

# Open Records Act Compliance Update

Finance and Executive Committee  
February 24, 2021

Kristen Denius  
Chief Transparency Officer

# Public Record Requests During City Hall Closure



Requests for public records are being received and responded to electronically.



Open records coordinators within each department are able to access their dedicated open records email inboxes remotely.



Records that only exist in hard copy located at City Hall may take longer to provide due to limited access to the building.



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



GOVERNMENT

RESIDENTS

VISITORS

BUSINESS

I WANT TO...

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

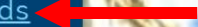
Search

[Request Open Records](#)

File a Complaint or Compliment about an Atlanta Police Officer

# Atlanta City Closed to the Public

[Click here to for more details](#) 





## 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](mailto: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

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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.

## 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: December 2, 2020 (coming soon)

## 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? >

What does it mean if public records have been “redacted”? >

What public records are exempt from public disclosure? >

Can I insist that reports or other documents be created or put into a particular format? >

How can I get assistance with a request for public records if I am having a problem? >

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.

Will be updated to reflect the date of today’s presentation and link to a copy of this PowerPoint document.

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](#)

Updated in January 2021 to reflect new internal AIM contact.

## 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](#).

Second link to the alphabetized list of department open records contacts

## Contact Information

**Kristen Denius**

**Chief Transparency Officer**

**Email:** [ChiefTransparencyOfficer@AtlantaGA.gov](mailto:ChiefTransparencyOfficer@AtlantaGA.gov)

**Office:** 404-546-4100

# Open Records Management Software Procurement Project Update

- RFP-S 1200331, Citywide Public Records Management was advertised to the public on April 20, 2020.
- Responses from proponents received in August 2020.
- Evaluations conducted in December 2020 by cross-departmental evaluation team including Law, Transparency, AIM, Aviation, Watershed, and Police.
- **The project team has submitted a recommendation for award to the Chief Procurement Officer. The submission of a legislative package for Council approval is anticipated for Cycle 8.**

# Open Records Compliance Training

- Open Records Compliance Training is now a module in the New Employee Orientation virtual training program.
- Working with the Department of Human Resources to develop an online training module for annual training of all employees.
- Available to conduct virtual departmental compliance training via Teams as needed.





Questions