

# Open Records Act Compliance Update

Finance and Executive Committee  
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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 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

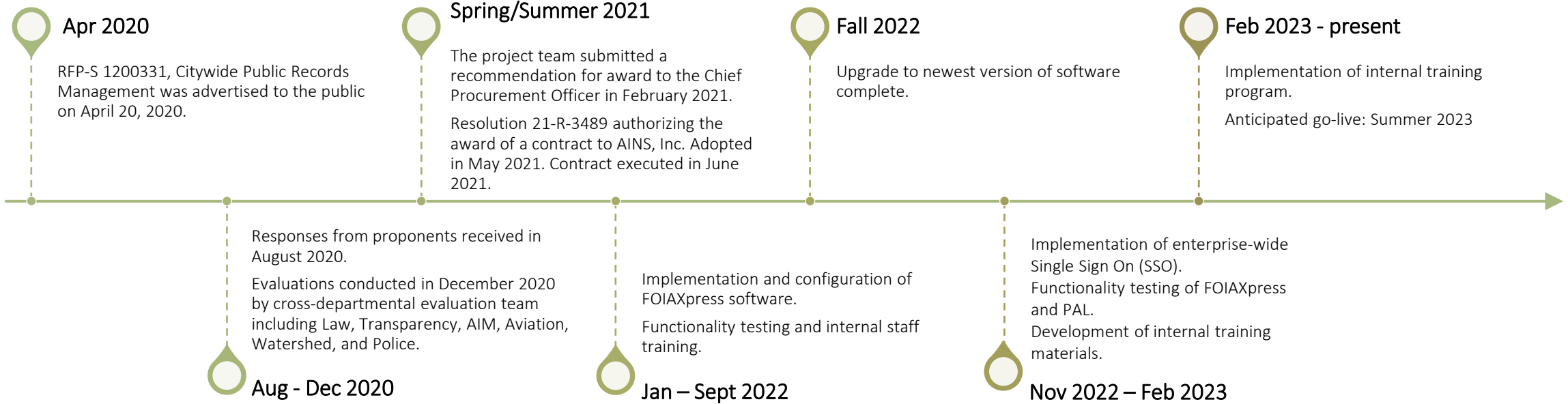
Login to Oracle ATLCloud

Search

Request Open Records

File a Complaint or Compliment about an Atlanta Police Officer





# Open Records Management Software 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.
- Continuing development of Self-paced online training module for annual training of all employees in cooperation with HR.
- Targeted training available on demand, either in-person or virtually.

Questions

