

# Agency-Side Effects and Efficacy of Online Public Records Request Portals

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# Abstract

**My research aims to study the effects and efficacy of online PRR portals from the agency perspective, both at the process level and in a broader sense of reshaping the relationship between citizen and government.**

**A survey of 54 U.S. public jurisdictions suggests that online portals are significantly improving agencies' internal and external processes of receiving, tracking, and responding to requests for public records, but do not necessarily spur correlative improvement in their overall relationship with citizens for a number of possible reasons.**



## Open Public Records

This is a pilot portal for the city of San Francisco's public records requests. You can submit public records request and search previous requests for the following departments: Arts Commission, Building Inspection, Controller, Dept of Emergency Management (excluding 911), Dept of Public Health, Department of Technology, Ethics Commission, Fire Department, Public Works, and Recreation & Parks. For all other departments please visit that department's website.

Search

🔍 Search **4032** requests and counting.

Make Request

📝 Make a new public records request.



**NextRequest**  
All-in-One Records Request Management

**GovQA**



City of Dallas

## Open Records Center

- 🏠 HOME
- 📝 SUBMIT A REQUEST
- 🔍 VIEW FAQs
- 👤 VIEW MY REQUESTS
- 📁 OPEN RECORDS SEARCH

📝 [Submit a Request](#)

[City Open Records Request](#)

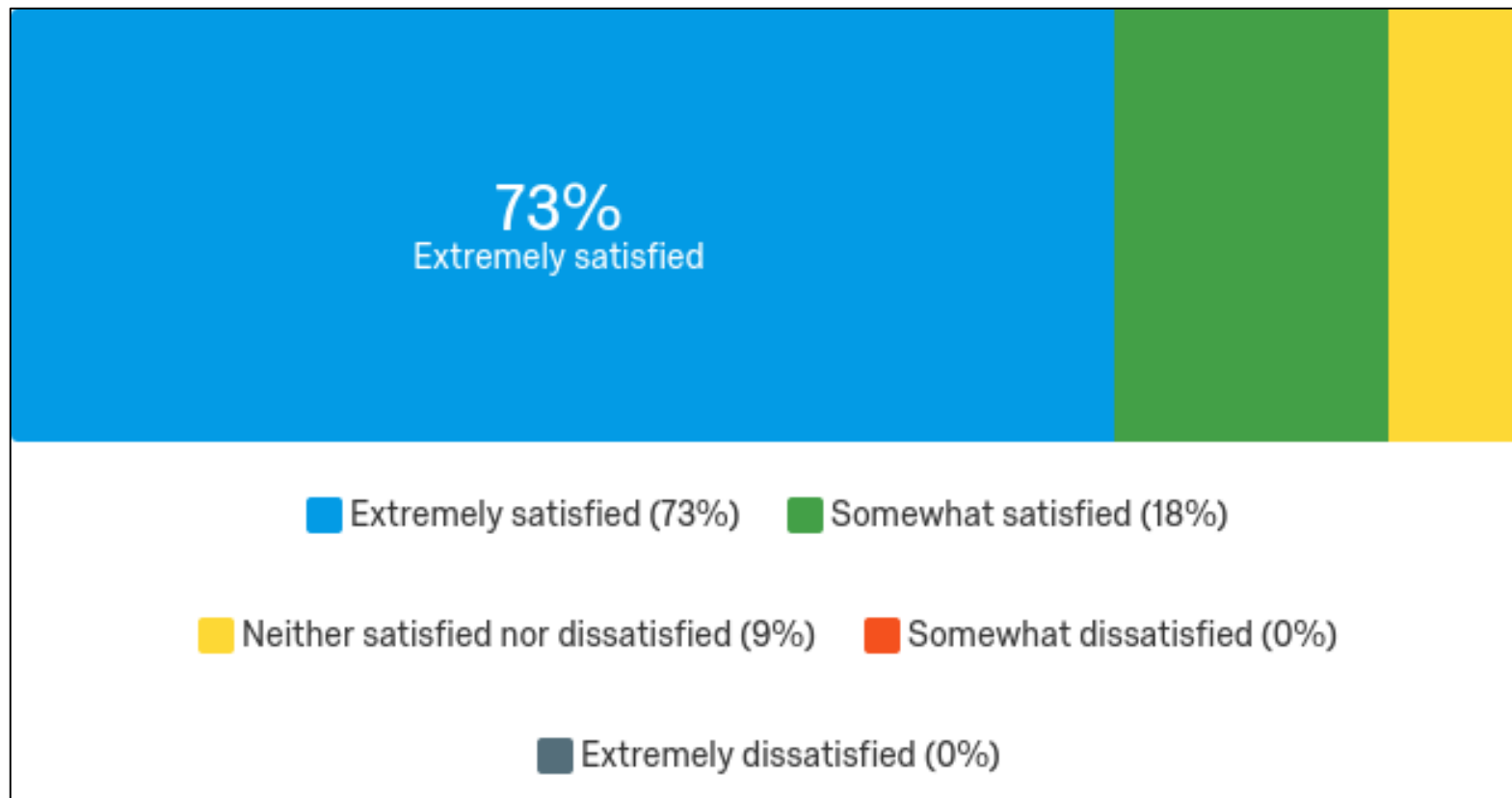


[Police Open Records Request](#)



# Findings

How satisfied would you say you are with your online PRR portal?



# Findings

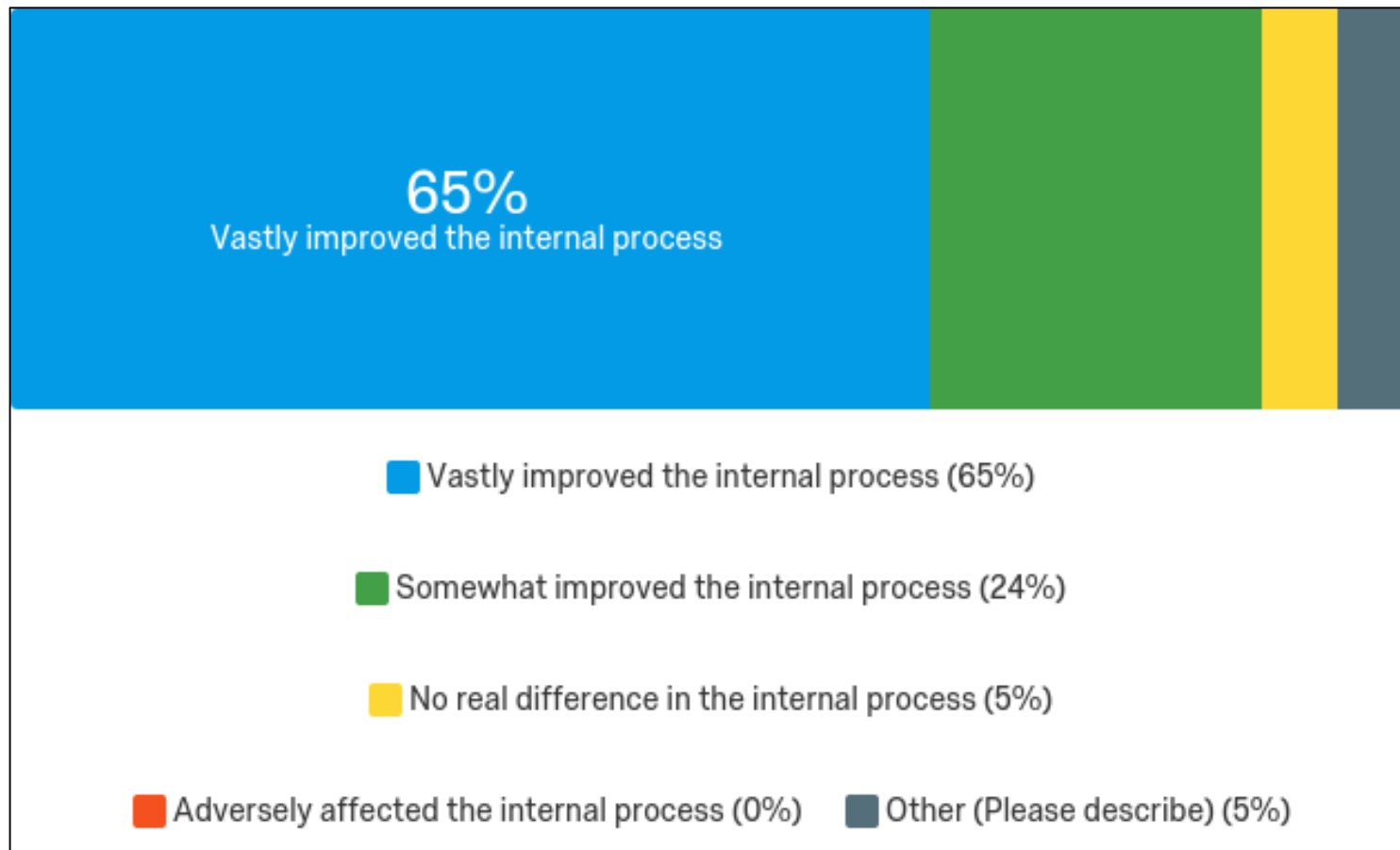
**Reasons for satisfaction, listed in order of frequency of mention:**

- 1) Centralization/consolidation of PRR management**
- 2) Tracking**
- 3) Ease of use for requesters**

*Others: Speed, transparency, compliance, cost, redaction tool, proactive release.*

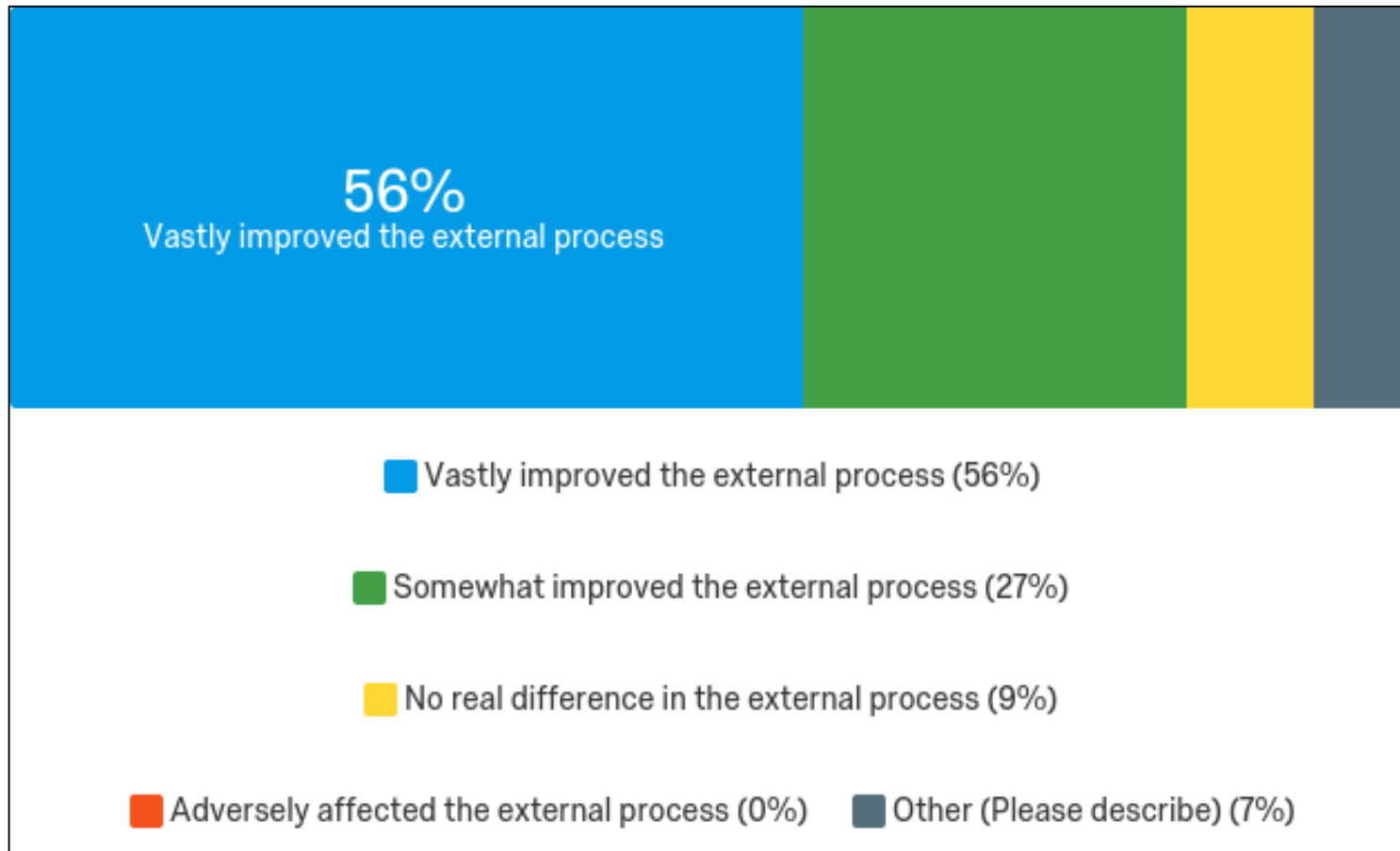
# Findings

How has the online PRR portal affected your agency's internal process of managing and responding to records requests?



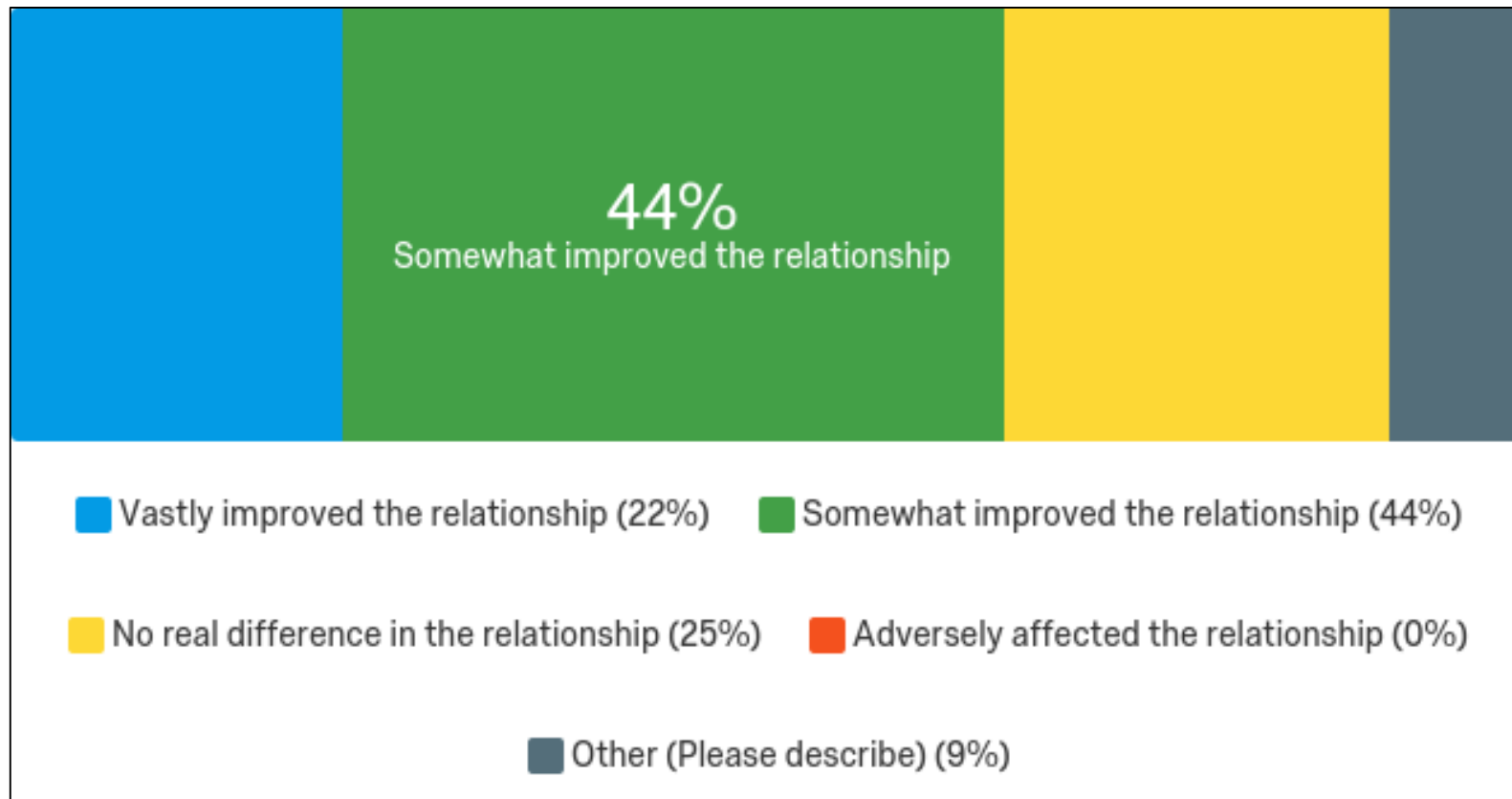
# Findings

How has the online PRR portal affected your agency's external process of working with public-information requesters?



# Findings

In your experience, how has the online PRR portal affected the overall relationship between the public and your agency?





# Findings

## **Elaboration on the question of relationship:**

- 1) Lack of public awareness/interaction**
- 2) Heightened expectations**
- 3) Technology/format concerns**