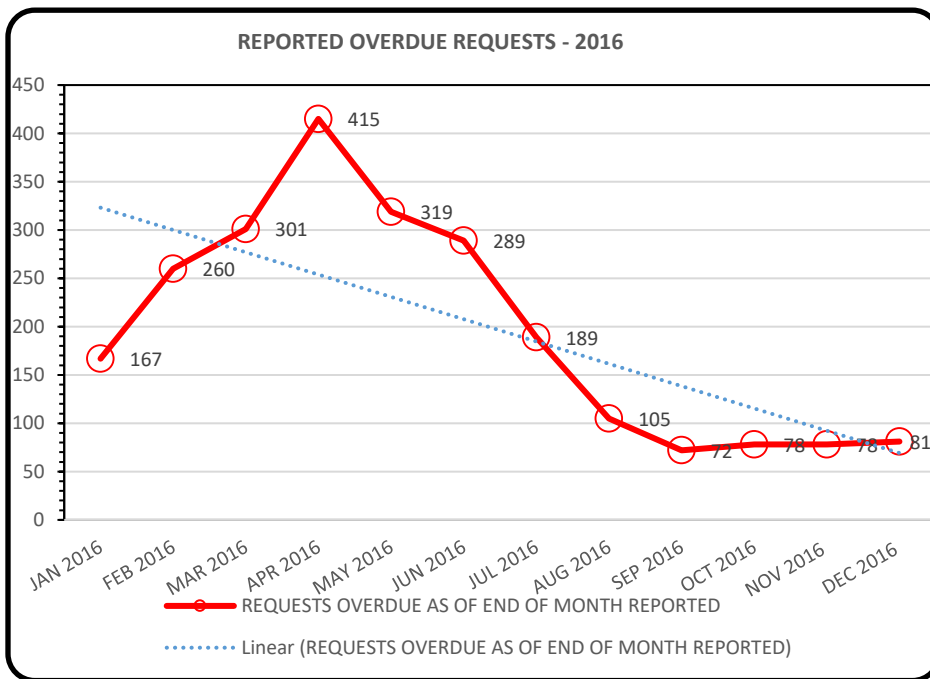
Project Results



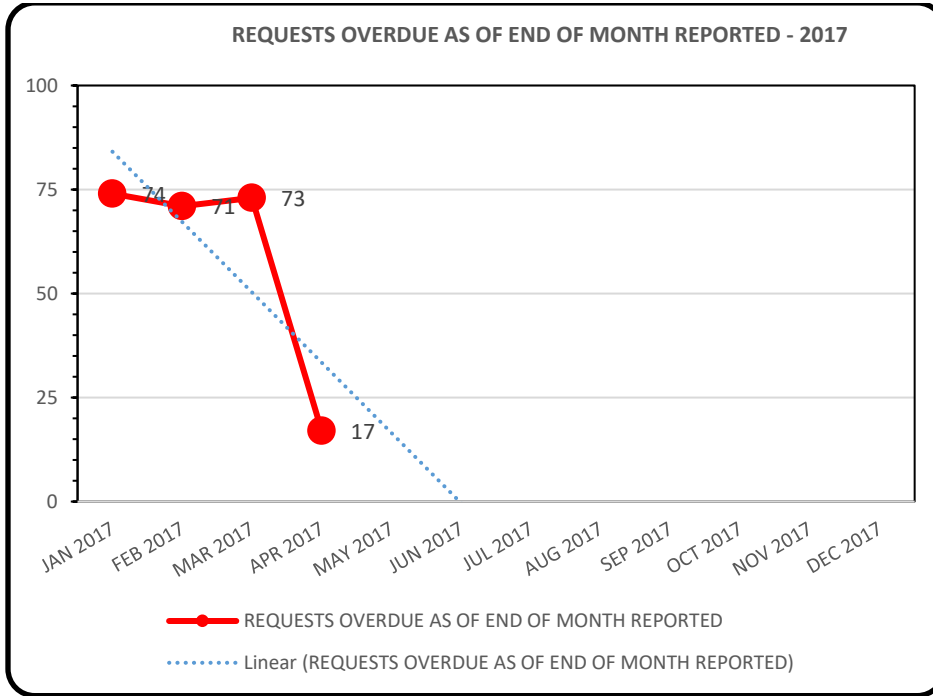
Decreased overdue public records requests **from 415 in April 2016 to 17 in April 2017.**



398 overdue public records requests resolved in one year.



Strategic Lean Project Report



Project Details

Date improvement project was initiated: 1/1/2016

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