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**2014 Public Records Committee (PRC)**

**Digital Communication Technology Report**

**May 2014**

**Prepared by**

**Records and Licensing Services Division**

**Approved by**

**Public Records Committee**

**Executive summary**

This report responds to the requirement set forth in Ordinance 17382 to describe the forms of digital communication used by county agencies; the methods used to retain records of digital communication to meet applicable records retention requirements; and the methods used to search records of digital communication to meet applicable public record disclosure requirements.

King County agencies use digital communication in a variety of ways. Specialized applications facilitate business processes, gather statistics on effectiveness of social media tools, and provide access to legislative materials. General-purpose tools are used for: communication, education, information sharing with both internal and external customers, partners and stakeholders; business transactions; public engagement; distribution of general information, news, advisory messages and alerts; marketing of county services; and media relations.

Through the process of compiling the information conveyed in this report, it became apparent that the need countywide for further education of records management best practices and records retention requirements continues. This need is being addressed by the countywide records management initiative. As of December 2013 the countywide records management initiative have signed service level agreements with Departments of Executive Services-Records and Licensing Services Division, Natural Resources and Parks, Transportation, Community and Human Services (DCHS), Information Technology (KCIT), and Adult and Juvenile Detention, the Office of Law Enforcement Oversight, King County Auditor, King County Ferry District, Board of Equalization/Appeals, and the Executive’s Office.

**Background**

On May 21, 2007, the King County Council passed Motion 12511, approving the vision, guiding principles, goals, governance and management structure of the King County Public Records Committee (PRC) as outlined in the PRC Charter. The PRC was established by Ordinance 15608, which called for the creation of a public records committee to advise both the Council and the King County Executive on policy recommendations regarding public records, specifically including both paper and electronic records. Issues coming under the purview of the PRC include privacy, access to and charges for copies of public records, display of records on county websites, planning and implementation of a countywide records storage management plan, and a countywide records management initiative. Ordinance 17382, passed by the Council on July 24, 2012, added the responsibility of advising county agencies on their use of digital communication technology and serving as a forum for sharing and discussing information about the county’s use of digital communications technologies. In addition, Ordinance 17382 directed the PRC to submit a report annually to the Clerk of the Council that includes:

1. description of the forms of digital communication that are in use by each county agency;
2. description of the methods used by the agency to retain records of digital communication to meet applicable records retention requirements; and
3. description of the methods used by the agency to search records of digital communication to meet applicable public record disclosure requirements.

**A description of the forms of digital communication that are in use by each county agency**

King County agencies use digital communication in a variety of ways. Specialized applications facilitate business processes, gather statistics on the effectiveness of social media tools, and provide access to legislative materials. Tools in general use, such as digital voicemail, email, Facebook, and Twitter, are used to:

* communicate, educate, and inform constituents, internal and external customers, partners and stakeholders
* conduct county business
* engage the public and promote public involvement
* distribute general information, news, advisory messages and alerts
* market county services
* facilitate media relations
* conduct investigations
* recruit for open positions

Social media tools such as Flickr, Pinterest and Instagram are used primarily to share photographs, historical documents, posters and graphics.

A complete description of how county agencies use digital communication technology is attached as appendix A. A chart showing the types of digital communication used and the numbers of agencies using that form of digital communication is included as appendix B.

**Retention of records of digital communication**

A variety of records retention methods are used by county staff who work with social media content. These methods range from contracting retention through a social media vendor, relying on tools native to the social media or digital communication site itself, storing copies of social media entries as electronic or paper records, or using an off-the-shelf product/service like PageFreezer to capture daily snapshots of web and social media sites. Some agencies that are using the King County Electronic Records Management System (KC ERMS) reported that they retain copies of social media and digital communications in KC ERMS.

A description of the methods used to retain records of digital communication to meet applicable records retention requirements broken down by type of digital communication is included as appendix C.

**Searching digital communication to meet applicable public record disclosure requirements**

Most agencies that post information on social media sites report either using the search functionality available on those sites, using the tools native to the repositories used to store those records (whether shared drives, KC ERMS, Outlook, paper copies, etc.),or manually searching through the posts. Agencies using a third-party tool or system to generate or store digital communications or social media posts use the search functionality built into those tools or systems to search for records. Derek Belt, Social Media Specialist, has produced handouts to assist county employees in searching Facebook and Twitter. The records management staff will be including that information in their training sessions. Others use web-based search tools, such as Google or Bing, to search for posts. Screen captures stored in PageFreezer are searched either manually or using the search function of that system. Descriptions of the methods used to search records of digital communication to meet applicable public record disclosure requirements are broken down by type of digital communication and included as appendix D.

**Lessons learned**

**Records retention**

When records management staff reviewed the records retention strategies and practices outlined in the responses to requests for information for this report, they identified opportunities for improving both awareness about records retention requirements and practices to ensure compliance with those requirements. As part of the countywide records management initiative records management program staff have embarked on awareness-raising efforts, including trainings and individual coaching on best practices. As of December 2013 the countywide records management initiative has signed service level agreements with 12 agencies: Departments of Executive Services-Records and Licensing Services Division, Natural Resources and Parks, Transportation, Community and Human Services, Information Technology (KCIT), and Adult and Juvenile Detention, the Office of Law Enforcement Oversight, King County Auditor, King County Ferry District, Board of Equalization/Appeals. Two-hundred twenty-six county employees attended general user and/or subject matter expert training in 2013. The records retention issues identified in this report are being addressed by ongoing training and the educational materials used in countywide records management initiative and the pending Executive Policy on management of King County public records. The PowerPoint for the Setting the Records Straight training is included as appendix E. The draft policy is included as appendix F.

**Public record disclosure requirements**

While reporting agencies showed an awareness of the search functionality of the digital communication tools they used and reported strategies for searching for records to respond to public records requests, the inconsistent understanding of records retention requirements is an area of concern and a continuing opportunity for improvement. Here again, records retention issues will be addressed by ongoing training and educational materials used as part of the countywide records management initiative process and communication plan for the roll out of the Executive Policy on management of King County public records. These trainings will be done in the context of public disclosure compliance, in addition to records retention compliance.

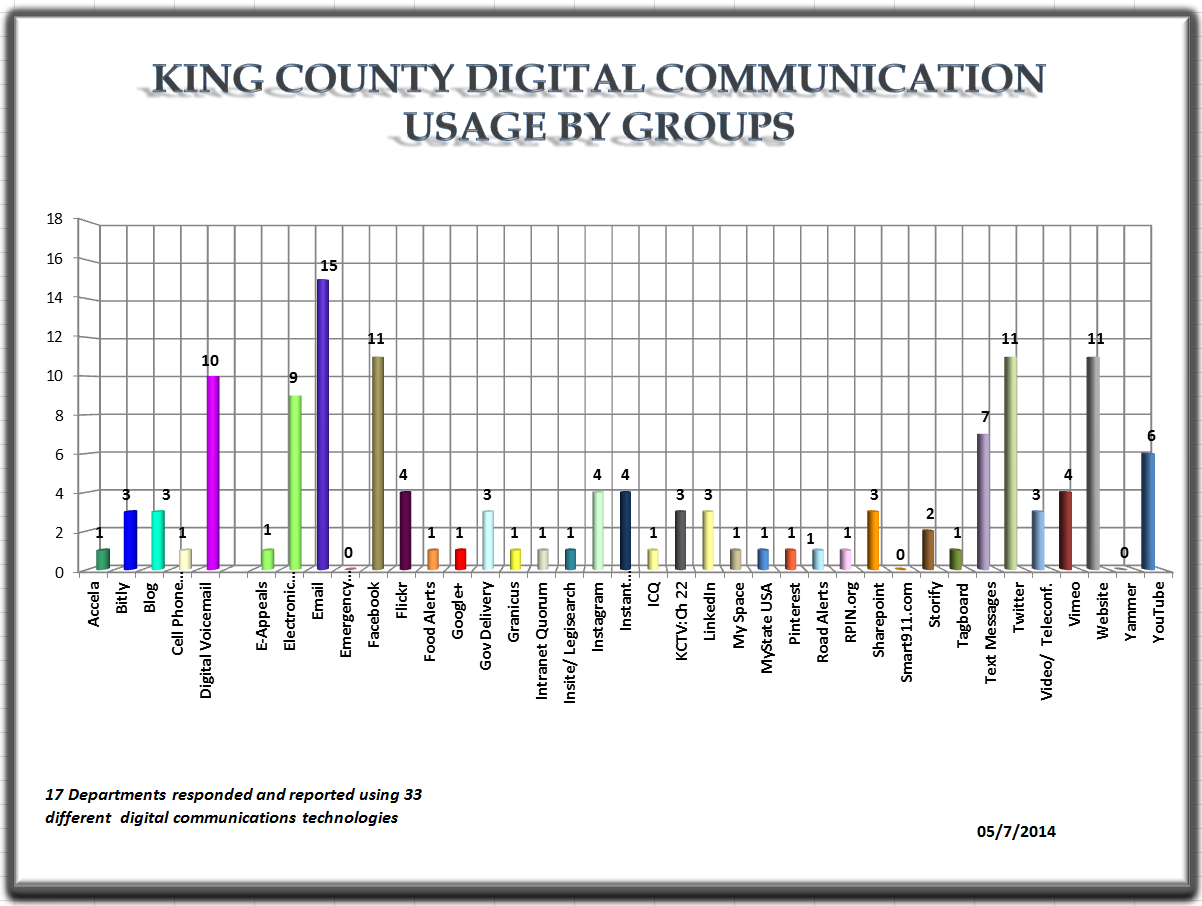
**Conclusions**

King County agencies use digital communication in a variety of ways. Specialized applications facilitate business processes, gather statistics on effectiveness of social media tools, and provide access to legislative materials. Tools in general use are used for communication with both internal and external customers, partners and stakeholders; to conduct county business; engage the public; distribute general information, news, advisory messages and alerts; educate and inform constituents, internal and external customers, partners and stakeholders; market county services; and conduct media relations.

There is a continuing countywide need for education on records management best practices and records retention requirements, which will be addressed as part of the ongoing countywide records management initiative. Those education efforts will facilitate and enhance searches for records to respond to public records disclosure requests.

**Appendix A**

**Usage by Groups**



**Appendix B**

**Forms of Digital Communication Used**

**Accela**

The Department of Permitting and Environmental Review uses the Accela software to record notes about reviews, track status and hours billed for individual permits.

**Accela Citizen Permitting Portal**

Is a citizen access portal to research general building information and records for engineering, fire, licenses, planning, critical areas, code enforcement and real estate services.

**Bitly**

Bitly is a communication tool used by Assessments, the Departments of Natural Resources and Parks and Public Health between staff and for public communication.

**Blogs**

The Departments of Executive Services, Natural Resources and Parks, Transportation, and Public Health use blogs as communication tools to provide timely news, information and alerts to the public.

**Cell phones**

The King County Sheriff’s Office uses cell phones to take photographs for case files.

**Digital Voicemail**

The Lync system is used for internal and external telephone calls and voicemail, and includes virtual meeting and messaging capabilities.

**E-Appeals**

The Board of Equalization and Appeals uses E-Appeals to allow people to file appeals online.

**Electronic Newsletters**

The Departments of Adult and Juvenile Detention, Community and Human Services, Executive Services, Natural Resources and Parks, Transportation, Permitting and Environmental Review, Public Defense and Public Health electronic newsletters (e-newsletters) are used to provide news and information internally to county staff and for general communication with customers, partners and the public. District Court has a newsletter to communicate with staff. The Legislative Branch uses electronic newsletters for outreach, communications and constituent surveys.

**Email**

Email is used throughout the County for internal and external communication across county government with employees, customers, constituents, partners, and stakeholders to conduct county business, distribute general information, advisory messages and alerts, respond to requests, and share information. The Department of Adult and Juvenile Detention (DAJD) uses a Google email account for access to Google Analytics. As the DAJD website prepares for migration by the end of 2014, one of the costless research tools available is Google Analytics, which requires a Google account for access. Gmail will allow the migration committee member in DAJD to conveniently communicate with eGov members, who are providing expertise to assist with the migration. Google Analytics is a service offered by Google that produces statistics/record tracking about a website's traffic, traffic sources, visitors from all referrers (such as search engines and social networks) and direct visits, etc. Having this information will help to better understand how the public accesses the department's website, and in turn, help the department more efficiently update its website to better serve the public.

**Facebook**

Facebook is used by County agencies to share news and information about county services, conduct media relations and engage with the public. The Department of Executive Services, Finance Business Operations Division uses Facebook to promote the Employee Giving Program and to interact with the charitable organizations that participate in that program. E-9-1-1 uses Facebook to promote the proper use of 9-1-1 system, educate county residents about the program and interact online with other 9-1-1 center and first responder agencies. The Solid Waste Division of the Department of Natural Resources and Parks uses Facebook to encourage increased recycling among residents and businesses in King County. Their King County Green Team program supports clubs and classes in King County schools in their environmental stewardship projects. Department of Transportation uses Facebook to engage with customers, stakeholders and volunteers. Metro Transit plans to use Facebook as a marketing tool that can be leveraged across a broad audience. Road Services uses it to engage with their Adopt-a-Road volunteers. The Council and the Council Districts use Facebook for outreach, communications and to reply to constituent comments. The Prosecuting Attorney’s Office uses Facebook for investigative purposes.

**Flickr**

Flickr is used to communicate with the public and for the online sharing of photographs.

**Google+**

The Department of Natural Resources and Parks, Parks Division uses Google+ to communicate timely news, information and alerts.

**GovDelivery**

The Executive’s Office uses GovDelivery to communicate with members of the public and the media. The Department of Natural Resources and Parks, Parks Division uses it to communicate with the public. The Department of Transportation Airport and Metro Transit Divisions use GovDelivery text messages to communicate with customers.

**Granicus**

The Legislative Branch uses Granicus to provide access to King County Television (KCTV) video, including original programming, Council and committee meetings, press conferences, and other events.

**Hearing Examiner Proceedings (video teleconferencing)**

The Hearing Examiner uses Hearing Examiner Proceedings to conduct conferences and hearings.

**Insite/Legisearch**

The Legislative Branch use Insite/Legisearch to provide access to proposed and enacted motions and ordinances, other legislative materials, meeting agendas, minutes, and videos.

**Instagram**

Instagram is used by the Departments of Natural Resources and Parks, Transportation and Information Technology (KCIT) to share photographs and engage with the public. The Prosecuting Attorney’s Office uses Instagram for investigative purposes.

**Instant Messaging**

The District Courts and King County Sheriff’s Office use instant messaging. Elections and the Prosecuting Attorney’s Office use instant messaging for short non-substantive office communications. The Lync system does not retain instant messages and the Public Records Committee has recommended that Lync instant messaging not be used for substantive business communications.

**Intranet Quorum Constituent Management System**

The Council Districts use Intranet Quorum Constituent Management System to respond to constituent inquiries, refer constituent inquires to other agencies, and track history of constituent correspondence.

**KCTV Channel 22**

The Department of Permitting and Environmental Review uses KCTV Channel 22 to broadcast public meetings. King County Television uses KCTV Channel 22 to provide live and taped video of public meetings, media events and pre-produced video content. The Prosecuting Attorney’s Office uses Channel 22 for informational videos.

**LinkedIn**

The Department of Executive Services uses LinkedIn for job postings. The Department of Information Technology (KCIT) uses it for sharing news and info about county services, posting job openings, and engaging with the public. The Prosecuting Attorney’s Office uses LinkedIn for job postings and communicating with witnesses.

**My Space**

The Prosecuting Attorney’s Office uses My Space for investigative purposes.

**MyState**

The Department of Judicial Administration uses MyState to communicate general announcements to staff via email and text message.

**Pinterest**

The Department of Natural Resources and Parks, Parks Division uses Pinterest to share photographs of events and facilities. The Solid Waste Division shares linked online photos and graphics with the public, specifically things related to EcoConsumer media work.

**Road Alerts**

Department of Transportation, Road Services Division uses Road Alerts as their road closure email alert system.

**RPIN**

The Department of Natural Resources and Parks uses RPIN, an opt-in public alert and notification system used by multiple agencies across King and Snohomish counties. Texting capability includes email and mobile devices.

**SharePoint**

SharePoint is used for staff collaboration on projects and documents, internal communication, links and as a document storage library.

**Storify**

The Department of Information Technology (KCIT) and the Department of Transportation, Metro Transit Division use Storify which allows multiple social media posts to be aggregated and shared for information and education purposes. Storify collects posts about King County from across social media platforms.

**Tagboard**

The Department of Information Technology (KCIT) uses Tagboard to collect posts about King County and its services from across social media and sharing news and information sites.

**Tandberg video system**

The District Courts use the Tandberg video system to communicate with other district court locations for meetings.

**Text messaging**

The Departments of Natural Resources and Parks, Permitting and Environmental Review and Judicial Administration use text messaging for internal communication between staff scheduling and brief non-substantive communication purposes. The District Courts use text messaging between staff and management. The King County Sheriff’s Office uses text messaging as a method of cell phone communication. The Department of Public Health uses text messaging for public and staff communications. The Prosecuting Attorney’s Office uses text messaging for scheduling and brief non-substantive communication.

**Twitter**

Twitter use became more widespread during 2013. It is used for internal and external communications, to post job openings, promote the Employee Giving Campaign, announce meetings, promote programs, provide timely updates for transit disruptions and road projects and closures, to engage voters, and for community outreach. The Council uses Twitter for outreach, communications and to reply to constituent comments.

**Vimeo**

Vimeo is used by Assessments, Departments of Natural Resources and Parks, Information Technology (KCIT) and Public Health, and the Executive’s office primarily as a video communication tool to share timely news, information and alerts.

**Websites**

Many agencies use websites to provide general information about the agency, business processes, personnel changes, resource links, news releases, and public meeting notices. The Department of Assessments, District Courts, Elections, King County Sheriff’s Office and the Departments of Adult and Juvenile Detention, Community and Human Services, Transportation, Permitting and Environmental Review, and Public Defense, all report having websites. The Department of Assessments uses their website to report personal property business assets for tax purposes as required by State law. They also have video streaming on their website to disseminating information to the public about property value processes and a web based email to allow taxpayers to submit requests for information and ask questions. The District Court website provides information, forms, contact information for all district court locations and links to online payments and other criminal justice agencies. Court calendars are posted daily, master calendars posted 90 days in advance. Elections uses their site to push general information, voting instructions, election results (current and historical), voter’s guides, contact information, news and events. The King County Sheriff’s Office uses their internet site for community outreach and their intranet site for internal communications. The Department of Adult and Juvenile Detention’s website provides information regarding inmate housing, charges, and communication options. It also contains general information on DAJD history, statistics, news, PREA (Prison Rape Elimination Act) as well as resources for former inmates returning to the community. DAJD receives and responds to approximately 520 customer service requests via the King County Website on an annual basis. The County Auditor uses its website to deliver information about: King County Auditor’s Office Strategic Plan; Auditor’s Work Program Projects; Reports from audits, Capital Projects Oversight reports, Performance Management reports, and Community Forums reports; an overview of the Capital Projects Oversight program; and overview of the Community Forums; the Auditor’s Office role in promoting countywide Performance Management; Auditor’s Office annual reports and newsletters. The Council uses its website to provide news, legislative materials, King County Code, committee information and agendas, issue focused content, and a portal to Councilmembers and independent agencies.

**YouTube**

The Departments of Community and Human Services, Natural Resources and Parks, Transportation, and Public Health use YouTube for communication with the public. The Council uses YouTube to occasionally spotlight videos generated by KCTV related to public meetings. KCTV posts new stories, forums and meetings for the public to access. The Prosecuting Attorney’s Office uses YouTube for investigative purposes. The Prosecuting Attorney’s Office posts informational videos on YouTube.

**Appendix C**

**Methods of Records Retention**

**Accela and Accela Citizen Permitting Portal**

Department of Permitting and Environmental Review reports that records generated by Accela and Accela Citizen Permitting Portal are stored by the vendor.

**Bitly**

Assessments reports that their communications staff retains urls collected by Bitly via screenshots and an Excel spreadsheet for social media links.

**Blogs**

Department of Natural Resources and Parks (DNRP) Parks Division and Department of Transportation Metro Transit report using WordPress to retain blog records. DNRP Solid Waste (SWD) retains their blog posts on the SWD website. Other agencies keep theirs online.

**Cell phones**

Individual Deputies in the King County Sheriff’s Office are responsible for attaching photos taken with their cell phones to the appropriate case files.

**Digital Voicemail**

The Lync system stores digital voicemail messages as an audio clip in individual email inboxes. The Departments of Adult and Juvenile Detention and Community and Human Services, the Legislative Branch and the Prosecuting Attorney’s Offices use approved records retention schedules to manage digital voicemail messages. The Ombudsman retains voicemail messages in the county’s email system. Messages related to Ombudsman case work are stored in the Ombudsman Case Management System (CMS) database.

**E-Appeals**

E-appeals uses a program called Petition.exe, which uses a database that is shared by Board of Appeals and the Assessor. When appeals are filed, an email alert is generated and the data is stored in the system. All materials are also printed out and retained on paper.

**Electronic newsletters**

Electronic newsletters are stored in a variety of ways: PDF files in the creator’s active folders, retained in network files until filed in the King County Electronic Records Management System (KC ERMS), on SharePoint and with vendors such as GovDelivery and Constant Contact. The Legislative Branch posts HTML versions of electronic newsletters online, the newsletters are stored in the GovDelivery database and maintained on a local drive.

**Email**

Email messages are stored in a variety of ways: retained on the Department of Information Technology (KCIT) Enterprise Exchange Server until a specific user deletes the information from that location or until the user exceeds their maximum space allocation of 1 gigabytes of storage; retained as Outlook PST (personal storage table) files; PST files are stored on network file servers; some users file their email messages in the King County Electronic Records Management System (KC ERMS) according to approved records retention schedules. Records filed in KC ERMS data are stored on Department of Information Technology (KCIT) supported network servers. Agencies the reported using KC ERMS are: Departments of Adult and Juvenile Detention, Community and Human Services, Executive Services Alternative Dispute Resolution, Natural Resources and Parks, Elections, County Auditor, the Legislative Branch and the Prosecuting Attorney’s Office. The Auditor’s Office stores audit project email messages on their network shared drive. The Hearing Examiner retains email messages on County servers via an internal database, Legal Files, in which each email is associated with a subject matter file folder. The Ombudsman retains email messages on the Exchange Server and in Outlook Personal Folders. Messages related to Ombudsman case work are stored in Ombudsman Case Management System (CMS) database.

**Facebook**

Most agencies with Facebook pages rely on Facebook to retain the information they post. The Department of Executive Services Finance and Business Operations and Office of Emergency Management, and the Department of Natural Resources and Parks Wastewater Treatment Division take occasional screen prints of their Facebook pages and save them as PDF files. King County Sheriff’s Office takes screenshots of their Facebook page on a quarterly basis. The Department of Transportation Metro Transit and Road Services Division, the Executive’s Office, and Council use PageFreezer to capture their Facebook pages. The Department of Transportation Transit, Market Development downloads Facebook data into an Excel spreadsheet. The Prosecuting Attorney’s Office saves relevant materials in their case files.

**Flickr**

Agencies using Flickr rely on Flickr to store their photographs and comments made about them. The Department of Transportation and the Department of Natural Resources and Parks, Parks Division also store their photos offline.

**Google+**

The Department of Natural Resources and Parks, Parks Division stores records in their Google+ profile.

**GovDelivery**

GovDelivery’s database stores all emails and newsletters and tracks all outbound text messages sent to subscribers.

**Granicus**

The Legislative Branch relies on Granicus Inc. to store all videos under contract.

**Hearing Examiner Proceedings**

The Hearing Examiner retains official audio recordings on Council servers via an internal database, Legal Files, in which each digital file is associated with a subject matter file folder.

**Insite/Legisearch**

The Legislative Branch relies on Granicus Inc. to store all Insite/Legisearch content under contract. Additionally, the Clerk of the Council retains hard copies.

**Instagram**

The Department of Natural Resources and Parks Wastewater Treatment Division and the Department of Transportation Metro Transit Division post copies of photographs to Instagram. The original photographs are retained onsite. The Department of Information Technology (KCIT) relies on Instagram to retain photos and comments posted to Instagram. The Prosecuting Attorney stores relevant materials in their case files.

**Instant messaging**

Instant messages are not retained.

**Intranet Quorum Constituent Management System**

The Council stores all correspondence and data within the locally hosted Oracle database.

**KCTV Channel 22**

KCTV retains the KCTV Channel 22 broadcasts in the Granicus System Archives.

**LinkedIn**

Agencies rely on LinkedIn to store all content and comments. The Department of Executive Services Business Resource Center makes a notation in NeoGov of LinkedIn postings. The Prosecuting Attorney saves posts in project/case files.

**My Space**

The Prosecuting Attorney’s Office stores relevant materials in case files.

**MyState**

Department of Judicial Administration relies on MyState to retain its postings.

**Pinterest**

Photos posted to Pinterest are retained by Pinterest and in offline photo galleries.

**Road Alerts**

The Department of Transportation Road Services Division retains their road alert records in a database and in Outlook.

**RPIN**

No retention method reported.

**SharePoint**

The Department of Community and Human Services’ final documents are saved outside of SharePoint and retained according to records retention schedules. The Department of Permitting and Environmental Review staff manages SharePoint content.

**Storify**

Storify stores all content.

**Tagboard**

Tagboard stores all content.

**Tandberg video system**

No retention method reported.

**Text messaging**

The King County Sheriff’s Office and the Department of Public Health rely on their service provider to retain text messages.

**Twitter**

Most agencies reporting Twitter usage rely on Twitter to retain the records. The Department of Natural Resources and Parks Wastewater Treatment Division periodically takes screenshots of their Twitter feed and stores them as PDF files. The Executive’s Office, Department of Transportation (DOT) Metro Transit and the Council use PageFreezer to capture their tweets. DOT Metro Transit also saves their tweets in Excel. DOT Rideshare Operations takes a screenshot when something is removed. The screenshots are posted on OneNote. Councilmember Joe McDermott’s Office saves Tweets weekly in a Microsoft Word document which is stored on the local server. The Prosecuting Attorney’s Office stores Tweets in a Microsoft Word document.

**Vimeo**

Most agencies rely on Vimeo to retain content. Assessments retains copies on their internal site which are backed up by their video vendor.

**Websites**

Assessments uses Oracle on a King County server to retain the personal property records posted on their website. Email messages received from the website are stored in Outlook. Assessments also take screenshots of their website. The Department of Community and Human Services retains the originals of the newsletters they post on their website per records retention schedules. DCHS and the Department of Transportation also use PageFreezer to capture their website records. Department of Permitting and Environmental Review staff manages records posted to their website. Neither District Court nor Elections reported a retention method. King County Sheriff’s Office said their website records are managed by the Department of Information Technology (KCIT). The Department of Public Defense retains their website records in the Director’s Office electronic folder. All of Auditor’s records for the Web page are electronically stored on the Council’s server on the Auditor’s Office shared drive and in Sitecore. PageFreezer.com captures daily snapshots of the Council, the Council Districts and the Independent Agencies’ websites. Additionally, Council Communications has saved a variety of noteworthy historical content on local drives.

**YouTube**

The Departments of Natural Resources and Parks (DNRP), Transportation and Public Health rely on YouTube to retain content. DNRP Solid Waste Division (SWD) Eco Consumer content is retained on the SWD website as well as on YouTube. The Department of Community and Human Services Content designs YouTube content to be "evergreen" for long playback. Video removed from play would be retained according to appropriate records retention schedule. The Prosecuting Attorney saves relevant materials in case files. KCTV videos that are posted to YouTube are also stored in the Granicus system.

**Appendix D**

**Search Methods Used**

**Accela and Accela Citizen Permitting Portal**

Database allows for searching by permit number, date range, permit type, project name and status.

**Bitly**

No search method reported.

**Blog**

Department of Natural Resources and Parks (DNRP) Parks Division and Department of Transportation Metro Transit and Road Services Division search their blog posts using the Wordpress dashboard search function. DNRP Solid Waste Division searches their website or does an online search using Google or Bing. The Department of Public Health uses PageFreezer to capture blog posts.

**Cell phone**

King County Sheriff’s Office searches the Case file (RMS) and/or Photo Lab Database.

**Digital voicemail**

Assessments uses the County’s email system to search by telephone number and date received. The Department of Adult and Juvenile Detention uses both Outlook search tools and the King County Electronic Records Management System’s (KC ERMS) search tools. The Department of Community and Human Services saves the voicemail with a key word in the file name to enable searching. District Court does a folder search. The Department of Transportation searches by subject and category. The Department of Permitting and Environmental Review searches by caller ID. King County Sheriff’s Office’s Legal Unit Personnel retrieve email as needed for Public Disclosure, litigation, or investigation purposes. The Department of Public Defense searches by caller but does not save their voicemail messages. The Legislative Branch searches Outlook for voicemail messages. The Ombudsman searches Outlook or the Ombudsman’s Case Management System.

**E-Appeals**

The Board of Equalizations/Appeals searches hard copy files for requests. Their database also contains reporting and searching functions, which may be utilized once the system is fully implemented.

**Electronic Newsletters**

The Departments of Adult and Juvenile Detention, Natural Resources and Parks and Public Health did not report a search methodology for their electronic newsletters. The Department of Community and Human Services uses keyword searches in Outlook and KC ERMS. The District Court searches SharePoint. The Departments of Transportation and Public Defense search by keyword on King County servers. The Department of Community and Human Services searches the designer’s files by subject, content, date, user and sender. The Council’s electronic newsletters are available online or via a Windows search of the local files.

**Email**

Assessments and the Department of Permitting and Environmental Review uses the county email system to search by email address, subject or date. In the Department of Adult and Juvenile Detention (DAJD) employees search their own folders utilizing the search function in Windows. Documents are then forwarded to the DAJD’s Public Records Coordinator for review. The Department of Information Technology (KCIT) creates a copy of the employee’s entire Outlook and personal drive files. The DAJD Public Records Coordinator then conducts a search utilizing standard Outlook and Windows search functions. The Public Records Coordinator uses standard search functions for files maintained in KC ERMS. The Department of Community and Human Services does keyword searches. The Department of Executive Services Alternative Dispute Resolution accesses records stored in personal files by name or subject search. District Court uses Outlooks search function. The Department of Natural Resources and Parks and the Department of Transportation (DOT) Marine Division did not report a search methodology. DOT Airport and Metro Transit Divisions use GovDelivery’s search functions. Elections and the Prosecuting Attorney’s Office use Outlook and KC ERMS search functions. The Executive’s Office and the Department of Information Technology (KCIT) search Outlook by date. The Department of Judicial Administration uses automated searches as needed and when public records requests are received. King County Sheriff’s Office Legal Unit Personnel retrieve email as needed for public disclosure, litigation, investigation purposes. The Department of Public Defense (DPD) does keyword searches on DPD and county email servers. The Auditor’s Office and the Legislative Branch do an Outlook, Windows or KC ERMS search. The Hearing Examiner searches the Legal Files database. The Ombudsman does an Outlook, Windows or Ombudsman Case Management System search.

**Facebook**

Assessments and the Department of Natural Resources and Parks (DNRP) Hazardous Waste did not report a search methodology. The Department of Executive Services Finance and Business Operations Division searches their Facebook timeline and reviews their screenshot PDF files. DNRP Parks, Solid Waste, Water and Land Resources and Wastewater Treatment Divisions, the Department of Transportation (DOT) Metro Transit, the Council and Council Districts search Facebook online. DOT Rideshare Operations searches Facebook online and also searches their OneNote files. DOT Road Services, the Executive’s Office, Departments of Information Technology (KCIT) and Public Health search PageFreezer. DOT Transit, Market Development would search their Excel Facebook files for the appropriate key words. King County Sheriff’s Office searches the folder where quarterly screenshots are filed. The Prosecuting Attorney’s Office locates and searches the case file.

**Flickr**

Agencies using Flickr search Flicker online. The Department of Natural Resources and Parks, Parks Division also searches its offline gallery using keywords. The Department of Transportations also searches for the original photographs internally.

**Google+**

The Department of Natural Resources and Parks, Parks Division searches its Google+ profile.

**GovDelivery**

Agencies using GovDelivery search GovDelivery’s database for records.

**Granicus**

Legislative Branch videos are searchable via the website by program name, keyword, or manually.

**Hearing Examiner Proceedings**

The Hearing Examiner searches their Legal Files database for Hearing Examiner Proceedings.

**Insite/Legisearch**

Insite is a publicly accessible tool for searching these materials.

**Instagram**

The Department of Transportation Metro Transit searches both their hard drives and Instagram. The Department of Information Technology (KCIT) searches Instagram photographs by date. The Prosecuting Attorney’s Office locates and searches the case file.

**Instant Messaging**

Lync instant messages are not stored by the system and are not searchable.

**Intranet Quorum Constituent Management System**

Intranet Quorum has built in search functionality used by the Council Districts.

**KCTV Channel 22**

Department of Permitting and Environmental Review (DPER) posted audio files are also posted on the DPER website, and are searched with free internet audio editing programs. King County Television manually searches by date, committee name or program name through the Granicus system. The Prosecuting Attorney’s Office locates and searches videos broadcast on Channel 22.

**LinkedIn**

The Department of Executive Services Business Resource Center does not search for LinkedIn records. The Department of Information Technology (KCIT) searches LinkedIn by date. The Prosecuting Attorney’s Office locates and searches the relevant project or case file.

**My Space**

The Prosecuting Attorney’s Office locates and searches the case file.

**MyState**

The Department of Judicial Administration searches MyState message history as needed.

**Pinterest**

The Department of Natural Resources and Parks searches Pinterest, does online searches or searches its offline gallery via keywords.

**Road Alerts**

The Department of Transportation searches Outlook for Road Alerts.

**RPIN**

No search methodology was reported for RPIN.

**SharePoint**

Agencies using SharePoint search by keyword, subject, date and users.

**Storify**

Agencies using Storify search Storify online.

**Tagboard**

The Department of Information Technology (KCIT) searches Tagboard by date.

**Tandberg video system**

No search methodology reported.

**Text Messaging**

District Court and the Department of Natural Resources and Parks, Parks Division did not report a search methodology. The Department of Permitting and Environmental Review would search individual devices if messages were retained. King County Sheriff’s Office is looking for a long-term solution. Their current provider provides limited short-term tool to pull text messages. The Department of Public Health searches an available web interface.

**Twitter**

Assessments, the Departments of Executive Services (DES) Business Resource Center, Natural Resources and Parks (DNRP) Director’s Office and Hazardous Waste, and King County Sheriff’s Office did report a search methodology. DES Finance and Business Operations and Human Resources Division, DNRP Solid Waste, Department of Transportation (DOT) Airport, County Auditor, Council’s Public Information Officer, and Councilmembers Hague, and Dunn search Twitter. DNRP Parks searches their Google+ profile. DNRP Wastewater Treatment Divisions reviews its files on servers. DOT Metro Transit searches both Twitter and their Excel files. DOT Rideshare Operations search their Twitter page and in their OneNote documents. DOT Road Services searches online. Elections cannot search posts for keywords or phrases because Twitter lacks that search capability. The Executive’s Offices and the Department of Public Health search PageFreezer for their Twitter posts. The Council searches Twitter or PageFreezer for Twitter Posts. The Prosecuting Attorney’s Office and Councilmember McDermott’s Office search their Word documents.

**Vimeo**

Assessments and the Department of Natural Resources and Parks (DNRP) Public Affairs did not report a search methodology for Vimeo. DNRP Parks searches their Google+ profile. The Executive’s Office and the Department of Information Technology (KCIT) searches Vimeo by date. The Department of Public Health searches the Vimeo website.

**Websites**

Assessments searches their Oracle server for the personal property business asset information posted on their website. Email messages received from Assessments website are searched by email address, subject or date. The Department of Adult and Juvenile Detention did not report a search methodology. The Department of Community and Human Services does keyword searches. Department of Transportation searches PageFreezer. The Department of Permitting and Environmental Review conducts searches using subject, content, date and user search terms. Elections uses the general county website search functions. King County Sheriff’s Office reported no search methodology. The Department of Public Defense searches by keyword. The Auditor’s Office searches their network drive or uses Sitecore to search. The Council, Council Districts and the Legislative Branch search using PageFreezer.com archives either manually or using search functions or search locally archived content using both Windows search and manually.

**YouTube**

Agencies using YouTube search the YouTube website as necessary. KCTV also searches Word files of hard copy scripts. The Prosecuting Attorney’s Office locates and searches case files.

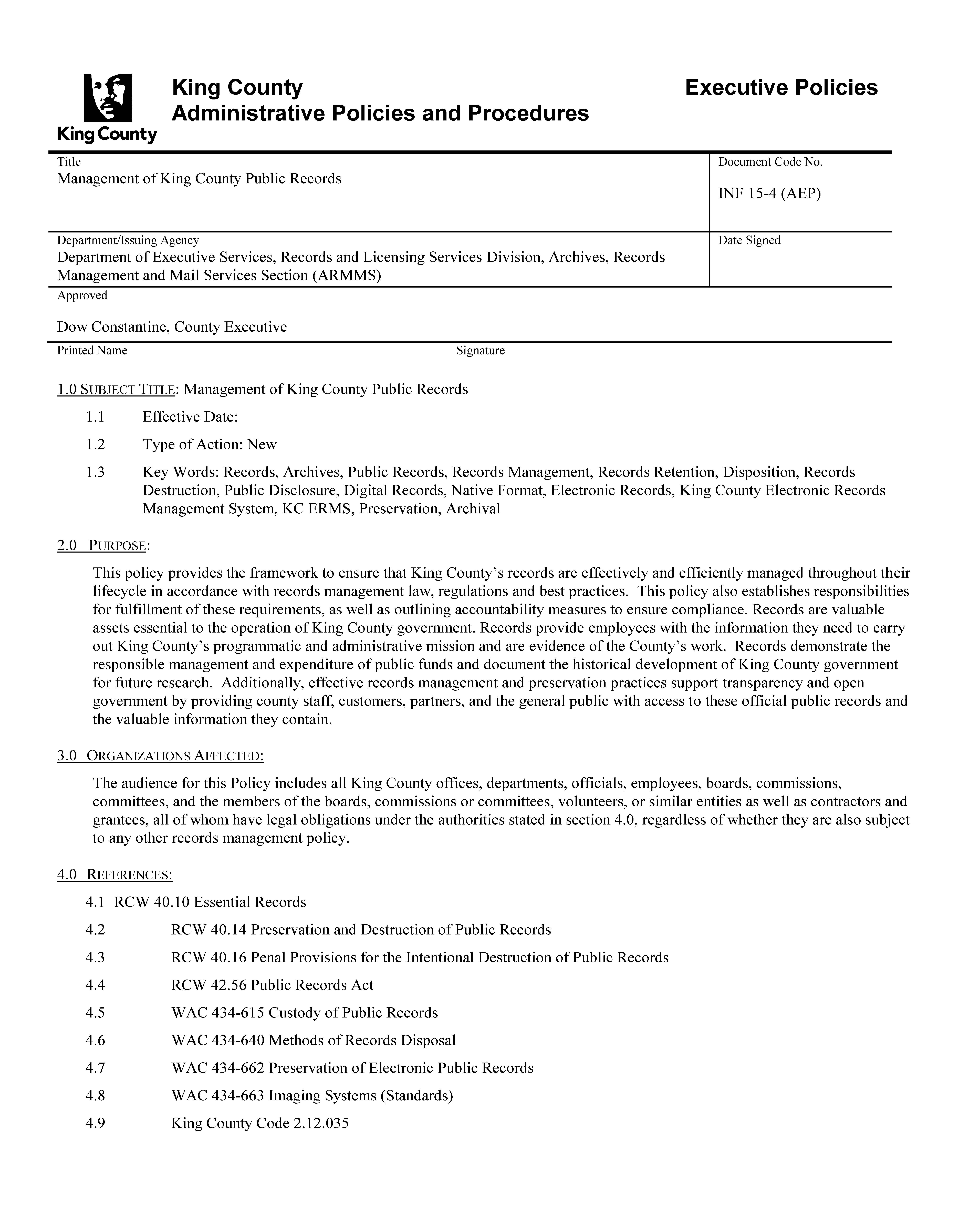
**Appendix E**

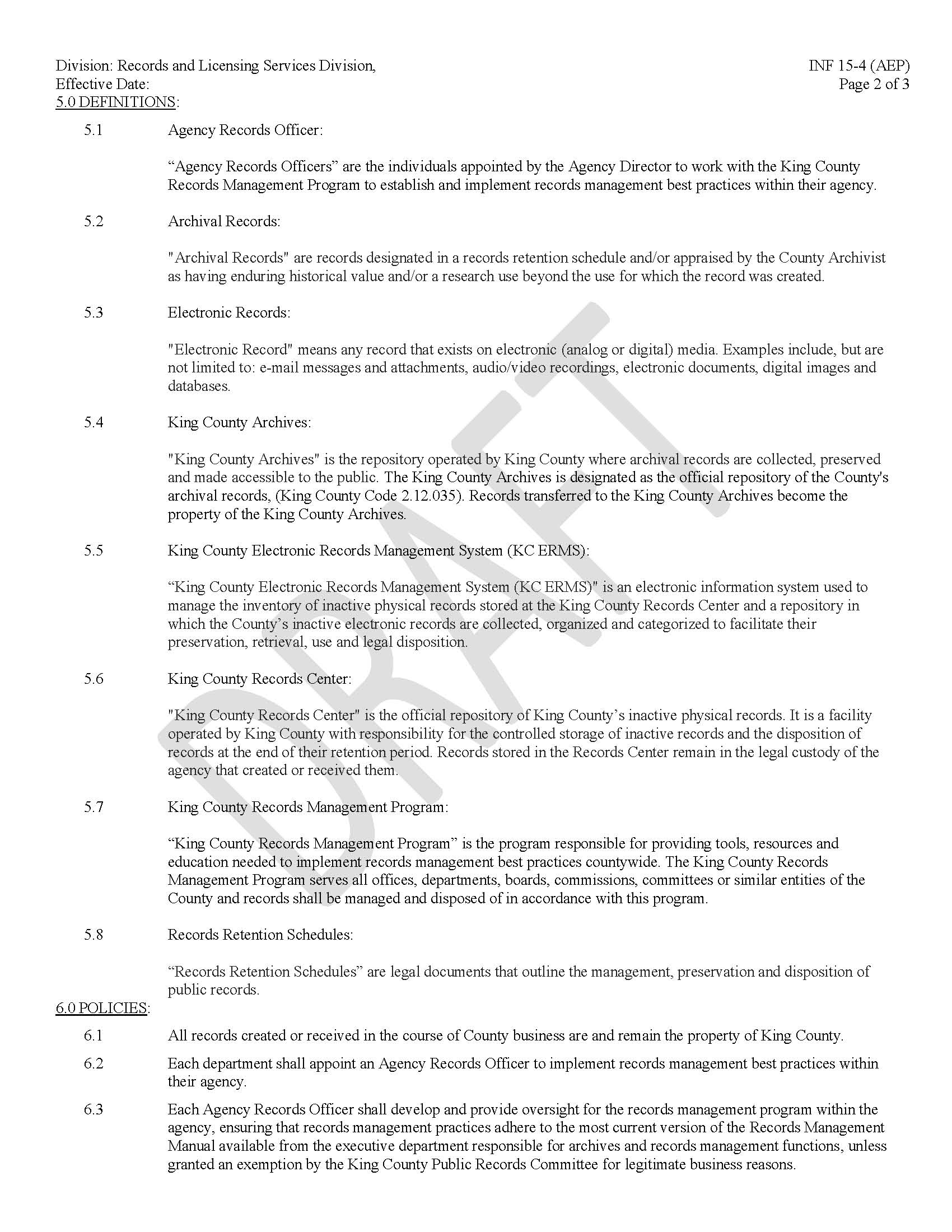
**Setting the Record Straight**

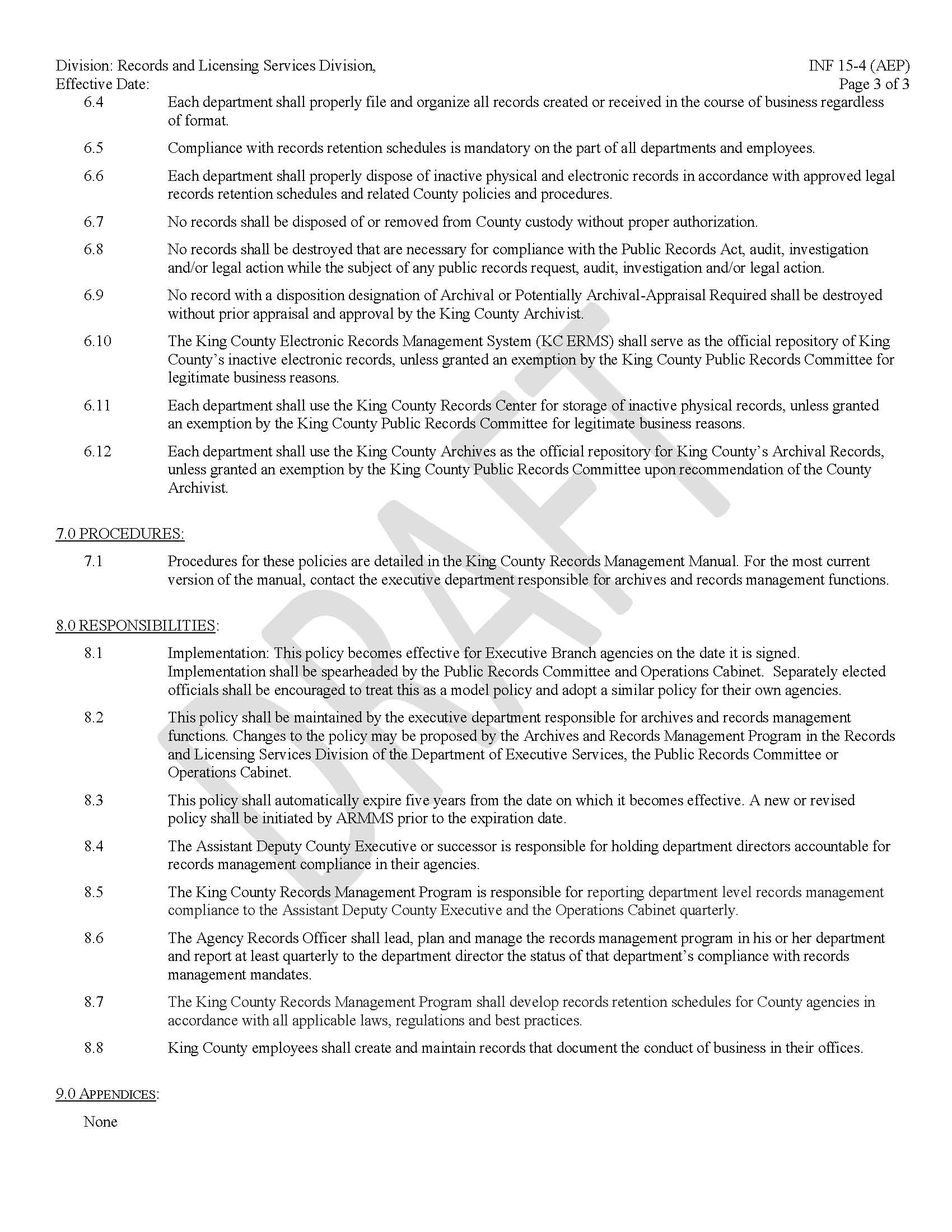


Double click the image to view the presentation.

**Appendix F**

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