

➤ **BACK TO THE FUTURE...**

FOR PUBLIC RECORDS REQUESTS



> AGENDA



MEET YOUR PRESENTERS

Murray Smith and Lisa Owen

ABOUT JUSTFOIA

History and Overview

RECORDS REQUESTS ARE ON THE RISE

Exploring the Challenge

WHAT'S THE SOLUTION?

Strategies and Tools

MEET OUR GUEST: LISA OWEN

Insights from the City of Tucker

DEMONSTRATION

Practical Application



> MEET YOUR PRESENTERS

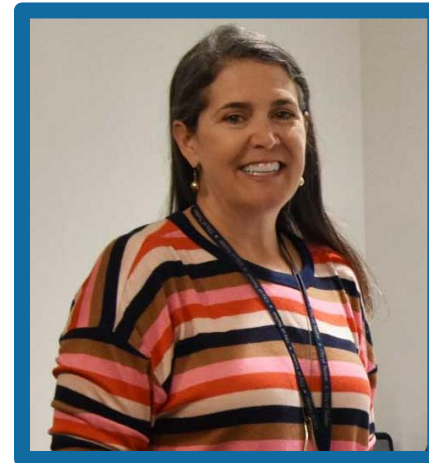


Murray Smith

Solutions Consultant

850.757.7291

msmith@justfoia.com



Lisa Owen

Deputy City Clerk



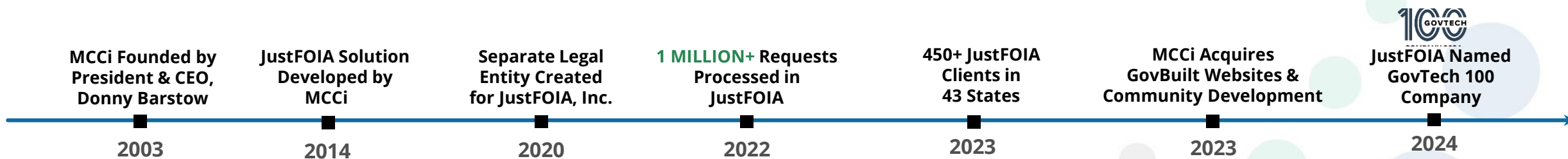
> OUR STORY



No partner knows records like we do.

JustFOIA is a GovTech company providing the easiest-to-use and most powerful records request software to more than 450 agencies.

We are a client success-dedicated platform built by MCCi — a leader serving government agencies for two decades, modernizing processes and serving more than 1,500 clients across the nation.



> STATE & LOCAL GOVERNMENT



Centralize all types of records requests

- General Records Requests
- Lien Search Requests
- Building Inspection and Permit
- Subpoena Requests
- Inter-Agency Requests
- Court Discovery
- COVID/Disaster Requests
- Permitting
- Environmental Site Assessments
- Property Recovery
- Media Requests



"Everything is in one place, organized, users are accountable, and excellent client support!"

Atlantic Beach, FL



"JustFOIA keeps any and all records request smooth from beginning to end!"

Grand Prairie, TX



"We were able to recoup thousands of dollars, and everything is organized."

"Being able to make payments online streamlined the process."

City of Brookhaven PD
(Metro Atlanta)

> **CAN WE GO BACK TO A SIMPLER TIME?**

What is going on with Public Records Requests?

Who turned up the volume?



> RECORDS REQUESTS ARE ON THE RISE

35%

2021

Year-Over-Year

23%

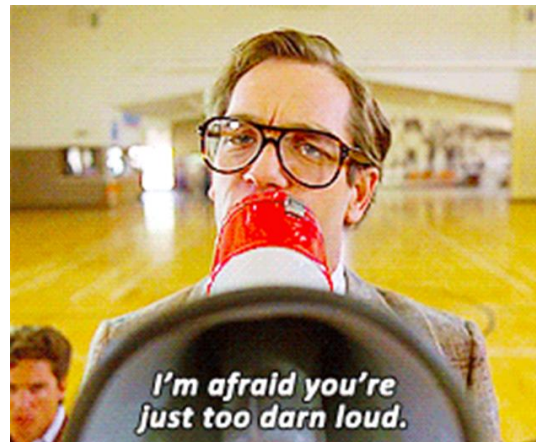
2022

Year-Over-Year

14%

2023

Year-Over-Year



> “ANY AND ALL” REQUESTS

Overly broad and complex requests are on the rise.

“Please provide any-and-all records related to...everything.”

> "ANY AND ALL" STATS

300%

Files/Request



4x
.pst files



Audio files up 187%
Video files up 272%
Photos up 251%

> WHY ARE YOU GETTING "DUMPED" ON?

Public access to previously undisclosed records.

Your costs for identification, collection, review and production of requested information.

Desire for transparency by the public at large.

Types of documents (social, text, etc.) made subject to public record.

Demand for online services options (instead of in-person), especially ones that match easy-to-use expectations of common apps and companies.

Number of people online due to remote work transformation and widespread government broadband initiatives to bring high-speed internet to rural areas.



> WHY MODERNIZE REQUESTS NOW?



Improve Efficiency

Government needs to **do more with less** to better serve its community.

Enhance Transparency

Transparency demands are getting louder every year. It's time to **improve public relations** and **employee morale**.

Mitigate Risk

Stay compliant with records requests laws and **decrease risk** of fines, penalties, and negative publicity.

Expense Recovery

Recover the expense of fulfilling records requests with a process your finance department will appreciate.

Contactless Services

Your community expects a **contactless and positive experience** from beginning to end.

> YOUR RECORDS REQUEST REPOSITORY



"Any and All" Document Management



Redaction



Payment Portal



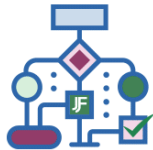
Public Portal



Security



Single Sign-On



Workflow Automation



Correspondence



Custom Forms



Laserfiche Integration



Advanced Reporting

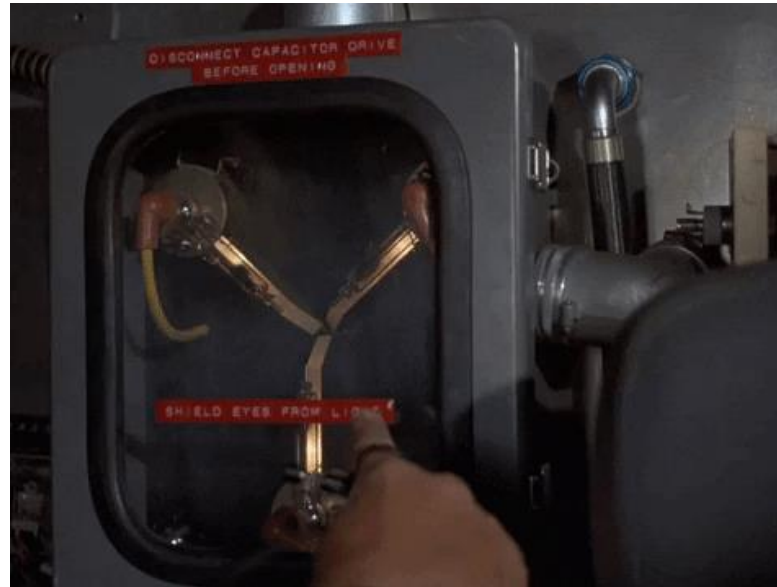
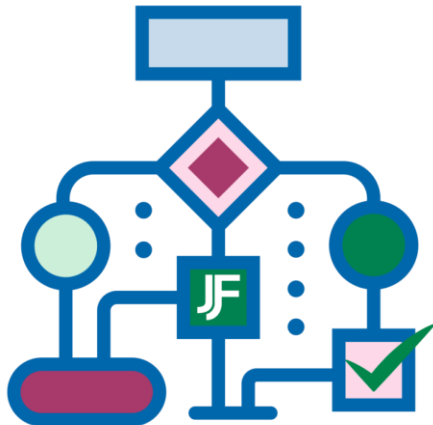


User Training

> WORKFLOW AUTOMATION

Automagic Workflow for Everyday Efficiency

It's a series of automated actions that improve everyday processes and bring collaboration to a whole new level. It's the smart and seamless way to keep large teams in sync — automagically.



- Reminder emails and escalations to designated users and admins
- Approval routing
- Comment section to keep track of notes
- Logs for time and materials tracking
- Simultaneous work for multiple users and departments
- Configurable steps and tasks

> CORRESPONDENCE

Eliminate Inbox Clutter

You can finally give your inbox a break. Create transparency and simplify your communications both internally and externally with our solution.



Gain Transparency

All conversations (both internal and with requesters) are easily viewable, timestamped and archived.

Speed Up Teamwork

Allow admins, managers, and others to check the status of a request and see all communication threads.

Customize Communications

Design and automate common communications with templated messages and workflows.

Centralize Emails

Celebrate! No more lost emails, attachments, or notifications within personal accounts.

> REDACTION



Protect Sensitive Data

Redact sensitive data with a single-click or create custom redactions that save time and resources for your team.



Automatic Redaction

- Social Security Numbers
- Phone Numbers
- Email Addresses
- Dates
- Bulk Search for Words and Phrases
- Regular Expressions (RegEx)



Manual Redaction

- Image Select Redaction
- Text Select Redaction
- Page Selection
- Comments, Notes, Highlights, Annotations
- E-Signature and Approvals



Integrations



In-app



Adobe
Acrobat
Pro



Laserfiche

> PUBLIC PORTAL



Deflect Repetitive Requests

Direct citizens to an online experience to submit requests, track their status, and eliminate unnecessary work by systematizing the process.



Online Experience

- Available on your Website
- Customize Forms to Serve Many Request Types
- Adhere to ADA Regulations



Reduce Repeat Requests

- Deflect Repeat Requests
- Proactively Release Documents
- Proactively Release Large Documents & Videos



Control Public Access

- Allow Citizens to Self-Serve
- Set Expiration Dates on Published Records
- Add Keyword Tags for Records

> PAYMENT PORTAL

Stop Processing Payment Manually

Imagine the ability to quickly notify requesters of estimated costs and receive payments instantly, before spending your resources on abandoned or excessive requests.



Current Payment Providers

authorize.net
A Visa Solution



> LASERFICHE INTEGRATION



Seamless User Experience

Laserfiche and JustFOIA are the perfect power pack of automation for simplified records requests and content services. Retrieving records for records requests has never been easier.



- Single App Experience
- Granular Admin Control
- Multiple Ways to Access Files
- Archive Requests
- Powerful, Intuitive Search
- Favorite Locations

> GOVERNMENT SECURITY

Modern Tech with Top-Grade Security

Protecting your solution and information is our highest priority. Our team works around the clock to ensure hackers and cybersecurity offenders with malicious intent aren't a part of the equation, ever. We aim to surpass industry standards for security measures we take to protect you.



Other Security

- HIPAA
- NIST800.171 (DIB)
- ITAR
- IRS 1075
- DoD L4
- DoD L5

> TIME TO GO BACK TO THE FUTURE!



> MEET OUR GUEST: LISA OWEN



INTRODUCTION TO LISA OWEN, DEPUTY CITY CLERK, CITY OF TUCKER

- Lisa's career journey to the City of Tucker and her role as Deputy City Clerk
- How the City of Tucker uses JustFOIA and any unique aspects of the organization

USING JUSTFOIA AT THE CITY OF TUCKER

- Lisa's favorite aspect of using JustFOIA
- What leadership loves about JustFOIA
- Greatest benefits experienced by the City of Tucker since using JustFOIA
- Any unexpected positive changes or efficiencies

> **THANK YOU!**



**Let us know what
you think!**

info@justfoia.com

www.justfoia.com

(866) 761-5301

