



# SOFTWARE MANAGEMENT SOLUTION

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- PUBLIC RECORDS REQUESTS
- ADVISORY BOARDS & COMMITTEES

# PUBLIC RECORDS REQUESTS

## CURRENT PROCESS AND ISSUES

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- Page Online is very lengthy
- Online form provides list of departments to select or 'Other'
  - System emails department directly
  - System emails City Clerk for all 'Other' requests
- Payments cannot be made electronically
- There is no tracking ability
  - No centralized repository for citywide requests
  - Duplicated efforts
  - Performance measures

# ADDITIONAL POLICE DEPARTMENT ISSUES

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- No electronic submission form; paper form used
- No tracking mechanism for pending requests
  - Approximately 12,000 public records requests received per year in the Records Section alone
- Many requests are interdepartmental and require a manual process to track responses
- Requests received in multiple areas of the department with no centralized repository
  - Records Section
  - Media Relations
  - Legal/Litigation Support Unit
- Currently there is no dedicated group to process public records requests
  - *Decision package currently routing for the creation of a Public Records Redaction Unit*

# BENEFITS OF NEW PROCESS

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- Simple and consistent webpage
- Request Form is dynamic and helps the user to narrow down their specific request
- Deflection
- Tickets are assigned to staff member(s) and status is viewable
- Automatic alerts and notifications to staff
- Various tracking and reporting abilities
- Payments can be made electronically

# SIMPLE & CONSISTENT WEBPAGE

City of Goldmeadow

I Want... Residents Government Business Visitors Services

**FIND PUBLIC RECORDS**

- View FAQs
- Request Public Records
- View Trending Topics
- Search Request Library
- Login to My Request Center

What records are available?  
Annual Operating Budget  
How do I get Death Certificate?  
Accident Reports  
Property Survey

## Records Request Form

**REQUEST FOR OPEN RECORDS UNDER THE FREEDOM OF INFORMATION ACT**  
You May Not Need to Make a Open Records Request! You may be able to access the information you require via our website without making a Open Records request. Many documents and frequently-requested information is available electronically in our [FAQs](#).

Submit a Request

**Type of Information Requested:\*** -- Please Select --

**Describe the document(s) you are requesting:\***

**Preferred method to receive records:\***

- Electronic via Records Center
- Copies on CD
- Electronic by Email
- Fax Copies

- ALL Public Records Requests start at the same page.
- Dynamic form assists users to find the records they need.

# DEFLECTION

The screenshot shows a web interface for a 'Records Request Form'. At the top, there are navigation tabs: 'I Want to...', 'Residents', 'Government', 'Business', and 'Visitors'. The main heading is 'Records Request Form'. Below it, there is a section titled 'REQUEST FOR OPEN RECORDS UNDER THE FREEDOM OF INFORMATION ACT' with a sub-heading 'You May Not Need to Make a Open Records Request! You may be able to access the information you require via our website without making a Open Records request. Many documents and frequently requested information is available electronically in our FAQs'. A 'Submit a Request' button is visible. The form includes a dropdown for 'Type of Information Requested:' with 'Procurement/Purchasing' selected. Below that is a 'Request Details' section with a text area for 'Describe the document(s) you are requesting:' containing the word 'Contract'. At the bottom, there are radio buttons for 'Preferred method to receive records:'. A sidebar on the right, titled 'Related Information', lists various records and open data items, each with a search icon.

I Want to... Residents Government Business Visitors

## Records Request Form

REQUEST FOR OPEN RECORDS UNDER THE FREEDOM OF INFORMATION ACT  
You May Not Need to Make a Open Records Request! You may be able to access the information you require via our website without making a Open Records request. Many documents and frequently requested information is available electronically in our [FAQs](#).

Submit a Request

Type of Information Requested:\* Procurement/Purchasing

### Request Details

Describe the document(s) you are requesting:\* Contract

Preferred method to receive records:\*

- Electronic via Records Center
- Copies

#### Related Information

##### Public Records Requests

- All bid responses related to RFP , including contract, proposal and...
- Contract Information and RFP details for the Domes Window...
- rfp and contract details for the window washing contract...
- RFP and Contract details for window washing contract
- RFP and Contract for window washing Primanti brothers
- RFP and Contract details Primanti Brothers window washing...

##### Open Data

- Airport (SFO) Contract Opportunities
- SFEC Form 126f4 - Notification of Contract Approval - Filings
- SFEC Form 126f4 - Notification of Contract Approval - Affiliates an...
- SFEC Form 126 - Notification of Contract Approval - Paper Filings
- SFEC Form 126f4 - Notification of Contract Approval - Electronic...
- Number of Contracts Published Per Month

- Assists user in finding records quickly
- Reduces submitted requests
- Reduces duplication

# EASILY ASSIGN AND TRACK REQUESTS

TRACK AND ALERT AS TO STATUS AND ASSIGNMENT OF TICKETS

The screenshot displays a web application interface for tracking requests. At the top, there is a search bar and a 'Create' button. Below this is a navigation menu with options like '+ New Request', 'Search', 'New Message', 'Edit', 'Export', 'Letters', 'Print', and 'Delete Checked'. The main content area shows a table of 'All Open Requests' with the following columns: Reference No, Request Info, Service Request Type, Status, Assigned Dept, Assigned Staff, Contact E-Mail, Update Date, and Create Date. The table contains several rows of data, including requests for City Records, Police Records, and Legal Review.

Reference No	Request Info	Service Request Type	Status	Assigned Dept	Assigned Staff	Contact E-Mail	Update Date	Create Date
W008547-120319	<span style="color: green;">●</span> <span style="color: blue;">🔗</span> 0 <span style="color: gray;">✉</span> 0/0 <span style="color: blue;">📄</span> 0/0 <span style="color: blue;">📎</span> 2 <span style="color: gray;">🗑</span> 0/0	City Records Request	Assigned	Administration	Steven Light	chuffman@webqa.net	12/3/2019 12:53 PM	12/3/2019 12:52 PM
W008538-120219	<span style="color: green;">●</span> <span style="color: blue;">🔗</span> 1 <span style="color: gray;">✉</span> 1/1 <span style="color: blue;">📄</span> 2/2 <span style="color: gray;">📎</span> 0 <span style="color: gray;">🗑</span> 0/0	City Records Request	Legal Review	City Clerk	Amy Breitkreutz	amolek@govqa.com	12/2/2019 5:40 PM	12/2/2019 5:13 PM
W008527-112619	<span style="color: green;">●</span> <span style="color: blue;">🔗</span> 0 <span style="color: gray;">✉</span> 0/6 <span style="color: blue;">📄</span> 0/1 <span style="color: blue;">📎</span> 1 <span style="color: gray;">🗑</span> 0/0	City Records Request	Assigned	Administration	Steven Light	bcollie@webqa.net	11/26/2019 11:27 AM	11/26/2019 11:27 AM
W008521-112119	<span style="color: red;">●</span> <span style="color: blue;">🔗</span> 0 <span style="color: gray;">✉</span> 2/6 <span style="color: blue;">📄</span> 0/0 <span style="color: blue;">📎</span> 7 <span style="color: gray;">🗑</span> 0/0	City Records Request	Time Extension	City Clerk		bcollie@webqa.net	11/26/2019 11:40 AM	11/21/2019 12:57 PM
W008520-112119	<span style="color: red;">●</span> <span style="color: blue;">🔗</span> 1 <span style="color: gray;">✉</span> 0/1 <span style="color: blue;">📄</span> 0/0 <span style="color: blue;">📎</span> 2 <span style="color: gray;">🗑</span> 0/0	City Records Request	Assigned	Administration	Steven Light	chuffman@govqa.com	11/21/2019 11:17 AM	11/21/2019 11:17 AM

# ADVISORY BOARDS AND COMMITTEES

## APPLICATION AND TERM MANAGEMENT

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### CURRENT PROCESS

- Applications are submitted online and sent to Clerk to file, resumes not attached
- When vacancy occurs, staff forwards applications to board liaison for feedback and the Mayor makes a recommendation.
- Application submitted to Council for review and approval.
- City Clerk mails approval letters to new appointees/reappointments, and/or thank you letters for their interest.
- Board members and term dates are stored via Excel Spreadsheets and updated regularly.
- Loyalty Oaths are managed separately

### NEW PROCESS

- Applicant creates profile where all records are maintained
- Clerk and applicable parties receive notification
- Applicant receives automatic and timely responses
- Internal communications are centralized and timely
- Term limits are managed easily and with the help of automatic system notifications
- Loyalty oaths maintained in applicant file for retention
- Tracking abilities – current board members, vacancies, missing forms, etc.





# SUMMARY OF BENEFITS & OTHER USEFUL FEATURES

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- Simplified Process – webpage is more user-friendly, consistent, dynamic
- Deflection – provides user with list of records available online, or similar requests
- Supports Accuracy – checklist for staff activity taken to satisfy each request
- Electronic Payments Available
- Improved Communication – automatic alerts and access to tickets
- Reporting/Tracking Abilities – ticket status, resources used, performance measures
- Trending Topics – publish articles, news alerts and notifications
- Legal Claims – inter-agency module to distribute claims electronically

# QUESTIONS?

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