

DRAFT

GovQA Freedom of Information Act
(FOIA)
Application Implementation

Board of Supervisors
January 26, 2016

About WebQA

- 15 Years Experience in centralized web based FOIA/PRA applications
- 700+ clients nationwide servicing 80 million citizens

WebQA FOIA/PRA Applications

- Integrated web based platform for Public Records Act (FOIA/PRA) requests;
 - Capture requests received via letter, website, email, fax or walk-in
 - Post completed PRA request to the website for searching via the Public Archive portal
 - Public Portal provides requesters with updates and history of their requests

Process Improvement

- Centralized, web based system
- Process consistency
- Electronic tracking and reporting
- Countywide implementation with oversight by County Counsel

Account Management

- Requesters login with basic information
 - First and Last Name
 - Email address
- Other information is optional
 - Address
 - Agency/Group name
 - Telephone number(s)
- [City of Menlo Park](#) (Example Link)

Public Records Request Details

*Type of Information Requested:

*Describe the document(s) you are requesting:

*How do you wish to review material or have copies?:
 Inspect
 Copies

*What type copies do you prefer? (subject to availability):
 Print Copies
 Copies on CD
 Fax Copies
 Electronic by Email

Internal Information Only

Flags and Filters:

Stop the Clock:

High Profile: Yes No

Media Request:

AG Opinion Information:

Exemptions Claimed: If applicable

Reference No
W002434-072915

Create Date
7/29/2015 10:17 AM

Update Date
7/29/2015 10:41 AM

***Required Completion Date**

Current SLA Start Date
7/30/2015 8:00:00 AM

Days open
4 Days

Days until due
6 Days

Completed/Closed

Status

Priority

Assigned Dept

Assigned Staff

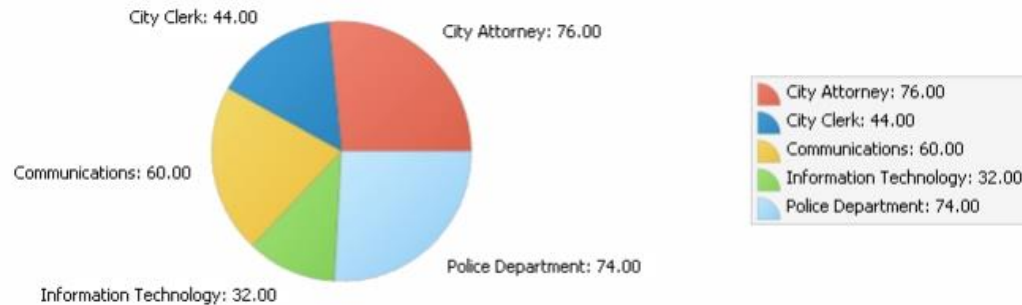
Customer Name
Mr. Joe Citizen

Email Address

FOIA Report

Run Date: 08/05/2015 11:41 AM

Department Summary



City Attorney

Assigned Staff	Create Date	Close Date	Days Open	Request Status	Source
Amy West	12/6/2011	1/24/2012	48.92	Assigned	Web Portal
Betty Rose	1/23/2012	4/29/2012	97.21	Requestor Payment Refused	Walk-In
Betty Rose	1/26/2012	4/29/2012	94.50	No Response from Requestor	Web
Tim Kane	2/3/2012	4/29/2012	86.29	Exemption Denial	Web
Rob Davis	6/5/2012	6/13/2012	8.33	Exemption Denial	Web
Rob Davis	6/11/2012	6/13/2012	2.13	Exemption Denial	Web
Wes Long	8/30/2012	12/3/2012	95.21	Approved	Web
Chris Musielak	10/5/2012	12/3/2012	59.17	Approved	Web
Dan Huizinga	10/9/2012	10/19/2012	9.92	Approved	Web
Rob Davis	4/9/2013	5/21/2014	407.29	Exemption Denial	Web
Rob Davis	4/9/2013	5/21/2014	407.21	Exemption Denial	Web
Rob Davis	4/9/2013	5/21/2014	407.08	Exemption Denial	Web
Rob Davis	4/11/2013	5/8/2014	391.79	Full Release	Web

Questions / Discussion