



ARA-8.03 - Public Records Requests

Binding City Policies (BCP)

Policy category: [Archives & Records Management](#)

Policy number: ARA-8.03

Search Code, Charter,
Policy

Keywords

Search

 [ARA-8.03 Public Records Requests - Interim \(full text of policy\)](#) 197.99 KB

A. Purpose and Authority

Oregon's public records laws ([ORS Chapter 192](#)) provides that: "Every person has a right to inspect any public record of a public body in this state." The definition of "public body" includes state and local organizations, including county and city governing bodies. Although the law provides specific exemptions to disclosure, most City records in the possession of a public body must be made available to the public for inspection.

Oregon's public records law requires the City to provide timely responses to requests for public records, to make available to the public a written procedure for making public records requests, and to provide information about the fees charged by the City. The purpose of this rule is to document the City's public records request procedures and fees.

Portland City Council adopted a public records request form, fees, and procedures in 2007, through [Resolution No. 36563](#). Council adopted an updated Uniform Public Records Request Form and Standard Fees for Public Records Requests in 2009, through [Resolution No. 36756](#). Resolution 36756 authorized the City Auditor to adopt future updates to the form and schedule of fees by administrative rule, without further Council approval.

[Chapter 3.76 of the Portland City Code](#) requires the City Auditor to maintain a professional Archives and Records Management Program for the City. Section 2-506 of the Portland City Charter authorizes the City Auditor to adopt, amend, and repeal administrative rules to carry out the Auditor's Office's duties.

B. Submitting a Public Records Request

1. Public records requests must be made in writing, and may be submitted:

- a. Online, through the [Portland Public Records Request Center](#).
 - i. The City encourages the use of the online system. The system is designed to streamline the public records request process, provide quicker responses from City bureaus, and simplify the management of responses to requests involving multiple City bureaus.
 - ii. The Portland Public Records Request Center provides instructions for creating an account, submitting a request, and monitoring its progress.
- b. Using the City's [Uniform Public Records Request form](#), which is available in multiple languages [here](#). The completed form may be submitted in person or by U.S. mail to the City bureau that houses the responsive records.
 - i. A list of public records contacts for each City bureau can be found online. Working with the designated contact person for that bureau can improve the City's response to requests. NOTE: Requests to the Bureau of Development Services require additional information. Forms and instructions are available on the Bureau's [website](#).
 - ii. The Uniform Public Records Request form cannot be submitted via email unless an accommodation is needed or a translated version of the form is used (see Section D). Translated versions of the Uniform Public Records Request form can be submitted via email to: PRRhelp@portlandoregon.gov.

2. The responding City bureau will use the City's online Public Records Request system to respond to public records requests within a reasonable time.

C. Guidelines for Submitting Public Records Requests

Requesters must follow these guidelines when submitting a public records request:

1. **Submit the request to a particular bureau.** Requesters should direct requests to the Bureau responsible for and in possession of the requested records. When submitting requests online via the Portland Public Records Request Center, the requester will be required to select which bureau(s) the request is directed to. Requests submitted via paper form must have the "bureau or office" line completed, and the form must be sent to that City

bureau(s). Questions about which bureau is responsible for the records can be directed to PRRhelp@portlandoregon.gov. If a request is submitted to the incorrect bureau, it may be rejected with directions to submit to the correct bureau before the request will be processed.

2. **Identify specific records in the request.** Requesters must identify and describe the records sought with as much specificity as possible, including a date range and the record title, if known.
3. **Request existing records.** The City is required to provide existing public records in response to records requests. It is not required to create documents to respond to public records requests. The City will fulfill requests for records that exist up to the date the public record request is submitted. Records responding to a public records request which are not otherwise publicly available will be released through the Portland Public Records Request Center. Requesters seeking to inspect or obtain copies of records on a continuing basis must submit new, successive records requests for each date range, which cannot extend beyond the date the public records request is submitted.
4. **Use the Request Center for all written communication after a request has been submitted.** All written communications regarding a request should go through the Portland Public Records Request Center. Please do not email or write to public records responders outside of the Request Center which can lead to confusion and delay. However, if you need to call and discuss a request with a public records responder, their contact information should be on messages sent to you or on the central contact list.
5. **Request single types of records or by a single topic.** If you are requesting multiple types or sets of records, or records on different topics, this will be considered a multi-part request. The City may reject multi-part requests and require the requester to submit individual requests.
6. **Changes to a request after submission may require submission of a new request.** Changes within the scope of the original request, such as clarifying or narrowing a request after submission, are permitted. However, changes that expand the records being sought to seek new records, including new dates or types of records, require submission of a new request.
7. **The City might not consider information submitted after a request is closed.** If a request has been closed, any additional

information provided by the requester may not be considered, and the requester should submit a new request. For example, if a request requires a waiver or release, and the request is closed for not having provided the waiver or release, the requester may be asked to submit a new request.

8. **Questions are not considered public records requests.** A requester cannot reframe a question as a public records request. For example, asking which individuals meet certain criteria is a question to which the City is not required to respond.

D. City Contacts for Public Records Requests

A list of [public records contacts](https://www.portland.gov/policies/administrative/archives-records-management/adm-803-public-records-requests) for each City bureau is available online at: <https://www.portland.gov/policies/administrative/archives-records-management/adm-803-public-records-requests>.

E. Accommodations

The City of Portland will make reasonable accommodations for people with disabilities and/or those needing assistance with language interpretation and translation when making public records requests.

1. Accommodation requests related to public records should be made to the [public records contact](mailto:PRRhelp@portlandoregon.gov) for the City bureau that houses the requested records, or via email to: PRRhelp@portlandoregon.gov.
2. The Uniform Public Records Request form in multiple languages is available [here](#).

F. Right to Appeal

Any person denied the right to inspect or to receive a copy of any public record of the City of Portland may petition the Multnomah County District Attorney for review, in accordance with [ORS 192.415](#). The denial of a fee waiver request may also be appealed. More information on how to file a petition for review can be found on the Multnomah County District Attorney [website](#). Any person denied the right to inspect or receive a copy of a public record of a public official may petition the Multnomah County Circuit court for review, in accordance with ORS 192.427.

G. Fee Schedule for Public Records Requests

1. Oregon law authorizes public agencies to establish reasonable fees to be reimbursed for the actual costs of making public

records available. The City's actual costs may include:

- Time or costs to copy or convert records to paper or other media and mailing expenses
- Time spent locating, reviewing, redacting, copying, and supervising a person's inspection of original records in order to protect them
- Research time to locate and analyze the requested records, even if no records are located or if the requested records are determined to be exempt from disclosure
- Any time spent notifying public employees of requests for employee personal information
- Time spent by an attorney to review, redact, or segregate records for possible exemptions

2. The City's [Standard Fees for Public Records Requests](https://www.portland.gov/auditor/documents/public-records-requests-standard-fee-schedule-2024/download) are available at:

<https://www.portland.gov/auditor/documents/public-records-requests-standard-fee-schedule-2024/download>. The fee schedule incorporates general fees and fees specific to and determined by individual City bureaus.

If the estimated costs involved in fulfilling a public records request exceed \$25, the City will advise the requester of those costs and require the requester's approval before beginning work. If the fee estimate exceeds \$25, at least a 50% deposit will be required to begin work. Full payment of the total amount of costs incurred is required before the public records may be inspected or copies released.

3. Fee waivers may be available and are evaluated on a case-by-case basis. To be eligible for a fee waiver, the requester must show that the request primarily benefits the public interest. However, even when the request benefits the public interest, the City is not required to waive fees. The City must evaluate the financial and resource burdens placed on the City by the request as well as other factors.

To make this determination, the City will request information sufficient to evaluate whether the request primarily benefits the public interest. If the requester fails to provide requested information the fee waiver request will likely be denied.

4. Refunds will be issued only in the event of overpayment, duplicate payments, or a payment made when no public record request fee was due. An online payment made Monday through Friday may be voided the same day it is made by calling (503) 823-6040 before 4:00 PM Pacific Time.

5. Council adopted the Standard Fees for Public Records Requests and has authorized the City Auditor to adopt updates to the fee schedule by administrative rule, without further Council approval. The City Auditor will adopt updates to the fee schedule as follows:

a. Before proposing a public records request fee increase, a City bureau or office must gather information to estimate the bureau or office's actual costs of responding to records requests and must work with the City Attorney's Office to determine an appropriate fee based on the information gathered.

b. A City bureau or office proposing to increase or decrease public records request fees must submit a written request to the Auditor's Office to amend the fee schedule. The written request must provide an explanation for how the new fee was calculated.

c. The Auditor's Office will provide notice of the proposed fee change and will accept public comments on the proposed change for at least 30 days, in accordance with [Auditor's Office Administrative Rule 1.02 – Auditor's Office Administrative Rule Process](#).

i. The Auditor's Office will include the explanation submitted by the City bureau or office in the public notice of rulemaking.

ii. The Auditor's Office will forward all comments to the proposing City bureau or office and the City Attorney's Office for consideration.

d. The City bureau or office must consider all comments received and may:

i. Post or send responses to comments.

ii. Ask the Auditor's Office to extend the comment period to allow for additional public input.

iii. Ask the Auditor's Office to adopt the proposed fee

change or to adopt a fee change that has been decreased or increased by the City bureau or office in response to comments received.

- e. The Auditor's Office will not adopt a fee change unless the process in this rule has been followed.

H. Other Resources

Browse frequently asked questions about requesting public records at the [Portland Public Records Request Center](#), under "Find Information." For additional information, please consult the [Oregon Attorney General's Public Records and Meetings Manual](#). Another resource is: [A Quick Reference Guide to Oregon's Public Records Law](#), published by Open Oregon: a Freedom of Information Coalition in collaboration with the Oregon Attorney General's Office.

History

Questions about this administrative rule may be directed to the [Auditor's Office's Archives and Records Management Division](#).

Pursuant to authority granted in Resolution No. 36563, adopted by City Council December 19, 2007.

Amended by Resolution No. 36756, adopted by City Council December 16, 2009.

Amended by the City Auditor January 27, 2011.

Amended by the City Auditor December 21, 2015.

Amended by the City Auditor December 6, 2016. Replaces BCP-ADM-8.03 Public Records Requests, BCP-ADM-8.03 Public Records Requests - Appendix - Information and Forms, and BCP-ADM-8.03(A) Public Records Requests - Form Updates.

Amended by the City Auditor April 19, 2017.

Updated contact list filed for inclusion November 3, 2020.

Amended by the City Auditor after a 30-day public comment period and renumbered as ARA 8.03 on April 1, 2022.

Updated contact list filed for inclusion May 4, 2022.

Revised by the City Auditor on June 24, 2022, as an interim rule effective for not more than 180 days.

Amended by the City Auditor after a 180-day public comment period on December 21, 2022.

Adopted by the City Auditor on February 28, 2024 as interim rules, for a period no greater than 180 days.

Related documents

-  [ADM-8.03 Contact List](#) 140.47 KB
-  [ARA-8.03 - Fee Schedule](#) 132.18 KB
-  [Fillable Public Records Request Form - Arabic](#) 933.81 KB
-  [Fillable Public Records Request Form - Chinese](#) 812.13 KB
-  [Fillable Public Records Request Form - Japanese](#) 862.65 KB
-  [Fillable Public Records Request Form - Lao](#) 120.85 KB
-  [Fillable Public Records Request Form - Romanian](#) 1.25 MB
-  [Fillable Public Records Request Form - Russian](#) 1.33 MB
-  [Fillable Public Records Request Form - Somali](#) 1.21 MB
-  [Fillable Public Records Request Form - Spanish](#) 1.21 MB
-  [Fillable Public Records Request Form - Ukrainian](#) 1.29 MB
-  [Fillable Public Records Request Form - Vietnamese](#) 1.31 MB
-  [Fillable Public Records Request Form](#) 107.06 KB



ARA 8.03 PUBLIC RECORDS REQUESTS

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G. Fee Schedule for Public Records Requests

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disclosure

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2. A City bureau or office proposing to increase or decrease public records request fees must submit a written request to the Auditor's Office to amend the fee schedule. The written request must provide an explanation for how the new fee was calculated.
3. The Auditor's Office will provide notice of the proposed fee change and will accept public comments on the proposed change for at least 30 days, in accordance with [Auditor's Office Administrative Rule 1.02 – Auditor's Office Administrative Rule Process](#).
 - i. The Auditor's Office will include the explanation submitted by the City bureau or office in the public notice of rulemaking.
 - ii. The Auditor's Office will forward all comments to the proposing City bureau or office and the City Attorney's Office for consideration.
4. The City bureau or office must consider all comments received and may:
 - i. Post or send responses to comments.
 - ii. Ask the Auditor's Office to extend the comment period to allow for additional public input.
 - iii. Ask the Auditor's Office to adopt the proposed fee change or to adopt a fee change that has been decreased or increased by the City bureau or office in response to comments received.
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Auditor's Office Administrative Rule Information and History

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Related documents

[Download fileADM-8.03 Contact List](#)(80.85 Kb)

[Download fileADM-8.03 Standard Fee Schedule](#)(273.94 Kb)

[Download file Fillable Public Records Request Form - Arabic](#)(933.81 Kb)
[Download file Fillable Public Records Request Form - Chinese](#)(812.13 Kb)
[Download file Fillable Public Records Request Form - Japanese](#)(862.65 Kb)
[Download file Fillable Public Records Request Form - Lao](#)(120.85 Kb)
[Download file Fillable Public Records Request Form - Romanian](#)(1.25 Mb)
[Download file Fillable Public Records Request Form - Russian](#)(1.33 Mb)
[Download file Fillable Public Records Request Form - Somali](#)(1.21 Mb)
[Download file Fillable Public Records Request Form - Spanish](#)(1.21 Mb)
[Download file Fillable Public Records Request Form - Ukrainian](#)(1.29 Mb)
[Download file Fillable Public Records Request Form - Vietnamese](#)(1.31 Mb)
[Download file Fillable Public Records Request Form](#)(107.06 Kb)

**ARA-8.03 - Public Records Requests
Contact List**

Bureau/Office	Contact	Address	Phone Number
Auditor's Office <ul style="list-style-type: none"> Archives/Historical Collection 	Diana Banning	Archives & Records 1800 SW 6th Ave., Suite 550 Portland, OR 97201	503-865-4110
Auditor's Office <ul style="list-style-type: none"> Audits Council Meeting Documents Contracts Elections Independent Police Review Lobbyists Ombudsman 	Claire Mitchell	Auditor's Office 1221 SW 4th Ave., Room 320 Portland, OR 97204	503-823-6262
City Attorney	Carrie Wilton	Office of City Attorney 1221 SW 4th Ave., Room 430 Portland, OR 97204	503-823-3091
City Budget Office	Christina Owen	City Budget Office 1120 SW 5th Ave, Suite 1010 Portland, Oregon 97204	503-823-6960
Commissioner Mingus Mapps	Austin Axelrod	c/o Portland City Attorney 1221 SW 4th Ave., Room 430 Portland, OR 97204	503-823-4059
Commissioner Carmen Rubio	Austin Axelrod	c/o Portland City Attorney 1221 SW 4th Ave., Room 430 Portland, OR 97204	503-823-4059
Commissioner Rene Gonzalez	Bryce Henry	c/o Portland City Attorney 1221 SW 4th Ave., Room 430 Portland, OR 97204	503-823-4323
Commissioner Dan Ryan	Bryce Henry	c/o Portland City Attorney 1221 SW 4th Ave., Room 430 Portland, OR 97204	503-823-4323

Bureau/Office	Contact	Address	Phone Number
Development Services (BDS)	Ken Ray	Bureau of Development Services 1900 SW 4th Ave., Suite 5000 Portland, OR 97201	503-865-6236
Emergency Communications (BOEC)	Ryan Parker	c/o Bureau of Emergency Communications P.O. Box 1927 Portland, OR 97207	503-823-0911
Emergency Management (PBEM)	Jaymee Cuti	Portland Bureau of Emergency Management 9911 SE Bush Street, Suite 211 Portland, OR 97266	503-823-8064
Environmental Services (BES)	Sara Gardner	Environmental Services 888 SW 5th Ave, Suite 400 Portland, OR 97201	503-865-7025
Fire & Police Disability & Retirement Fund (FPDR)	Julie Hall	Fire & Police Disability & Retirement Fund 1800 SW First Ave., Suite 450 Portland, OR 97201	503-823-5495
Fire & Rescue	Roy Lawson	Portland Fire & Rescue 55 SW Ash St. Portland, OR 97204	503-823-3445
Government Relations	Mila Greisen	Government Relations 1221 SW 4th Ave., Rm. 410 Portland, OR 97204	503-823-3010
Housing Bureau	Gabriel Mathews	Portland Housing Bureau 1900 SW Fourth Ave., Suite 7007 Portland, OR 97204	503-865-6867
Management & Finance (OMF): CAO's Office <ul style="list-style-type: none"> • Business Operations • Special Projects & Opportunities 	Janet Storm	Office of Management & Finance 1120 SW 5th Ave., Room 901 Portland, OR 97204	503-823-6952

Bureau/Office	Contact	Address	Phone Number
Management & Finance (OMF): Division of Asset Management <ul style="list-style-type: none"> • CityFleet • Facilities 	Janet Storm	Office of Management & Finance 1120 SW 5th Ave., Room 901 Portland, OR 97204	503-823-6952
Management & Finance (OMF): Procurement Services	Jess Cline; Jeff Blade	Office of Management & Finance 1120 SW 5th Ave., Suite 1040, Portland, OR 97204	503-823-7913; 503-823-6858
Management & Finance (OMF): <ul style="list-style-type: none"> • Revenue & Financial Services • Accounting • Assessments, Finance & Foreclosure • Debt Management • Grants Management • Revenue • Risk Management • Treasury 	Janet Storm	Office of Management & Finance 1120 SW 5th Ave., Suite 1040, Portland, OR 97204	503-823-6952
Management & Finance (OMF): Technology Services <ul style="list-style-type: none"> • Printing & Distribution 	Janet Storm	Office of Management & Finance 1120 SW 5th Ave., Room 901 Portland, OR 97204	503-823-6952
Management & Finance (OMF): Human Resources – Media	Natasha Eberth	Bureau of Human Resources 1120 SW 5th Ave., Room 987 Portland, OR 97204	503-823-4159
Management & Finance (OMF): Human Resources – Previous Employees: <ul style="list-style-type: none"> • Personnel Files & Employee Records 	Jen Casillas; Natasha Eberth	Bureau of Human Resources 1120 SW 5th Ave., Room 987 Portland, OR 97204	503-823-3483; 503-823-4159

Bureau/Office	Contact	Address	Phone Number
Management & Finance (OMF): Human Resources – Current Employees: <ul style="list-style-type: none"> • Personnel Files & Employee Records • Employment Verifications 	Jen Casillas	Bureau of Human Resources 1120 SW 5th Ave., Room 987 Portland, OR 97204	503-823-3483
Mayor Ted Wheeler	Carrie Wilton	c/o Portland City Attorney 1221 SW 4th Ave., Room 430 Portland, OR 97204	503-823-4047
Office for Community Technology	Julie Ocken	Office for Community Technology 1120 SW 5th Ave., Suite 405 Portland, OR 97204	503-307-9261
Office of Community & Civic Life	Perla Sitcov	Office of Community & Civic Life 1120 SW 5th Ave., Suite 114 Portland, OR 97204	503-865-6124
Office of Equity and Human Rights	Jeff Selby	Office of Equity and Human Rights 1120 SW 5th Ave., Suite 1204 Portland, OR 97204	503-865-6006
Parks & Recreation	Mark Ross	Portland Parks & Recreation 1120 SW Fifth Ave., Suite 858 Portland, OR 97204	503-823-5300
Planning and Sustainability	Julie Ocken	Bureau of Planning & Sustainability 1810 SW 5th Ave., Suite 710 Portland, OR 97201	503-307-9261
Police Bureau (PPB)	Ryan Rees	Portland Police Bureau 1111 SW 2nd Ave., Room 1126 Portland, OR 97204	503-823-0053

Bureau/Office	Contact	Address	Phone Number
Prosper Portland (Portland Development Commission or “PDC”)	Frederick Davis-Brown	Prosper Portland 220 NW 2nd Ave., 2nd Floor Portland, OR 97209 https://prosperportland.us/news-events/public-records-requests/	503-823-2370
Transportation (PBOT)	Demetri Finch-Brown	Portland Bureau of Transportation 1120 SW 5th Ave., Suite 800 Portland, OR 97204	503-823-5080
Water Bureau	Kaleb Buckelew; Jaymee Cuti	Portland Water Bureau 400 SW Sixth Ave. Portland, OR 97204	503-823-6026; 503-823-8064



City of Portland
Standard Fee Schedule for Public Records Requests
Fiscal Year 2022-2023 – This fee schedule is effective for Public Records Requests
made on or after March 1, 2024.
(Last updated February 2024)

Standard Copy Fees	
Item	Fee
8.5 x 11 per side	\$0.25
8.5 x 14 per side	\$0.25
11 x 17 per side	\$0.50
24 x 36 or larger per side	\$2.00
Color per side (11x17 or smaller)	\$1.50
Certified Mail	\$5.00
Microfiche/Microfilm per page	\$0.50
Digital records or Digitizing paper records	No per-side charge, charge for actual staff time

Staff Time Fees
<p>The fee for staff time expended responding to public records requests will be calculated as specified in Portland City Code 5.48.030, notwithstanding that this will often result in a fee that is less than the City's actual staff and overhead costs.</p> <p>Fees for non-sworn staff are calculated as follows: Individual staff hourly pay rate plus 39% health and benefits charge (Fee = hourly pay rate x 1.39 x time spent).</p> <p>Fees for sworn staff are calculated as follows: Individual staff hourly pay rate for straight time plus 42% health and benefits charges (Fee = hourly pay rate x 1.42 x time spent). 15% added for labor at overtime rates.</p> <p>Work to which the standard per-side copy fees cannot be applied will be charged on the basis of actual cost.</p> <p>The City requires payment of the listed specific fees or a 50% deposit of other estimated costs before beginning work on public records request.</p>

Specific Fees	
Item	Fee
Office of City Auditor: Archives and Records	
Scans – photos, negatives, slides; documents scanned at a dpi greater than 300 and sized 11"x17" or smaller	\$10.00 per image
Scans – documents scanned at a dpi greater than 300 and sized greater than 11"x17"	\$20.00 per image
Scans – documents 200 dpi or less	\$0.50 per image
Bureau of Emergency Communications	
Communications Database Research	Actual staff time costs for time spent
9-1-1 Telephone Call Recording / CAD Incident History Printout	\$40.00 per incident. Actual staff time costs. beyond first hour.
Radio Transmissions/ Radio Dispatch Recording	\$20.00 deposit for first half hour/actual staff time after first half hour.
CAD printout only	\$20.00
Expedited Return	\$50.00
Bureau of Development Services	
Development Services Center Permit Requests	\$15.00 minimum

Specific Fees	
Item	Fee
Police Bureau or Portland Fire & Rescue Investigations	
Police Report or Fire Investigation Report	\$12.50 up to 10 pages/ \$1.00 each add'l page
Other Documents/Search Fee	\$12.50 minimum search fee/actual staff time cost after first 17.5 minutes
Officer Notebook Entry	\$17.50 per officer per incident
Audio/Visual Reproductions	\$17.50 minimum/actual staff time cost after first 24 minutes
Address/Name Record Check	\$8.50 each
Supervised Records Inspection	Actual staff time cost
Underground Storage Tank Reports (UST) (PF&R)	\$15.00
Fire Inspections/Open or Outstanding Fire Code Violations (PF&R)	\$12.00