**King County**

**2013 Public Records Committee (PRC)**

**Digital Communication Technology Report**

**April 2013**

**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 there is a need countywide for further education on records management best practices and records retention requirements. This need will be addressed as part of the current countywide records management initiative. Educational efforts in this realm will improve standardization and consistency in how records are retained, and how searches are conducted for records in response to public records requests.

As the first of these annual reports, this report serves as a baseline of King County’s use of digital communication technologies, as well as the records retention and records search practices associated with public records generated by the technologies.

**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 created in 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 electronic 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 record 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 effectiveness of social media tools, and provide access to legislative materials. Tools in general use, such as 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 Electronic Records Management System reported that they retain copies of social media and digital communications in 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 who 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, 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. 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 broken down by type of digital communication is included as appendix D.

**Lessons learned**

**Records retention**

When records management staff reviewed the records retention strategies 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. Records management program staff will initiate awareness-raising efforts, including trainings and individual coaching on best practices. The records retention issues identified in this report will be addressed by ongoing training and the development and circulation of educational materials to be developed as part of the countywide records management initiative and the development of countywide records management standards, a deliverable for the countywide records management initiative.

**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, which may lead to a failure to disclose all requested documents, is an area of concern and an opportunity for improvement. Here again, records retention issues will be addressed by ongoing training and the development and circulation of educational materials to be developed as part of the countywide records management initiative and the development of countywide records management standards. 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 countywide need for education on records management best practices and records retention requirements, which will be addressed as part of the current countywide records management initiative. Those education efforts will facilitate and enhance searches for records to respond to public records disclosure requests.

**Appendix A**

**Use**

**Accel Software**

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

**Bitly**

Many agencies use Bitly to shorten URLs and provide data to track how many clicks KC News’s social media posts are generating.

**Blogs**

Blogs are used for communication, education, media updates, press releases, sharing timely information and to gather public feedback. They also serve as a resource in crisis situations. Transit has a blog that is dedicated to its Rapid Ride Service, for example.

**Digital Voicemail**

Digital voicemail is used for internal and external communication, and as reported in the survey for this report, is the result of Lync implementations. Once an agency has moved to Lync, all voicemail appears in users’ email inboxes as an audio clip or digital voicemail. Only three agencies reported using digital voicemail when surveyed for this report which indicates this form of digital communication may be misunderstood and a need for additional training on the Lync tool.

**Email**

Email is a widely used to communicate 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. Some agencies use the GovDelivery system to distribute time-sensitive email advisories and alerts. Email is so widely used that many agencies did not include it on their reports.

**Emergency Alert System**

Office of Emergency Management uses the Emergency Alert System to provide widespread public emergency alerts and warnings. This system is rarely used.

**Electronic Newsletters**

Electronic Newsletters are used to provide news and information internally to county staff and for general communication with customers, partners and the public. The Council District Offices use e-Newsletters for outreach, communication and constituent surveys.

**E-Appeals**

The Boards of Equalization and Appeals use e-Appeals to allow constituents to file appeals online.

**Facebook**

Facebook is used for general marketing, to share timely news and information about county services, projects and events, to engage the public in discussions and promote public involvement and volunteerism, and to provide safety and disaster preparedness information and warnings. It is also used for outreach communications and a means for replying to constituent comments, distributing press releases, public meetings, photographs and news articles. Department of Elections uses Facebook to raise awareness about elections and increase voter engagement. KCTV uses Facebook to connect viewers with video content posted on YouTube and broadcast on the cable channel. The Office of Performance, Strategy and Budget used Facebook to promote the county’s Strategic Plan in 2009-2010. The Prosecuting Attorney’s Office does investigations on Facebook. Regional Animal Services (RASKC) uses Facebook to highlight adoptable pets, promote adoption events, share success stories of recent pet adoptions, and keep residents informed of pet-related issues, such as the recent pet license amnesty period.

**Flickr**

Flickr is used for sharing photographs from various current events as well as historical images from the King County Archives, and serves as an online photo library.

**Google+**

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

**Granicus**

Granicus is used to provide access to KCTV video, including original programming, Council and committee meetings, press conferences and other events.

**Insite/Legisearch**

The legislative branch uses Insite/Legisearch to provide access to proposed and enacted legislation, ordinances and motions, as well as other legislative materials such as meeting agendas, minutes and videos.

**Instagram**

KC News uses Instagram to share photographs of King County events and services. The Prosecuting Attorney’s Offices search Instagram as part of investigations.

**Intranet Quorum Constituent Management System**

The Council Districts use Intranet Quorum Constituent Management System to respond to constituent inquires and refer constituent inquires to other agencies.

**King County Television: Cable Channel 22 Streaming Video**

KCTV uses cable channel 22 streaming video to provide live and taped video of public meetings, media events and pre-produced video content.

**LinkedIn**

LinkedIn is used to post job listings and recruit for open positions. The Prosecuting Attorney’s Office also uses LinkedIn to communicate with witnesses.

**MySpace**

The Prosecuting Attorney’s Office conducts investigations using MySpace.

**MyState USA**

MyState USA is used for King County department and emergency management/regional response agency personnel notifications, a few other county agencies and other regional jurisdictions piggy-back on the Office of Emergency Management’s account to send their own messages.

**Pinterest**

Pinterest is used to share items from the County’s historical records collection with the public, primarily photographs and old documents held in the King County Archives collections as well as photographs, posters and graphics shared online by other agencies.

**RPIN.org**

Opt-in public alert and notification system used by multiple agencies across King and Snohomish counties. Texting capability includes email and mobile devices.

**Smart911.com**

Smart911.com provides a voluntary public safety profile that provides personal life-safety information to call takers and emergency responders when 9-1-1 is dialed from a registered phone number.

**Storify**

Storify is used to compile posts from across social media to tell a more complete story about a King County event.

**Text Messages**

The Department of Judicial Administration and the PAO use text messages for occasional internal communication between staff for scheduling and brief non-substantive communication purposes. Public Health uses text messages for employee and targeted audience communication. The Department of Transportation uses GovDelivery accounts to communicate with tenants and airport users and to send time-sensitive text transit alerts to subscribers about bus delays, reroutes and to share news updates, policy information and links to Metro blogs.

**Twitter**

The County’s primary use of Twitter includes sharing news and information about county services, conducting media relations, and engaging with the public via general communication. Other uses include job postings, and general marketing. The Council and Councilmembers Ferguson, Patterson, and Hague use Twitter for outreach communications, to reply to constituent comments, and provide updates. The Council’s Public Information Officer uses Twitter to monitor news and information related to the County and the County. The Department of Elections uses Twitter to post reminders, alerts, and fun facts to the voting public. Regional Animal Services uses Twitter to promote adoption events, highlight adoptable pets, showcase trainings, and to promote partner agencies and their events. The Executive’s Offices uses Twitter to showcase Executive Constantine’s accomplishments with the public and to promote general King County news. KCTV tweets about news stories and markets back to their YouTube and cable channel. The Department of Natural Resources and Parks uses Twitter to promote activities of the Wastewater Treatment Division’s team that participates in national operations competitions. DNRP’s Water and Land Resources Division, Local Hazardous Waste uses Twitter to provide information on risks of unwanted household medicines stored in the home and for proper storage and disposal of those medications. The Department of Transportation uses Twitter to provide timely updates in case of significant incidents at the Airport, communication transit disruptions, status of the peak weekday commutes, questions and answers, link followers and mainstream media to our website and blogs, share photos and video. The public posts concerns and complaints, which are either redirected or forwarded for more detail. The Human Resources Division uses Twitter to share job openings at the County, and the Facilities Management Division uses Twitter to showcase properties and County surplus goods that are for sale.

**Video Teleconference**

The Hearing Examiner uses video teleconferencing for conference calls and to conduct hearings.

**Vimeo**

KC News uses Vimeo to share videos regarding Executive Constantine’s accomplishments with the public. Public Health uses Vimeo for general communication with the public.

**Website**

Websites are used to provide a variety of public resources, information, forms and contact information. Metropolitan King County Councils uses its website to provide access to the King County Code, news, legislative materials, committee information and agendas, issue focused content, and a portal to Councilmembers and independent agencies. KCTV provides a wide range of streaming video content, TV schedule information, and other resources related to KCTV on its website. The Office of Emergency Management uses its website to provide information about emergency preparation, regional disaster plans, local resources, and different types of hazards. Websites are another form of digital media that are so widely used that many agencies may not have considered them as a form of digital communication or social media. Only seven out of the fifty-five agencies that responded to the request for information included it on their reports.

**YouTube**

YouTube is used for specific forms of communication, to share videos and information about King County services. The Council uses YouTube to spotlight videos related to public meetings using content generated by KCTV. Councilmember Patterson uses YouTube for outreach and to provide updates. Councilmember Ferguson used YouTube to host videos that were embedded in his E-newsletters. KCTV posts news stories, forums and meetings for the public to access. The Department of Elections has posted videos on YouTube to distribute information on special topics and/or projects. Department of Natural Resources and Parks, Solid Waste Division has shared videos related to its EcoConsumer program. This content has been generated primarily from appearances on mainstream media. The PAO uses YouTube in their investigations. The Sheriff’s Office uses YouTube to post videos of wanted individuals. When the Sheriff’s Office receives multiple public records requests for a video that video is posted on YouTube.

**Appendix B**



**Appendix C**

**Records Retention**

**Accel Software**

The Department of Permitting and Environmental Review uses Accel software to record notes about reviews, status and hours billed for individual permits. That information is stored by the vendor.

**Bitly**

KC News uses Bitly to shorten URLs and provide data to track how many clicks KC News’s social media posts are generating. That information is stored by the vendor.

**Blogs**

Executive Services stores information disseminated through their blog in the Blog Archives. KC News, DNRP, Parks Division and the Department of Transportation store their blog posts in WordPress. Department of Transportation, Metro also captures their blog posts in an RSS feed that is posted on their website. DNRP, Solid Waste stores their blog posts on their website.

**Digital Voicemail**

Application of the Washington State Retention Schedules messages stored in KC ERMS. Digital voicemail messages are also stored in personal files on KCIT servers, network and personal hard drives.

**Email**

Email is retained on the KCIT Enterprise Exchange Server until a specific user deletes the information from that location or until the user exceeds their maximum space allocation of storage. Email may also be retained in a user’s Outlook PST (personal storage table) directories. These PST files are stored on personal hard drives or network file servers. Some agencies save backup copies of their email messages in hard copy. A growing number of county employees file their email messages in King County’s Electronic Records Management System (KC ERMS). Records filed in KC ERMS are filed under categories that correspond to the records series and disposition authority numbers in the Washington State Records Retention Schedules that authorizes disposition per RCW 40.14. The Office of Economic and Financial Analysis save email messages as part of regular automatic saving. Email messages received in the District Court’s generic mailboxes are retained in PST files. Email requests sent to DCORONLINE are not retained. Some departments store email messages that are used for business records or are critical to King County business on shared drives. The Office of Risk Management attaches claim-related email messages to the electronic file jacket in their claims management information system, Riskmaster. The Hearing Examiner stores its email messages on County servers in an internal database, Legal Files, in which each email is associated with a subject matter file folder. The Department of Transportation uses GovDelivery to store outbound messages sent to subscribers.

**Emergency Alert System**

Office of Emergency Management uses the Emergency Alert System to provide widespread public emergency alerts and warnings. This system is rarely used but for every alert issued, a hard copy printed sheet is produced and stored locally. Printout provides date, time, type of alert, and issuing agency. It does not capture text of the actual audio message.

**Electronic Newsletters**

E-Newsletters are retained on network shared or local drives. HTML versions are posted online. Public Health stores their E-Newsletters with their vendor, Constant Contact and as PDF files.

**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 alert email alert is generated and the data is stored in the system. All materials are also printed out and retained on paper.

**Facebook**

Many agencies rely on PageFreezer to capture daily snapshots of their Facebook pages. Others rely on Facebook to maintain the information. A few agencies take occasional screen shots of their Facebook posts and save them as PDF files. KCIT stores their Facebook records in the cloud. All information posted on Facebook is publically available at Facebook.com. Councilmember Ferguson’s staff transferred the information from his Facebook page to the County Archives via the King County Electronic Records Management System when he left office. The Department of Elections has no records retention plan for their Facebook page. The Prosecuting Attorney’s Office does investigations on Facebook and stores relevant materials in the case files. The Department of Transportation, Ride Share Operations takes a screen shot of information that is going to be removed from their Facebook Timeline and posts it in a OneNote file for future reference. DOT, Transit, Market Development downloads Facebook insights data into Excel format and add additional information about comments and likes.

**Flickr**

Photographs posted on Flickr are accessible in the Flickr archive. Department of Natural Resources and Parks, Parks Division also maintains an online photo archives and tags photographs in the public realm with titles and/or keywords. The Department of Transportation periodically archives photos posted on Flickr internally.

**Google+**

Department of Natural Resources and Parks uses Google+ to provide timely news, information and alerts and stores those records in their Google+ profile.

**Granicus**

Granicus is used to provide access to KCTV video, including original programming, Council and committee meetings, press conferences and other events. All videos are stored by Granicus Inc., under contract.

**Insite/Legisearch**

The legislative branch uses Insite/Legisearch to provide access to proposed and enacted legislation, ordinances and motions, as well as other legislative materials such as meeting agendas, minutes and videos. All content is stored by Granicus Inc. under contract. Additionally, the Clerk of the Council retains hard copies.

**Instagram**

KC News relies on Instagram to store the photos that are uploaded to the site. The Prosecuting Attorney’s Offices search Instagram as part of investigations and retains any relevant materials in the case file.

**Internet Quorum Constituent Management System**

All correspondence and data is stored within the locally hosted Oracle database.

**King County Television: Cable Channel 22**

All content is stored by Granicus Inc. under contract.

**LinkedIn**

The Business Resource Center makes a note of any LinkedIn postings in NEOGOV. KC News relies on LinkedIn to retain the information. The Prosecuting Attorney’s Office saves any relevant materials discovered on LinkedIn in the project or case file.

**MySpace**

The Prosecuting Attorney’s Office saves any relevant materials discovered on MySpace in the project or case file.

**MyState USA**

The Office of Emergency Management says that MyState USA has an autosave feature that saves all messages that have been issued since 2008.

**Pinterest**

The King County Archives only posts scans or secondary copies of items from the archival collection on Pinterest. These scans are also saved in King County’s Flickr stream. Department of Natural Resources and Parks, Parks have an offline photo gallery that contains images that are posted on Flickr. The DNRP Solid Waste Division relies on Pinterest to retain the records.

**RPIN.org**

The Office of Emergency Management takes screen prints on an inconsistent schedule. The information posted on RPIN.org is not available 2-weeks after the original message is posted.

**Smart911.com**

Smart911 is private organization (Rave Mobile Safety) provides the service for the Office of Emergency Management. OEM does not know if the company’s retention policies.

**Storify**

KC News relies on the vendor, Storify to retain the records.

**Text Messages**

Department of Judicial Administration, the Prosecuting Attorney’s Office has no records retention policy or plan for records created through text messaging. Public Health reported that they have a texting service provider web interface where they retain these records. The Department of Transportation relies on GovDelivery to maintain and track outbound texts sent using the GovDelivery service.

**Twitter**

Many agencies rely on PageFreezer to capture daily snapshots. In addition, content is publically available on the various Twitter pages. Other agencies rely on Twitter to retain their tweets. Councilmember Ferguson’s staff filed his Tweets in KC ERMS when he left the Council. The Department of Executive Services, Business Resource Center uses Twitter for job postings and makes of notation of their tweets in NEOGOV. The Department of Natural Resources and Parks, Wastewater Treatment Division and Public Health periodically captures their Twitter feed as PDF files and stores those files on one of the county’s servers. The Prosecuting Attorney’s Office retains their tweets as Word documents.

**Video/Teleconference**

The Hearing Examiner uses video teleconferencing for conference calls and to conduct hearings. The official audio recordings are retained on Council servers via an internal database, Legal Files, in which each digital file is associated with a subject matter file folder.

**Vimeo**

KC News uses Vimeo to share videos and relies on the vendor to store the videos on their site. These videos are also retained on a county administered FTP site. Public Health uses Vimeo for general communication with the public and relies on Vimeo to store those records.

**Websites**

PageFreezer captures daily snapshots of the county’s websites. Agencies also retain records of information posted to the web on network drives, in Sitecore, and on local drives.

**YouTube**

Information posted on YouTube is publically available. Most agencies reported that they also store records posted on YouTube on network or local drives wherever the source videos were usually stored. The Prosecuting Attorney’s Office saves any relevant materials discovered on YouTube in the case file.

**Appendix D**

**Search methods**

**Accel Software**

Accel software is a new system used by the Department of Permitting and Environmental Review. They currently search by file number and name.

**Bitly**

KC News searches Bitly.

**Blogs**

Department of Executive Services searches the Blog archive. KC News and the Department of Natural Resources and Parks, Parks Division use WordPress which allows agencies to search past blog posts. All public blogs hosted by WordPress.com are indexed and can be searched via <http://search.wordpress.com/>. The Department of Natural Resources and Parks, Solid Waste Division searches their website or uses one of the online search engines, Google or Bing.

**Digital Voicemail**

Digital voicemail generated by the Lync system is searchable using Outlook and KC ERMS advanced search tools.

**Email**

The primary method of searching for email messages reported was Outlook’s native search functionality. Other methods included:

* Department of Adult and Juvenile Detention employees search their own folders utilizing the search function in Windows. Documents are then forwarded to the Public Records Coordinator for review. KCIT creates a copy of the employee’s entire Outlook and personal drives. The 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 ERMS.
* OCR/Ethics/Public Records Program/Board and Commissions uses Outlook search tools and KC ERMS advanced search tools.
* Risk Management searches claim related email in the electronic claim file. Non-claim related county email messages are located using "advanced search" techniques in Outlook.
* The Hearing Examiner does a text search in the Legal Files database.
* Judicial Administration does automated searches.
* GovDelivery allows Department of Transportation staff to search distributed email messages based on date, keyword, and subscriber list and in Road Services the Road Alert database.

**Emergency Alert System**

Office of Emergency Management search records from the Emergency Alert System by hand.

**Electronic Newsletters**

Department of Community and Health Services retains all issues of their E-newsletter in an active file.

For the Council District office E-newsletters are available online or via Windows Search of a network drive. Public Health uses Constant Contact and a shared drive to search their E-newsletters.

**E-Appeals**

The Hearing Examiner and Board of Appeals staff members search the hard copy files. The database also contains reporting and searching functions, which may be utilized once the system is fully implemented.

**Facebook**

Agencies search for Facebook posts by using PageFreezer archives either manually or using the native search functions. They also manually review Facebook posts since Facebook has no keyword search functionality or manually search through the PDF screenshots of Facebook pages. Since the Prosecuting Attorney’s Office uses Facebook for investigative purposes they locate and search the relevant case file when required to retrieve Facebook records. Department of Transportation, Rideshare operations also maintains their Facebook posts in OneNote. DOT Transit, Market Development maintains their Facebook posts in an Excel spreadsheet.

**Flickr**

Most agencies who reported posting photographs on Flickr use Flickr’s built in search functionality. DNRP, DOT and DES agencies also search either an offline photo archive or the original photographs when necessary.

**Google+**

DNRP, Parks searches their Google+ profile.

**Granicus**

Videos stored in Granicus are searchable vie the vendor’s website by program name, keyword, or manually.

**Insite/Legisearch**

Insite is a publicly accessible tool for searching to proposed and enacted legislation, ordinances and motions, as well as other legislative materials such as meeting agendas, minutes and videos.

**Instagram**

Photos posted on Instagram are searchable by date. Since the Prosecuting Attorney’s Office uses Instagram for investigative purposes they locate and search the relevant case file when required to retrieve Instagram records.

**Intranet Quorum Constituent Management System**

The Legislative Branch relies on Intranet Quorum Constituent Management System’s built in search functionality.

**King County Television: Cable Chanel 22**

Videos are searchable through the Granicus system using program name, keyword or manually.

**LinkedIn**

The Business Resource Center has no plan for searching their postings on LinkedIn. KC News searches LinkedIn for posts. Since the Prosecuting Attorney’s Office uses LinkedIn for investigative purposes they locate and search the relevant case file when required to retrieve LinkedIn records.

**MySpace**

Since the Prosecuting Attorney’s Office uses MySpace for investigative purposes they locate and search the relevant case file when required to retrieve MySpace records.

**MyState USA**

Office of Emergency Management uses MyState USA’s search tool for subject, sender, date and time but not content.

**Pinterest**

Pinterest albums are searchable on Pinterest.com.

**RPIN.org**

Administrator can view all recent posts (within 2-week window). Authoring agencies are responsible for accuracy and record keeping of their posts.

**Smart911.com**

Smart911.com provides a voluntary public safety profile that provides personal life-safety information to call takers and emergency responders when 9-1-1 is dialed from a registered phone number. The Office of Emergency Management does not know if there is any search functionality for this system.

**Storify**

KC News searches Storify as necessary.

**Text Messages**

The system used by Public Health and GovDelivery used by the Department of Transportation provide search functionality. No other agencies that reported using text messages have a search strategy.

**Twitter**

Some agencies reported doing searches for tweets using PageFreezer, manually on Twitter.com or using search engines like Google and Bing. Others report that Twitter has no search functionality for their posts. The Department of Natural Resources and Parks, Water and Land Resources Division, Local Hazardous Waste reports that they search for tweets in files kept on a county server. The Prosecuting Attorney’s Office retains their tweets in Word documents that are searchable. Public Health retains PDF files. Department of Transportation, Ride Share Operations uses OneNote which provides search functionality.

**Video/Teleconference**

The system used by the Hearing Examiner, Legal Files, provides search functionality.

**Vimeo**

The Executive’s Office and Pubic Health searches Vimeo for needed records.

**Website**

Agencies who reported using a website search either their source documents or searches Sitecore or PageFreezer.

**YouTube**

Manual searches through videos posted on YouTube as well as searching using YouTube’s search functionality. KCTV also searches scripts maintained as Word documents. Since the Prosecuting Attorney’s Office uses YouTube for investigative purposes they locate and search the relevant case file when required to retrieve YouTube records.