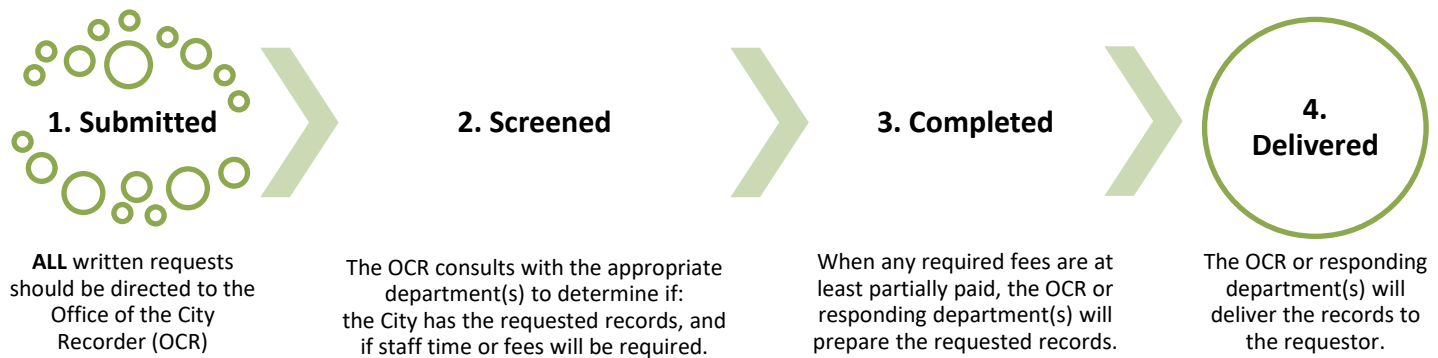


Public Record Requests are...



Step 1. A Request is Submitted

Many public records requests are received verbally (in-person or over-the-phone) or are submitted in writing either by email or an online form. Some requests may require a formal written response. Regardless of what department is contacted first, **all written requests must be submitted to the OCR** through the online [Records Request](#) form, by fax (503-653-2444), by US mail, hand delivered to city hall, or by e-mail to ocr@milwaukieoregon.gov. See the “How to Make a Public Records Request” on the [Records Request](#) webpage for more information. Once submitted to the OCR, an initial acknowledgement is sent by the OCR to the requestor to confirm the city’s receipt of the request.

Step 2. The Request is Screened

The appropriate department(s) and OCR staff will review the request to determine:

- if the city has the records being requested,
- how long it will take staff to supply the records, and
- if any fees should be applied.

Written requests will receive a written response, usually by email, within the state mandated response timeframes (see note below). If the request requires significant staff time and a fee to complete, the appropriate department(s) will complete a Public Records Response Form (available on the intranet) and send it to the requestor. Before the request is processed, the requestor must acknowledge any costs and provide at least partial payment of any fees. Fees are typically not charged if it will take less than 30 minutes to complete or cost less than \$25.

Step 3. The Request is Completed

Once any fees have been at least half paid, staff may begin to retrieve and prepare the requested records.

Step 4. The Requested Records are Delivered

The records should be sent to the requestor through a method appropriate for the type of records being delivered (i.e., email, US mail, in-person, or an OCR approved alternate delivery method).

Other Things to Know:

- Under Oregon Public Records Law the city has 5 business days to acknowledge and request and 10 business days to complete the request or provide an update on when the request will be completed. Public agencies in Oregon are not subject to the timeframes or requirements of the Federal Freedom of Information Act (FOIA). Although requestors often cite FOIA, Oregon's laws are more stringent in terms of what a city must provide and when.
- Fees can be taken anywhere the city takes payments and are deposited as miscellaneous revenue.
- The city recorder may grant a full or partial fee waiver if it is determined that it is in the public interest.
- Staff may direct questions regarding the request directly to the requestor or through the OCR.
- **The OCR should be copied on all communications with the requestor.**
- Documentation for completed requests will be retained for 2 years in HPRM (per the [Retention Schedule](#)).