Public Data Access Procedures

This document presents the City of Minneapolis data access procedures, which are located on www.minneapolismn.gov/government/government-data/request-public-data/, into a form suitable for printing.

1. Requesting data

You have the right to request information from the City.

1.1 How to request data

You can request City data online, by contacting 311, or by visiting the Minneapolis Service Center.

Request data online

You may request data online using the OpenCity web portal. You can use this portal to make your request, check its status, communicate with your request agent, and in most cases, download data when it is made available, if receiving electronic copies.

To use the portal:

- Register an account. This only requires an email address and password.
- Log into the portal. If you have forgotten your password, choose "**Forgot Password**."
- Select: **Submit request**.
    - If seeking a police Accident report, select **"Accident Report**" instead.
- Choose the General Request form or choose a form that reflects the type of data you are seeking.

https://minneapolis.service-now.com/opencityportal

https://www.minneapolismn.gov/government/government-data/request-public-data

Request data by phone

You may request data by calling 311 and asking for help making a data request. A 311 agent can enter your request into the OpenCity web portal for you. If you provide the 311 agent with your email address, you may later use the OpenCity system to check the status of your request or download data, if receiving electronic copies.

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Request data in person

You may request in person in downtown Minneapolis, at the Public Service Building, using a kiosk computer. Before making a special trip, know:

- This is the same experience as making a request online—but you can use a public kiosk to access the OpenCity web portal if you don't have access to a web browser on a computer or smart device.
- If you need assistance making the request, it is best to make the request by phone with a 311 agent.
- Data will not be immediately available. Requests are forwarded to the department or departments that may maintain the data.

Questions about requesting data

If you have questions about how to make a request, contact the **Responsible Authority**.

What to include in your request

You do not need to use specific words to make a data request. To help the City respond efficiently, describe the data you want as clearly as you can.

Helpful details may include:

- The date range
- The department, division, program, or staff likely to maintain the data
- The subject, address, incident, permit, case number, or other identifying information
- Keywords or search terms that may help locate the data
- Whether you want to inspect the data, receive copies, or both
- Indicate if you are requesting data about you as a data subject

If your request is unclear, we may ask you to clarify it before we continue processing the request.

Request data anonymously

You may request public data without providing contact information. However, the City needs a way to contact you if we need to clarify your request or provide the data. If we do not understand your request and have no way to contact you, we cannot respond to your request.

You cannot make a request as a data subject anonymously.

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1.2. Requesting data about you (data subject)

If you are the subject of government data, you may have additional access rights. You may obtain private data about yourself and pay costs for copies of the data at the data subject rate. When requesting data, you should receive a response within 10 business days. See **Your rights as a data subject**, below.

To make a request as a data subject:

- Follow the same process as when requesting public data. See **Requesting public data**, above.
- Indicate that you are the subject of the data that you are requesting. In the OpenCity portal, choose a data subject request form, if applicable, or indicate when making the request that you are a data subject requesting data about yourself. If not obvious, please indicate your role in the requested data.
- You will be asked to provide proof of your identity and, if you are not the data subject, proof of your authorization. See **Proof of identity**, below. You may not make a data subject request anonymously.

If your request seeks both data about you and other public data, we may separately process the portion of your request seeking subject data.

When is data “about you”?

Data is about you when you are the individual the data describes or concerns. This may be because both:

- you are named or identifiable in the data, and
- you are the subject of the data, case, transaction, or other City activity.

Businesses, organizations, properties, assets, and animals may be described in City data, but they do not have the same access rights as individual data subjects.

1.3. Requesting summary data

Summary data are statistical records created by removing identifying information about individuals from entirely private or confidential data. Because summary data must be specially created, there is a cost for preparing it.

To request summary data:

- Follow the same process as when requesting public data. See **Requesting public data**, above.
- Indicate you are seeking summary data and indicate the private or confidential data to be summarized and the nature of the statistical reports.

We will respond within 10 business days when possible. These requests often require back and forth communication to determine an agreed upon format, process, and charging model. See **How we respond to data requests**, below.

2. Your rights as a data subject

If you are the subject of government data, the Minnesota Government Data Practices Act gives you specific rights.

Data subject access: If you ask, we will tell you whether we maintain data about you and whether the data are public, private, or confidential. We will respond to your request within 10 business days when possible. You have the right to inspect public and private data about yourself at no charge and may request copies. If there is a charge for copies, it will be at the rate indicated for data subject requests.

If your data request includes data about you along with other data, we will prioritize the data that you are the subject of, if possible.

Parents and minor children: As a parent or legally appointed guardian, you may have the right to access public and private data about a minor child or an individual for whom you are the guardian. Minors may ask the City not to give data about them to their parent or guardian. The City will make the final decision based on the minor's best interests, as required by law.

Data about individuals is classified based on who may access it:

- **Public data** is available to anyone who asks.
- **Private data** is not available to the general public but is available to the data subject and others authorized by law.
- **Confidential data** is not available to the general public or to the data subject but is available to City staff and others as permitted by law.

When we collect data from you: When we ask you to provide private data about yourself, we must disclose information, including how we will use the data. The notice is sometimes called a Tennessen warning. We are limited to using the data in the ways described in the notice. We will ask you for written permission if we need to use private data about you in a different way.

When your data is wrong or incomplete: You have the right to challenge the accuracy and/or completeness of public and private data about you. You also have the right to appeal our decision. If you are a minor, your parent or guardian has the right to challenge data about you.

All requests for review of the accuracy and/or completeness of data we maintain about you must be made in writing to the City's Responsible Authority. The Responsible Authority will review these requests and respond according to the requirements of the law within thirty (30) days.

Protecting your data: We must protect your private and confidential data. In the event of a data breach, such as if an unauthorized person accesses your data, we will notify you as required by law.

3. Proof of identity and authorization

Some requests require us to confirm who is making the request or who is authorized to receive the data. This is most common when you request data about yourself or request private data about someone else.

- **Proof of identity** helps us confirm that you are the person making the request or the person authorized to receive the data.
- **Proof of authorization** helps us confirm that you have the legal authority or permission needed to receive private data about someone else.

We may require proof of identity, proof of authorization, or both before responding to your request.

3.1 How to provide documentation

We will only ask you for documentation if we require it to process your request. You can provide the required documentation in two ways:

- **Bring it in person** to the **Public Service Building** located at 505 4th Ave S.
- **Send an electronic copy of a document**
    - An electronic copy can be a clear photo of a document or a file, like a PDF.
    - Contact the agent processing your request so they can send you a secure link to upload your documents.
    - Do not send copies of your ID by email.

3.2 Accessing data about yourself

If you request data about yourself, this is a data subject request. Data subject requests may include public or private data about you. We will respond within 10 business days when possible. We may ask for proof of identity before providing data about you.

You may provide proof of identity in one of these ways:

- Show a valid, government-issued photo ID to City staff.
- Provide a notarized affidavit of identity.
- If you are a minor, show a valid Minnesota school ID.

Download and complete an affidavit of identity

3.3 Accessing private data about someone else

You may access private data about someone else only if you are authorized by law or have the data subject's permission. You may need to provide proof of your identity and proof of your authorization.

3.3.1 Parents or guardians of a minor

Parents or guardians of a minor may access private data about the minor. You must provide documents showing your identity and establishing your relationship to the child. If you do not have one of the following, please contact the city staff processing your request to determine what documents may be accepted.

1. Documents establishing the relationship to the child are:
    - A copy of the minor's birth certificate
    - A court order relating to divorce, separation, custody, or foster care
    - A foster care contract
2. Proof of your identity, such as a valid, government-issued photo ID or a notarized **affidavit of identity**

3.3.2 Legal guardians of an individual

Legal guardians of an adult individual may access private data about the individual. To document the relationship, you must provide:

1. A certified copy of formal or informal appointment as guardian, such as:

- Court order(s)
- Valid power of attorney

2. Proof of your identity, such as a valid, government-issued photo ID or a notarized **affidavit of identity**

3.3.3 Court order

A court order may authorize you to obtain specific data about another individual. Common examples include family mediators, advocates for children, or guardians ad litem.

Persons with court-ordered access must provide:

1. The court order(s) indicating the identity of persons authorized to access the individual's private data and the scope of the access
2. Proof of identity, such as a valid, government-issued photo ID or a notarized **affidavit of identity**

3.3.4 Authorized representative

Anyone with the data subject's permission may request private data on their behalf. Authorized representatives may include attorneys, insurance agents, or another person or organization the data subject authorizes to receive the data. Access is limited to the persons or entities and the data described in the authorization.

An authorized representative must provide:

1. An **authorization to release private data**, which includes all of the following:
    - The name of the data subject
    - A description of the data
    - The data subject's valid, government-issued photo ID **OR** a notarized **affidavit of identity**
2. Proof of identity for the person receiving the private data. This may include one of the following:
    - The representative's valid photo ID
    - A letter of representation (for a law firm or insurer)
    - Other proof, with prior permission of the City

3.4 Accessing private data about deceased persons

You may access private data about a deceased person in certain circumstances. For example, a personal representative of someone's estate may access private data about that person.

You must provide:

1. Documents establishing your relationship to the deceased, which may include:
    - Court-issued document appointing you as personal representative of the estate
    - Birth certificate as proof of parental relationship
    - Marriage certificate as proof of spousal relationship
2. Death certificate or other notice of death, with prior permission of the City
3. Proof of your identity, such as a valid, government-issued photo ID or a notarized **affidavit of identity**

If you have questions about whether you have access to a deceased person's private data, ask the City staff handling your data request or **contact us**.

3.5 Video data

Requests for video data may require that you submit a copy of a photo ID, so that your image can be identified in the video.

Generally, your photo ID will serve this purpose, but in some cases we may need another image.

4. How we respond to data requests

After we receive your request, we review it and determine how to respond.

We may complete your request in one or more of these ways:

- If we do not have the data, we will notify you in a reasonable amount of time.
- If we have the data and the data are public, we will provide access within a reasonable amount of time.
- If we have the data but some or all of it is not public, we will withhold or redact the protected data and provide any remaining public data. When possible, we will identify the legal basis for withholding or redacting data.

- If you request private data about yourself or someone you are authorized to represent, we may ask you to verify your identity or authority before providing the data.

Response time may depend on the size and complexity of the request, the number of requests you make, whether clarification is needed, and whether responsive data must be collected from multiple departments.

Contacting you about your request

We may contact you as we work on your request. For example, we may ask you to clarify what you are seeking, confirm whether you want additional batches of data, arrange inspection or payment, or verify your identity or authority to receive private data.

If we contact you to clarify a request, confirm your continued interest, arrange payment, or verify identity or authority and we do not receive a response, we may close your request.

How to check your request

If you submitted your request through the request system, you can log in and use My Requests to:

- Check the status of your request
- Contact City staff about your request
- Download responsive data

How you will receive data

You may receive an email with a link to the request system, where you can download the data. Depending on the request, you may also:

- Receive electronic copies by another method, such as DVD or flash drive, for a fee
- Pick up copies
- Inspect data in person at an arranged date, time, and place
- Receive copies after paying or prepaying any required fee

How we locate data

The City Clerk's Office coordinates many data requests, but responsive data may be maintained by departments across the City. Each department has staff who help locate and gather data for requests.

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We try to understand your request and develop an efficient plan to locate responsive data. We may identify departments likely to maintain the data and work with department staff to search for, collect, and review responsive data. If you know which department, team, or person may have the data, you may include that information in your request or provide it through the request system.

The City maintains a large amount of data. We may interpret search instructions reasonably to avoid searches that are unlikely to identify responsive data, such as broad or unhelpful keywords.

If you believe data is missing from the response, contact us through the request system or the contact information in this guide.

Some data may not be available

The City responds with data that exist at the time of the request. The Data Practices Act does not require the City to create or collect new data in response to a request, provide data in a form or arrangement the City does not maintain, or answer questions that are not requests for government data.

If the City agrees to create new data, transform data, or respond to a request for data that do not exist at the time of the request, we will work with you on the details, including cost and response time.

In some situations, confirming whether data exists would reveal protected data. In those situations, the City may deny the request without confirming whether the requested data exists.

5. Data fees

You may inspect public data at no charge. The City may charge for copies or electronic transmission of data as allowed by law.

The City only charges for requests that exceed $30.00. When the City charges a fee, the fee may include only the actual cost to produce the material, based on rates established by the City.

Data charges

Type of service	Fee
Hourly Rate (charged in ¼ hour increments)	$30.00
911 Call Transcript	$30.00/hour
Physical Copies	$0.25/page up to 100 pages
CD/DVD	$1.00/disk
Printing Cost - B/W	$0.06/page
Printing Costs - Color	$0.25/page
Flash Drive (4-8GB)	$5.00
Flash Drive (16-32GB)	$10.00
Certification Service	$5.00/instance
3.5”x5” Photo Prints	$10.00 base plus $0.25/photo
8”x12” Photo Prints	$10.00 base plus $0.25/photo

Approved by Council Nov. 9, 2000. Revised Jan. 22, 2018.

About data charges

To determine fees, the City follows these principles:

- The City makes reasonable efforts to determine the actual cost of searching for, retrieving, copying, and, when applicable, certifying data.
- The City should not charge more than the demonstrated cost of allowable expenses.
- When possible, City staff will use the Document Solutions Center for efficient and cost-effective copying.

The City may consider multiple requests by an individual or organization within 60 days as a single request for fee purposes.

When you request data about yourself, the City may charge only for the actual cost of making paper copies or printing copies of electronically stored data. The City will not charge you for time spent searching for and retrieving data about yourself.

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Requests made by the media or other government agencies generally will not be assessed a fee unless the request requires data to be reformatted in a manner other than the way the City maintains it.

6. Challenges, appeals, and concerns

You may contact the Data Practices Compliance Official with questions or concerns about problems obtaining access to data or other data practices issues.

If you are the subject of data, you have the right to challenge the accuracy or completeness of public or private data about you. Challenges must be submitted in writing to the Responsible Authority. The Responsible Authority will respond as required by law.

If you disagree with a data practices decision, you may request an advisory opinion from the Commissioner of Administration, file a complaint with the State Office of Administrative Hearings, or bring an action in district court to compel compliance with the Minnesota Government Data Practices Act.

7. Tips for requesting data

Before making a request, consider searching the City website or https://data.minneapolismn.gov/ for published information.

To avoid delays, make your request as clear and specific as possible. Include a date range, likely department or program, relevant names or identifying information, and helpful keywords when you can.

You may also request summary data. Summary data are statistical records or reports created by removing identifying information from private or confidential data. The City will prepare summary data if you make your request in writing and agree to pay the cost of creating the data.

Records the City does not provide

The City can provide data it maintains. See the Data Inventory at https://www.minneapolismn.gov/government/government-data/request-public-data/city-data-overview/. The City generally cannot provide records maintained by other entities, such as county, state, or federal agencies.

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Common records maintained by other entities include:

- Court records
- Birth, death, and marriage records
- Land title records
- Real estate, mortgage, and tax lien records
- Genealogical and local history records

Forms and related resources

Some requests may require forms or supporting documents, including:

- Authorization to release private data
- Affidavit of identity
- Police reports and data requests

8. Contact us

How to contact the City

General Questions

- For questions about the data request process, email responsibleauthority@minneapolismn.gov.

To make a data request…

- *See* **1. Requesting data.** We do not accept requests by email.

For questions about an existing request…

- If you requested data directly from the Minneapolis police, you must contact Police-RecordsInformationUnit@minneapolismn.gov or 612-673-2961.
- If you requested data through OpenCity or 311 and provided an email, you may check OpenCity.
    - Log into your account using your email and password (or select “forgot password”) to see details about the request. You may communicate with your request agent in the portal.

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- You may email the City Clerk data practices team.
    - "Reply all" to an email sent as part of your request—your request agent will receive it.
    - Email responsible.authority@minneapolismn.gov. Staff will forward the email to your request agent, who will contact you.

For all other questions, including questions about City data or processes …

- Contact 311. They can provide information or connect you with the appropriate department staff. The data practices team can only answer questions

Other contact information

- **Responsible Authority**: Casey Carl, City Clerk
- **Designees**:
    - Christian Rummelhoff, Assistant City Clerk
    - Mary Zenzen, Deputy director
    - Courtney Martin, Manager, Data Request Processing Team
    - Caresa Meuwissen, Manager, Police Record Services
- **Data Practices Compliance Official**: Casey Carl, City Clerk
- **Email**: responsibleauthority@minneapolismn.gov
- **Phone**: 612-673-5256
- **Address**: City Hall, 350 S. Fifth St., Room 370, Minneapolis, MN 55415

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