



Office of the City Manager

December 11, 2020

To: Honorable Mayor and Members of the City Council

From: *Dee* Dee Williams-Ridley, City Manager

Subject: New Public Records Act (PRA) Portal

The City has launched a new Public Records Act (PRA) online portal, which makes it easier for community members to submit PRA requests. The portal, powered by NextRequest and available at <https://cityofberkeleyca.nextrequest.com/>, allows community members and organizations to conveniently submit, track, and browse public record requests online, receive automatic email updates regarding their requests, and download documents related to PRA requests. First time visitors to the City's website also have access to a searchable database of previously released documents, ensuring that once a City document has been made public, anyone will have access to it. The public facing PRA responses are stored in an online repository and allows for frequent requests to be easily accessible, saving the City time and money and to advance environmental sustainability by providing more information online.

The City receives over 4,500 PRA requests each year. The City Clerk and City Attorney's Office coordinate with each city department for all responses. The NextRequest public records software works cross-departmentally to streamline requests and responses, making the process more efficient internally, so that no request goes unanswered. The online portal provides workflow, emails, redaction of sensitive information and many more features to increase the efficiency of processing and monitoring PRA requests. Community members who do not have access to online tools can continue to submit public records request through the City Clerk's office in person or by mail.

NextRequest protects the flow of the City's sensitive information with best-in-class security, compliance, and data protection for its customers including mapping to the Criminal Justice Information Services (CJIS), Payment Card Industry (PCI), Health Insurance Portability and Accountability Act (HIPAA) Security Rule controls, and a Service Organization Control (SOC) SOC2 security audit.

Page 2  
December 11, 2020  
Re: New Public Records Act (PRA) Portal

This significant project to fulfill Public Records Act requests was completed in collaboration between the departments of Information Technology, City Clerk and City Attorney's Office. We are also announcing the tool to the community via a news release, which is then distributed on our home page and social media.

The PRA Project is a Strategic Plan Priority Project, advancing our goal to be a customer-focused organization that provides excellent, timely, easily-accessible service and information to the community.

For questions about the tool, please contact Kathy Cassidy, Customer Service Manager, Department of Information Technology, 510-981-6543, [kcassidy@cityofberkeley.info](mailto:kcassidy@cityofberkeley.info).

cc: Department Directors  
Assistants to the City Manager