

# Open Records Act Compliance Update

Finance and Executive Committee  
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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

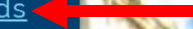
Search

[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](#) 



# 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 submitted a recommendation for award to the Chief Procurement Officer in February 2021.
- Resolution 21-R-3489 authorizing the award of a contract to AINS, Inc. is on today's FEC agenda for approval.
- Anticipate implementation during CY2021.

The AINS Team is comprised of AINS, Inc. (AINS) and Acscial Group, Inc. (AGI).

- AINS is a minority-owned business based in Maryland, in business for over 32 years and with over 15 years of public records software system experience.
- AGI is a specialized IT company with nearly 20 years of experience, located in Atlanta and registered as an SBA with the City.

The AINS Team will provide implementation, support and training for its “FOIAXpress State & Local” software system.

- Commercial off-the-shelf software product that is customizable to the City’s specific needs.
- Designed to support growth and future changes to law or policy.
- In use by over 350 federal, state, and local governments.
- State of Georgia Department of Administrative Services – over 400,000 requests per year.
- Certified for federal security compliance.

The contract term is three (3) years with two one-year renewal options from the contract execution date, for a total of five (5) years possible. The contract will include an amount not to exceed \$394,000, of which \$154,000 will be spent in Year One and \$240,000 in Years Two through Five.



### 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 Software Implementation

- ✓ Streamline the process for submission of public record requests.
- ✓ 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.

# 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

