JustFOIA Demonstration

Julia Holmes, Office of Strategic Communications

Governmental Operations Standing Committee October 22, 2025



JustFOIA Background



- Since launching in 2014, JustFOIA has grown to serve 500+ Clients across Cities, Counties, Law Enforcement, K-12, Higher Education, and Special Districts.
- JustFOIA has been used to process over 2.1 Million FOIA requests.
- Within the Commonwealth, JustFOIA is used by Norfolk, Hopewell, Chesapeake, King William, Blacksburg, Portsmouth, and Suffolk.



JustFOIA Public Portal



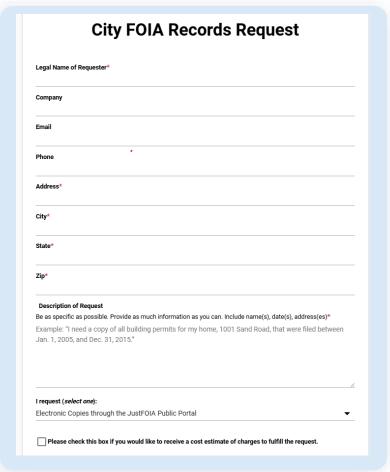


• The public portal improves transparency and accessibility by enabling individuals to submit and track their requests online. The portal also provides access to the FOIA archive/library.



FOIA Request Form

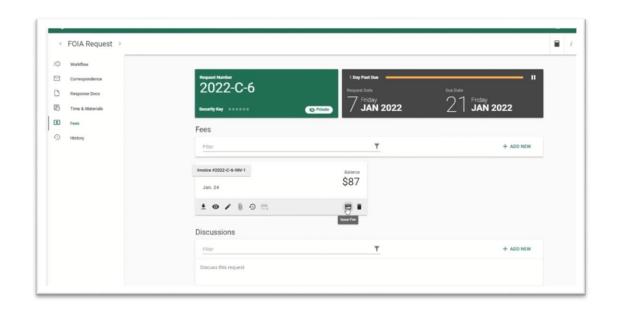
- Using an online submission form makes it easy for requesters to understand what information is required.
- Once the form is submitted, requesters
 receive a security key and request reference
 number to track the status of their request.
- Requesters may create accounts to easily manage request(s).

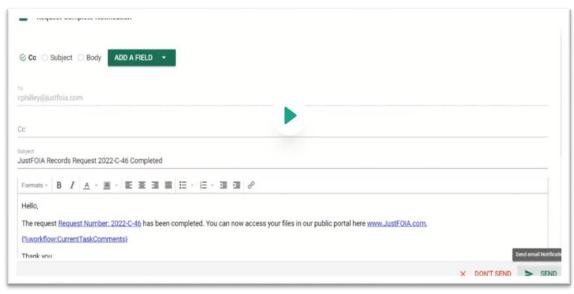


City of Norfolk Request Form



Request Production

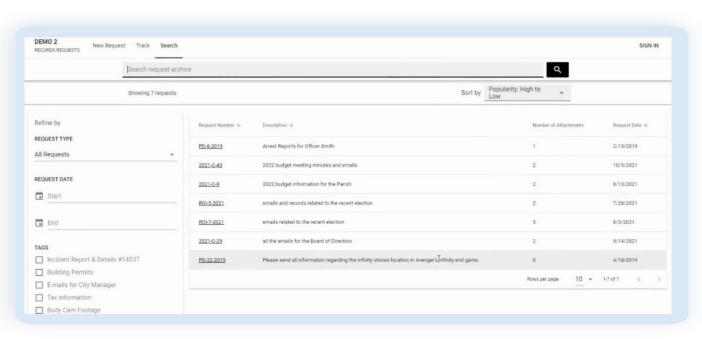




- Staff will be able to communicate directly with requesters through the platform via templated messages or ad hoc emails about clarifying questions, cost estimates, etc. The correspondences are tracked within the platform.
- Invoices are sent out through JustFOIA's platform. For the first time, our requesters will have the option to make payments online through the payment portal. If requesters do not wish to pay online, check payments can be manually logged in the system.
- Once a request is completed, a requester will receive notification and be able to download their records through the public portal.



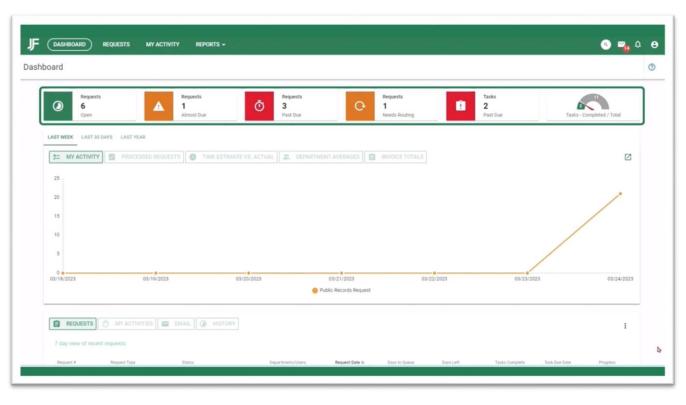
COR FOIA Archive/Library



- The public portal's FOIA Archive/Library provides the option to search and download documents from prior requests without having to submit a new one.
- Requesters can research the archive entering key words into the search field. Additionally, all available requests may be reviewed by clicking the Search button.
- We are currently working with our JustFOIA project team to determine functional capabilities in denoting: (1) The receival date for each request; (2) The completion date for each request, if applicable; (3) A copy or summary of each request; (4) The department or departments responsible for fulfilling each request; (5) Any fees or costs assigned for fulfilling each request; and (6) Access to any materials produced in response to each request.



Internal Features

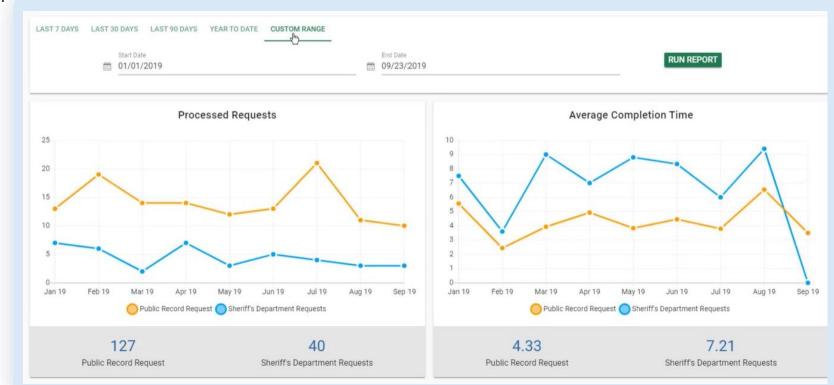


- Clear dashboard for internal users to identify requests that require their review/approval.
- Customized workflows.
- Request routing to direct tasks to the correct department and users.
- Established timelines and task reminder notifications to promote compliance.
- Escalation if a task is at risk of missing a deadline.
- In-platform communication to allow transparent collaboration on requests.
- Manual and AI enhanced redaction features.
- · Redaction audit logs.



Data

- JustFOIA produces an array of reports to enhance accountability and transparency.
- Reports Include:
 - Processed Requests
 - Bottlenecks
 - Correspondence
 - Time and Materials
 - Fee Totals
 - Payment Details
 - Request Data Table
 - Deleted Requests
 - Workflow
 - User Task Activity
 - User Request Summary
 - Tasks
 - o Paused Requests
 - Request Retention
 - o Retention Disposition
 - Request Exclusions
 - Audit Logs
 - Custom Forms Available





Questions?

