

**From:** [Eric Fraser](#)  
**To:** [\\_CityCouncilListPublic](#); [Rogers, Chris](#); [MacDonald, Dianna](#); [Alvarez, Eddie](#); [Stapp, Mark](#); [Okrepkie, Jeff](#); [Rogers, Natalie](#); [Fleming, Victoria](#); [City Clerk](#)  
**Subject:** [EXTERNAL] 10/24 City Council, agenda Item 12.1 Nextrequest  
**Date:** Monday, October 23, 2023 6:05:06 PM  
**Attachments:** [Press Democrat 2023 Nextrequest Search.pdf](#)  
[882021 Nextrequests RE STR Urgency Ordinance.pdf](#)  
[102423 Agenda Item 12.1.pdf](#)  
[Press Democrat 2023 Nextrequest Search.xlsx](#)  
[080821 Nextrequests RE STR Urgency Ordinance.xlsx](#)  
[Screen Shot 2023-10-22 at 9.19.55 AM.png](#)  
[Screen Shot 2023-10-22 at 9.27.14 AM.png](#)

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Dear Mayor, City Council and other interested parties,

Please review the attached documents to inform agenda item 12.1, the Nextrequest contract extension.

There are several issues that we address in the attachments related to the Nextrequest platform.

Thanking you in advance for your attention and follow-through to these important issues.

Looking forward to being of service,

Eric Fraser  


10/23/23 - Contact Eric Fraser, truthintourism@gmail.com

<b>Request Date</b>	<b>Date Responsive Docs added</b>	<b>Nextrequest</b>	<b>Emails attached/format</b>	<b>Subject</b>
8/8/2021	<b>No responsive Documents</b>	<a href="#">21-927</a>	no	Ordinance establishing short term guest
8/8/2021	<b>No responsive Documents</b>	<a href="#">21-928</a>	no	Ordinance that establishes lodging types
8/8/2021	One .xlsx added 8/18/21	<a href="#">21-929</a>	no	"Registered" Short-Term Rentals
8/8/2021	Duplicate 21-929 single .xlsx added 8/18/21	<a href="#">21-930</a>	no	Revenue (TOT/BIA) from STRs

8/8/2021	<b>No responsive Documents</b>	<a href="#">21-931</a>	no	Revenue (TOT/BIA) from STRs; automated collection thereof
8/8/2021	11 .pdfs added 8/18/21	<a href="#">21-932</a>	no	BIA Governance
8/8/2021	<b>No responsive Documents</b>	<a href="#">21-933</a>	no	TOT Financial Impact

8/8/2021	1 .pdf added 8/18/21	<a href="#">21-934</a>	no	STR "web scrape"
8/8/2021	Duplicate from 21-934, 1 .pdf added 8/18/21	<a href="#">21-935</a>	no	Regarding "161 Unregistered Short-Term Rentals"
8/8/2021	<b>No responsive Documents</b>	<a href="#">21-936</a>	no	"Renter Displacement"

8/8/2021	<b>No responsive Documents</b>	<a href="#">21-937</a>	no	"Super Hosts and Venture Capital Ownership"
8/8/2021	<b>No responsive Documents</b>	<a href="#">21-938</a>	no	"Decrease Available Housing Stock"
8/8/2021	<b>No responsive Documents</b>	<a href="#">21-939</a>	no	"Overconcentration and Commercialization of Residential Neighborhoods"

8/8/2021	<b>No responsive Documents</b>	<a href="#">21-940</a>	no	"Uneven Playing Field Between Other Lodging Providers and Short-Term Rental Owners"
8/8/2021	Link to Legistar meeting entry for 8/10 Economic Subcommittee meeting posted 8/18/21	<a href="#">21-941</a>	no	"Tension Between Short-Term Rental Owners and Neighbors"
8/8/2021	5 .xlsx uploaded 8/17 & 8/26/21. One .xlsx was a duplicate from 21-929	<a href="#">21-942</a>	no	"Noise, Trash, and Exterior Lighting"

8/8/2021	14 .xlsx, 2 duplicate uploaded 8/17, 26, & 27/2021	<a href="#">21-943</a>	no	"Parking"
8/8/2021	<b>No responsive Documents</b>	<a href="#">21-944</a>	no	"Events and Party Houses"
8/8/2021	1 duplicate .xlsx file uploaded 9/8/21 and a link to legistart page for all 2021 Community Advisory Board meetings uploaded 9/14/21	<a href="#">21-945</a>	no	"Potentially Difficult to Contact Transient Renters"

8/8/2021	1 duplicate .xlsx file uploaded 8/26/21, 48 inaccessible .msg files, and 1 .doc that was also duplicated as a .jpeg on 9/2/21	<a href="#">21-946</a>	contains a .jpeg and .doc of an incomplete email; 48 inaccessible .msg files	"Evacuation Impacts"
8/8/2021	<b>No responsive Documents</b>	<a href="#">21-947</a>	no	"Limit Outdoor Fires"
8/8/2021	12 emails presented as .pdfs uploaded 8/23/21	<a href="#">21-948</a>	12 emails converted to .pdfs	"How Bad Can it Get?"



8/8/2021	1 .pdf uploaded 8/16/21 and 1 .xlsx uploaded 8/26/21	<a href="#">21-949</a>	no	Temporary Use Permit
8/8/2021	6 .pdf uploaded 8/20/21, 1 .csv uploaded 8/23/21, and 1 .xlsx (duplicate) uploaded 8/26/21	<a href="#">21-950</a>	no	Extend Quiet Hours to Between 9 pm and 8 am
8/8/2021	15 .pdf (incl 2 emails) uploaded 8/18/21	<a href="#">21-951</a>	<b>no, emails were converted to pdfs</b>	"Look to Existing Regulations ... as Guides"
8/8/2021	1 email uploaded as a .pdf 8/18/21	<a href="#">21-952</a>	<b>no, emails were converted to pdfs</b>	Economic Analysis of STRs
8/8/2021	1 .pdf uploaded 8/18/21, 1 inaccessible .msg uploaded 8/25/21, and 2,774 inaccessible emails uploaded 1/31/23	<a href="#">21-953</a>	<b>2,775 inaccessible .msg files</b>	Politically Active Organizations

Source Doc	Request
Staff Report, Hartman, page 2	<p>1) ordinances defining a short-term tenancy. 2) violations of that ordinances from the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
Hartman, page 2	<p>1) ordinances that define the various types of lodgings available for short-term stays. 2) List of all lodging types active over the past 5 years identified by last TOT payment remitted. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
Hartman, page 3	<p>1) Source for the information. 2) address and APN for all lodging properties, including STRs. 3) First date TOT/BIA return filed. 4) Last date TOT/BIA filed. 5) Contact name, phone. 6) "registration" number, 7) % occupancy per unit per year over past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
Hartman, page 4	<p>1) Source for the information. 2) quarterly TOT/BIA revenue figures for 2015-present. 3) number of properties by type paying TOT/BIA per quarter. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>

<p>Hartman, page 4</p>	<p>Copies of cooperative agreements to help collect TOT/BIA through the booking process or other administrative process for 1) AirBNB, 2) VRBO, 3) other on-line booking platforms. 4) correspondence including letters, emails, as well as notes of phone conversations regarding cooperative agreements. 5) written processes, procedures, guidance, memorandum and the like regarding the collection of TOT/BIA. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
<p>Hartman, page 4</p>	<p>1) reports for the past 5 years showing audited financial statements for all aspects of BIA spending. 2) Notes, correspondence and reports about the formation of the BIA since its inception. 3) Notes, correspondence and reports about establishing a BIA on residential units since its inception. 4) Notes, correspondence, reports concerning changes to the BIA since its inception. 5) Policies, procedures, correspondence regarding recruiting and appointing board members to the BIA since its inception. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
<p>Hartman, page 4</p>	<p>1) reports and statements showing how TOT revenue has been spent over the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>

<p>Hartman, page 5</p>	<p>1) contracts and reports from organizations providing "web scrape" service over the past 5 years. 2) Exact details about the reported "358 Unique Short-term Rentals" including a) when first detected by the web scrape, b) the type of unit, c) the precise location by address and APN, d) the occupancy rate, e) the source of the information specifically. 3) how the "occupancy rate" was determined for the Hartman report. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
<p>Hartman, page 6</p>	<p>Hartman claims that "161 Unregistered Short-term Rentals" have a "\$225 Median Nightly Rate", and a "76% Average Occupancy Rate (277 nights per year)". 1) the report that supports that information. Hartman claims that "Gross TOT Revenue Recovery ~ \$900,000 and BIA Recovery ~ \$300,000". 2) the report that supports that information. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
<p>Hartman, page 7</p>	<p>1) Reports, correspondence supporting the claim of renter displacement caused by STRs. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>

<p>Hartman, page 7</p>	<p>1) Written definition of "Super Host" and "Venture Capital Ownership". 2) Number of current Airbnb "Superhosts" (quite different than what Hartment is eluding to with "Super Host") within the 193 "registered" STRs. 3) Number of "Venture Capital" owners within the 193 "registered" STRs. 4) Reports, analysis, correspondence supporting an archetype of ownership called "Venture Capital Ownership". Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
<p>Hartman, page 7</p>	<p>1) Reports, analysis, correspondence, notes supporting the premise of "Decrease Available Housing Stock" 2) Reports showing the extent of housing stock in the City including a) number of units, b) number of bedrooms, c) number of vacant units (as determined by US Census), d) number of unoccupied bedrooms each night over the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
<p>Hartman, page 7</p>	<p>1) Definitions for a) "Overconcentration" and b) "Commercialization". 2) Reports supporting the author's claim specific to SR. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>

<p>Hartman, page 7</p>	<p>1) Reports or other writings supporting the author's opinion. 2) correspondence about this issue over the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
<p>Hartman, page 7</p>	<p>1) Definition of "tension". 2) Reports and correspondence detailing said "tension" over the past 5 years. 3) Reports, correspondence, and other writings about attempts to dissipate said "tension". Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
<p>Hartman, page 7</p>	<p>1) reports and correspondence about "noise, trash, and exterior lighting" lodged against "registered" STRs over the past 5 years. 2) reports and correspondence about "noise, trash, and exterior lighting" lodged against all property owners over the past 5 years. 3) Policy, reports, correspondence regarding abatement procedures for "noise, Trash, and Exterior Lighting" from Police, Code Enforcement, and Fire. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>

<p>Hartman, page 7</p>	<p>1) reports and correspondence about "parking" lodged against "registered" STRs over the past 5 years. 2) reports and correspondence about "parking" lodged against all property owners over the past 5 years. 3) Policy, reports, correspondence regarding abatement procedures for "parking" from Police, Code Enforcement, and Fire. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
<p>Hartman, page 7</p>	<p>1) definition of "party house", 2) number of Party Houses that are "registered" STRs over the past 5 years, 3) number of "party houses" that are not STRs over the past 5 years. 4) Reports, procedures, ordinances regarding "events". 5) reports showing economic impacts provided by STRs during City-approved (and or funded) events over the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
<p>Hartman, page 7</p>	<p>1) Definition of "Transient Renter"  2) Reports or correspondence that supports the author's claim that STRs make it "potentially difficult to contact transient renters". 2) Reports showing any situations where law enforcement, fire, or emergency services had difficulty contacting transient renters over the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>

<p>Hartman, page 7</p>	<p>1) Reports showing any situations where law enforcement, fire, or emergency services had "evacuation impacts" caused by STRs over the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
<p>Hartman, page 10</p>	<p>1) Reports of fires started by fire pits, BBQs, and other outdoor fires for all residential properties over the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
<p>Hartman, page 8</p>	<p>1) Reports and correspondence supporting "during June and July more than 30 complaints were received from 14 neighbors of one short-term rental". 2) Reports showing whether any of the "30 complaints received for June or July" were duplicitous, vexatious, or unfounded. 3) Reports and correspondence about complaints received about STRs over the past 5 years, including the number of duplicate, vexatious, or unfounded complaints. 4) Reports and correspondence about complaints for all properties received over that past 5 years including the number of duplicate, vexatious, or unfounded complaints. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>



<p>Hartman, page 9</p>	<p>1) Number of Temporary Use Permits issued for events at all property types in the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
<p>Hartman, page 10</p>	<p>1) Ordinances that define a) levels of noise, b) types of noise by source, c) exclusions and exceptions, d) penalties, and e) appeal process. 2) Number of a) noise complaints filed, b) vexatious, duplicative or otherwise unfounded 3) resolution notes for each complaint over the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
<p>Hartman, page 11</p>	<p>1) Reports and other materials received about other jurisdictions' STR regulations. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
	<p>1) Reports regarding the economic impacts (positive and negative) for STRs in Santa Rosa. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>
<p>Generation Housing Sponsors 032221.pdf</p>	<p>1) contracts, receipts, emails, letters regarding an organization called "Generation Housing" and the City 's role as "Catalyzing Member" (see attached) 2) contracts, receipts, emails, letters regarding the "Santa Rosa Metro Chamber" and STRs (e.g. vacation rentals). Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.</p>

## Notes

The ordinance will say something to the effect that anybody who stays for a short term (30 days or less) regardless of whether they paid for the stay, their relationship to the host, or for any other reason are not excluded from TOT.

What are the different forms of lodging?

Hartman makes the claim that SR has 197 "registered" short-term rentals, however SR does not have a "registration system" for STRs. Instead, the data is probably drawn from Finance re: TOT/BIA returns and aggregated over a period of time. We expect to see less than 90 STRs actively operating from within SR. "Active" is meant to mean having filed TOT/BIA within the last 365 days.

Inaccurate to say that revenue was from 197 STRs, since many were not or are not accepting guests.

While the County has agreements in place with Airbnb and VRBO to automate the collection and remittance of TOT/BIA, SR has apparently snubbed AirBNB and VRBO offers to automate the tax-collection process.  
(see 17-065)

The BIA may be improperly applied to lodging in residences. The BIA governance blocks many types of lodging providers (e.g. STRs) from participating in oversight. Research shows a history of financial malfeasance, fraud, lack of oversight within the BIA program.

It is believed that TOT flows into the General Fund

It appears (page 6) that the web scrape was a result of a search for "Wine Country short-term rental", and is anticipated to yield results from outside the City limits. Therefore, these statistics are part of the City's disinformation campaign.

Hartman is making this up!

They have nothing

They have nothing

They have nothing

They have nothing

They have nothing

They are exacerbating conflict for political gain.

This information was instrumental in showing that STRs have no track record of noise complaints, and that the City inadequately handles these issues. It shows how all properties should be held to the same standards.

This information was instrumental in showing that STRs have no track record of parking complaints although assigning a property to a parking problem on a public street is impossible, and that the City inadequately handles these issues. It shows how all vehicles should be held to the same standards.

They have nothing

They don't understand the relationship between host/manager and guests.  
They have nothing

The .doc & .jpeg were found also in 17-065. Many inaccessible email in this response.

They have nothing

This is just 12 letters from residents with unverified complaints!



Nothing to do with STRs

Nothing to do with STRs, but provides an interesting history of noise ordinances for the City.

Provides some interesting comparisons to other jurisdictions although the case studies do not apply to the City urgency ordinance.

The email was a brief update on BIA collection. No research was performed on STR's impacts in Santa Rosa.

**2,774 .msg files were added 541 days after the original request !!!**

## Agenda Item 12.1 PUBLIC RECORDS ACT MANAGEMENT SOLUTION AGREEMENT AMENDMENT WITH NEXTREQUEST

Dear Mayor, City Council, and the City's media agents;

Thank you for the opportunity to impart my knowledge after successfully using the Nextrequest platform since its adoption by the City of Santa Rosa in 2019. Recently (in the last few days), inaccurate reporting by the Press Democrat / Sonoma Media Investments about our public records requests compels us to correct the record.<sup>1</sup> The feedback from the Press Democrat's brand of yellow journalism has also provided energy, resources, and resolve for us to dig deeper into the issues of government malfeasance, corruption, and abuses. Know that we started out trying to substantiate claims government was making during rulemaking; but as good citizens we're now compelled to follow-through on the inconsistencies we see when trying to verify information by using source documentation.

First, we are thankful that we have Nextrequest as a platform to organize public record requests. Not only does it provide a way to research whether a request need be filed by first checking to see if the information is already accessible, but if a request is filed, a way to dialogue with the government employee to make sure the request is understood and can be efficiently fulfilled. Lastly, since it is a publicly accessible platform, responsive records to our requests and those made by thousands of requesters can be shared with others easily by link. This was important for us so we can share responsive records with the hundreds of others in our network including property owners, researchers, attorneys, investigators and so on, by logging on to <https://cityofsantarosaca.nextrequest.com/>

Because we share documents, and people enjoy accessing source documents directly from the source, there is a concern from reading the Nextrequest contract that records or requests might be removed after a certain amount of time. Since the direct source of information is relied on for research, litigation, policy making, historical records, and more, the removal of records without notice may create hardship and confusion – and liability for the City.

### **Problem One: Will records or requests be removed in the future?**

For those accessing records, the document reader tab usually shows the responsive records in readable view for use in the instant (24/7, adaptive to the user's needs). Links can be clicked through. But .msg files are not accessible. Why? In discussing the problem directly with Nextdoor, we learned that they have the fix for that, but the City must opt-in.

### **Problem Two: Convert .msg files to accessible documents. Why are some emails converted but others are not?**

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<sup>1</sup> See Sunday 8/22/23 Press Democrat Cover Story "Investigators or 'stalkers'? When Sonoma County citizen-activists push the boundaries on public access" and the inset "Eric Fraser vs. City of Santa Rosa", [https://www.pressdemocrat.com/article/news/investigators-or-stalkers-when-sonoma-county-citizen-activists-push-the/?fbclid=IwAR3JyAEmpjYNU-laW1gDL2nygxZjSrCrW\\_X4rADJMReddEz1Tn55XQBZc](https://www.pressdemocrat.com/article/news/investigators-or-stalkers-when-sonoma-county-citizen-activists-push-the/?fbclid=IwAR3JyAEmpjYNU-laW1gDL2nygxZjSrCrW_X4rADJMReddEz1Tn55XQBZc)

So why is it that some (most) emails are inaccessible? One case we'll present contains 28 Nextrequests filed on 8/8/21 to collect source documents regarding the (first) Short-term Rental Urgency Ordinance. Claims were being made against STR properties that were inaccurate or made-up. The Press Democrat was publishing these inaccuracies and adding more of their own made-up narratives. We needed to get at source documents to establish a fact-basis for management of prejudice because of regulations and for good neighborhood relations. Since it was an Urgency Ordinance, there were no source documents provided to buttress the claims that were made prior to voting by the City Council. Not only were the claims unsubstantiated, but the Urgency Ordinance process should only be used for addressing fact-based problems, according to California law.

So, using the only staff report (Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al. presentation to the Economic Sub-committee found through the link at Nextrequest 21-941) we filed requests based on the separate pillars upon which City staff were constructing the Urgency Ordinance, see attached 8/8/2021 Nextrequests RE STR Urgency Ordinance.

The Press Democrat article text box "Eric Fraser vs. City of Santa Rosa" claims that 2,776 responsive documents were provided, so we'll be able to correct the record on that also. It is interesting that the Press Democrat knew that I was the person who made these requests, since name and contact information of requesters is only obtainable by records requests according to the Nextrequest User Agreement. However, this information is for the use of the staff member and requester agrees that it is public record (one can also submit a request confidentially). Anyway, it appears that the Press Democrat would need to file a request. Did they? We searched Nextrequest for "Press Democrat" and honed-in on 2023 where we saw 6 requests from PD reporters, but none about requesting public documents overall. To do their jobs adequately, we would expect to see hundreds of requests each year from them. See Press Democrat 2023 Nextrequest Search, attached.

**Problems Three and Four: Is the Press Democrat and other parties able to skirt around the Nextrequest platform for their public records requests?**

**Why wouldn't all responsive documents be publicly available?**

**Problems Five, Six, Seven, and Eight:**

**Does the Press Democrat or others have unfettered access to public documents without using CPRA?**

**Do they "catch and kill"<sup>2</sup> information that is derogatory to their or their clients' interests?**

**Do they co-ordinate information with City staff and elected officials (propaganda) to achieve policy objectives?**

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<sup>2</sup> [https://en.wikipedia.org/wiki/Catch\\_and\\_kill](https://en.wikipedia.org/wiki/Catch_and_kill)

**Is the Press Democrat paid by government or clients to “catch and kill” derogatory information, or co-ordinate disinformation?**

Reviewing our 28 Nextrequests from 8/8/21 (8/8/2021 Nextrequests RE STR Urgency Ordinance), we can share this analysis:

- 28 requests, but only 17 with responsive records.
- The other 11 requests provided no source documentation or facts to support the essential reasons provided by the City for the Urgency Ordinance.
- The 17 requests produced 119 responsive records within 90 days (70 accessible records, and 49 inaccessible .msg files)
- Links to responsive records were used on thousands of emails, analysis, and reports with future publications certain.
- On 1/31/23, **541 days after our original request**, 2,774 inaccessible .msg files were added to Nextrequest # 21-953. (We look forward to reading them!) This was a bone of contention for the PD – why? Shouldn’t they be reporting on this abuse of process by the City? After all, the information was to be used in conjunction with an Urgency Ordinance constructed 16 months before, and the City provided little opportunity to guide them in efficiently responding prior to this massive document drop.

**Problem 9: What assistance does Nextrequest, or the City provide to researchers who stumble upon examples of government malfeasance, conspiracy, corruption?**

Reviewing the 2023 Nextrequests using search “Press Democrat” (Press Democrat 2023 Nextrequest Search), we can share this analysis:

- 6 requests, 4 with responsive records.
- 1 request with responsive records had those records obscured from public viewing (23-290).
- 1 request had 106 inaccessible .msg files (23-195).
- 1 request linked responsive records from SRFD (23-580).
- 2 requests provided information and feedback, but with no responsive records attached.
- No requests related to “record requests” overall.

Because we use our real name, and in outreach with the public use an accessible email address, it’s no surprise that others contact us to share source documents based on their subjects of interest. Most everybody would agree that additional training and information about how Nextrequest, CPRA, city processes and departments work and how citizens can engage resources is needed and essential. The City’s Community Advisory Board and the Office of Community Engagement have been promising these materials and videos for years, maybe decades. It looks like we must take ownership over this problem and produce these materials ourselves.

**Problem 10: Does Nextrequest provide training materials to assist requesters in using Nextrequest or to help government clients fulfill their mission of providing access and transparency to their constituents?**

In closing, we hope to create an environment where transparency in governmental affairs will provide an even playing field for people to pursue quality-of-life goals based on justice and fact-based rules. There should be no tolerance for corruption in government, and elected leaders must realize that their top priority is one of oversight for the common good.

Thank you Clerk Daisy Gomez for introducing Nextrequest into the City's toolbox.

Looking forward to being of service,

*Eric Fraser*/c/

Eric Fraser  


cc: Attorney's file

Request Date	Date Responsive Docs added	Nextrequest	Emails attached/format	Subject	Source Doc	Request	Notes
8/8/21	No responsive Documents	<a href="#">21-927</a>	no	Ord nance estab sh ng short term guest	Staff Report, Hartman, page 2	1) ord nances def n ng a short term tenancy. 2) v o at ons of that ord nances from the past 5 years. Source Document Reference: Short Term "Vacat on" Renta s, August 10, 2021, Hartman et a .	The ord nance w say someth ng to the effect that anybody who s ays for a short term (30 days or ess) regard ess of whether they pa d for the stay, the r re at onsh p to the host, or for any other reason are not exc uded from TOT.
8/8/21	No responsive Documents	<a href="#">21-928</a>	no	Ord nance that estab shes odg ng types	Hartman, page 2	1) ord nances that def ne the var ous types of odg ngs ava ab e for short term s ays. 2) L st of a odg ng types act ve over the past 5 years dent f ed by ast TOT payment rem tted. Source Document Reference: Short Term "Vacat on" Ren a s, August 10, 2021, Hartman et a .	What are the d fferent forms of odg ng?
8/8/21	One .xlsx added 8/18/21	<a href="#">21-929</a>	no	"Reg stered" Short Term Renta s	Hartman, page 3	1) Source for the nformat on. 2) address and APN for a odg ng propert es, nc ud ng STRs. 3) F rst date TOT/BIA return f ed. 4) Last date TOT/BIA f ed. 5) Contact name, phone. 6) "reg strat on" number, 7) % occupancy per un t per year over past 5 years. Source Document Reference: Short Term "Vacat on" Renta s, August 10, 2021, Hartman et a .	Hartman makes the c a m that SR has 197 "reg stered" short term renta s, however SR does not have a "reg strat on system" for STRs. Instead, the da a s probab y drawn from F nance re: TOT/BIA returns and aggregated over a per od of t me. We expect to see ess than 90 STRs act ve y operat ng from w th n SR. "Act ve" s meant to mean hav ng f ed TOT/BIA w th n the ast 365 days.
8/8/21	Dup cate 21 929 s ng e .xlsx added 8/18/21	<a href="#">21-930</a>	no	Revenue (TOT/BIA) from STRs	Hartman, page 4	1) Source for the nformat on. 2) quarter y TOT/BIA revenue f gures for 2015 present. 3) number of propert es by type pay ng TOT/BIA per quarter. Source Document Reference: Short Term "Vacat on" Renta s, August 10, 2021, Hartman et a .	Inaccurate to say that revenue was from 197 STRs, s nce many were not or are not accept ng guests.

8/8/21	No responsive Documents	<a href="#">21-931</a>	no	Revenue (TOT/BIA) from STRs; automated co ect on thereof	Hartman, page 4	Copies of cooperative agreements to be processed TOT/BIA through the bookkeeping process or other administrative process for 1) Airbnb, 2) VRBO, 3) other online booking platforms. 4) correspondence including letters, emails, as well as notes of phone conversations regarding cooperative agreements. 5) written processes, procedures, guidance, memorandum and the like regarding the co ect on of TOT/BIA. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	While the County has agreements in place with Airbnb and VRBO to automate the co ect on and remittance of TOT/BIA, SR has apparently snubbed Airbnb and VRBO offers to automate the tax co ect on process. (see 17 065)
8/8/21	11 .pdfs added 8/18/21	<a href="#">21-932</a>	no	BIA Governance	Hartman, page 4	1) reports for the past 5 years showing audited financial statements for all aspects of BIA spending. 2) Notes, correspondence and reports about the format of the BIA since its inception. 3) Notes, correspondence and reports about establishing a BIA on resident attributes since its inception. 4) Notes, correspondence, reports concerning changes to the BIA since its inception. 5) Policies, procedures, correspondence regarding recruiting and appointing board members to the BIA since its inception. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	The BIA may be improperly applied to ongoing residences. The BIA governance blocks many types of ongoing providers (e.g. STRs) from participating in oversight. Research shows a history of financial malfeasance, fraud, lack of oversight within the BIA program.
8/8/21	No responsive Documents	<a href="#">21-933</a>	no	TOT Financial Impact	Hartman, page 4	1) reports and statements showing how TOT revenue has been spent over the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	It is believed that TOT flows into the General Fund
8/8/21	1 .pdf added 8/18/21	<a href="#">21-934</a>	no	STR "web scrape"	Hartman, page 5	1) contracts and reports from organizations providing "web scrape" service over the past 5 years. 2) Exact details about the reported "358 Unique Short term Rentals" including a) when first detected by the web scrape, b) the type of unit, c) the precise location by address and APN, d) the occupancy rate, e) the source of the information specifically. 3) how the "occupancy rate" was determined for the Hartman report. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	It appears (page 6) that the web scrape was a result of a search for "Wine Country short term rentals", and substantiated to yield results from outside the County limits. Therefore, these statistics are part of the County's dissemination campaign.

8/8/21	Duplicate from 21-934, 1 .pdf added 8/18/21	<a href="#">21-935</a>	no	Regarding "161 Unregistered Short Term Rentals"	Hartman, page 6	Hartman claims that "161 Unregistered Short term Rentals" have a "\$225 Median Nightly Rate", and a "76% Average Occupancy Rate (277 nights per year)". 1) the report that supports that information. Hartman claims that "Gross TOT Revenue Recovery ~ \$900,000 and BIA Recovery ~ \$300,000". 2) the report that supports that information. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	Hartman is making this up!
8/8/21	<b>No responsive Documents</b>	<a href="#">21-936</a>	no	"Renter Displacement"	Hartman, page 7	1) Reports, correspondence supporting the claim of renter displacement caused by STRs. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	They have nothing
8/8/21	<b>No responsive Documents</b>	<a href="#">21-937</a>	no	"Super Hosts and Venture Capital Ownership"	Hartman, page 7	1) Written definition of "Super Host" and "Venture Capital Ownership". 2) Number of current Airbnb "Superhosts" (quite different than what Hartman is using to with "Super Host") within the 193 "registered" STRs. 3) Number of "Venture Capital" owners within the 193 "registered" STRs. 4) Reports, analysis, correspondence supporting an archetype of ownership called "Venture Capital Ownership". Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	They have nothing
8/8/21	<b>No responsive Documents</b>	<a href="#">21-938</a>	no	"Decrease Available Housing Stock"	Hartman, page 7	1) Reports, analysis, correspondence, notes supporting the premise of "Decrease Available Housing Stock" 2) Reports showing the extent of housing stock in the City including a) number of units, b) number of bedrooms, c) number of vacant units (as determined by US Census), d) number of unoccupied bedrooms each night over the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	They have nothing
8/8/21	<b>No responsive Documents</b>	<a href="#">21-939</a>	no	"Overconcentration and Commercialization of Residential Neighborhoods"	Hartman, page 7	1) Definitions for a) "Overconcentration" and b) "Commercialization". 2) Reports supporting the author's claim specific to SR. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	They have nothing
8/8/21	<b>No responsive Documents</b>	<a href="#">21-940</a>	no	"Uneven Paying Fee Between Other Lodging Providers and Short Term Rental Owners"	Hartman, page 7	1) Reports or other writings supporting the author's opinion. 2) correspondence about this issue over the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	They have nothing



8/8/21	Link to Legistar meeting entry for 8/10 Economic Subcommittee meeting posted 8/18/21	<a href="#">21-941</a>	no	"Tens on Between Short Term Rental Owners and Neighbors"	Hartman, page 7	1) Definition of "tens on". 2) Reports and correspondence detailing said "tens on" over the past 5 years. 3) Reports, correspondence, and other writings about attempts to disperse said "tens on". Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	They are exacerbating conflict for potcagan.
8/8/21	5 .xlsx uploaded 8/17 & 8/26/21. One .xlsx was a duplicate from 21929	<a href="#">21-942</a>	no	"Noise, Trash, and Exterior Lighting"	Hartman, page 7	1) reports and correspondence about "noise, trash, and exterior lighting" lodged against "registered" STRs over the past 5 years. 2) reports and correspondence about "noise, trash, and exterior lighting" lodged against a property owners over the past 5 years. 3) Policy, reports, correspondence regarding abatement procedures for "noise, Trash, and Exterior Lighting" from Police, Code Enforcement, and Fire. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	This information was instrumental in showing that STRs have no track record of noise complaints, and that the City inadequatey handles these issues. It shows how a properties should be held to the same standards.
8/8/21	14 .xlsx, 2 duplicate uploaded 8/17, 26, & 27/2021	<a href="#">21-943</a>	no	"Parking"	Hartman, page 7	1) reports and correspondence about "parking" lodged against "registered" STRs over the past 5 years. 2) reports and correspondence about "parking" lodged against a property owners over the past 5 years. 3) Policy, reports, correspondence regarding abatement procedures for "parking" from Police, Code Enforcement, and Fire. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	This information was instrumental in showing that STRs have no track record of parking complaints although assigning a property to a parking problem on a public street is impossible, and that the City inadequatey handles these issues. It shows how a vehicles should be held to the same standards.
8/8/21	<b>No responsive Documents</b>	<a href="#">21-944</a>	no	"Events and Party Houses"	Hartman, page 7	1) definition of "party house", 2) number of Party Houses that are "registered" STRs over the past 5 years, 3) number of "party houses" that are not STRs over the past 5 years. 4) Reports, procedures, ordinances regarding "events". 5) reports showing economic impacts provided by STRs during City approved (and or funded) events over the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	They have nothing

8/8/21	1 duplicate .xlsx file uploaded 9/8/21 and a link to eg start page for a 2021 Community Advisory Board meetings uploaded 9/14/21	<a href="#">21-945</a>	no	"Potentially Difficult to Contact Transient Renters"	Hartman, page 7	1) Definition of "Transient Renter" 2) Reports or correspondence that supports the author's claim that STRs make it "potentially difficult to contact transient renters". 2) Reports showing any situations where law enforcement, fire, or emergency services had difficulty contacting transient renters over the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	They don't understand the relationship between host/manager and guests. They have nothing
8/8/21	1 duplicate .xlsx file uploaded 8/26/21, 48 inaccessible .msg files, and 1 .doc that was also duplicated as a .jpeg on 9/2/21	<a href="#">21-946</a>	contains a .jpeg and .doc of an incomplete email; 48 inaccessible .msg files	"Evacuation Impacts"	Hartman, page 7	1) Reports showing any situations where law enforcement, fire, or emergency services had "evacuation impacts" caused by STRs over the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	The .doc & .jpeg were found as on 17 065. Many inaccessible email attachments response.
8/8/21	<b>No responsive Documents</b>	<a href="#">21-947</a>	no	"Limit Outdoor Fires"	Hartman, page 10	1) Reports of fires started by fire pits, BBQs, and other outdoor fires for a residential properties over the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	They have nothing
8/8/21	12 emails presented as .pdfs uploaded 8/23/21	<a href="#">21-948</a>	12 emails converted to .pdfs	"How Bad Can it Get?"	Hartman, page 8	1) Reports and correspondence supporting "during June and July more than 30 complaints were received from 14 neighbors of one short term rental". 2) Reports showing whether any of the "30 complaints received for June or July" were duplicates, vexatious, or unfounded. 3) Reports and correspondence about complaints received about STRs over the past 5 years, including the number of duplicates, vexatious, or unfounded complaints. 4) Reports and correspondence about complaints for a properties received over that past 5 years including the number of duplicates, vexatious, or unfounded complaints. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	These are just 12 letters from residents with unfounded complaints!
8/8/21	1 .pdf uploaded 8/16/21 and 1 .xlsx uploaded 8/26/21	<a href="#">21-949</a>	no	Temporary Use Permit	Hartman, page 9	1) Number of Temporary Use Permits issued for events at a property types in the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	Nothing to do with STRs
8/8/21	6 .pdf uploaded 8/20/21, 1 .csv uploaded 8/23/21, and 1 .xlsx (duplicate) uploaded 8/26/21	<a href="#">21-950</a>	no	Extend Quiet Hours to Between 9 pm and 8 am	Hartman, page 10	1) Ordinances that define a) events of no use, b) types of noise by source, c) exclusions and exceptions, d) penalties, and e) appeal process. 2) Number of a) noise complaints filed, b) vexatious, duplicate or otherwise unfounded 3) resolution notes for each complaint over the past 5 years. Source Document Reference: Short Term "Vacation" Rentals, August 10, 2021, Hartman et al.	Nothing to do with STRs, but provides an interesting history of noise ordinances for the City.

8/8/21	15 .pdf ( nc 2 ema s) up oaded 8/18/21	<a href="#">21-951</a>	no, emails were converted to pdfs	"Look to Ex st ng Regu at ons ... as Gu des"	Hartman, page 11	1) Reports and other mater a s rece ved about other jur sd ct ons' STR regu at ons. Source Document Reference: Short Term "Vacat on" Ren a s, August 10, 2021, Hartman et a .	Prov des some nterst ng compar s ons to other jur s d ct ons a though the case stud es do not app y to the C ty urgency ord nance.
8/8/21	1 ema up oaded as a .pdf 8/18/21	<a href="#">21-952</a>	no, emails were converted to pdfs	Econom c Ana ys s of STRs		1) Reports regard ng the econom c mpacts (pos t ve and negat ve) for STRs n Santa Rosa. Source Document Reference: Short Term "Vacat on" Renta s, August 10, 2021, Hartman et a .	The ema was a br ef update on BIA co ect on. No research was performed on STR's mpacts n Santa Rosa.
8/8/21	1 .pdf up oaded 8/18/21, 1 naccess b e .msg up oaded 8/25/21, and 2,774 naccess b e ema s up oaded 1/31/23	<a href="#">21-953</a>	2,775 inaccessible .msg files	Po t ca y Act ve Organ zat ons	Generat on Hous ng Sponsors 032221.pdf	1) contracts, rece pts, ema s, etters regard ng an organ zat on ca ed "Generat on Hous ng" and the C ty's ro e as "Cata yz ng Member" (see attached) 2) contracts, rece pts, ema s, etters regard ng the "Santa Rosa Metro Chamber" and STRs (e.g. vacat on renta s). Source Document Reference: Short Term "Vacat on" Renta s, August 10, 2021, Hartman et a .	<b>2,774 .msg files were added 541 days after the original request !!!</b>

10/23/23 Eric Fraser, truthintourism@gmail.com. Produced from a search on Nextrequest "Press Democrat"

Request Date	Date Responsive Docs added	Nextrequest	Emails attached/format	Subject	Notes
1/10/23	No responsive documents, but instructions in the timeline.	<a href="#">23-33</a>	None	David Pelaez-Chavez	
2/7/23	4 .pdfs uploaded 2/7/23	<a href="#">23-115</a>	None	Palms Inn	
3/1/23	106 inaccessible .msg files uploaded 3/14/23	<a href="#">23-195</a>	106 inaccessible .msg files	Natalie Roger's remarks about Racial Mistreatment	
3/23/23	3 .pdf released to requester, but not accessible to the public	<a href="#">23-290</a>	Not sure	Palms Inn	
6/8/23	3 .pdf posted 6/22/23	<a href="#">23-580</a>	None	400 Administration Dr.	
9/14/23	No responsive documents	<a href="#">23-971</a>	None	Sam Jones Hall	Seems to have received the documents through other channels as the request was "withdrawn".

10/23/23 Eric Fraser, truthintourism@gmail.com. Produced from a search on Nextrequest "Press Democrat"

Request Date	Date Responsive Docs added	Nextrequest	Emails attached/format	Subject	Notes
1/10/2023	No responsive documents, but instructions in the timeline.	<a href="#">23-33</a>	None	David Pelaez-Chavez	
2/7/2023	4 .pdfs uploaded 2/7/23	<a href="#">23-115</a>	None	Palms Inn	
3/1/2023	106 inaccessible .msg files uploaded 3/14/23	<a href="#">23-195</a>	106 inaccessible .msg files	Natalie Roger's remarks about Racial Mistreatment	
3/23/2023	3 .pdf released to requester, but not accessible to the public	<a href="#">23-290</a>	Not sure	Palms Inn	
6/8/2023	3 .pdf posted 6/22/23	<a href="#">23-580</a>	None	400 Administration Dr.	
9/14/2023	No responsive documents	<a href="#">23-971</a>	None	Sam Jones Hall	Seems to have received the documents through other channels as the request was "withdrawn".



**NORTH BAY PRIDE** ▶  
Stories, perspectives  
from the local LGBTQ+  
community. **13**

**SUNDAY**



**INSIDE TODAY'S PAPER**  
▶ Local's Guide to the  
best new places to dine  
▶ Keep your brain sharp  
with puzzles and games

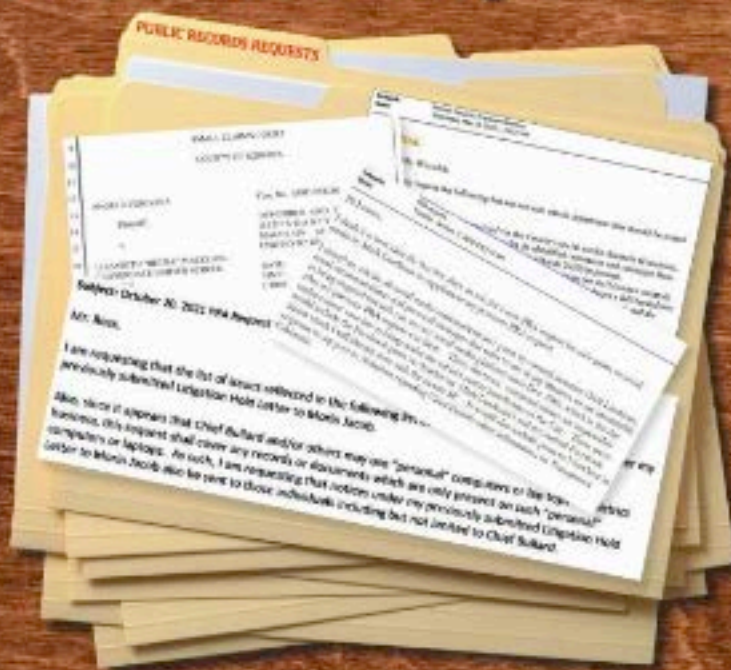
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# The Press Democrat

SUNDAY, OCTOBER 22, 2023 • SANTA ROSA, CALIFORNIA • PRESSDEMOCRAT.COM

## The cost of accountability

Sonoma County citizen activists push the limits of public access



Records requests put strain on public-sector time, money

By PHIL HANSEN  
AND ALANA HINKLER  
THE PRESS DEMOCRAT

**O**n Jan. 28, 2022, Adina Flores sent a request to the County of Sonoma under the California Public Records Act, asking to see all emails and text messages between Dr. Sumbart Mase, then the county's health officer, and Dr. Celeste Philip, who was a deputy director for non-infectious diseases with the Centers for Disease Control and Prevention.



Links (top), already and comments of record (middle) and (bottom) board meetings, she argued against the board's policy on removing candidate filing fees at the monthly meeting Sept. 12.

TUESDAY, OCTOBER 22, 2023



A wounded Palestinian boy is brought to a hospital Saturday in Khan Younis, on the Gaza Strip.

## Aid starts to trickle into Gaza via Egypt

**BORDER OPENS** ▶ Water arrives, but health care system 'facing collapse'

By NAJIB KOBAIN, SAMY MAGDY AND JOSEPH KHAMIS  
ASSOCIATED PRESS

**RAPID** Gaza Strip — The border, closing between Egypt and Gaza opened Saturday to let a trickle of desperately needed aid into the besieged Palestinian territory for the first time since Israel sealed it off and began pouring it with airstrikes following Hamas' bloody takeover two weeks ago.

Just 20 trucks were allowed in an amount aid workers said was insufficient to address the acute need for humanitarian crisis. More than 200 trucks carrying 3,000 tons of aid have been waiting outside for days.

Gaza's 2.3 million Palestinians, half of whom have fled their homes, are consuming food and drinking dirty water. Hos-

INSIDE  
▶ U.S. Govt. condemns Hamas' takeover's violence; warning 'catastrophic' for AI

▶ Values show a crack: First-time President Joe Biden's approval rating dips

▶ How faith sustains migrant crossers

TUESDAY • PAGE A10



### HOW FAITH SUSTAINS MIGRANT CROSSERS

Seeking to sustain, faith groups' migrant aid has been essential for coping with their challenges, cross-border crossings, and the influx of aid to the United States. Story, Page A1.

# ERIC FRASER VS. CITY OF SANTA ROSA

**The issues:** Eric Fraser, who is semiretired from a career he said included work as a civil rights researcher, owns a property in Santa Rosa that hosts a short-term rental unit. That role led him to question where Santa Rosa's rental and transient occupancy tax assessments were going.

He wound up advocating for others in his Greater Cherry neighborhood, he said, unearthing records on their behalf, on issues ranging from public art to sidewalk repair. But Fraser's records requests mostly focus on short-term rentals.

"We're getting funding to launch a research center, to study what we consider Santa Rosa's war on short-term rentals," he said. "When people engage in sort of fact-less policymaking, what can you call it other than a war?"

**The fallout:** Between April 2019 and late August 2023, Fraser filed 142 Public Records Act requests with the City of Santa Rosa.

On a single day — March 7, 2022 — he sent 48

separate PRA requests to the city, asking for a battery of information relating to Neighbor Notifications for 48 different addresses in Santa Rosa.

Some of his requests have been fairly sweeping.

On Aug. 8, 2021, for example, Fraser asked to receive all contracts, receipts, emails and letters regarding the city's relationship with the nonprofit Generation Housing, and similar documents pertaining to the Santa Rosa Metro Chamber and short-term rentals. The city wound up sending him 2,776 separate documents.

Another request, this one filed July 10, 2019, and relating to the Santa Rosa Tourism Business Improvement Area Board and the Heirloom Expo, turned up 479 documents.

Fraser denies the stakes are personal.

"I disagree completely with the idea that there's some sort of disagreement, running feud, anything like that," he said.