



**Metro**

**GENERAL MANAGEMENT  
Public Document Disclosure Requests**

(GEN 12)

**POLICY STATEMENT**

As required by the California Public Records Act (CPRA), the Los Angeles County Metropolitan Transportation Authority (LACMTA) identifies and makes public documents available for inspection during regular LACMTA office hours; and provides copies upon request per CPRA standards.

The Records Management Center (RMC) coordinates responses to public requests to ensure that all requests are replied to in a timely and clear manner.


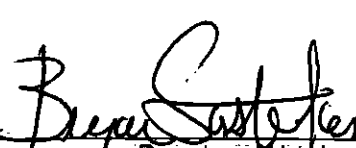
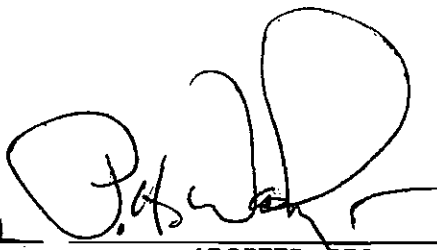
All requests to do research with transportation reference materials maintained by the LACMTA will be forwarded to the LACMTA Library.

**PURPOSE**

This procedure is designed to ensure that LACMTA responds to records requests from the public in a manner that is efficient, consistent with the CPRA, and protective of legitimately privileged or confidential information.

**APPLICATION**

This policy applies to all employees receiving public requests to review or obtain copies of agency records.

		
APPROVED: County Counsel or N/A	Department Head	ADOPTED: SEO

Effective Date: 3/14/19

Date of Last Review: \_\_\_\_\_



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#### **1.0 GENERAL**

All public requests for LACMTA records are to be submitted to the RMC. Requests received by other departments must be immediately forwarded to the RMC for disposition.

#### **2.0 PROCEDURES**

##### **2.1 Requests for Information**

All requests for public documents should be made using the online Public Records Request System (<https://records.metro.net/>). However, requesters may contact RMC for other ways to request public records.

Address: Records Management Center  
One Gateway Plaza  
Mail Stop 99-PL-5  
Los Angeles, CA 90012

Telephone: (213) 922-2333

Email: [rmc@metro.net](mailto:rmc@metro.net)

**Note:** Requesters are encouraged to search LACMTA's open records system to determine if a similar request has already been answered, if so, the documentation is likely to be available online via the system. Other online search tools include [boardagendas.metro.net](http://boardagendas.metro.net), [librarycat.metro.net](http://librarycat.metro.net), and [metro.net](http://metro.net) itself. LACMTA also operates a research library that can answer questions. It can be reached via [library@metro.net](mailto:library@metro.net).

##### **2.2 Receiving and Logging Requests**

The RMC receives and logs all document disclosure requests; and has ten (10) business days from the date LACMTA receives the written request to respond, in writing, to the requester.

##### **2.3 Information Availability and Requester Notification**

If the requested information is available, the RMC sends a written response to the requester within ten (10) business days from receiving the request at LACMTA, informing the requester of:

- document(s) availability or exemption;



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- expected date of requester's receipt; and
- applicable fees.

If the requested information requires additional time to locate and/or be further examined, and the original ten-day response limit will be exceeded due to "unusual circumstances" in accordance with Government Code §6256.1, then the LACMTA will notify the requester that the response time will be extended up to an additional ten (14) business days.

If the request is too ambiguous to fulfill, or if the document requested is not a public document, the Manager, Records & Information Management will explain why the request is denied or exempt from public disclosure, and include the names and titles of each person responsible for the denial.

#### **2.3.1 Records Exempt from Disclosure**

Certain categories of records may be withheld from disclosure. These include, but are not limited to:

- preliminary drafts of certain documents if the public's interest in disclosure is clearly outweighed by the public's interest of non-disclosure;
- records related to pending litigation;
- attorney-client communications;
- personnel records, medical information, or other similar records, the disclosure of which would constitute an unwarranted invasion of personal privacy;
- certain proprietary information, including trade secrets; and
- records protected by federal or state law.

#### **2.4 Request for County Counsel Review**

If the RMC is unsure whether the requested document is a public record, they will forward it to County Counsel; who will then advise the RMC on whether the requested records are public documents or are exempt from disclosure. Copies of any requests for records pertaining to LACMTA Board Members should be sent to the Board Secretary for review.

#### **2.5 Notification of Final Determination**

Once a determination has been made by County Counsel, the RMC will notify the requester, in writing and within the specified response time limit, of the following:



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- the reasons for such determination;
- to what extent LACMTA is able to comply;
- when requested documents shall be released;
- the option of viewing the requested document(s) at LACMTA offices during regular business hours; and
- the reproduction, shipping and handling fees.

#### 2.6 Fees

Fees charged are those established by law; and will be posted on the Records Services page (<https://www.metro.net/about/metrolibrary/record-services/>), and elsewhere as required.

#### 2.7 Prepare Requested Information

After the appropriate fees have been received, the RMC shall prepare the requested information for review. All payments received shall be sent to Accounting.

Consultants and contractors presently working for or with LACMTA shall not be charged for copies of public documents that are required for their LACMTA-related work.

### 3.0 DEFINITION OF TERMS

**Business Day** – Any day that LACMTA is open for business, excluding Saturdays, Sundays and holidays

**Electronically Stored Information (ESI)** – Information that is stored in electronic form. ESI may include, among other things, electronic calendars, diaries, notes, memos, emails, voicemails, electronic versions of documents, spreadsheets, presentations, and any other written, recorded or computer files, as well as drafts and all copies of the foregoing that contain marginalia. Data located on floppy disks, ZIP disks, JAZ disks, DVDs, CDs, external hard drives, USB memory sticks/thumb drives, cell phones, PDA/mobile email devices, and gaming or music storage devices are also included in ESI. This list is illustrative only and is not exhaustive.

**Information** – Documents, records, graphics, photographs, videos, recordings, ESI and any other information, materials or data of any nature in any format, whether written, recorded or in computer files or other automated data systems. Information includes (among other things), calendars (hard copy and electronic), diaries, memos, notebooks, handwritten notes, "Post-Its", emails, voicemails, documents, spreadsheets,



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presentations, as well as drafts and all copies of the foregoing that differ in any respect from the original. This description is illustrative only and is not exhaustive.

**Public Records** – Includes any writing containing information relating to the conduct of the public's business prepared, owned, used, or retained, by LACMTA regardless of physical form or characteristics.

**Writing** – Any handwriting, typewriting, printing, photostating, photographing, photocopying, transmitting by electronic mail or facsimile, and every other means of recording upon any tangible thing any form of communication or representation, including letters, words, pictures, sounds, or symbols, or combinations thereof, and any record thereby created, regardless of the manner in which the record has been stored, as defined in California Government Code section 6250.

#### 4.0 RESPONSIBILITIES

**County Counsel** supports the RMC with legal advice on whether specific requests for records are exempt from disclosure under the Public Records Act.

**Records Management Center (RMC)** manages all public document disclosure requests in compliance with the California Public Records Act and LACMTA's Records Management (GEN 8) policy.

#### 5.0 FLOWCHART

N/A

#### 6.0 REFERENCES

1. California Government Code Section 6250 et seq.
2. Gen 8 – Records Management

#### 7.0 ATTACHMENTS

N/A

#### 8.0 PROCEDURE HISTORY

03/23/93 Former LACTC and former SCRTD interim procedures Board-adopted.

04/12/96 Revised to streamline and reduce operating cost.



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- 07/22/11 Revised for format and to include electronically stored information, and the online request form at [metro.net/records](http://metro.net/records). Defined business day as "any day that LACMTA is open for business, excluding Saturdays, Sundays and holidays" for a more accurate definition of what constitutes business within an organization that conducts business seven (7) days per week. Changed "MTA" to "LACMTA"
- 08/01/13 Biennial review: no changes necessary.
- 04/30/18 Removed Public Records Request attachment, including equivalent links instead; clarified that all fees will be posted online and elsewhere as appropriate; added which records are exempt from disclosure.