



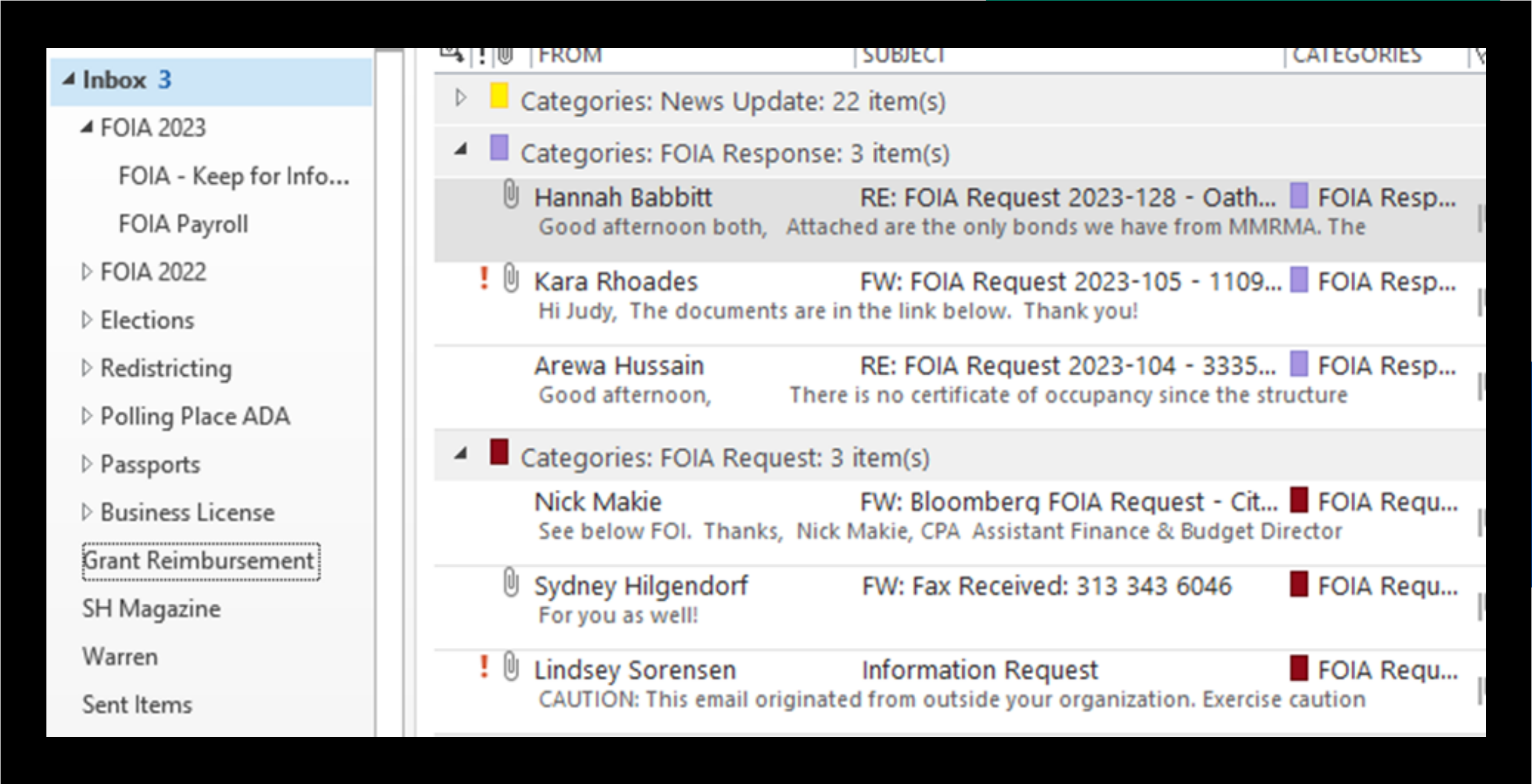
Judy McHale
City of Sterling Heights

Organizing and Managing **FOIA Requests**



Incoming FOIA Requests

Set two color categories in Outlook to designate incoming requests and departmental email responses



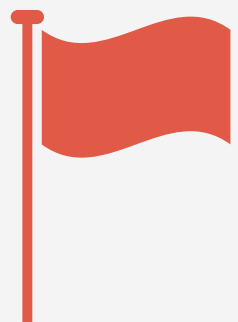
Incoming FOIA Requests



Set a rule in Outlook to have an alert sound when any email with "FOIA" arrives in the inbox



Designate folders in Outlook for FOIA emails and records retention



Flag incoming requests and process them all at once for convenience

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General Retention Schedule #24 City and Village Clerks		
Item Number	Series Title and Description	Total Retention
103	<u>Freedom of Information Act (FOIA) Requests</u> This file will document any requests for information or public records. They may include requests for information, correspondence, a copy of the information released, and billing information. Any written request for a public record is a Freedom of Information Act (FOIA) request, and a written request for information may be a FOIA request and should be handled as one. Each city or village is required by the FOIA to designate a FOIA Coordinator. This is not automatically the clerk, but it may be the clerk or another official or employee. Copies of FOIA requests and other records related to FOIA requests may be filed with the FOIA Coordinator's records or maintained in a central administrative file.	CR+1



FOIA Calendar

- Mark FOIA number in **red** on due date and change to black font when completed
 - Set styles in toolbar for easier marking
- If a fee is due, add \$\$ after the FOIA number
- If a Good Faith Deposit is received, then move it to the new due date
- If an extension is requested, add XX after the number and add it to the new due date

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
30		1	2	3	4	5	6	
		106	107 108 109			110		
7		8	9	10	11	12	13	
		111 112 113 114 115 116	117 118 119 120 121		122 123 124 125 127	126 129		
14		15	16	17	18	19	20	
					128			
21		22	23	24	25	26	27	
					127XX			
28		29	30	31	1	2	3	
			121					
4	5	Notes						

Logging FOIA Requests

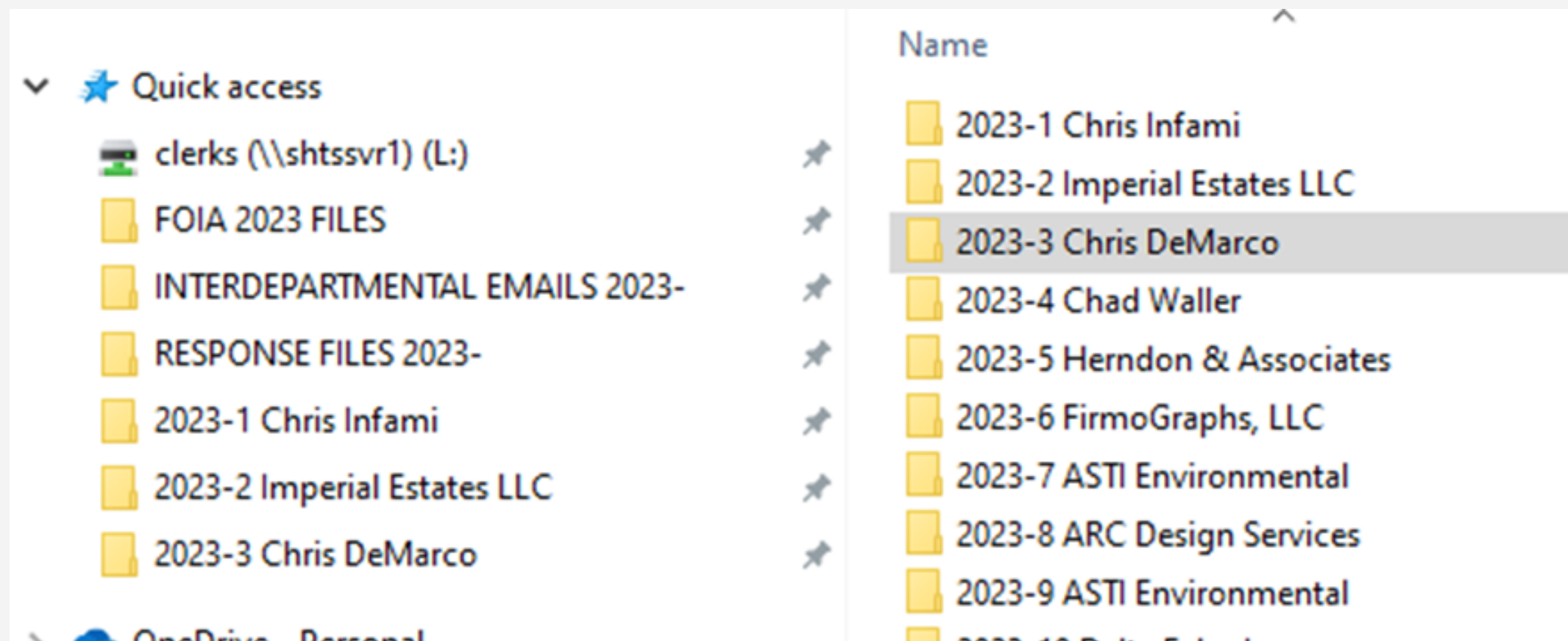


	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	Q	R	S	T	U
	Note	Subject Template	FOIA #	Method Received	Who Received	Date Received	Response Date	Delivery Method	Requester	Company/Requester	Subject	Description	Recipients	Department	Fulfilled/Closed/Appeal Deadline	Granted	Fee Sheet	Denied	Denied In Part	Extended
1																				
2		FOIA Response 2023-1 - Police/Fire Records - 11474 E 15 Mile & 3810 17 Mile Rd, Suite 1	2023-1	Email	FOIA Email	1/3/2023	1/6/2023	zuchinefais@zaha.com		Chris Infami	Police/Fire Records - 11474 E 15 Mile & 3810 17 Mile Rd, Suite 1	Police/Fire reports, log book entires, emedic reports, 911 call sheets, incident, case reports, dispatch logs, search warrants, etc; 11474 E 15 Mile & 3810 17 Mile Rd, Suite 1; December 2022	Kevin Edmond, Fire Chief [->Police]	Fire, [->Police]				X		
3		FOIA Response 2023-2 - Delinquent water bills/Red tagged properties	2023-2	Email	FOIA Email	1/3/2023	1/10/2023	info@imperialwater.com	Abdel Ibrahim	Imperial Estates LLC	Delinquent water bills/Red tagged properties	Properties with water shut notice or delinquent water bills within the past 30 days, Properties that are red tagged, not permitted for occupancy within the past 30 days	Nick Makie, Assistant Finance Director Kevin Edmond, Fire Chief	Water Billing, Fire		X				

- Add filters to help locate common requests
- Red font for open requests and black font to mark completed requests
- Add hyperlinks to the FOIA Calendar and the FOIA files folder for easy access while working in the spreadsheet
- Concatenate the "subject template" (column B above) and use to copy into email subject line when distributing FOIA requests
 - HINT: change the word Request to Response after it has been sent to departments - as both a reminder that you have distributed it out and it is ready for the response email to requester
- Requester's email address as a hyperlink for delivering documents
 - When you send the response, you can create the email by clicking on the link and then copy and paste the data field into the subject

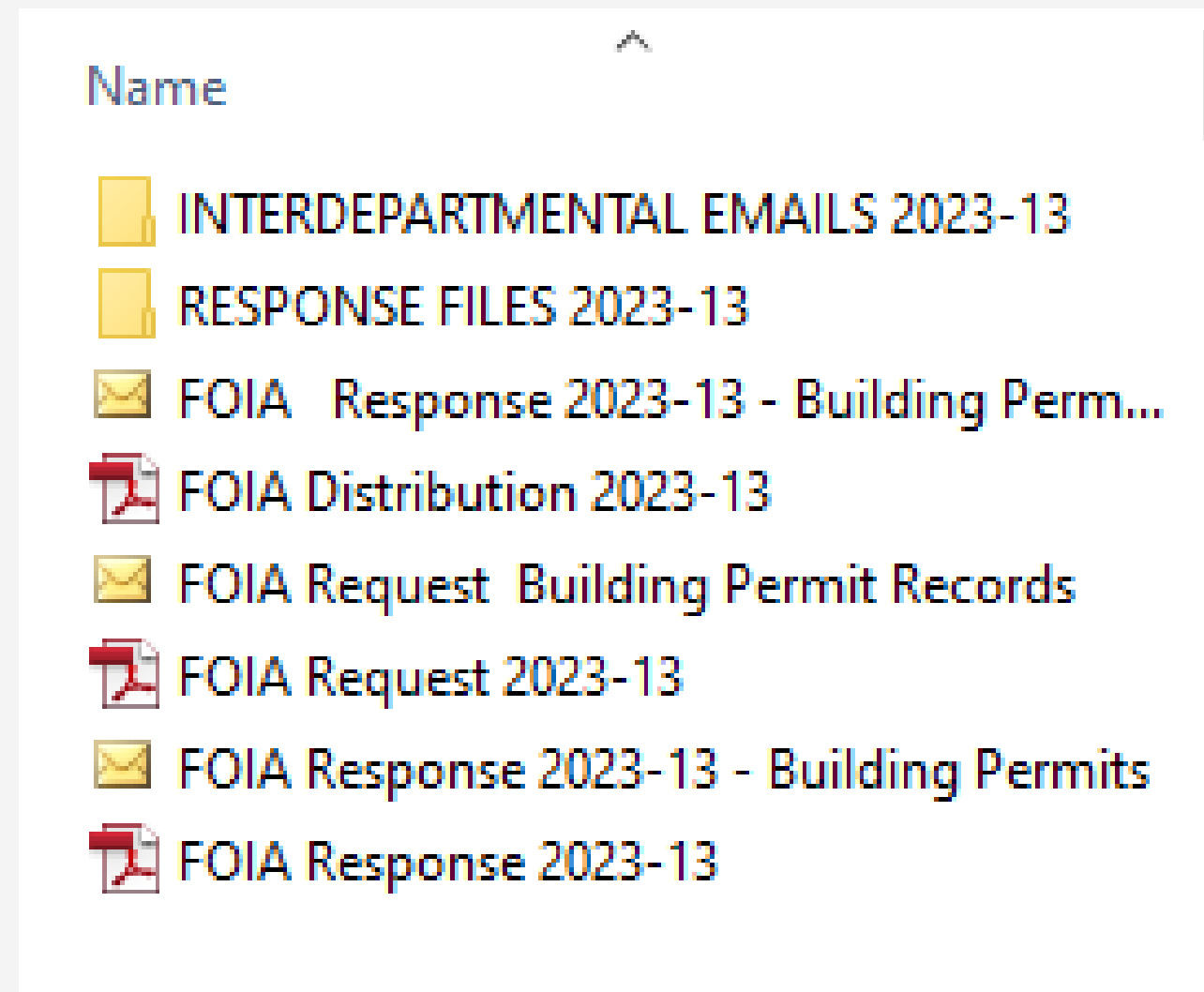
Organizing Files

- Pin FOIA folders to quick access and remove them as they are completed
- Pin an empty INTERDEPARTMENTAL EMAILS and RESPONSE FILES folders to quick access so you can drag them into each FOIA folder as needed

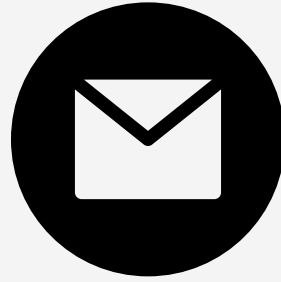


Organizing Files

- Have a folder structure for each request - file names with FOIA number and requester name
 - Request Email thread (if received by email)
 - FOIA Request Form
 - FOIA Distribution Memo
 - Distribution email to departments
 - Interdepartmental emails folder
 - Rename to add the department name
 - Response files folder
 - All files received from departments that will be included in response
 - FOIA Response Form
 - Response email sent to the requester



Outgoing FOIA Responses

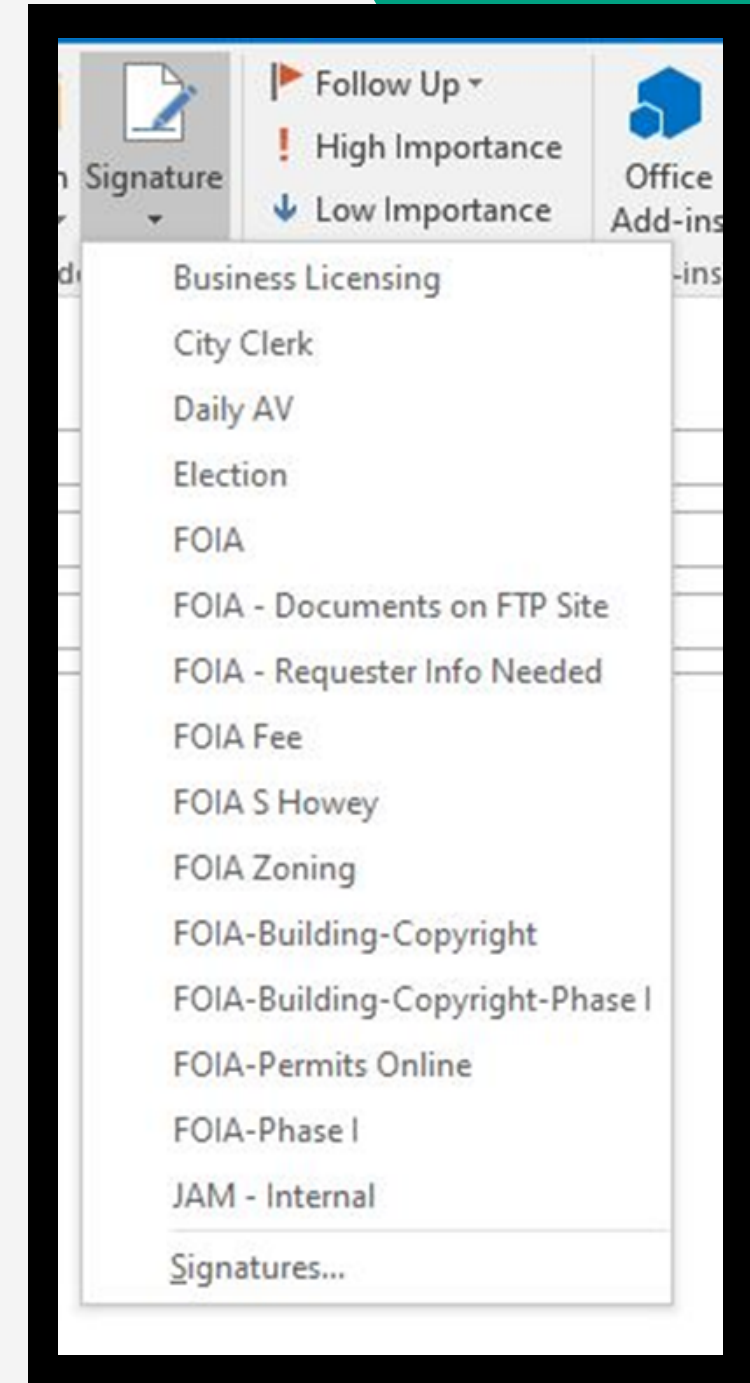


Use logging spreadsheet to copy and paste subject field and email address for creating the emailed response

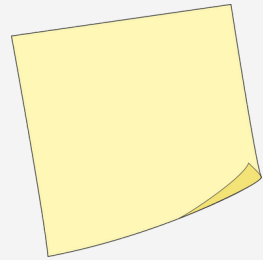


Use preset signatures with common responses

- Regular FOIA response
- Documents of FTP site
- Requester info required
- Fee required
- Send to website for zoning map, permits, etc.
- Building department microfilm for viewing; copyright statement



Helpful Tips

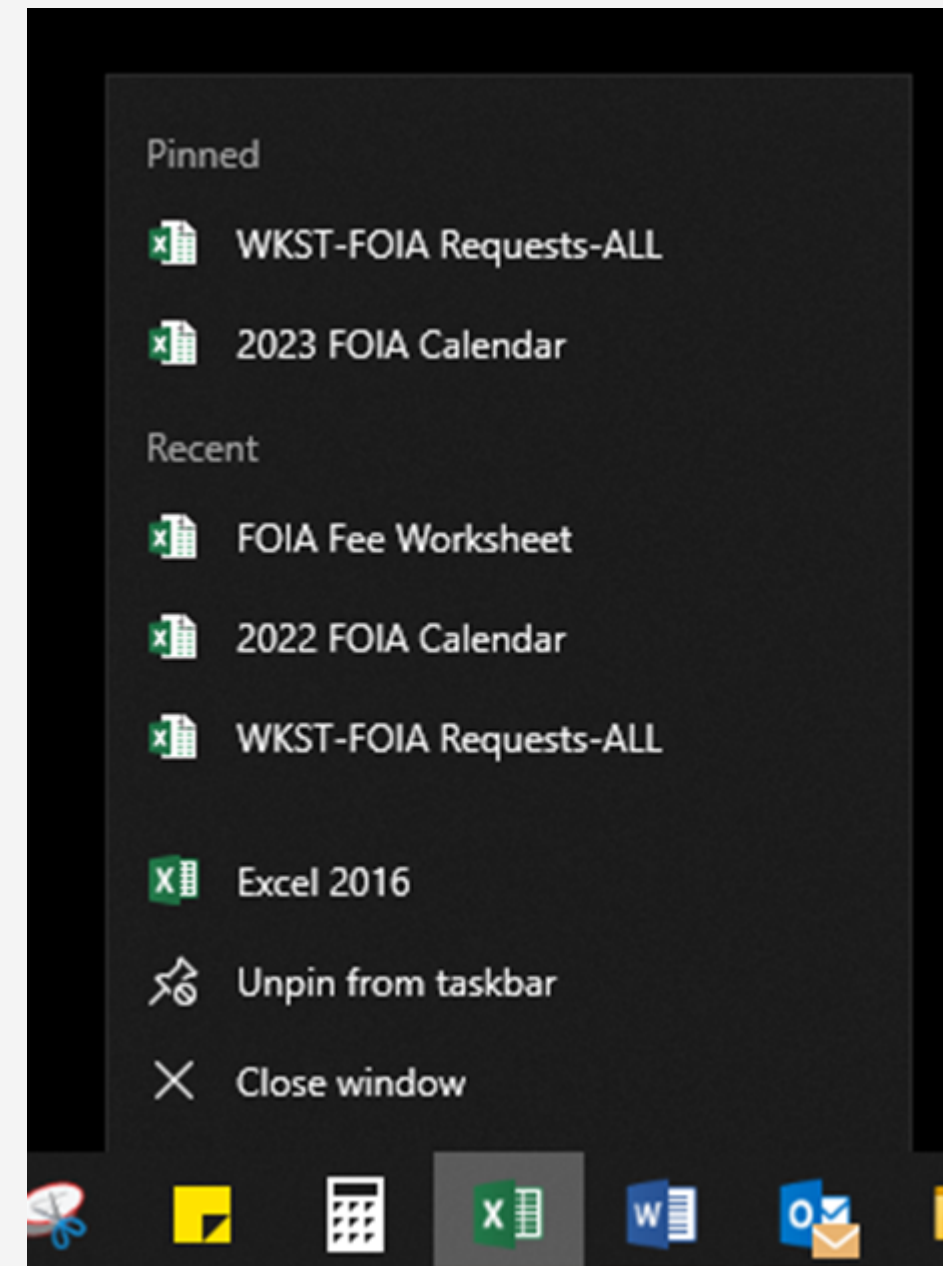


Use Sticky Notes app to keep common verbiage available

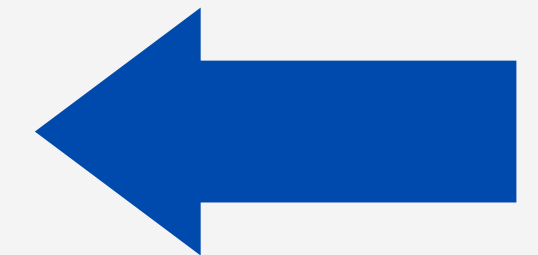


Use a spreadsheet for easier calculation of fees and to create a fee sheet to send to requester

	A	B	C	D	E	F	G	H	I	J	K
1	FREEDOM OF INFORMATION ACT FEE ITEMIZATION										
2	Fringe Benefit Multiplier x Applicable Hourly Rate			Total Labor Charges Per Hour			FOIA Response 2023-39 33162 Sterling Ponds Boulevard				
3	144.20%	x	\$29.03	Assessing	\$41.86	per hour for	Assessing				
4		x				per hour for					
5		x				per hour for					
6		x				per hour for					
7	Labor costs for searching for, locating, and examining public records in order to fulfill a granted written request			0.5	hours x	\$41.86	per hour	Assessing		\$20.93	
8					hours x		per hour				
9					hours x		per hour				
10					hours x		per hour				
11				(Increments of 1/4 of an hour rounded down)						plus	
12	If done by a City employee, labor costs directly associated with separating and deleting exempt information from nonexempt information ("redaction")				hours x		per hour				
13					hours x		per hour				
14				(Increments of 1/4 of an hour rounded down)						plus	
15	If done by a contractor, labor costs directly associated with separating and deleting exempt information from nonexempt information ("redaction")				hours x	\$56.70	per hour				
16					hours x		per hour				
17				Contractor: O'Reilly Rancilio P.C.							
18				(Increments of 1/4 of an hour rounded down)						plus	
19	Labor costs directly associated with duplication or publication, including making paper copies, making digital copies, or transferring digital public records onto non-paper physical media or through other electronic means				hours x		per hour				
20					hours x		per hour				
21				(Increments of 1/4 of an hour rounded down)						plus	
22					media x	\$5.95	per media				
23					media x		per media				
24				(Increments of 1/4 of an hour rounded down)						plus	
25					sheets x	\$0.05	per b&w sheet				
26	Actual total incremental cost of necessary duplication or publication for paper copies of public records, not including labor (8 1/2 x 11 and/or 8 1/2 x 14 only)				sheets x	\$0.10	per color sheet				
27					sheets x		per b&w sheet			plus	
28					sheets x		per color sheet				
29					sheets x		per color sheet				
30					sheets x		per color sheet				
31				(Increments of 1/4 of an hour rounded down)						plus	
32	Subtotal									\$20.93	
33											
34											
35											
36	Actual cost of mailing (may include least										



Pin frequently used FOIA documents on toolbar for easy access



Helpful Tips



Use word documents and mail merge of the excel logging spreadsheet to autofill as much information into the distribution and response documents for quicker processing



Make a habit of checking the FOIA Calendar and reviewing your files the night before so you can identify any missing departmental responses



If you are able, process all of the incoming requests at the end of the day and do them all at the same time

