

2025 SPRING VIRTUAL CONFERENCE

May 21st and May 22nd

Virtual Via Zoom



Wednesday, May 21st

8:15AM - 8:30AM

Welcome from the President

8:30AM - 9:30AM

Exemption Top Ten | Judge Matthew Segal

WAPRO Course Code: B000347 (W)

You know those exemptions that come up all the time but are so difficult to apply? Frequent WAPRO presenter and retired judge Matt Segal takes you through a top ten list (with maybe an honorable mention or two) of difficult yet important exemptions, emphasizing how to prepare a reasonable and compelling case in support.

9:30AM - 9:45AM

Break

9:45AM - 10:45AM

You've Been Served - PRA Litigation for PRA Professionals and Attorneys | Morgan Damerow and Ann Marie Soto

WAPRO Course Code: A000121 (W)

The last place you want to be is in court. But by knowing what to expect and how the process works can help reduce anxiety. In this session we'll review topics including how a lawsuit is initiated, authorized PRA claims, the PRO's role, what makes PRA causes unique, how most cases are heard by the trial court and how appeals work.

10:45AM - 11:00AM

Break

11:00AM - 12:00PM

Finding the Sweet Spot: Effective and Painless Email Management | Suzanne LeDoux

WAPRO Course Code: D000230 (W)

This session will provide an overview of the City of Bellevue's email management policies and practices. Bellevue's approach has been to find the "sweet spot" that delivers compliance while minimizing over-saving or burdening the end users with too much process. This session will highlight the actionable steps that other municipalities could put into practice when implementing or updating their own email management practices.

12:00PM - 12:30PM

Lunch

12:30PM - 1:30PM

Emotional Wellbeing in Customer Service | Alysnn Everbeck

WAPRO Course Code: G000036 (W)

Customer service has evolved to the point where often, it feels more like crisis management. Using the lens of Justice Based Policing, we'll explore active listening attitudes and techniques, identifying and de-escalating crisis behaviors, overwhelm, burnout, and processing critical incident stress.

1:30PM - 1:45PM

Break

1:45PM - 4:00PM

Digitizing Your Records, Part 2 | Rosie Bigelow, Cynthia Jones and Scott Sackett

WAPRO Course Code: D000231 (W)

Come learn about digitizing records from seasoned professionals who have been there and done that. Learn about processes, pitfalls, and all the legalities that people never think about until they start. This is a free-form panel where we answer questions, both pre-set and from the audience. Come curious!

This is a continuation of the presentation "The Good, the Bad, and the Watergate" from Spring 2023. You do not need to have attended the first session to attend the second.

Thursday, May 22nd

8:45AM - 9:00AM

Welcome

9:00AM - 11:30AM

Case Law Update | Morgan Damerow, Ramsey Ramerman and Jennifer Steele WAPRO Course Code: C000072 (W)

Update on the latest PRA cases from the courts and new legislation passed in this year's session.

11:30AM - 12:30PM

Lunch

12:30PM - 2:30PM

Q&A Breakout Sessions

Customer Service in Practice | Kirsty Jones, Anne Masias and Samina Mays WAPRO Course Code: B000349 (W)

A Q&A panel about what does and does not work when it comes to customer service in public records. Topics to be covered may include scoping, difficult requesters, getting to the core of the request, and others.

School Records | Sara Di Vittorio WAPRO Course Code: F000167 (W)

Sara is here to answer questions regarding the disclosure of school records. It's an exciting, complicated topic, so bring your questions!

Health and Medical Records | Phyllis Barney and Melanee Auldredge WAPRO Course Code: F000166 (W)

Ask your health and medical records questions.

PRA 101 | Luara Baseler and Michael Fulmer WAPRO Course Code: B000350 (W)

We will be covering the basics of the public records act, and then going into detail on PRA best practices. This course is designed to be a comprehensive introduction to the PRA for new Public Records Officers, but also serves as a great refresher course for those who have experience in the field.