

Open Records Act Compliance Update

Finance and Executive Committee
July 13, 2022

Kristen Denius
Chief Transparency Officer



Requests for public records can be received and responded to electronically, via US Mail, or in person where possible.



Open records officers within each department monitor dedicated open records email inboxes for electronic requests.



Open records management software implementation is nearing completion and will include an online portal for the submission of requests.



Transparency web page provides resources for individuals seeking records or in need of assistance with a request.

Public Record Requests to the City of Atlanta



GOVERNMENT

RESIDENTS

VISITORS

BUSINESS

I WANT TO...

#ATL

City of Atlanta

CDC Guidance, Frequently Asked Questions, and More

Click here for more details

Obtain Ceremonial Documents

Find Registered Business

Apply for a business license

Apply for a Special Events Permit

Apply for a Job

Download Forms

See FAQs

Appeal a Parking Ticket

ATLDOT Shareable Dockless Mobility Payments

Obtain a Building Permit

Report a Potential Hazard in the Street or Sidewalk

Login to iPARCS

Login to Oracle ATLCloud

Search

Request Open Records

File a Complaint or Compliment about an Atlanta Police Officer





EXECUTIVE OFFICES

OFFICE OF TRANSPARENCY

All non-essential City of Atlanta employees are currently working remotely in response to the ongoing COVID-19 pandemic emergency. This may cause unavoidable delays in our ability to provide access to public records. We appreciate your understanding and patience as we do our best to manage this unprecedented situation.

If you have requested records via email and are having difficulty reaching the appropriate custodian of those records, you may forward a copy of your email request to ChiefTransparencyOfficer@atlantaga.gov for assistance in reaching those custodians.

Please stay safe; avoid large gatherings, wear a mask, and wash your hands!

Chief Transparency Officer | Kristen Denius



The City of Atlanta recognizes that compliance with the requirements of the Georgia Open Records Act is a vital and essential component of creating and maintaining public trust and enhancing the City's effectiveness.

As part of an effort to implement best in class policies, procedures, and protocols for transparency and compliance with the Georgia Open Records Act, the City has created the position of Transparency Officer. The Transparency Officer is appointed by the Mayor and confirmed by the City Council.

The duties and responsibilities of the Transparency Officer include oversight of the enforcement of City-wide compliance with the requirements of the Georgia Open Records Act, promulgation of Open Records compliance policies and procedures, investigations into allegations of non-compliance, and the provision of training to all City employees and elected officials.

Requesting Public Records

Requests for public records should be directed to the department(s) with custody of the specific records being sought. Please direct your records requests to the appropriate designated custodian for each City Department as listed [HERE](#).

For assistance in determining the appropriate custodian of records you are seeking please feel free to contact the Transparency Officer.

Link opens a page with an alphabetic listing of City departments and the contact information for the designated open records officer for each. Contact information includes email, e-Fax, and telephone number.

Transparency Reports and Updates

[Update to the City Council Finance and Executive Committee: May 27, 2020](#)

[Update to the City Council Finance and Executive Committee: August 12, 2020](#)

[Update to the City Council Finance and Executive Committee: February 24, 2021](#)

[Update to the City Council Finance and Executive Committee: May 12, 2021](#)

[Update to the City Council Finance and Executive Committee: November 10, 2021](#)

Frequently Asked Questions (FAQs)

What is a public record? >

Who is subject to the Georgia Open Records Act? >

Where should I send my request for public records? >

How long will it take to get the public records I am seeking? >

How much will it cost to receive public records? >

Clicking on each arrow drops down an answer to that question.

What is a public record? ▾

Under the Georgia Open Records Act, a "public record" includes all documents, papers, letters, maps, books, tapes, photographs, computer based or generated information, or similar material prepared and maintained or received in the course of the operation of a public office or agency. A "public record" also can include items received or maintained by a private person or entity on behalf of a public office or agency where the records are received or maintained by a private person, firm, corporation or other private entity in the performance of a service or function for or on behalf of a public agency. It does not include any computer program or computer software used or maintained in the course of operation of a public office or agency. O.C.G.A. § 50-18-70(a), § 50-18-72(e)(2).

Applicable Laws

- [The Georgia Open Records Act O.C.G.A. 50-18-70 et seq.](#)
- [Atlanta City Code Chapter 3 \(Transparency\)](#)

Applicable City of Atlanta Policies and Procedures

- [Open Records Compliance Policy](#)
- [Email Search and Retrieval Protocol](#)
- [City of Atlanta Record Management Policy](#)
- [Approved Retention Schedules](#)

Link to City-wide compliance policy

Link to email search and retrieval protocol

Compliance training materials

[New Employee Orientation](#)

[Open Records Compliance Training](#)

Useful Links:

- Website of the Office of the [Georgia Attorney General](#)

*Please note that the Chief Transparency Officer is not the designated custodian of records for all public records within the custody of the City of Atlanta. Your request for records should be directed to the appropriate designated custodian for each City Department as listed [HERE](#).

Additional link to the alphabetized list of department open records contacts

Contact Information

Kristen Denius

Chief Transparency Officer

Email: ChiefTransparencyOfficer@AtlantaGA.gov

Office: 404-546-4100



Open Records Management Software Procurement Project Update

Compliance with Atlanta City Code Section 3-31(4):

Sec. 3-31. - City of Atlanta open records website.

The city shall create and maintain a website dedicated to open records compliance, which shall include, but not be limited to:

(1)The name and contact information for the transparency officer and any assistant transparency officers;

(2)A list of all designated city records custodians and city records coordinators;

(3)Contact information, both telephone number and email, for all designated city records custodians and city records coordinators;

(4)An online form or portal for submitting a request for open records;

(5)A link to the most current open records policies and procedures as promulgated by the transparency officer;

(6)A copy of the city's internal Georgia Open Records Act compliance training materials;

(7)A link to the city hotline email and telephone number for reporting alleged violations of the Georgia Open Records Act;

(8)A link to the city's records retention schedule;

(9)A link to the website of the Georgia Attorney General's Office.

(10)Frequently asked questions related to requesting and receiving open records; and

(11)Copies of any reports, assessments, or evaluations generated by the transparency officer.

Goals for FOIAXpress Software Implementation

- ✓ Streamline the process for submission of public record requests, including via an online portal.
- ✓ Standardize the procedures for responding to requests.
- ✓ Allow for online payment of fees for records where applicable.
- ✓ Allow for the tracking of request status by a requester and the sending of automatic status updates.
- ✓ Allow for access to responsive records through the portal.
- ✓ Allow for internal tracking of requests and deadline reminders.
- ✓ Audit log of all system activities to allow analysis of compliance and establishment of performance metrics.
- ✓ Reading Room of previously provided records.

Open Records Compliance Training

- Open Records Compliance Training is now a module in the New Employee Orientation virtual training program.
- Self-paced online training module for annual training of all employees is anticipated to be available in FY22, Q1.
- Targeted training available on demand, either in-person or virtually.

Questions

