



**CITY OF
RICHMOND**

ORDINANCE No. 2025-210



09.22.2025

COR FOIA Processes

What We Do:

- We treat requesters with respect and impartiality regardless of the size or scope of the request.
- We offer requesters the option to modify or refine requests to reduce costs.
- We do not charge for records that are publicly available or records that were released in a prior request.
- We do not charge for records that were released in a prior request.
- We conduct thorough and good faith searches of all relevant records.

Virginia Freedom of Information Act (FOIA)

The Rights of Requesters and the Responsibilities of the City of Richmond under the Virginia Freedom of Information Act

Resources

- [Administrative Regulation 3.1](#): The city's policy regarding responding to requests for records is
- [2025 Water Crisis Reading Room](#): A pilot FOIA Reading Room that lists documents of substantial public interest related to the 2025 Water Crisis that have been previously released under the Freedom of Information Act (FOIA).

Types of records

Commonly used exemptions, § 2.2-3705.1

Rights & Responsibilities

Your FOIA Rights

Making a Request for records from the City of Richmond

City Department's Responsibilities in Responding to Your Request

Costs

City Department FOIA Officers

FOIA Library Efforts

- **Reading Room Pilot** : November 12, 2024, OSC drafted a FOIA Reading Room Pilot memo.
- **Water Crisis Response**: April 1, 2025, the City Launched the 2025 Water Crisis Reading Room.
- **FOIA Software**: August 19, 2025, the City finalized procurement of JustFOIA, a FOIA software management platform. JustFOIA will create an easier and more transparent records request process for requesters with a Public Portal and FOIA Request Archive.

CONTRACT NO. 26000002008

**CITY OF RICHMOND
GOODS AND SERVICES CONTRACT**

This Contract, dated this 19th day of August, 2025 (the "Commencement Date") between the City of Richmond, Virginia (the "City") and JustFOIA, Inc. (the "Contractor"), is binding among and between these parties as of the date of the City's final signature.

WHEREAS, the City has awarded the Contractor this Contract pursuant to section 21-37 of the Code of the City of Richmond for the provision of software and related services to manage, track, and fulfill public records requests.

THEREFORE, in consideration of the Recital set forth above and good and valuable consideration as set forth below, the parties agree as follows:

1. **Scope of Contract; Use of Electronic Signatures.** The Contractor shall provide the goods and services to the City as set forth in the Contract Documents enumerated in Section 3 below. By signing this Contract, the Contractor acknowledges and certifies the Contractor's agreement to the acceptance and use of electronic signatures for purposes of this Contract and any amendments or modifications thereto. The Contractor hereby agrees that electronic signatures shall be treated the same as handwritten signatures for the purposes of validity, enforceability, and admissibility.

Virginia FOIA Archive Examples

- **Newport News:** FOIA Archive containing records that were released in full. Partially redacted records are posted selectively. Requests referred to other agencies are included. Records from Ambulance, Fire, Human Services, Police, are not included in the Archive.
- **Virginia Beach:** Eight FOIA requests posted to archive.
- **Norfolk:** No FOIA Archive posted on website.

FOIA Request Archive

Instructions

- Click column headers to organize the information in ascending or descending order.
- Scroll pages by using the numeric page values found both on the top and bottom of the archive.

Search for keywords

FILTER YOUR SEARCH:

REQUEST NUMBER

CREATE DATE FROM (MM/DD/YYYY)

CREATE DATE TO (MM/DD/YYYY)

CLOSED/OPEN REQUEST

Export to

Full Release

Full Release

Full Release

Request Number	Create Date	Summary	Request Status	Details
G011622-091725	9/17/2025 1:04:00 PM	Our company is interested in participating in the City of Newport News RFP No. 25-1975-0508 for Temporary Service Workers that was released on 9/10/25. Can you provide the Incumbents' proposals and pricing details? We are a private corporation, and this information is intended for our use only.	Full Release	
C011554-091225	9/12/2025 12:41:00 PM	Request flood history of any buildings located in Stuart Gardens Phases I and II. HUD is reviewing both multifamily properties for mortgage insurance and is deciding whether to enforce flood insurance or mechanical elevation above FFRMS elevations.	Full Release	
C011551-091225	9/12/2025 11:35:00 AM	Copies of the Final Approved Site Plans, Conditional Use Permits, Special Use Permits, or any	Full Release	

Newport News FOIA Archive

Fiscal Impact for Proposed FOIA Library

\$300,000 - \$350,000

- FOIA Librarians would review each request before it is published on the FOIA Library.
- The City receives around 5,500 requests annually and each request requires an estimated 0.5 - 1 hour to review.
- Three full-time FOIA Librarians would be required to review all 5,500 requests.

Fiscal Impact Statement

Total annual cost: \$300,000 – \$350,000 plus ongoing data storage costs

Technology Infrastructure: Ongoing and increasing as the amount of data increases.

- There is the potential for significant quantity of hosted data over time. Making this data available — in perpetuity — in a secure, resilient environment will require an expansion of the City's current capabilities.

Staffing Requirements: \$300,000-\$350,000

- Three FTE positions needed minimum (three FOIA Librarians). FOIA Librarians review each proposed response for potential disclosure of sensitive or personally identifiable information.
- Potential FOIA Officers overtime costs.

Revenue Impact: Minimal positive offset from fees associated with the additional expected FOIA requests.

Context:

- Current FOIA volume: The city processes approximately 5,500 requests annually.
- Each request requires an estimated 0.5 and 1 hour of additional processing for web publication.
- Risk mitigation costs for potential inadvertent disclosure claims have not been quantified.

COR FOIA Process Plans

What We Will Do:

- Craft a rubric using Federal FOIA Reading Room standards, to be approved by the Administration, for proactively-disclosed records.
- Publish the rubric to the City's FOIA webpage.
- Regularly review procedures to enhance efficiency and transparency.

DOJ Rubric

Specifically, the fourth category of records encompassed by FOIA's subsection (a)(2) proactive disclosure provision requires posting of "copies of all records, regardless of form or format, which have been released to any person under subsection (a)(3) [i.e., in response to a request] and which, because of the nature of their subject matter, the agency determines have become or are likely to become the subject of subsequent requests for substantially the same records." 5 U.S.C. § 552(a)(2)(D).

https://www.justice.gov/oip/oip-guidance/proactive_disclosure_of_non-exempt_information

Proposed Ordinance Amendment

All requests for public records made pursuant to the Virginia Freedom of Information Act (Code of Virginia, §2.2-3700 et seq.) **that meet the guidelines of a published rubric approved by the Administration** shall be made available to the Open-Data-Program **FOIA** Manager. The Open-Data-Program **FOIA** Manager shall ensure that all **applicable** requests for public records made pursuant to the Virginia Freedom of Information Act (Code of Virginia, § 2.2-3700 et seq.), including requests made of the City Council, Mayor, city departments, and city boards and commissions, are published on the city's website via a Freedom of Information Act Request Library.