



## EXECUTIVE SUMMARY FOR VILLAGE COUNCIL

July 25, 2025

**Subject:** Approve agreement with NextRequest records request management service for 9/1/2025 – 8/31/2026.

**Purpose:** To inform and recommend to Village Council that the Village of North Baltimore implements NextRequest at a cost of \$8,998/year. The first term includes a one-time setup/implementation fee of \$1,500.

**Summary:** NextRequest is a web-based program to help streamline and centralized the Sunshine request process. NextRequest is purpose-built to save time, money, and increase both compliance and transparency.

Over 1,000 government agencies have prioritized getting NextRequest in place for their request management needs including some of our neighbors such as Findlay, Hancock County Sheriff's Office, Fostoria, Toledo, Oberlin, Sunbury, Piqua, etc. Some of the largest agencies in the country rely on NextRequest including Los Angeles, New Orleans, and Miami.

The Village has already received over 70 Sunshine requests this year. The current decentralized process for tracking, routing, and responding to requests using a variety of different tools and software has proven to be inadequate and unsustainable for ensuring timely responses. Not only would having a system in place increase efficiency and reliability, it would also facilitate continuity when experiencing staff turnover and unanticipated time off.

### Benefits

- Public Reading Room for increased transparency; choose which requests/documents to proactively publish for the public; ability to direct requesters with repetitive requests to this reading room if the request has been made public
- Automated acknowledgement emails, due dates, and tracking
- Premier security package, ability to map to CJIS and HIPAA security controls
- Email monitoring, task assignment, tracking, and automated reminders
- Invoicing/Staff time tracking
- Document redactions
- Audit trail/timeline with a comprehensive list of all tasks completed and communications with requesters
- Centralized tracking of requests; includes ability to filter by request status, dates, requester name, department, etc.

Josh Bender, Village Administrator  
nbadmin@northbaltimore.net