

JustFOIA Demonstration

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*Governmental Operations Standing Committee
October 22, 2025*



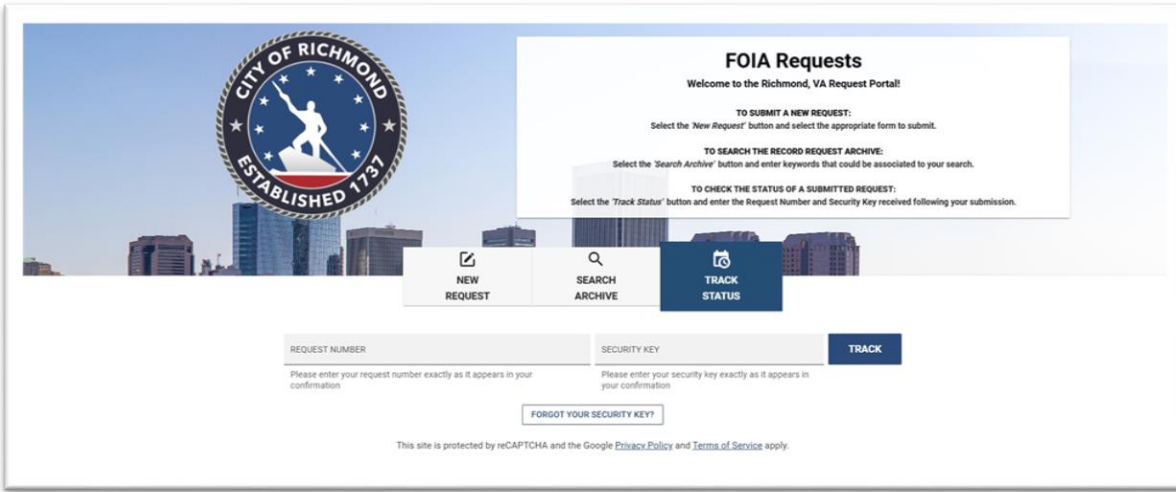
OFFICE OF
**STRATEGIC
COMMUNICATIONS AND
CIVIC ENGAGEMENT**

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 screenshot shows the 'FOIA Requests' portal for the City of Richmond. On the left is the City of Richmond seal. The main content area has three sections: 'TO SUBMIT A NEW REQUEST', 'TO SEARCH THE RECORD REQUEST ARCHIVE', and 'TO CHECK THE STATUS OF A SUBMITTED REQUEST'. Below these are three buttons: 'NEW REQUEST', 'SEARCH ARCHIVE', and 'TRACK STATUS'. At the bottom, there are input fields for 'REQUEST NUMBER' and 'SECURITY KEY', a 'TRACK' button, and a 'FORGOT YOUR SECURITY KEY?' link. A footer note mentions reCAPTCHA and Google privacy policies.

FOIA Requests
Welcome to the Richmond, VA Request Portal!

TO SUBMIT A NEW REQUEST:
Select the 'New Request' button and select the appropriate form to submit.

TO SEARCH THE RECORD REQUEST ARCHIVE:
Select the 'Search Archive' button and enter keywords that could be associated to your search.

TO CHECK THE STATUS OF A SUBMITTED REQUEST:
Select the 'Track Status' button and enter the Request Number and Security Key received following your submission.

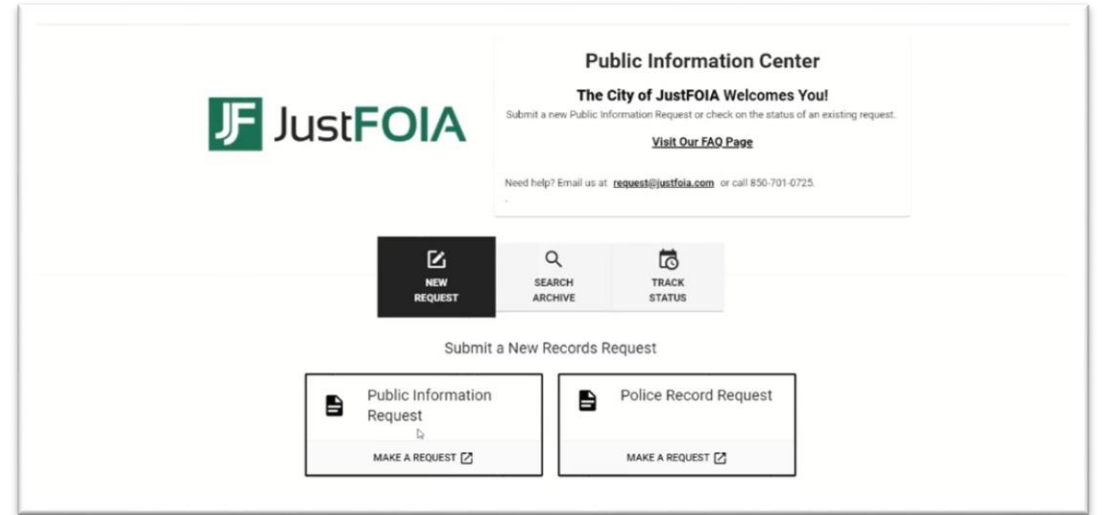
NEW REQUEST **SEARCH ARCHIVE** **TRACK STATUS**

REQUEST NUMBER SECURITY KEY **TRACK**

Please enter your request number exactly as it appears in your confirmation. Please enter your security key exactly as it appears in your confirmation.

[FORGOT YOUR SECURITY KEY?](#)

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.



The screenshot shows the 'Public Information Center' for JustFOIA. It features the JustFOIA logo and a welcome message. Below the welcome message are three buttons: 'NEW REQUEST', 'SEARCH ARCHIVE', and 'TRACK STATUS'. Underneath these buttons is a section titled 'Submit a New Records Request' with two options: 'Public Information Request' and 'Police Record Request', each with a 'MAKE A REQUEST' button.

Public Information Center
The City of JustFOIA Welcomes You!
Submit a new Public Information Request or check on the status of an existing request.
[Visit Our FAQ Page](#)
Need help? Email us at request@justfoia.com or call 850-701-0725.

NEW REQUEST **SEARCH ARCHIVE** **TRACK STATUS**

Submit a New Records Request

Public Information Request
[MAKE A REQUEST](#)

Police Record Request
[MAKE A REQUEST](#)

- 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 FOIA Records Request

Legal Name of Requester*

Company

Email

Phone

Address*

City*

State*

Zip*

Description of Request

Be as specific as possible. Provide as much information as you can. Include name(s), date(s), address(es)*

Example: "I need a copy of all building permits for my home, 1001 Sand Road, that were filed between Jan. 1, 2005, and Dec. 31, 2015."

I request (select one):

Electronic Copies through the JustFOIA Public Portal

☐ Please check this box if you would like to receive a cost estimate of charges to fulfill the request.

City of Norfolk Request Form

Request Production

The screenshot shows the 'FOIA Request' interface. On the left is a sidebar with navigation links: Workflow, Correspondence, Response Docs, Time & Materials, Fees, and History. The main content area displays the following information:

- Request Number:** 2022-C-6
- Security Key:** *****
- Request Date:** 7 Friday JAN 2022
- Due Date:** 21 Friday JAN 2022
- 1 Day Past Due** indicator.
- Fees:** A section with a filter and an '+ ADD NEW' button. Below it, an invoice is shown: Invoice #2022-C-6-INV-1, Balance \$87, dated Jan. 24. There is a 'Pay Now' button.
- Discussions:** A section with a filter and an '+ ADD NEW' button. Below it, a text input field is labeled 'Discuss this request'.

The screenshot shows an email notification template. At the top, there are fields for 'Cc', 'Subject', and 'Body', with an 'ADD A FIELD' button. The email content is as follows:

To: cphilly@justfoia.com

Cc:

Subject: JustFOIA Records Request 2022-C-46 Completed

Formats: [Rich text editor toolbar]

Hello,

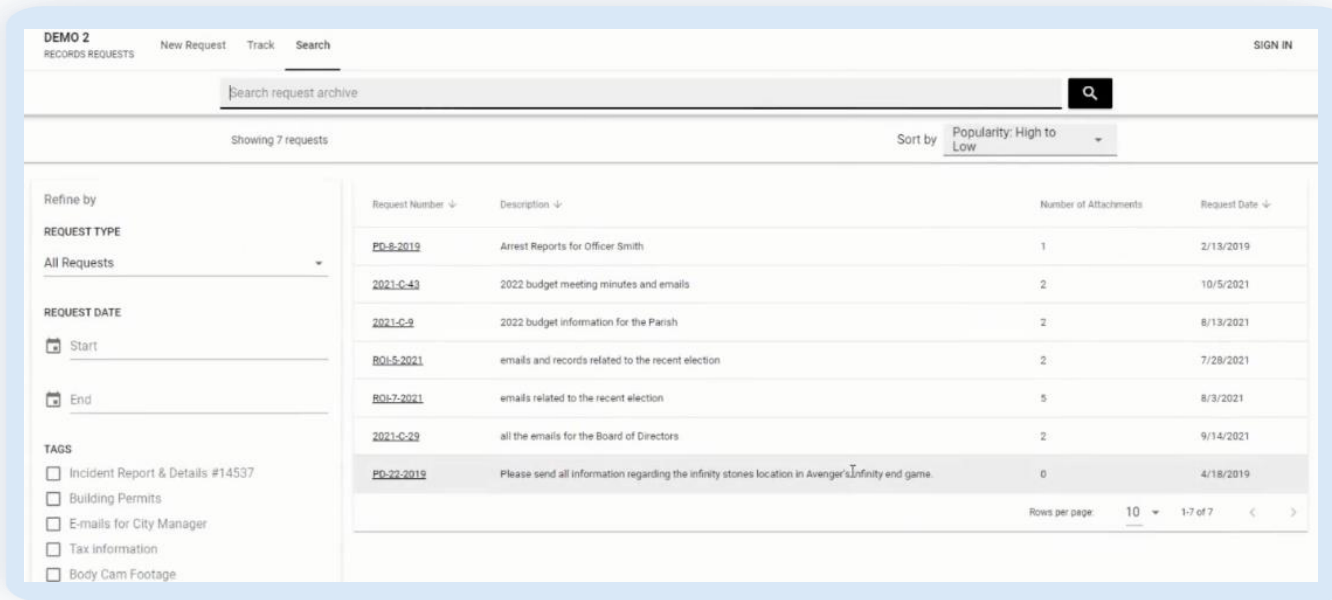
The request [Request Number: 2022-C-46](#) has been completed. You can now access your files in our public portal here www.JustFOIA.com.
(%workflow.CurrentTaskComments)

Thank you

At the bottom right, there is a 'Send email Notification' button and a 'SEND' button.

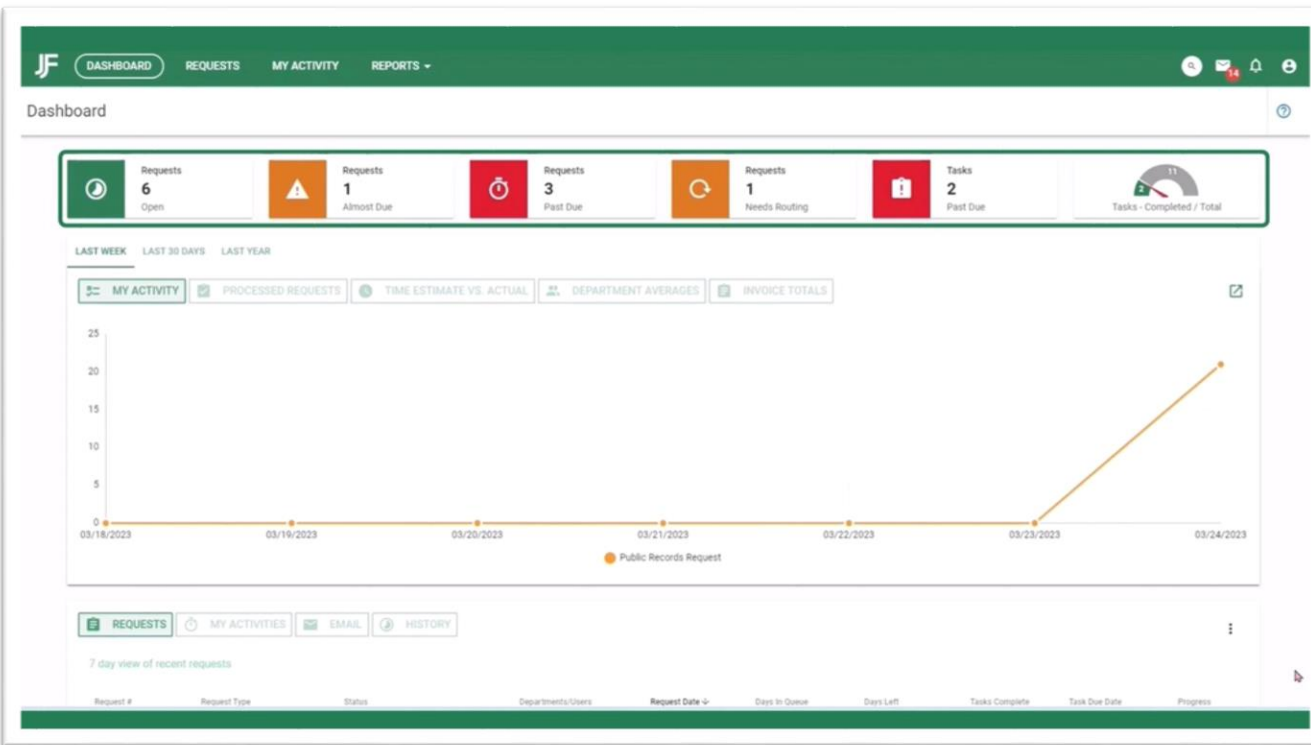
- Staff will be able to communicate directly with requesters through the platform via templated messages or ad hoc emails about clarifying questions, cost estimates, etc. The correspondences are tracked within the platform.
- Invoices are sent out through JustFOIA's platform. For the first time, our 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 receipt 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.

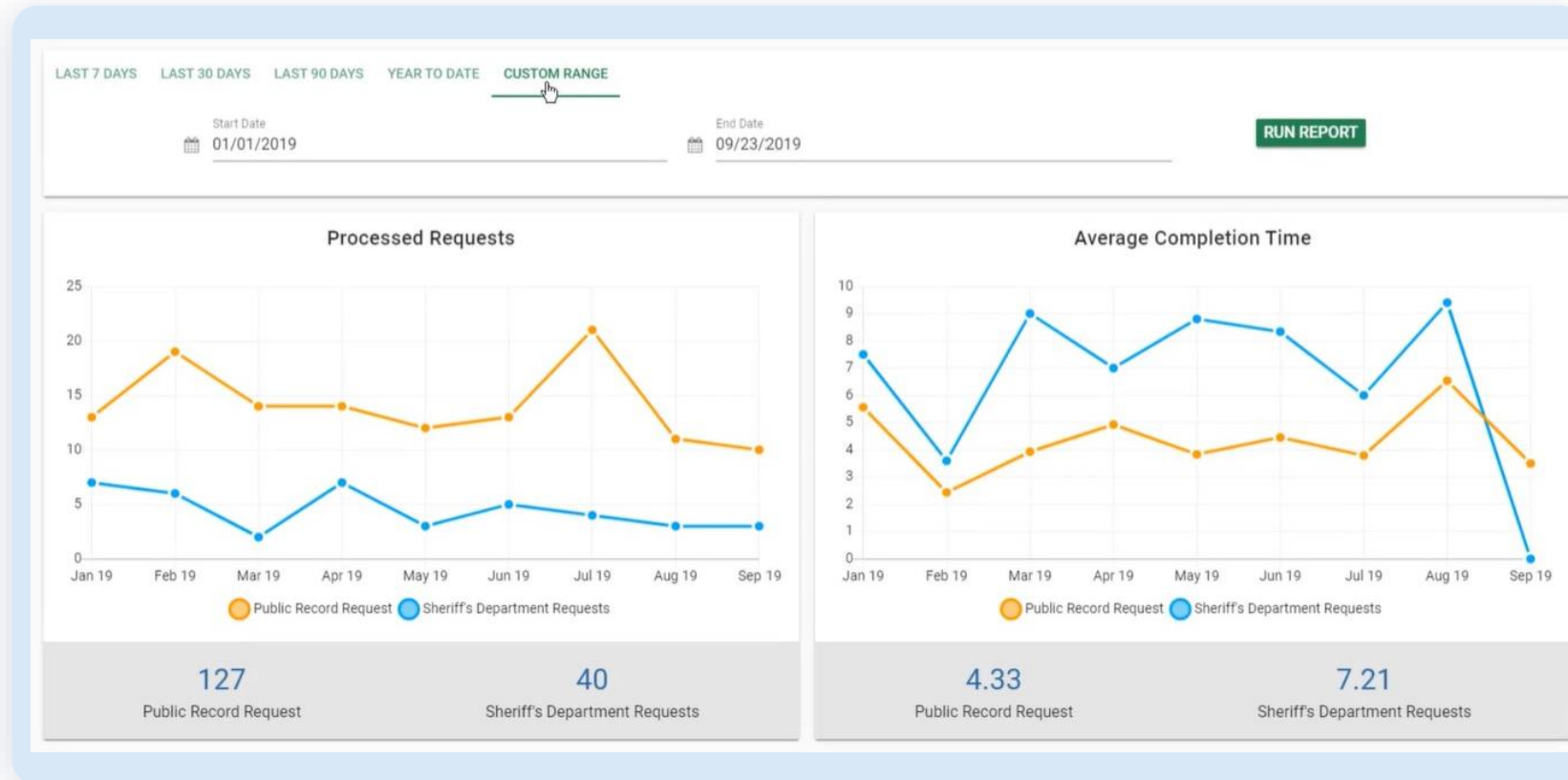
Internal Features



- 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
 - Paused Requests
 - Request Retention
 - Retention Disposition
 - Request Exclusions
 - Audit Logs
 - Custom Forms Available



Questions?

