

# 2024 PUBLIC DISCLOSURE REPORT

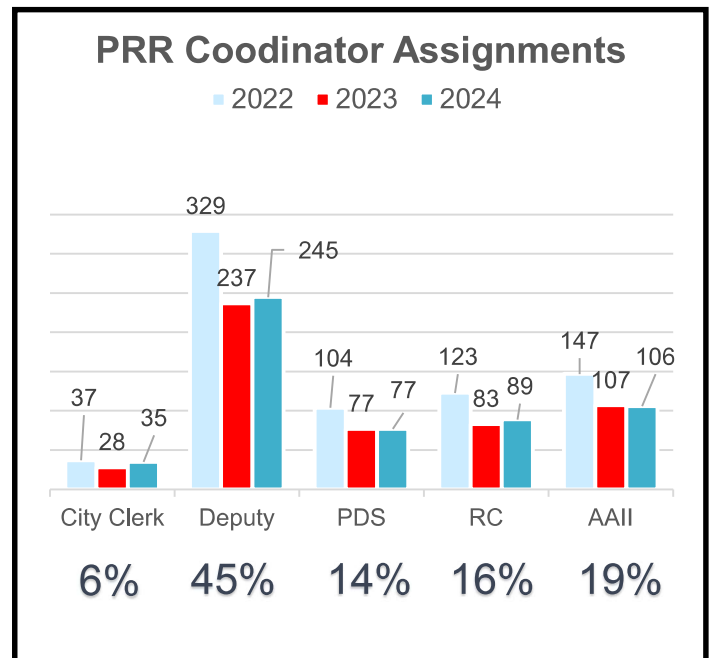
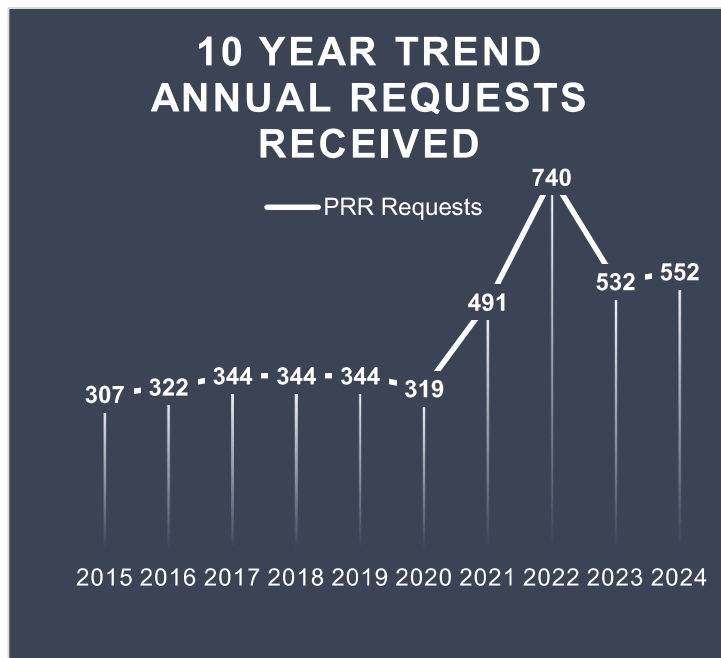
CITY CLERK'S OFFICE

## 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 goal of the first installment being delivered within one week after a request is made and subsequent installments delivered within thirty days after the previous installment is claimed by the requestor.

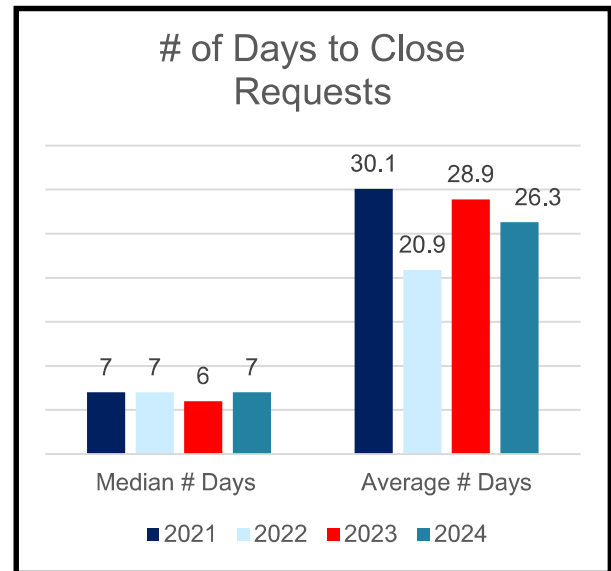
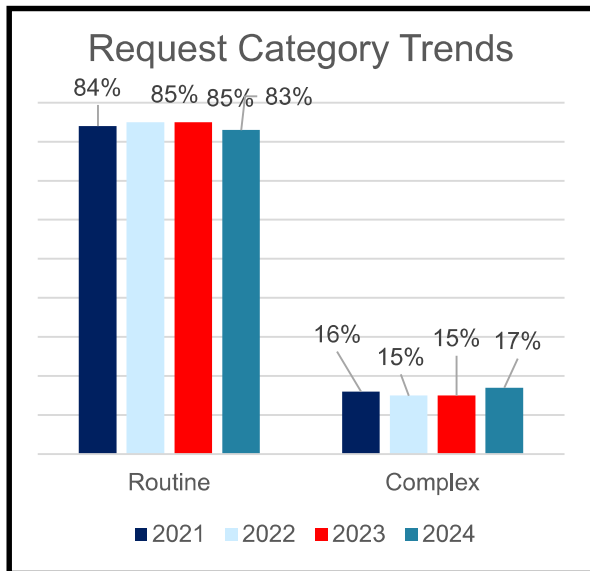
*Routine* requests were assigned by rotation to three CCO staff, and all *Complex* requests were assigned to the Public Disclosure Specialist (PDS). CCO staff work with Department Records Liaisons and City staff to search for and produce non-email records, and the PDS performs a central keyword search for archived emails and reviews them all for responsiveness and exemptions. The City estimates its total costs for fulfilling public records requests in 2024 was approximately \$274,642, representing a 10% increase from 2023.

In 2024, the City received **552 requests** for public records, a 4% increase from last year. The following charts show the number of requests received annually over the last ten years and the breakdown of requests assigned to CCO staff.

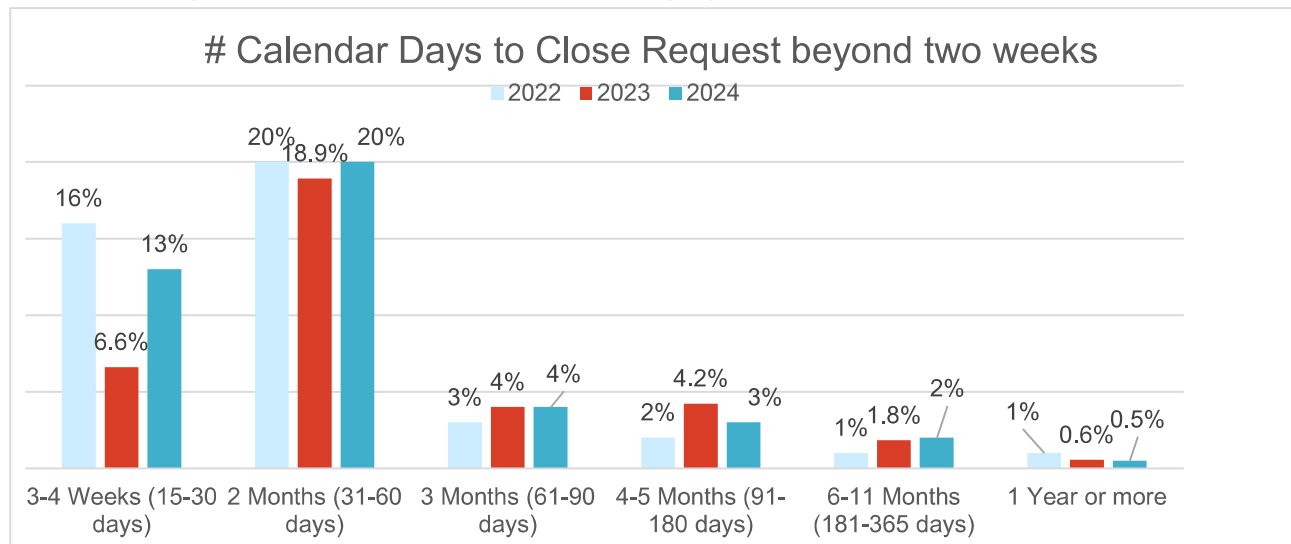


## 2024 Request Metrics

A total of 555 requests were closed in 2024 with 83% categorized as Routine, and 17% categorized as Complex. The median number of days to final disposition was 7 days, up one day from last year; and the average number of days to final disposition was 26.3 days, down 2.6 days from 2023.



**In 2024, 58% of *all* requests closed in the reporting period were closed within two weeks, which is six percent less than the previous year.** Following is a breakdown of the calendar days it took to close the remaining 42%. Note, the “3-4 Week” category experienced a six percent increase.

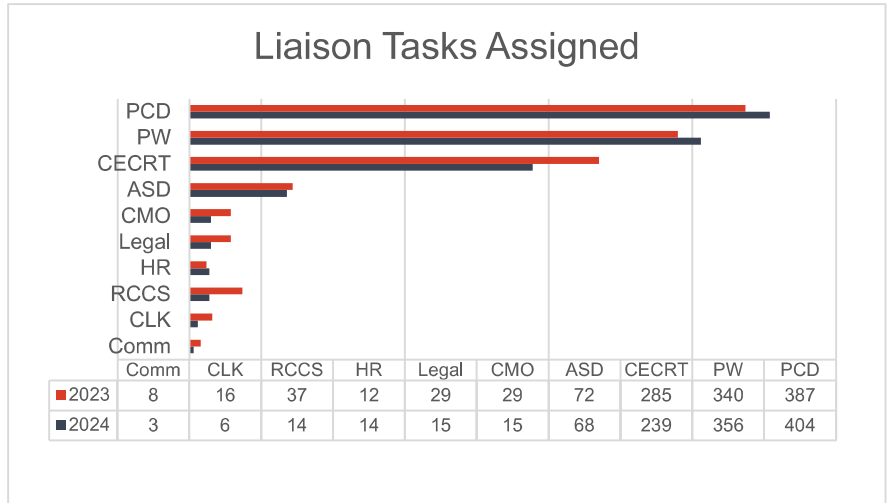


The City collected \$899 in copying fees in 2024; and 21% (117) of requests were fulfilled by the City but never claimed by the requestor, either in full or in part (claiming portions of a request but failing to claim the remaining installment(s)).

## PRR Liaisons

Departments reported spending an estimated 4,220 hours responding to public records requests in 2024. 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 3 Requestors and Complex Requests Open for 6+ Months

In 2024, the top three requestors were:

Requestor	# Requests	Sum of Days to Close	Topics
Kathleen Russell	34	799	Tree data, code enforcement, capital project information, misc.
Peter Eglick	31	939	Site Development applications information
Braden Mineer	12	275	Issued building permits for residential and commercial properties

Following is a list of the requests closed in 2024 that took over six months to fully respond to. Note that some requests take longer for processing due to a variation of factors including responsiveness of requestor in remitting timely payment, high volume of email search results, and exemption review.

PRR No.	Requestor	Summary of Public Record Desired	Request Received	Request Closed	Days Open
P000195-110823	Paralegal Brenda Kindle	All permits from January 1, 2000 to Present Date, that requested an exemption under SMC 20.80.030(L) for Minor Activities. Categories: Building records, code enforcement and land use.	11/9/2023	5/8/2024	182
R000198-080623	Legal Assistant Anton Tseytlin	Public records related to the response, including correspondence to, by or between public officials, regarding "Citizen Petition Stop the RB Rechannalization Project Ginny Scantleburry 12/4/2017"	8/8/2023	3/4/2024	211

R000218-082323	Tom McCormick	For the time period August 9 through August 23, 2023, please send me all records pertaining to Point Wells, including but not limited to records pertaining to BSRE, the oil company Alon (aka Paramount or Delek), records pertaining to the Town of Woodway's possible annexation of Point Wells, Interlocal agreements or drafts with the Town, traffic matters, cleanup matters, etc.	8/24/2023	4/9/2024	230
R000204-080823	Tom McCormick	For the time period June 23, 2023 through August 8, 2023, please send me all records pertaining to Point Wells, including but not limited to records pertaining to BSRE, the oil company Alon (aka Paramount or Delek), records pertaining to the Town of Woodway's possible annexation of Point Wells, traffic matters, cleanup matters, etc.	8/9/2023	4/9/2024	245
R000183-072423	Tom McCormick	All emails generated or received by Nathan Daum for the period January 1, 2022 through July 24, 2023, that include a discussion or mention of: housing units in the City of Shoreline; affordable housing; housing permits or development(s) or construction; housing rules or regulations or code; housing growth including GMA targets; housing units in the pipeline; multi family residential inquiries, proposals or developments (MFR); mixed used inquiries, proposals or developments (MXU); and Townhouse inquiries, proposals or developments (TWN).	7/25/2023	4/9/2024	260
R000296-120523	Attorney Bruce Adsero	1. All communications between the City of Shoreline Municipal Court prosecutor's office and attorney Christian Walter Smith in relation to criminal case 621006332 Isaac Mayanja . 2. Any communications between the aforementioned prosecutors and any City of Shoreline employee in relation to the above matter. 3. Any communications between the aforementioned prosecutors and law enforcement officer in relation to the above matter. 4. Any communication between any third party (such as the alleged victim, a civilian witness, or the DV victim coordinator) in relation to the above case.	12/6/2023	9/19/2024	289
R000164-062223	Tom McCormick	For the time period March 14 through June 22, 2023, please send me all records pertaining to Point Wells, including but not limited to records pertaining to BSRE, the oil company Alon (aka Paramount or Delek), records pertaining to the Town of Woodway's possible annexation of Point Wells, traffic matters, cleanup matters, etc.	6/23/2023	4/9/2024	292
R000251-100923	Josh Friedmann	A. Any record created in the last five years that concerns the desired, proposed or possible acquisition or development of a permanent facility	10/11/2023	8/29/2024	325

for or in relation to the Shoreline Lake Forest Park Arts Council

B. Any communication or transmission in the last five years between any City official or employee and any current or former staffer or board member at Shoreline Lake Forest Park Arts Council regarding any of the following matters: 1. The desired, proposed or possible acquisition or development of a permanent facility for or in relation to the Shoreline Lake Forest Park Arts Council (doing business as ShoreLake Arts), 2. The Metro Access Property (as defined in the attached letter), 3. King County Metro's "Access" Program, 4. Black Brandt, LLC or "Black Brandt," 5. MV Transportation or "MV," or 6. Veolia Transportation or "Veolia."

R000068-031323	Tom McCormick	For the time period December 9, 2022 through March 13, 2023, please send me all records pertaining to Point Wells, including but not limited to records pertaining to BSRE, and records pertaining to the Town of Woodway's possible annexation of Point Wells.	3/14/2023	2/2/2024	326
R000208-081423	Josh King	All emails from and to Joshua King at the City of Shoreline from and to the dates indicated in this request. Specific documents are to include any and all correspondence as it relates to the 15th Ave Sidewalk Rehabilitation Project. All documents explicitly listing Joshua King as the project manager and all record of Joshua King being assigned work throughout his time employed at the City. If no such document exists please indicate so in the response. Please provide all work agreements assignments and any direction that was provided to Joshua King during his employment with the City.	8/15/2023	7/19/2024	340
R000250-100923	Josh Friedmann	We request all records created in the last fifteen (15) years that discuss or concern: A. Any and all current, anticipated, planned, proposed, desired, contemplated or theoretical land uses on the Metro Access Property. B. Any and all current, anticipated, planned, proposed, desired, contemplated or theoretical transactions or transfers of ownership in the Metro Access Property, including without limitation any purchase or acquisition, sale or disposition, leasing, or exercise of eminent domain authority. For the absence of doubt, such transactions or transfers include (without limitation) any acquisition of a fee or leasehold interest in the Metro Access Property by King County Metro, the City of Shoreline, or the Shoreline Lake Forest Park Arts Council (doing business as ShoreLake	10/11/2023	11/14/2024	402

		Arts.) C. The value or acquisition cost of the Metro Access Property.			
R000189-072823	Legal Assistant Anton Tseytlin	Any correspondence to the city or documentation regarding the quality of lighting along Richmond Beach Road between 3rd and NW and 8th Ave NW	7/31/2023	12/2/2024	493
R000016-012323	Legal Assistant Anton Tseytlin	All public records, including all email, correspondence, letters, planning documents, and grant applications, regarding the lane restructuring work that resulted in the stretch of Richmond Beach Road between 3rd and 8th streets, being reduced from four lanes to two with a center turn lane. Include all records showing discussion and debate behind whether this work should be done.	1/24/2023	9/14/2024	600

### Development of New Operational Measures

In late 2024, as part of the development of citywide strategic and operational performance management measures, the Clerk's Office developed five new public disclosure measures to report on annually:

- Routine Request Response Time – tracks percent routine public records requests where all records are “made available” within seven calendar days.
- Complex Initial Response Time – tracks percent of first installments for complex public records requests “made available” within seven calendar days.
- Complex Installments – tracks percent installments made available within 30 days of last installment.
- Emails Reviewed – tracks number emails reviewed to find responsive public records for public records requests.
- Emails Responsive – tracks number emails determined to be responsive to public records requests.

The goal of tracking these metrics is to measure how efficiently we are responding to complex requests. The Clerk's Office started tracking this data at the beginning of 2025 and will report the metrics in next year's annual report.

### Email Archive

Issues with CommVault (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. Several issues have occurred during the migration and the work is still not complete. To add to the challenge, CommVault is now intermittently unstable.

On a positive note, this year the Public Disclosure Specialist was able to successfully apply deduplication to email search results within M365 decreasing the volume of search results allowing greater efficiency in review and processing requests to completion.

### Public Records Act Violations

There were no public records lawsuits against the City in 2024.

# Customer Feedback

At the time a request is closed, CCO offers requestors the opportunity to complete a Customer Service Satisfaction Survey. Feedback from 24 requestors was received in 2024. The complete survey responses from 2024 are as follows:

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

Excellent =18      Very Good =4  
Satisfactory =1      Poor =0

## How courteous was your treatment by our staff?

Excellent =17      Very Good =1  
Satisfactory =1      Poor =0

## Survey Comments Received:

- *Thank you for fulfilling this request so quickly!*
- *Thank you for the quick response and thorough records provided!*
- *It would be helpful if the city provided a note with their delivery of public records describing what requested records they were unable to provide and why they could not provide it. This would at least inform the requestor that records not included were not by oversight. Furthermore, if city staff has any suggestions on other sources of information for missing records it would be most helpful.*
- *On behalf of the Shoreline School District's School Capacity Review and Closure Consideration Task Force, I would like to express my sincere gratitude to Ms. Kendyl Hardy and the city staff responsible for fulfilling our request. This was a very complex request, and I believe the City went above and beyond to provide all available information. I hope this message is shared with all responding staff and their supervisors as a job very well done!*
- *Thank you so much for all your work and professionalism.*
- *Thank You so much for all your help!!!*
- *Sara does a very good job.*
- *Turning around the request faster would be great!*
- *Sarah Lynch was very helpful over the call and answered all my queries about how request processing works. KUDOS.*
- *Shout out to Cate Lee, Senior Planner for helping me with subject specific questions!*
- *The vast majority of the counties and cities in WA are not charging any fees.*
- *My compliments to the team for their professionalism. Thank YOU!!!*
- *Thanks so much for your help!*
- *I asked for the cost of the study, not the report itself. But the cost was imbedded in the contract document and study so understandably more efficient for you to forward the entire report*
- *It would be helpful if the City would provide bios for Directors and Managers of Departments who make recommendations to City Council. Unfortunately information was not available.*

## Attachments

JLARC Public Records Requests Report for Shoreline for 2024, submitted April 7, 2025.

# Public Records Requests Report for Shoreline for 2024

## 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
<div>Total number of open public records requests at the beginning of the reporting period</div> <div>33</div>
<div>Of the number of requests open at the beginning of the reporting period, how many were closed during the reporting period?</div> <div>29</div>
<div>Total number of public records requests received during the reporting period</div> <div>552</div>
<div>Of the requests received during the reporting period, how many were closed during the reporting period?</div> <div>525</div>

## 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
<div>Number of requests closed within five days</div> <div>278</div>
<div>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</div>

## 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
<div>Number of requests where an estimated response time beyond five days was provided</div> <div>274</div>
<div>You may provide additional explanation here for the data provided for this metric</div>

## 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
<div>Number of requests with final disposition</div>



554

**Number of days to final disposition**

14562

**Median number of days to final disposition**

7

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

26.3

**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**

57

**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**

0

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

42

**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 42.56.420(4) Security

**Reason 3**

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

**Reason 4**

RCW 42.56.290 Attorney Work Product

**Reason 5**

RCW 42.56.240(2) Non-Disclosure

Reason 6

RCW 42.56.070(8) Lists of Individuals

Reason 7

RCW 42.56.240(2) Identity of Complainants, Witnesses and Victims

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

117

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		306
Law firms		68
Organizations		82
Insurers		1
Governments		12
Incarcerated persons		0
Media		6
Current or former employees		2
Unknown/Anonymous		40
Other	That's what the requestor selected	35

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>
393
<b>Number of requests fulfilled by physical records</b>
17
<b>Number of requests fulfilled by electronic and physical records</b>
32
<b>Number of requests closed with no responsive records</b>
112
<b>Percent of requests fulfilled electronically (calculated)</b>
71%
<b>Percent of requests fulfilled by physical records (calculated)</b>
3%
<b>Percent of requests fulfilled by electronic and physical records (calculated)</b>
6%
<b>Percent of requests closed with no responsive records (calculated)</b>
20%
<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>
10
<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>
4223

#### 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

\$274,844

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

\$469.82

☒ 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 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**

\$263,168

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

\$0

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

\$0

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

\$263,168

☒ **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
\$899		

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