

# 2023 PUBLIC DISCLOSURE REPORT

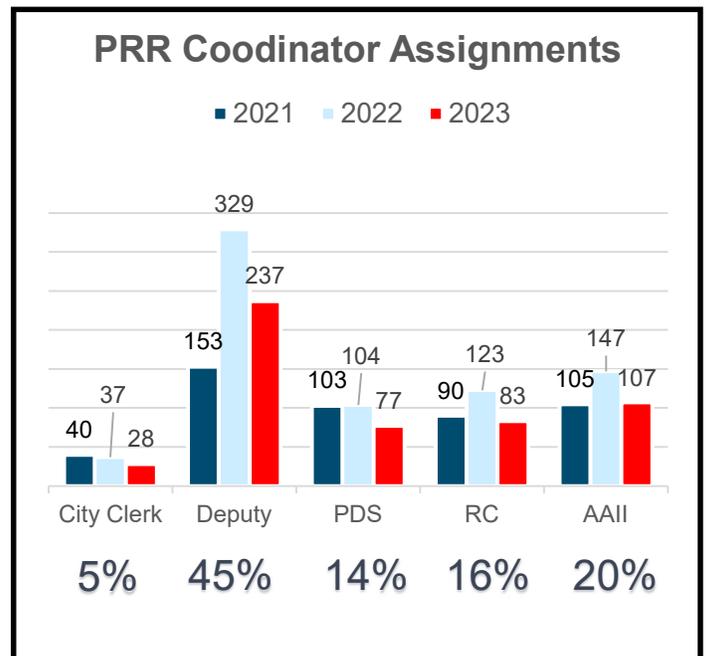
CITY CLERK'S OFFICE

## A Year in Review

The City's public records request process is managed centrally by the City Clerk's Office (CCO) to ensure compliance with the Public Records Act, and to provide efficient and uniform service. CCO strives to provide records as quickly as possible. Our goal is to respond to "Routine" requests within five business days, and "Complex" requests are delivered to requestors in installments, with the first installment typically delivered within three weeks after a request is made and subsequent installments delivered monthly.

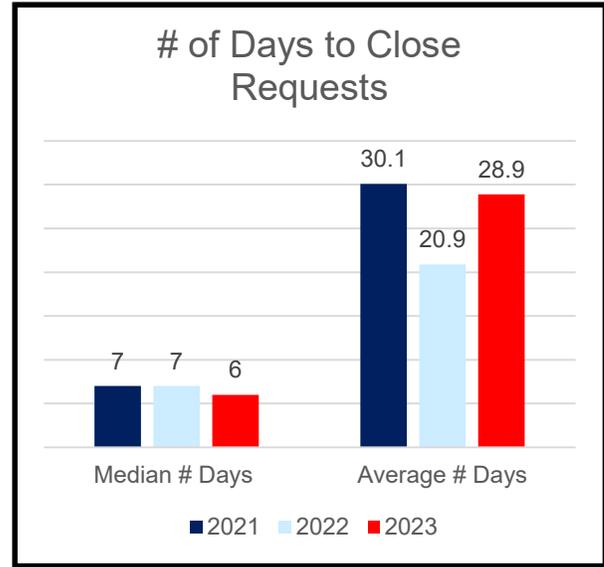
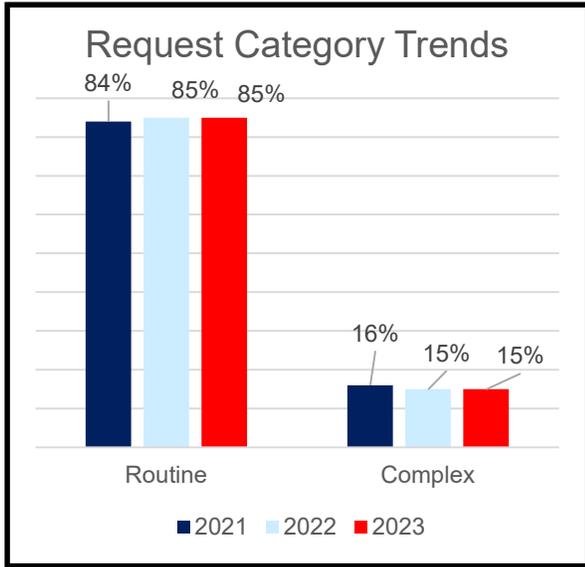
Routine requests were assigned by rotation to three CCO staff, and all Complex requests were assigned to the Public Disclosure Specialist (PDS). CCO staff work with Department Records Liaisons and other City staff to search for and produce non-email records, the PDS performs a central keyword search for archived emails and reviews them all for responsiveness and exemptions. The City estimates its total costs for fulfilling public records requests in 2023 was approximately \$249,843 representing a 4% decrease from 2022.

In 2023, the City received **532 requests** for public records, which represents a 28% decrease from the City's all-time high last year, but is still higher than any previous years. The following charts shows the number of requests received annually over the last ten years and the breakdown of requests assigned to CCO staff.

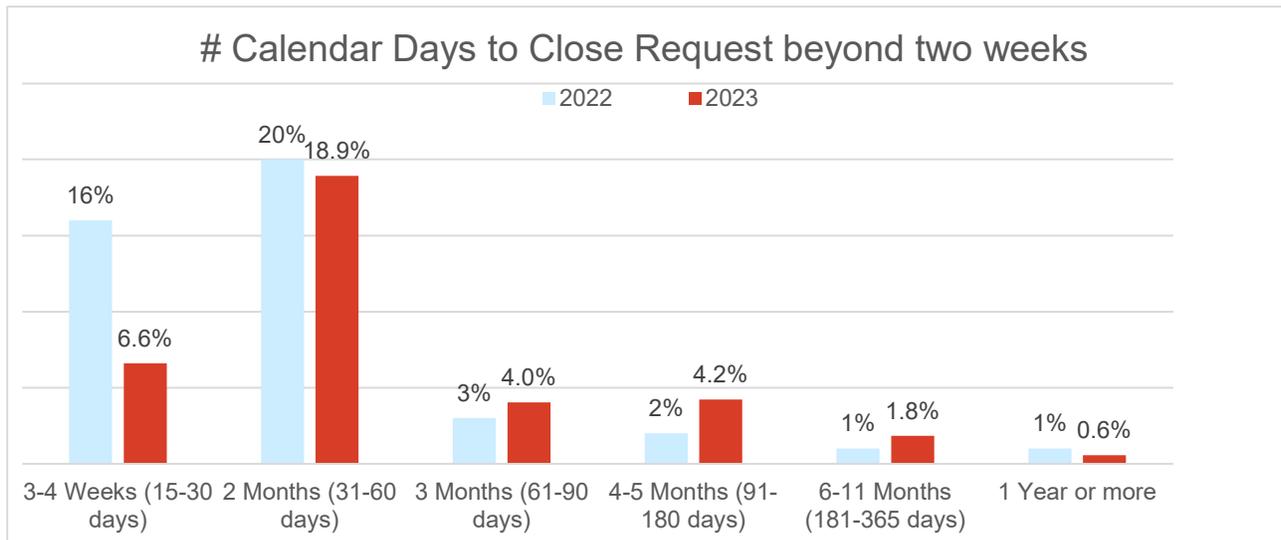


## 2023 Request Metrics

A total of 545 requests were closed in 2023 with 85% (462) categorized as Routine, and 15% (84) categorized as Complex. The median number of days to final disposition was 6 days, which is down one day from last year; and the average number of days to final disposition was 28.9 days, up 8 days from 2022.



In 2023, 64% of *all* requests closed in the reporting period were closed within two weeks. Following is a breakdown of the calendar days it took to close the remaining 36%:



The City collected \$1375.45 in copying fees in 2023; and 23% (122) of requests were fulfilled by the City but were never claimed by the requestor, either in full or in part (failing to claim an installment).

### PRR Liaisons

Departments reported spending an estimated 1,857 hours responding to public records requests in 2023. The following chart shows the number of Tasks assigned to each Department Liaison.

Planning & Community Development, Public Works, and Code Enforcement/Customer Response Team are required to respond to a majority of the requests the City receives.



### Top 6 Requestors and Complex Requests Open for 6+ Months

In 2023, 27% of all requests received within the reporting period were from six individual requestors.

Requestor	# Requests	# Closed in 2023	Sum of Days to Close	Topics
Kathleen Russell	58	57	673	Tree data, capital project information, misc.
Binbin Lu	24	24	252	Civil plan sets and pre app meeting materials
Kirk Kessler	18	18	133	Open code enforcement violations and Open/expired building permits.
Anton Tseytlin	16	10	1146 (5 requests still open)	Records related to Richmond Beach Road (litigation prep for fatality accident)
Tom McCormick	15	9	1676	Development projects, 27 <sup>th</sup> Avenue NW; Point Wells, misc.
Braden Mineer	15	15	208	issued building permits for residential and commercial properties

Following is a list of the requests closed in 2023 that took over six months to fully respond to:

<b>PRR No.</b>	<b>Requestor</b>	<b>Summary of Public Record Desired</b>	<b>Request Received</b>	<b>Request Closed</b>	<b>Days Open</b>
R000422	Jacob Farrell	relating to public access to the beach across from Kayu Kayu Ac Park; City of Shoreline's efforts to lease BNSF property to provide public beach access; and properties north of 27th Ave NW.	12/5/2022	<b>7/3/2023</b>	212
P000295	Joseph Irons	All record related to 14926 Aurora Ave N	12/23/2022	<b>8/1/2023</b>	222
R000384	Geoffrey Dairiki	Information on the four-page, color "City of Shoreline Proposition 1" flyer	10/21/2022	<b>6/26/2023</b>	249
P000201	Aaron Rodriguez	All property records for Parcel - 7279700010 Address: 20129 24th Ave NW, Parcel - 7279700020 Address: 20133 24th Ave NW; Parcel - 7279700030 Address: 20137 24th Ave NW Shoreline, WA 98177	7/28/2022	<b>4/10/2023</b>	257
R000308	Lisa Persson	All correspondence from or to the City Inspector related to the framing inspection reports regarding the Ashley House, located at 18904 Burke Ave N, Shoreline, WA 98133.	9/2/2022	<b>6/9/2023</b>	280
R000094	Anton Tseytlin	All correspondence between Shoreline municipal employees and contractors regarding the November 14, 2013 collision on NW Richmond Beach Road which killed Mavva Gazarbekova.	3/16/2022	<b>1/9/2023</b>	300
R000388	John Worthington	Any and all documents related to ICLEI contracts, charter, bylaws, invoices, payments, ordinances authoring payments.	10/24/2022	<b>8/25/2023</b>	308
R000018	Anton Tseytlin	All traffic studies and all traffic engineering studies covering the time period 2003 through the present, for the stretch of Richmond Beach Road between 3rd Ave NW and 8th Ave NW	1/25/2023	<b>11/30/2023</b>	310
R000310	Tyler Aguilar	Residential Building, and operational Permits, construction, repair, or development permits, special permits and blueprints for residence at address: 651 NW 163rd St. Shoreline, WA 98177	9/6/2022	<b>7/25/2023</b>	325
R000113	Tom McCormick	All Ronald Wastewater District records from 01/01/1980 to 03/27/2022 pertaining to the three most southern properties on 27th Ave NW and the mainline, valve box(es), grinder units, etc. near the properties, and the side sewer lines servicing the properties.	3/29/2022	<b>3/27/2023</b>	364
R000056	Tom McCormick	All records for the period 10-22-2021 to 02-14-2022 relating to the use of 27th Ave NW by the public to access the beach.	2/16/2022	<b>4/7/2023</b>	416
R000175	Nathan Beard	Any and all documents relating to the City of Shoreline obtaining the beach and/or adjoining properties south of 27th Ave NW, Shoreline.	5/17/2022	<b>10/3/2023</b>	505
R000145	Tom McCormick	All records for the period 01-01-1995 to 12-31-2013 relating to the use of 27th Ave NW by the public to access the beach, and the ownership of 27th Ave NW by BNSF or others including easements.	6/24/2021	<b>7/31/2023</b>	768

### Public Records Policy Update

On February 27, 2023, the City's Public Records Policy 800-01 was updated to discontinue the practice of providing an estimate of when a request will be fully responded to; update to how we manage multiple complex requests from one requestor; and remove the Alternative Fee Agreement option now that online payments are accepted through GovQA.

### Continued Issues with Email Archive

Issues with CommVault, the City's email archive, go back to mid- 2020. In 2021, the City selected Microsoft 365 eDiscovery (M365) as its new email archive and a consultant was hired to migrate emails from CommValut into M365. The work was expected to be completed in 2022, however several issues have come up during the migration and the work has not yet been completed resulting in the need to continue to search two archives for responsive emails.

### Public Records Act Violations

There were no public records lawsuits against the City in 2023.

## Customer Feedback

At the time a request is closed, CCO offers requestors the opportunity to complete a Customer Service Satisfaction Survey. Feedback from three requestors was received in 2023. The complete survey responses from 2023 are as follows:

#### How would you rate our process for handling your request?

Excellent =2      Very Good =1  
Satisfactory =0      Poor =0

#### How courteous was your treatment by our staff?

Excellent =2      Very Good =1  
Satisfactory =0      Poor =0

#### Survey Comments Received:

- “Jessica was very helpful in understanding what I needed, and even offered additional documents to help clarify what I was looking for. Thank you Ms. Simulcik Smith”

## Attachments

JLARC Public Records Requests Report for Shoreline for 2023, submitted May 15, 2024.

# Public Records Requests Report for Shoreline for 2023

## Baseline data

The reporting period is for the calendar year (January 1st to December 31st). [Click here](#) for guidance related to Baseline data.

Baseline data
<b>Total number of open public records requests at the beginning of the reporting period</b>
51
<b>Of the number of requests open at the beginning of the reporting period, how many were closed during the reporting period?</b>
48
<b>Total number of public records requests received during the reporting period</b>
532
<b>Of the requests received during the reporting period, how many were closed during the reporting period?</b>
497

## Metric 1

Total number of requests closed within five days. [Click here](#) for guidance related to Metric 1.

Number of requests closed within five days
<b>Number of requests closed within five days</b>
285
<b>If your agency feels the data provided for this metric is unduly influenced by a small number of unusually large requests, you may provide additional explanation here</b>

## Metric 2

The number of requests where an estimated response time beyond five days was provided. [Click here](#) for guidance related to Metric 2.

Number of requests where an estimated response time beyond 5 days was provided
<b>Number of requests where an estimated response time beyond five days was provided</b>
247
<b>You may provide additional explanation here for the data provided for this metric</b>

## Metric 3

Average and median number of days from receipt of request to the date of final disposition of request. [Click here](#) for guidance related to Metric 3.

Average and median number of days from receipt to final disposition
<b>Number of requests with final disposition</b>

545

**Number of days to final disposition**

15746

**Median number of days to final disposition**

6

**Average number of days to final disposition (calculated)**

28.9

**If your agency feels the data provided for this metric are unduly influenced by a small number of unusually large requests, you may provide additional explanation here**

## Metric 4

Number of public records requests for which the agency formally sought additional clarification from the requester. [Click here](#) for guidance related to Metric 4.

**Number of requests for which additional clarification was sought**

**Number of requests with additional clarification sought**

48

**You may provide additional explanation here for the data provided for this metric**

## Metric 5

Number of requests denied and the most common reasons for denying requests. [Click here](#) for guidance related to Metric 5.

**Number of requests denied in part or in full.**

**Number of closed requests that were denied in full**

1

**Number of closed requests that were partially denied or redacted**

32

**Please provide the 5 to 10 most common reasons for denying requests during this reporting period**

**Reason 1**

RCW 42.56.230(5) Financial Info

**Reason 2**

RCW 5.60.060(2)(a); RCW 42.56.070(1) Attorney-Client Privilege

**Reason 3**

RCW 42.56.290 Attorney Work Product

**Reason 4**

RCW 42.56.420(4) Security

**Reason 5**

Reason 6

Reason 7

Reason 8

Reason 9

Reason 10

You may provide additional explanation here for the data provided for this metric

## Metric 6

Number of requests abandoned by requesters. [Click here](#) for guidance related to Metric 6.

### Number of requests abandoned by requesters

#### Number of requests abandoned by requesters

122

You may provide additional explanation here for the data provided for this metric

## Metric 7

Number of requests, by type of requester. [Click here](#) for guidance related to Metric 7.

### Number of requests, by type of requesters

Requester type	Other (please explain)	Total requests
Individuals		322
Law firms		56
Organizations		95
Insurers		2
Governments		11
Incarcerated persons		0
Media		4
Current or former employees		1
Unknown/Anonymous		19
Other	Didn't fit into category	22

You may provide additional explanation here for the data provided for this metric

## Metric 8

Percent of requests fulfilled electronically compared to the percent of requests fulfilled by physical records. [Click here](#) for guidance related to Metric 8.

Percent of requests fulfilled electronically compared to percent fulfilled by physical records
<b>Number of requests fulfilled electronically</b> 328
<b>Number of requests fulfilled by physical records</b> 22
<b>Number of requests fulfilled by electronic and physical records</b> 69
<b>Number of requests closed with no responsive records</b> 126
<b>Percent of requests fulfilled electronically (calculated)</b> 60%
<b>Percent of requests fulfilled by physical records (calculated)</b> 4%
<b>Percent of requests fulfilled by electronic and physical records (calculated)</b> 13%
<b>Percent of requests closed with no responsive records (calculated)</b> 23%
<b>You may provide additional explanation here for the data provided for this metric</b>

## Metric 9

Number of requests where one or more physical records were scanned to create an electronic version to fulfill disclosure. [Click here](#) for guidance related to Metric 9.

Number of requests where records were scanned
<b>Requests scanned</b> 22
<b>You may provide additional explanation here for the data provided for this metric</b>

## Metric 10

Average estimated staff time spent on each public records request. [Click here](#) for guidance related to Metric 10.

Average estimated staff time spent on each request
<b>Estimated total staff time in hours</b> 4157

**Average estimated staff time in hours per request (calculated)**

7

If your agency feels the data provided for this metric is unduly influenced by a small number of unusually large requests, you may provide additional explanation here

## Metric 11

Estimated total costs incurred by the agency in fulfilling records requests, including staff compensation and legal review and average cost per request. [Click here](#) for guidance related to Metric 11.

**Estimated total costs incurred**

**Estimated total cost**

\$249,843

**Average estimated cost per request (calculated)**

\$428.55

**Our agency applied an overhead rate in our calculation of estimated costs.**

**You may provide additional explanation here for the data provided for this metric**

Estimated staff cost includes salary and benefits

## Metric 12

Number of cases filed alleging a violation of Chapter 42.56 or other public records statutes during the reporting period, categorized by type and exemption at issue (if applicable). [Click here](#) for guidance related to Metric 12.

**Number of cases filed alleging a violation of Chapter 42.56 RCW**

There were no cases filed alleging a violation of Chapter 42.56 RCW.

**You may provide additional explanation here for the data provided for this metric**

## Metric 13

Costs incurred by the agency litigating cases alleging a violation of Chapter 42.56 RCW or other public records statutes during the reporting period, including any penalties imposed on the agency. [Click here](#) for guidance related to Metric 13.

**Costs incurred litigating cases alleging a violation of Chapter 42.56 RCW**

**Total litigation costs**

\$0

**You may provide additional explanation here for the data provided for this metric**

## Metric 14

Estimated costs incurred by the agency with managing and retaining records, including staff compensation and purchases of equipment, hardware, software, and services to manage and retain public records. [Click here](#) for guidance related to Metric 14.

### Estimated costs incurred managing and retaining records

**Cost of agency staff who manage/retain records**

\$268,672

**Cost of systems that manage/retain records**

\$47,070

**Cost of services purchased for managing/retaining records**

\$12,500

**Total estimated cost for managing and retaining records (calculated)**

\$328,242

**Our agency applied an overhead rate in our calculation of estimated costs.**

**You may provide additional explanation here for the data provided for this metric**

## Metric 15

Expenses recovered by the agency from requesters for fulfilling public records requests, including any customized charges. [Click here](#) for guidance related to Metric 15.

### Expenses recovered from requesters

Total Expenses Recovered	Customized Service Charges	Description of Service Charges
\$1,375		

**You may provide additional explanation here for the data provided for this metric**