# Interview Takeaways

### The record request procedure is heavy standardized, but the process itself is variable:

1. Procedures for Documentation
   1. PublicDisclosureFilePlan.xlxs
      1. WorkFlow
      2. File Plan Qs
      3. Essential Records Qs
      4. Data Classification
2. Crosswalk for Exemptions
   1. Do not have yet

These standards make it easier for Coordinators to know how to perform a request, and make the request process uniform from region to region. Washington State Public Disclosure Law plays a part in this. For example, a coordinator must respond to a request within four days.

However, there is a lot of variability to the process of responding to record requests. A question that on its surface seems simple may turn out to be very complicated once as the request process unfolds. The communication skills are key to the job of the coordinator for this reason. Constant changes: legal (court rulings and statues), and internal (job turnover in record departments within WSDOT) exacerbate the complexity of the work. In fact, decision making is so circumstantial that no one person has the institutional knowledge to answer all WSDOT public disclosure requests alone. PDR work is thus highly collaborative in nature, involving the input of co-workers, record managers, and managers within WSDOT.

Depending different factors a request may be denied, accepted, or accepted in part:

1. Who is Requesting
   1. LPR (License Plate Readers) are only given to the vehicle’s owner
   2. Third Party businesses wanting Employee records or proprietary records from a contractor will be denied their request
2. When are they Requesting
   1. Project Award bids are not open for disclosure until bid is officially awarded
   2. Employee Investigation are not open until the investigation is closed
3. Why are they Requesting:
   1. This question cannot be asked of a requestor, however there are ways to insure records are not used for specific reasons.
      1. Collision Data
         1. Wavier promising not to sue WSDOT
      2. Critical Infrastructure Plans
         1. If given, wavier promising not to share data
4. What is being Requested
   1. Many records have personally identifying information
   2. Retention Spans vary greatly between different types of records
   3. Different record types reside in different places are held in different types of media
      1. Engineering requests are tied to a location
         1. Right of Ways
         2. Bridge and Road Plans

### Unclear Requests Require Communications with the Requestor

For now these communications are not in one shared place. Each coordinator saves the correspondence, mostly email, that go back and forth between themselves and the requestor they are working within files on their own personal computer. For my purposes this means I only have the initial request and the coordinator interpretation of that original request in my dataset. However, with the new GovQA Management System, all parts for the procedure will be streamlined and unified. All correspondence will go through GovQA.

### Anecdotally, Right of Way Plans are a good candidate for open disclosure, because the records are both frequently requested and do not have many exemption risks associated with them.

Right of Way was mentioned as a frequently requested datasets in all interviews. Other frequently requested datasets differ by Group: LPR (Headquarters), Variable Message Sign Messages and Speed Limits on I-90 (South Central), and Bridge Plans (Engineering).

Some frequently requested records, though frequently requested and approved are not good candidates for open data:

* LPR are only given to the particular vehicle’s owners
* Bridge Plans are considered critical infrastructure and are therefore given on very strict case-by-case basis

Other records may not have any exemption issues, however may prove to be liability for WSDOT stakeholders if records relating to them are posted publicly.

* WSDOT Contractors
  + Certified Payroll for Contractors
    - Has sensitive information, which must be redacted
      * Non-WSDOT Worker Name
      * Last four of SSN
* Signal Training Diagrams and CAD Drawings
  + Are not considered Intellectual Property, but in private practice kept disclosed
* WSDOT Employees
  + Personnel Folders and Lists of Meeting Attendees
    - No legal disclosure issues, but stakeholder concern
    - WSDOT employees don’t want personal data openly accessible
    - Could be used for commercial purposes