AGENDA ITEM SUMMARY FORM

MEETING DATE: May 10, 2022

PREPARED BY: Frances Aguilar

AGENDA CONTENT: Discussion and possible action on an agreement with JustFOIA for public information requests management software.

AGENDA ITEM SECTION: Regular Agenda

BUDGETED AMOUNT: $9,384.86   **FUNDS REQUESTED:** $9,384.86

FUND: 510-415

EXECUTIVE SUMMARY:

JustFOIA originated in 2014 as software developed by the sister company MCCi, who also manages our document management system, Laserfiche. JustFOIA is designed to manage every step of the public information requests process from the online intake to delivery, including workflow automation, redactions, communication, and reporting. It is an essential tool to streamline the PIR process and will assist in improving the customer service experience while digitizing in-person services. This is a joint project with the City Secretary Department and Police Department.

RECOMMENDATION:

Staff recommends Council approve the agreement with JustFOIA for public information requests management software.

Let's Walk Through the Process of a Records Request

Receive a Records Request

Web-based records requests submission forms are customizable to meet your organization's needs. You can have as many forms as you would like and design a unique form to each request type.

Once the request arrives in the dashboard, you can take it from there!

Capabilities and Benefits

✔ See Request's Status in Real Time
✔ In-app Response Documents Upload
✔ Reduced Processing Times
✔ Routes Tasks to Staff and Departments
✔ Structured Data for Accurate Collection
✔ Required Fields to Prevent Missing Information
✔ Get Online, Not In line
✔ Required Fields
✔ Stay Compliant
✔ Eliminates Conversations

Read About Custom Forms

Manage the Process with Workflow

By creating a new request workflow, a user can assign custom or predefined tasks to given users or departments. Collaborate in-app to complete tasks, gain approvals, process and redact requested records, and securely deliver to requestor automagically!

With workflows, your ability to simplify your process is powered by your imagination.

Process Automation Benefits

✔ Never Miss a Deadline
✔ Escalate Time-Specific Tasks
✔ Stay Compliant With State & Local Laws
✔ Route Process-Based Tasks
✔ Pause Due Dates

Learn About Workflow Automation

Communicate with Everyone

While processing the request, it's a breeze to communicate with all departments involved to ensure nothing gets missed in the steps needed to complete the response.

When you need additional information from the requester, reply via the request — it's that easy!

Operational Benefits

✔ Eliminates Conversations On Individual Email Accounts
✔ Easily Transfers Tasks When Staff Is Out
✔ Allows Anyone To See Progress
✔ Maintains Consistency Across the Board
✔ Tracks General Notes
✔ Customize Message Templates

See Correspondence & Discussion Features

Invoice & Collect Payments Online

Your organization can recover costs for the time and materials needed to complete each inquiry. Gone are the days of fielding phone calls and handwriting credit card numbers. Improve security, and provide daily transaction reports to your finance department.

Operational Benefits

✔ Accurately Record Time and Materials
✔ Add Custom Fees
✔ Create Custom Invoices
✔ Enable Secure Payments Online

Payment Portal Features

Deflect Common Requests

Now that you completed the tasks for the public records request, it is time to release the information to the requester. Requesters can securely access the redacted, approved records via the public portal. Of course, you may respond to the requester with the processed records and leave it at that. However, **if it is a commonly requested record, why not make it available for the public to access by publishing it on your public portal?**

Public Portal Options

✔ Customize With Your Brand
✔ Embed On Your Website
✔ Provide Repetitive Rquests
✔ Tag Requests With Categories
✔ Set Expiration Dates On Records

Learn About Public Portal

Process Optimization Driven By Analytics

Discover bottlenecks, hold staff accountable for delays, make process improvements and measure impact. Evolve and optimize with JustFOIA reporting.

Reports provide insight into the daily operations in a zoomed out view. Stay in compliance with freedom of information laws and **streamline processes to minimize delays through reporting**.

Reporting Benefits

- ✔ Standard Commonly Used Reports
- ✔ Customizable Ad-Hoc Reports
- ✔ Increase Transparency Into Process Bottlenecks
- ✔ Improve Your Process, Minimize Delays

Read About Reporting Features