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**2016 Public Records Committee (PRC)**

**Digital Communication Technology Report**

**March 2016**

**Prepared by**

**Records and Licensing Services Division**

**Approved by the 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.

The Records Management Program of the Department of Executive Services’ Records and Licensing Services Division continues working toward establishing records management best practices in King County through the countywide records management initiative process, which provides the records management foundation of training and tools necessary for county agencies to implement records management best practices.

**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 the 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 enhance customer services by facilitating 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, and various social-media technologies, are used to:

* communicate with, 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, alerts, and emergency communications;
* market county services;
* facilitate media relations;
* conduct investigations;
* recruit for open positions; and
* share photographs, historical documents, posters and graphics.

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

**Retention of records of digital communication**

A variety of records retention methods are used to retain records generated by digital communications technologies, including social media. These methods range from contracting retention through a social media vendor, relying on tools native to the social media site or digital communication technology, 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 create records using digital communications technologies or 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. 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. Twenty-six offices completed the records management foundation work of the records management initiative in 2015 which added 328 new KC ERMS users. An additional 15 offices are in progress. Six-hundred-eight-seven county employees from 14 agencies attended 180 sessions of the three records management initiative training classes in 2015. 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 Executive Policy, INF 15-4 (AEP) Management of King County Public Records, which became effective July 31, 2015, <http://www.kingcounty.gov/operations/policies/aep/informationaep/inf154aep.aspx>.

**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 presents 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 as the King County Records Management Program works to progress the county on the records management maturity model. 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.

Storing County records with third-party service providers, which may include social media tools as well as Saas and hosted applications, pose risks to the records--including accessibility, security, storage location, retention, and ownership of records.  To address these risks the Records Management Program:

* Incorporated digital communications considerations into the Records Management Initiative’s *Setting the Records Straight* training class;
* devoted the February 2015 issue of RM Monthly to the management of digital communication records including email, text messaging and records created from the use of social media tools; and
* developed *Text Messages as Public Records.* This document provides guidance on records management issues to consider when using text messaging to conduct county business.The guidance document was distributed countywide by the County’s Administrative Officer in April and is available on the Archives, Records Management, and Mail Services intranet site, <http://kcweb.metrokc.gov/archives/pubs/guides/Text-Messages-As-Public-Records.pdf>.

There is an ongoing need countywide for education on records management best practices and records retention requirements, which are being 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**

**Uses of Digital Communications Technologies**

**911 Calls:** KCSO 9-1-1 Communications receives 911 calls for communication purposes.

**Animoto:** KCIT uses this third party vendor for creating and editing department videos.

**bitley:** bitley is a URL shortening services used by the departments of Assessments and Executive Services.

**Blogs:** Blogs are used to share news and information and for Metro provides commute time transit service updates for customers. These blogs are developed using WordPress software.

**Bullhorn Reach:** The Department of Adult and Juvenile Detention uses Bullhorn Reach as a recruitment tool.

**Citations:** The King County Sheriff’s Office uses Citations for patrol operations.

**Computer Aided Dispatch (CAD messaging) system:** The CAD messaging system is used by the King County Sheriff’s Office for internal communications.

**Delicious:** The Department of Executives Services Director’s Office uses Delicious for RSS news feeds.

**Digital Advertising:** The Department of Transportation uses outside vendors to advertise digitally for general market awareness.

**Doodle:** The Department of Executive Services Director’s Office uses Doodle to assist with polling and scheduling meetings. The Department of Transportation Marine Division uses Doodle to survey employees for the best time to conduct crew training.

**eAppeals:** The Board of Equalizations/Appeals uses eAppeals to allow the public to research property values and file appeals online. <https://blue.kingcounty.gov/assessor/eappeals/Index.aspx>

**Electronic Newsletters:** The number of King County agencies reporting the use of electronic newsletters decreased this year. Electronic newsletters are used to provide news and information internally to county staff and for general communication with, customers, partners, and the public. These are usually distributed via email or on websites.

**Email:** Email is a widely used communication tool 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.

**Eventbrite:** The Department of Executive Services uses Eventbrite to send event invitations and manage audiences.

**Facebook:** The departments of Assessments, Community and Human Services, Elections, Executive Services, Information Technology, Natural Resources and Parks, Public Health, and Transportation as well as the Executive’s Office, Legislative Branch, the Prosecuting Attorney, and Sheriff’s Office use Facebook to communicate and interact with the public, share news and information, promote the missions and goals of various King County programs, employee engagement and education, public outreach, customer services, media relations, general marketing awareness and to engage with volunteers. The Prosecuting Attorney uses Facebook for investigative purposes.

**Flickr:** Flickr is used by the departments of Executive Services, Information Technology, Natural Resources and Parks, Public Health and Transportation as well as the Executive’s Office to for public outreach, to share photographs internally and externally with the public, and to provide news and information about county services.

**For the Record:** For the Record is used to record Hearing Examiner’s Proceedings.

**Gmail:** 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 allows the migration committee members in DAJD convenient way to communicate with eGov members, who are assisting with the migration with their expertise. 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 it's website to better serve the public.

**Google+:** Google+ is a social networking and identity service used by the Department of Natural Resources and Parks, Parks Division to disseminate timely news, information and alerts.

**GovDelivery:** GovDelivery is used by various county agencies to communicate with the county residents, communicate with public about county services and for outreach purposes, send time-sensitive text messages to subscribers about bus delays, communicate with employees and the media, to host electronic newsletters and to push information to stakeholders.

**GPS:** The Sheriff’s Office 9-1-1 Communications uses GPS for automatic vehicle location.

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

**Indeed:** The Department of Adult and Juvenile Detention uses Indeed as a recruitment tool.

**Insite/Legisearch:** The Legislative Branch uses Insite to power Legisearch and 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 Executive Services, Information Technology, Natural Resources and Parks, Public Health, and Transportation for public outreach proposes, sharing photographs and videos, and promoting King County services and brand. The Prosecuting Attorney’s Office uses Instagram for investigative purposes.

**King County Television (KCTV) Channel 22:** KCTV provides live and taped video of public meetings, media events, and pre-produced video content on cable channel 22 and through streaming video using the ROKU streaming device. King County TV Cable Channel 22 provides a transparent view into the operations of County government and the issues affecting our region.

**LinkedIn:** The departments of Adult and Juvenile Detention, Executive Services, and Information Technology use LinkedIn for recruitment, employee communications, sharing news and information about county services, and engage with the public. The Prosecuting Attorney’s Office uses LinkedIn to post positions and to communicate with witnesses.

**LocalScape GIS Portal:** The Department of Assessments uses LocalScape GIS Portal on its website to communicate with the public.

**Lync/Skype for Business:** Lync, transitioned to Skype for Business in 2015, is the county’s digital voice system. This system captures digital voicemail messages sending them to the user’s Outlook email inbox; allows for instant messaging between users; and allows for online meetings, conference calls and remote technology support. Most agencies reporting the use of Lync instant messaging report it is used for brief non-substantive 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. The Sheriff’s Office pulls log reports from Lync’s backend logging functions.

**MySidewalk:** The Department of Information Technology uses MySidewalk as a public engagement website to ask questions and gather feedback on county initiatives and projects.

**Myspace:** The Prosecuting Attorney’s Office uses Myspace for investigative purposes.

**MyState USA:** MyState USA is used by the Department of Judicial Administration to text general announcements to staff.

**NeoGov:** NeoGov is used for recruiting with job postings and employment application review.

**Nextdoor:** The Department of Executive Services and the Executive’s Office use Nextdoor for public engagement, emergency communications and to share news and information about county services with specific geographic locations.

**Periscope:** The Department of Public Health uses Periscope to communicate with the public.

**Photographs:** The Sheriff’s Office uses cell phones to take photographs that are included in case files or booking arrest records.

**Pinterest:** The departments of Executive Services (Archives) and Natural Resources and Parks (Parks) use Pinterest to post photographs for outreach purposes, share photographs with the public, and as a customer service.

**Prezi:** The Department of Information Technology uses Prezi for presentations.

**Radio Recordings:** KCOS records radio communications.

**Road Alerts:** The Department of Transportation uses Road Alerts to alter the public about road closures.

**RPIN/AlertSense:** The Office of Emergency Management uses RPIN, an opt-in public alert and notification system used by multiple agencies across King and Snohomish counties, for emergency communications with the public. Texting capability includes email and mobile devices.

**SharePoint:** SharePoint is used for internal communications, staff collaboration on projects and documents and as a document storage library.

**Sliderocket:** Sliderocket is used by the Department of Information Technology for presentations.

**Socrata:** The Department of Executive Services uses Socrata for data management as a storage mapping tool.

**Storify:** Storify, used by the departments of Executive Services and Information Technology, allows multiple social media posts to be aggregated and shared for information and education purposes.

**SurveyMonkey:** SurveyMonkey is used for public, employee, and partner, surveys.

**Tagboard:** Tagboard is used to collect posts about King County from across social media and sharing news and info about county services.

**Tandberg video system:** Tandberg video system is used by both the superior and district courts for interoffice meetings.

**Text messages:** Text message are used for public and staff communications.

**Tumblr:** Tumblr is used by the Department of Executive Services for employee communications and by the Department of Transportation sharing information with the general public and followers.

**Twitter:** Twitter is used to communicate and interact with the public and constituents, share information and ideas, promote activities and events, post jobs, media relations and news releases, emergency notices, employee engagement and education, customer service, event promotion, communicate transit disruptions and status.

**Video Recordings:** The Department of Adult and Juvenile Detention uses digital videos for facility security surveillance and monitoring jail activity. The Sheriff’s Office uses cell phones, dash cameras, and helicopters to for digital recordings for case files.

**Vimeo:** Vimeo is a video-sharing website to which users can upload, share and view videos. It is used for communicating with public, sharing videos, and providing news, information, and alerts. Vimeo is used by the departments of Assessments, Executive Services, Information Technology, Natural Resources and Parks, Public Health, and by the Executive’s Office.

**Volgistics:** The Department of Executive Services Records and Licensing Services Division Regional Animal Services of King County uses Volgistics for volunteer management.

**Websites:** County agencies use both internal (intranet) and external (internet) facing websites.

Intranet sites are used to provide information about internal services, communicate with staff and internal customers, provide forms and training resources, and announce events. Internet sites are used to provide information about County services and programs, receive and respond to customer service requests, and post public meeting notices. The Department of Adult and Juvenile Detention uses websites to provide information about inmate housing, charges, and communication options; general information on DAJD history, statistics, news, PREA (Prison Rape Elimination Act) as well as resources for former inmates returning to the community. The Department of Assessments uses its website to provide information to the public about property value processes and to report personal property business assets for tax purposes. The District Court provides information, forms, and contact information for its various locations, posts court calendars daily with master calendars posted 90 days in advance. The District Court’s website provides links to online payments and other criminal justice agencies. The Department of Elections uses its website to push general information, voting instructions, election results both current and historical, voter’s guides, contact information, as well as news and events. The Legislative Branch provide news, legislative materials, King County Code, committee information and agendas, issue focused content, and a portal to councilmembers and independent agencies on its website. The Council Districts use the Intranet Quorum Constituent Management System to respond to constituent inquiries, refer constituent inquires to other agencies, track history of constituent correspondence. 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, CPO oversight reports, videos of presentations; 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; and advertise employment opportunities. The Department of Transportation provides information about Metro and Water Taxi services including schedules and rider information on its websites.

**WordPress:** The Department of Executive Services uses WordPress for employee engagement, outreach, education and emergency communications.

**Wufoo:** The Department of Executive Services Finance and Business Operations Division Employee Giving Program uses Wufoo for nonprofit applications.

**YouTube:** YouTube is used for communication across county government and with the public, partners, and stakeholders to conduct county business and share information. The Prosecuting Attorney’s Office uses YouTube for investigative purposes.

**Appendix C**

**Methods of Records Retention**

**911 Calls:** Records related to 911 calls are retained by the KCSO Communications Center.

**Animoto:** The third-party-vendor stores the videos created and edited using Animoto.

**bitly:** The Department of Assessments captures bitly urls via screenshot and maintains an Excel spreadsheet for social media links. The Department of Executive Services records created in bitly are stored by the vendor in the user’s account.

**Blogs:** Records created in WordPress are stored by the vendor in the user’s account. Records of blogs that are stored on websites are captured in PageFreezer.

**Bullhorn Reach:** No retention method reported.

**Citations:** Digital citations are retained in the Statewide Electronic Collision and Ticket Online Records (SECTOR) database.

**Computer Aided Dispatch (CAD messaging) System:** Records are maintained in the KCSO Communications Center CAD system.

**Delicious:** Records created in Delicious are stored by the vendor in the user’s account.

**Digital Advertising:** Hard copies of advertisements are retained by the agency.

**Doodle:** Records created in Doodle are stored by the vendor in the user’s account.

**eAppeals:** eAppeals records are stored on in the database and are also printed on paper.

**Electronic newsletters:** Electronic newsletters are stored on county network drives, in SharePoint, filed into KC ERMS and stored with vendors (GovDelivery and Constant Contact).

**Email:** Email messages are stored in users email inboxes on the county’s Exchange Server, as Outlook .pst files on network drives, or filed in the King County Electronic Records Management System (KC ERMS). Records of email messages sent or received on outside systems (GovDelivery, MyState, and RPIN) are stored by the vendors. The Ombudsman retains email messages related to case work are stored in the Ombudsman Case Management System database.

**Eventbrite:** Records created in Eventbrite are stored by the vendor in the user’s account.

**Facebook:** Records created on Facebook are stored by the vendor in the user’s account. The Department of Assessments takes a screenshot and removes posts from the general public that violate the social media guidelines. Some agencies periodically make PDF copies of their Facebook pages and store them on county servers. Other agencies rely on PageFreezer to capture Facebook pages on a daily basis.

**Flickr:** Records created in Flickr are stored by the vendor in the user’s account.

**For the Record:** 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

**Gmail:** Emails sent via Gmail are retained by the user.

**Google+:** Records created in Google+ are stored by the vendor in the user’s account.

**GovDelivery:** Records created in GovDelivery are stored by the vendor in the user’s account. The Council posts HTML versions of its newsletters online and stores them on a local drive.

**GPS:** KCSO 9-1-1 Communications Center retains automatic vehicle locations records.

**Granicus:** Records created in Granicus are stored by the vendor which is under contract to King County.

**Indeed:** No retention method reported.

**Insite/Legisearch:** Records are stored by Granicus, which is under contract to King County and in hard copy by the Clerk of the Council.

**Instagram:** Records created in Instagram are stored by the vendor. Agencies retain original photographs internally. PAO which stores relevant materials in corresponding case files.

**King County Television (KCTV) Channel 22:** Video produced by KCTV is stored by Granicus, which is under contract to King County.

**LinkedIn:** Records created in LinkedIn are stored by the vendor in the user’s account. The PAO retains records in the relevant project or case file.

**LocalScape GIS Portal:** The Department of Assessments stores these records on an Oracle server.

**Lync/Skype for Business:** Digital voicemail messages generated by the Lync system are sent to individual user’s email inboxes and retained on the county’s Exchange Server, as Outlook .pst files on network drives, or filed in the King County Electronic Records Management System (KC ERMS). Instant messages are not retained by the Lync/Skype for Business system.

**MySidewalk (formerly MindMixer):** Records created in MindMixer are stored by the vendor in the user’s account.

**Myspace:** My Space records generated by the PAO are stored in the relevant case files.

**MyState USA:** Records created in MyState USA are stored by the vendor in the user’s account.

**NeoGov:** Records created in NeoGov are stored by the vendor in the user’s account. The County’s NeoGov online job application system retains employment applications for 3 years. Applications for individuals hired should be printed and retained in the employee’s personnel file to meet retention requirements.

**Nextdoor:** Records created in Nextdoor are stored by the vendor in the user’s account.

**Periscope:** Records created in Periscope are captured by Katch.me.

**Photographs:** KCSO relies on the individual deputies to attach photographs taken with their cell phones to the relevant case files or to send them to the photo lab. Booking photographs are stored in the Crime Reduction Image Management Enhancement System (CRIMES).

**Pinterest:** Records created on Pinterest are stored by the vendor in the user’s account.

**Prezi:** Records created in Prezi are stored by the vendor in the user’s account.

**Radio Recordings:** KCSO stores radio recordings in their Computer Aided Dispatch (CAD) system.

**Road Alerts:** Road alerts are stored in GovDelivery.

**RPIN/AlertSense:** Records created in AlertSense are stored by the vendor in the user’s account.

**SharePoint:** Records created in or uploaded to SharePoint are retained in SharePoint or are downloaded and filed on network drives or in KC ERMS.

**Sliderocket:** Records created in Sliderocket are stored by the vendor in the user’s account.

**Socrata:** Records created on Socrata are stored by the vendor in the user’s account.

**Storify:** Records created on Storify are stored by the vendor in the user’s account.

**SurveyMonkey:** Records created on SurveyMonkey are stored by the vendor in the user’s account.

**Tagboard:** Records created on Tagboard are stored by the vendor in the user’s account.

**Tandberg Video System:** Numbers listed on speed dial for conference rooms.

**Text Messages:** Most agencies use text messages only for transitory records—records with no retention value—and do not store text messages. Other agencies rely on their service provider to store text messages. Text messages generated by MyState are stored by the vendor.

**Tumblr:** Twitter: Records created on Tumblr are stored by the vendor in the user’s account.

**Twitter:** Records created in Twitter are stored by the vendor in the user’s account. Some agencies make and store PDF screen prints as needed. The Department of Community and Human Services takes screenshots and stores them for six years. The Executive’s Office and Department of Information Technology rely on Page Freezer to capture and store their tweets.

**Video Recordings:** KCSO relies on individual deputies to attach videos taken on their cell phones to the appropriate case file in RMS. Videos taken with dash cameras are stored on hard drives, DVD’s, or onsite. Videos taken by helicopters is streamed unless needed for case file documentation, at which time it is recorded and submitted into evidence, with Case File (RMS) or published to Air Support YouTube account. The Department of Adult and Juvenile Detention retains their videos for the 90 day retention period.

**Vimeo:** Records created on Vimeo are stored by the vendor in the user’s account. The Department of Assessments retains copies on their internal site and backs them up with their video vendor, Cardinal Media.

**Volgistics:** Records created on Volgistics are stored by the vendor in the user’s account.

**Websites:** Many county agencies rely on PageFreezer to capture screenshots of their websites. Records used to supply content for websites are stored on county servers. The Intranet Quorum Constituent Management System, used by the Legislative Branch, is stored within a locally hosted Oracle database. The Department of Assessments uses an Oracle database to store the records used to report personal property business assets that it collects for tax purposes.

**WordPress:** Records created on WordPress are stored by the vendor in the user’s account.

**Wufoo:** Records created on Wufoo are stored by the vendor in the user’s account. PDFs and CSVs are stored onsite.

**YouTube:** YouTube is a video-sharing website which is accessible to the public. YouTube stores uploaded videos. Agencies also store videos on county websites and servers. The PAO stores some videos in the relevant case files. The Legislative Branch retains videos in the KCTV archives.

**Appendix D**

**Search Methods Used**

**911 Calls:** KSCO Communications Center conducts searches via the Computer Aided Dispatch (CAD) system.

**Animoto:** Animoto is searched using the vendor’s search tool.

**bitly:** bitly is searched using the vendor’s search tool.

**Blogs:** Agencies that use WordPress to create their blogs rely on the search tools provided by WordPress. Other agencies rely on Google to search their blogs. Some blogs are captured by PageFreezer.

**Bullhorn Reach:** No search methods reported.

**Citations:** Records are searched using the SECTOR system.

**Computer Aided Dispatch (CAD messaging) system:** The King County Sheriff’s Office Communications Center staff search the Computer Aided Dispatch (CAD) system.

**Delicious:** Delicious is searched using the vendor’s search tool.

**Digital Advertising:** Marketing group searches their records.

**Doodle:** Doodle is searched using the vendor’s search tool.

**eAppeals:** The Board of Equalizations/Appeals retains hard copies and searches those files. KC ERMS is used to search for records that have been sent to inactive storage.

**Electronic Newsletters:** Electronic newsletters are searched by email address, subject, date, content, and keyword in Outlook, KC ERMS, and SharePoint.

**Email:** Searches for email messages are done in Outlook or KC ERMS by file number, subject, content, date, user and sender. The majority of agencies rely on Outlook search tools. Agency that store email messages in investigation files or case files also search those files. Agency that store email messages in GovDelivery search that database.

**Eventbrite:** Eventbrite is searched using the vendor’s search tool.

**Facebook:** Most agencies report doing Facebook searches; while other search Facebook posts in PageFreezer. The PAO locates and searches the relevant case file. Metro Transit reports downloading Facebook insights and data into an Excel file and search that file.

**Flickr:** Flickr is searched using the vendor’s search tool. Some agencies store photos that are posted on Flickr on county servers and search those files internally.

**For the Record:** The Hearing Examiner uses Legal Files file search.

**Gmail:** Employees search their Gmail folders.

**Google+:** No search method reported.

**GovDelivery:** GovDelivery is searched using the vendor’s search tool.

**GPS:** KCSO Communications Center performs searches in GPS system.

**Granicus:** Videos are searchable via the website by program name, keyword, or manually.

**Indeed:** No search method reported.

**Insite/Legisearch:** Insite is a publically accessible tool for searching materials provided through Legisearch using these tools.

**Instagram:** Instagram is searched using the vendor’s search tool. Some agencies also store photographs of hard drives or network servers and search using standard Windows tools. The Prosecuting Attorney’s Office searches relevant case files.

**King County Television (KCTV) Channel 22:** Records are stored with Granicus which is manually searched using the vendor’s search tool.

**LinkedIn:** LinkedIn is searched using the vendor’s search tool. The Prosecuting Attorney’s Office locates and searches relevant files.

**LocalScape GIS Portal:** Searches are conducted in the Oracle database.

**Lync/Skype for Business:** Searches for Lync voicemail messages are done in Outlook or KC ERMS by using Outlook or KC ERMS search tools. The King County Records Management Program encourages uses to enter information into the notes field to aid searching. The Ombudsman stores and searches for voicemail messages in the Ombudsman’s Case Management System. 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.

**MySidewalk (formerly MindMixer):** MySidewalk is searched using the vendor’s search tool. Information and comments posted on MySidewalk are also searchable through PageFreezer.

**Myspace:** The Prosecuting Attorney’s Office searches the relevant case file for My Space postings.

**MyState USA:** The Department of Judicial Administration search the message history as needed.

**NeoGov:** No search methods were reported.

**Nextdoor:** Nextdoor is searched using the vendor’s search tool.

**Periscope:** The Department of Public Health searches katch.me by date.

**Photographs:** The King County Sheriff’s Office searches the case file, their Photo Lab database, and/or the individual record holder does a search. KCSO Tech Services – AFIS Jail ID searches the CRIMES database for cases 1995 or later and Jail System for cases before 1995.

**Pinterest:** Pinterest is searched using the vendor’s search tool. Parks also searches their offline gallery using keyword searches.

**Prezi:** Prezi is searched using the vendor’s search tool.

**Radio Recordings:** KCSO Communications Center conducts searches via CAD system.

**Road Alerts:** The Department of Transportation Road Services Division search GovDelivery for Road Alerts records.

**RPIN/AlertSense:** RPIN/AlertSense is searched using the vendor’s search tool.

**SharePoint:** SharePoint is searched by subject, content, type, Meta data, date and user using SharePoint search tools.

**Sliderocket:** Sliderocket is searched using the vendor’s search tool.

**Socrata:** Socrata is searched using the vendor’s search tool.

**Storify:** Storify is searched using the vendor’s search tool.

**SurveyMonkey:** SurveyMonkey is searched using the vendor’s search tool.

**Tagboard:** Tagboard is searched using the vendor’s search tool.

**Tandberg video system:** No search methods were reported.

**Text Messages:** The message history on individual devices could be searched if messages were retained. Some vendors have limited short-term tools to pull text messages. The vendor used by Public Health has a web interface that retains and makes text messages searchable.

**Tumblr:** Tumblr is searched using the vendor’s search tool. The Department of Transportation searches the author of Tumblr posts files.

**Twitter:** Twitter is searched using the vendor’s search tool. Some agencies report that their tweets are captured by PageFreezer and are searching using that vendor’s search tools. Metro Transit keeps a record of their tweets in Excel which is searchable using standard Microsoft search tools.

**Video Recordings:** The Sheriff’s Office searches the relevant case files and/or the individual record holder searches their cell phone for videos. KCSO Air Support unit files and searches DropBox or One Drive for videos.

**Vimeo:** Vimeo is searched using the vendor’s search tools and on YouTube.

**Volgistics:** Volgistics is searched using the vendor’s search tools.

**Websites:** In general websites are searchable using online search tools such as Google and Bing. Many agency’s website are captured by PageFreezer which provides search tools. Others search SiteCore or their test server. Assessments uses Oracle to report personal property business assets which is searchable using Oracle tools. Intranet Quorum, used in the Legislative Branch, has built in search functionality.

**WordPress:** WordPress is searched using the vendor’s search tools.

**Wufoo:** Wufoo is searched using the vendor’s search tools.

**YouTube:** YouTube is searched using the vendor’s search tools. The Prosecuting Attorney’s Office searches the relevant case files. KCTV searches the Word file of the scripts.