



Edit Referral

H-25-178 Referral Information

Hotline ID: H-25-178

Date of Submission: 4/2/2025

Entity Type: State

Entity Category Type: Agency, Commission, or Board

Entity: Washington Technology Solutions

Sub Entity Name:

Category: Open Public Meetings and Records

1-2 sentence description of concern: concerned about systemic PRA noncompliance and poor records oversight.

Report Issued: No

Reporting Type: Hotline Letter

Report Number:

Investigation Contracted: No

Contract Number:

Contract Name:

Billing Time Code:

Costs:

Public Records Request: Yes

Flag For Annual Report: No

Substantiated: No

ARRA: No

Action: Closed

Hotline Contact:

cc:

Referral Date:

Action Taken: No

Response Date:

Report Date:

Follow Up Date:

Date Closed: 4/9/2025

H-25-178 Contact Information

Hotline ID: H-25-178

Date of Submission: 4/2/2025

Submission Method: Web

Submission Type: Citizen

Staff:

Author(Last, First): Nixon , Jamie

Address:

City:

State: OR **Zip:**

Home Phone:

Work Phone:

Mobile Phone:

Email: ivedunnit@gmail.com

Contact Preference: Email

Waived Confidentiality: Yes

H-25-178 Referral Details

Hotline ID:

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What state or local organization is involved?

Please identify the specific concerns you are hoping the audit will address.

WaTech consistently misses deadlines, provides vague updates, fails to produce key records (like Teams chats), mishandles payments, and cites recurring tech issues without resolution. I'm concerned about systemic PRA noncompliance and poor records oversight.

Please provide a detailed description of the assertion or outstanding achievement, including who, when, where, what, how and how much.

Between December 2023 and March 2025, WaTech repeatedly failed to comply with the Public Records Act in response to at least six requests I submitted. These failures include missed deadlines, contradictory or absent updates, incomplete productions, and billing confusion. For example, in PRR 23-458, I requested communications from a specific staff member across defined date ranges. WaTech delayed production for months, cited ongoing issues with Microsoft Advanced e-Discovery, and returned a check I had already paid—then insisted the installment would not proceed until payment was reissued. In PRR 24-530, they failed to produce requested Microsoft Teams chats—despite the chats being listed on meeting agendas. WaTech claimed the request was closed, only to later reverse that position after I followed up. In multiple cases, installments were promised on specific dates, then missed with no communication. Across these requests, WaTech has also failed to provide full exemption or withholding logs, preventing proper oversight of what is being redacted or withheld. This behavior shows a breakdown not just in technical systems, but in procedural integrity, compliance with legal obligations, and institutional accountability.

How did this issue come to your attention?

I became aware through firsthand experience filing multiple public records requests with WaTech from December 2023 to March 2025. Delays, missed deadlines, poor communication, billing issues, and missing records revealed a troubling pattern of noncompliance.

What employee(s), contractors, etc., were involved in the assertion or achievement? Please include employee titles if possible.

Cynthia Rickman, Aaron Cuoio, Aaron Beers, Brianna Southworth-Schultz, among others

Please provide the names of any witnesses to the assertion or achievement, if possible.

Please provide any additional details or comments that would help us understand your assertion or achievement.

Over the past year, I've submitted multiple public records requests to WaTech. In nearly every case, the agency has failed to meet its own deadlines, delayed installments without explanation, and struggled to produce basic responsive records—particularly Microsoft Teams chats, Jabber messages, and other forms of electronic communication explicitly covered under Washington's Public Records Act (RCW 42.56) and records retention statutes (RCW 40.14). WaTech has repeatedly blamed technical failures with Microsoft's Advanced e-Discovery platform but has offered no clear explanation of how or when those issues will be resolved. These problems have persisted across multiple requests for many months. In some cases, payments for records were mishandled, installment notices were unclear or contradictory, and essential records were returned with no exemption log or explanation. These are not isolated mistakes. They point to a systemic failure in how WaTech handles its own records and responds to the public. Because WaTech serves as the central IT provider for many state agencies, its practices—if flawed—have implications far beyond its own office. A breakdown in its records search, retention, and disclosure practices could affect transparency across Washington State government. An audit could help identify root causes, assess whether WaTech is fulfilling its legal obligations, and provide recommendations to improve accountability, compliance, and public trust.

H-25-178
Activity
Log

Hotline ID: H-25-178

Entry Date ▼	Log Entry
04/09/2025	Referral updated by 'JEANA Gillis (gillisj)'. Action changed from (not set) to Closed.

From: [WA State Auditor Hotline](#)
To: ["ivedunnit@gmail.com"](mailto:ivedunnit@gmail.com)
Subject: Washington State Auditor's Office
Date: Wednesday, April 9, 2025 11:10:00 AM

Dear Jamie
Nixon,

Thank you for contacting the State Auditor's Office Citizen Hotline regarding Washington Technology Solutions, specifically missed deadlines, failure to produce key records regarding public records. We take our job of holding government accountable for the use of public resources seriously, and we have carefully considered the information you shared in your hotline submission. We do not have any authority over other agencies handling of public records.

We have determined this issue is outside our audit authority as defined by RCW 43.09. Therefore, we consider this matter closed.

Sincerely,
Hotline Management
H-25-178