



City Clerk Department's

New Online

Public Records Request System



- April 29, 2019 - online public records request system - GovQA
- Cloud based storage hosted on Microsoft Azure platform
- Staff can manage all public records requests within one system
- Customized workflows and processes
- Notifications/communication with customers and staff contained within the request

# Online Public Records Center

## Ease of use and Benefits for Customers

The image shows a screenshot of the City of North Port website. The browser address bar shows 'cityofnorthport.com'. The website features a navigation menu on the left with links for Home, News, Events, Play, Outdoors, and Services. A search bar is prominently displayed in the center, with a 'FIND' button. Below the search bar, a 'TOP Searches' section lists various categories: jobs, utilities, recycling, records, video tour, and pool. A red box highlights the text 'Direct links from the City's website' with two red arrows pointing to the 'records' link in the top searches and the 'Public Record Requests' link in the footer.

Direct links from the City's website

Search the City website here... FIND

TOP Searches: jobs | utilities | recycling | records | video tour | pool

Connect with us... Meetings, Twitter, Facebook, Instagram, YouTube, Email

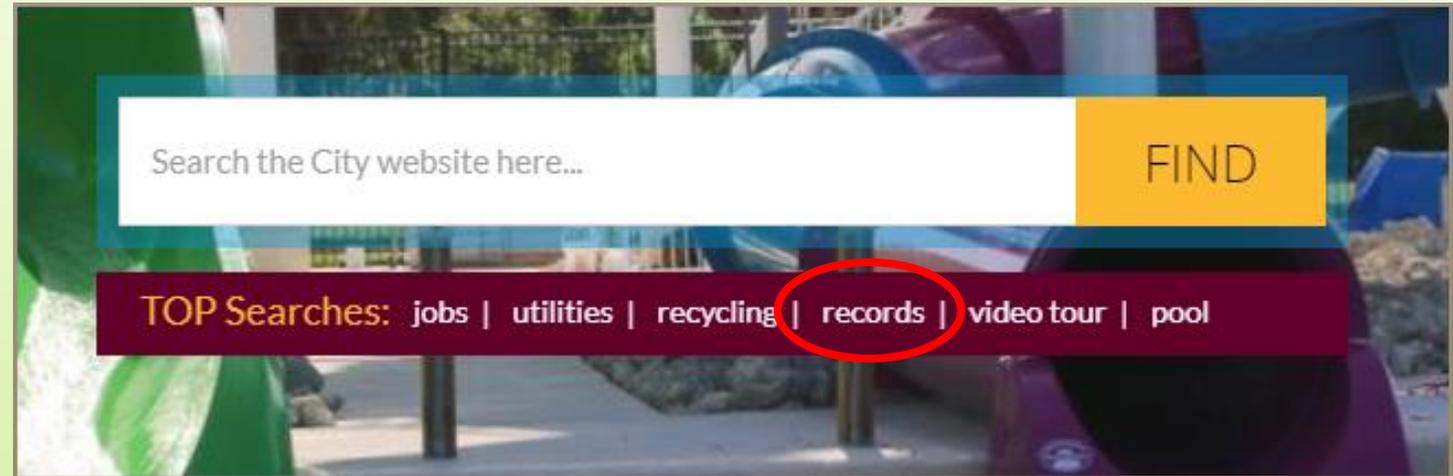
Purchasing Solicitations  
Contact Us  
Online Meetings  
Public Record Requests  
Staff Resources

Employment  
Emergency Notification  
Accessibility Questions  
City Apps

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City of North Port, 4970 City Hall Boulevard, North Port, FL 34286, Tel: (941) 429-7000

# Customer Links from website

Top Searches  
click - records



Green space links  
click - Public Records Requests



City Clerk webpage  
Public Records tab  
click - MAKE A PUBLIC RECORDS REQUEST

**PUBLIC RECORDS**

Font Size: [+](#) [-](#) [+](#) [Share & Bookmark](#) [Feedback](#) [Print](#)

## CUSTODIAN OF PUBLIC RECORDS

**Heather Taylor, Interim City Clerk**

4970 City Hall Boulevard  
North Port, FL 34286

Direct: (941) 429-7056  
Office: (941) 429-7270  
Fax: (941) 429-7008

Email: [publicrecordsrequest@cityofnorthport.com](mailto:publicrecordsrequest@cityofnorthport.com)

The City Clerk is the custodian of public records for the City of North Port. Pursuant to Section 119.01 (1), Florida Statutes, it is the policy of this state that all state, county, and municipal records are open for personal inspection and copying by any person. Providing access to public records is a duty of each agency.

**NOTICE:** Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing. Effective July 1, 2006.

[MAKE A PUBLIC RECORDS REQUEST](#)

# Online Public Records Center

## Public Records Menu

-  Home
-  Submit Records Request
-  Public Records Archive
-  Search by Reference Number
-  My Request Center

## Top FAQs

[See All FAQs](#) 

How do I submit a Public Records Request?

How can I contact the Custodian of Public Records?

My computer won't let me download the files when I click on them.

What is the difference between a request for records and a request for information?

How do I get my property back?

The City Clerk and the Deputy City Clerk are Charter Officers and are appointed by the City Commission. The City Clerk acts as the custodian of all official records of the City. The City Clerk serves as Clerk to the City Commission, is the recorder of all its official actions, prepares minutes for Advisory Boards and Committees, serves as the election official, attests all written contracts and instruments on behalf of the City, administers oaths and countersigns all checks for payment.

### Our Mission

The City Clerk's Office realizes that the citizens are the heart of the community and we strive to be value-driven and dedicated to responsive, respectful and courteous customer service.

### Submit Records Request



### My Request Center



### Public Records Archive



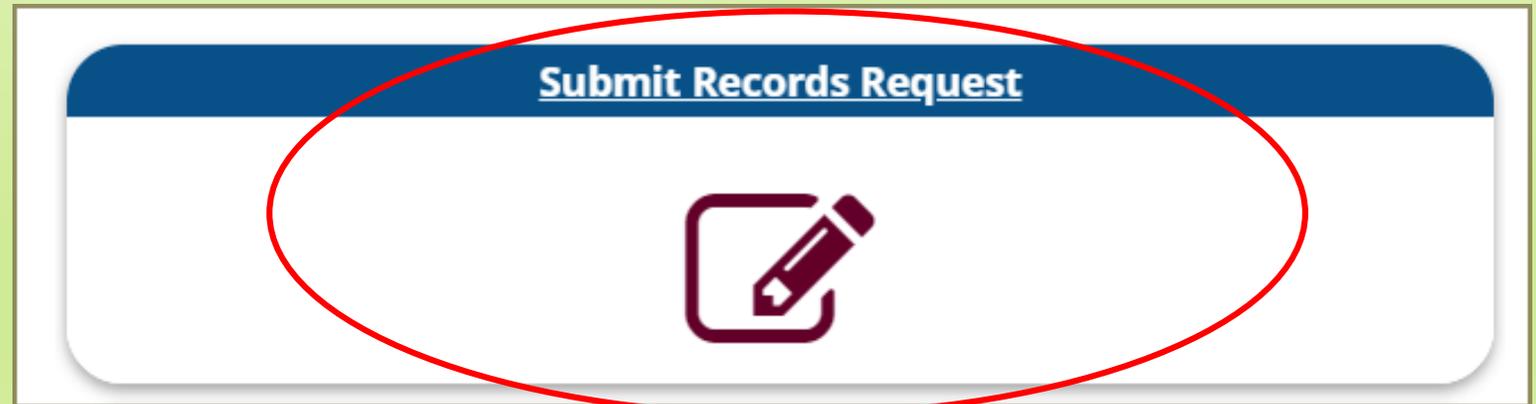
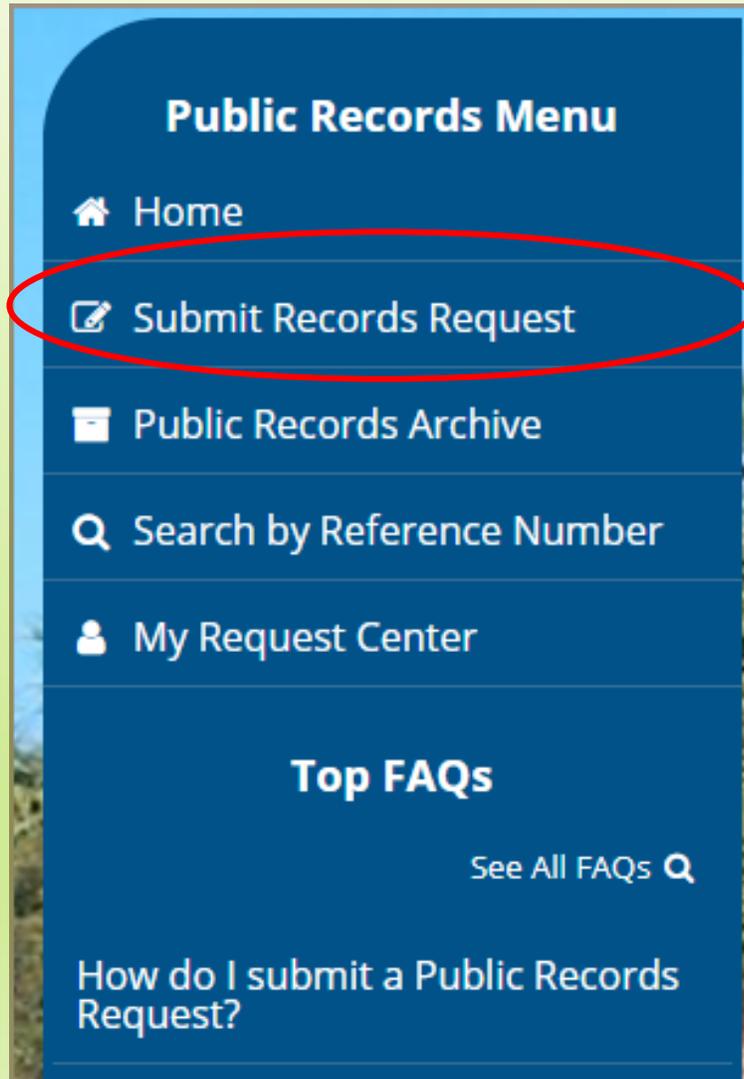
# Submit a Request

Customers can submit a request:

Public Records Menu select  
Submit Records Request

Or

click - Submit Records Request button



Customers can choose:

Police Department Request

or

City Request

#### **Our Mission**

The City Clerk's Office realizes that the citizens are the heart of the community and we strive to be value-driven and dedicated to responsive, respectful and courteous customer service.

**Police Department Request**



**City Request**



## Returning Customers

- Login

## Request temporary password

## New Customers

- Create Account

## Submit Anonymously

### Login

If you have used this service previously, please log in. If this is your first online request, please create an account and provide as much contact information as possible. By creating an account, you will have the ability to track and monitor your public records requests. All communication from the City will be sent directly to your email account.

Email Address:\*

Password:\*

 Submit

[If you don't know or have forgotten your password, click here.](#)

New User? Click below to create a new account.

 Create Account

You will not be able to receive updates or track the progress on the request submitted.

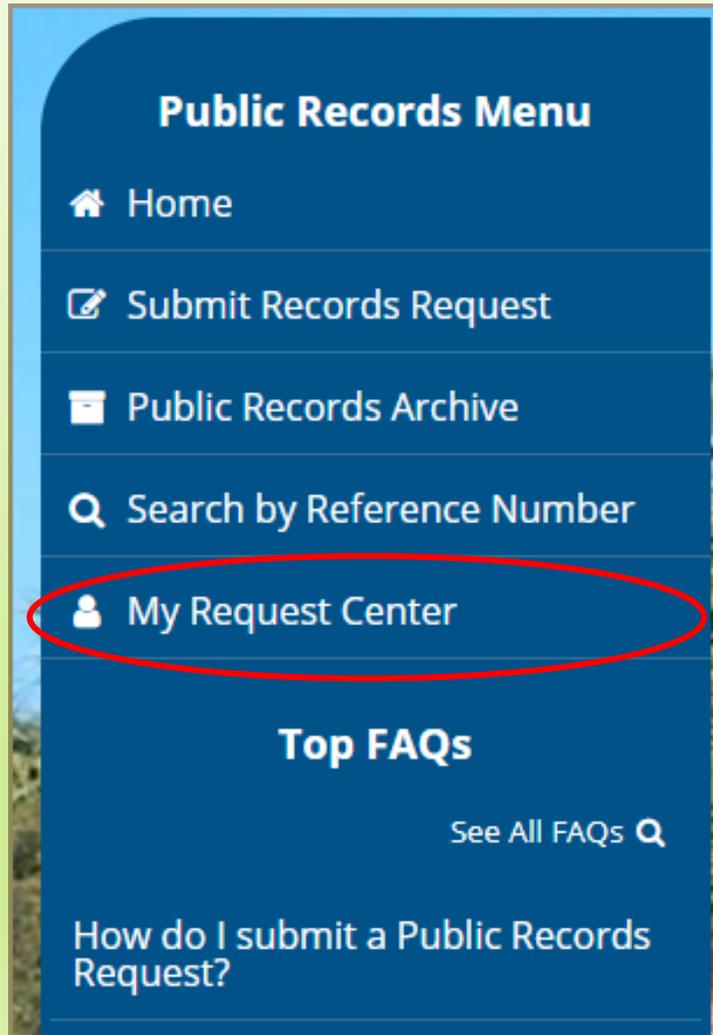
Under the Florida Sunshine Law, you may submit your request anonymously. You are not required to provide an email address, and you are not required to create an account. If you submit anonymously and do not create an account, you will be responsible for keeping your **Reference Number (e.g. R000426-mmddy)** of the request and checking this Public Records Center for updates.

If you do not create an account and lose your Reference Number, you will need to submit a new request. To search for a previously submitted request, click "[Search by Reference Number](#)" on the Public Records Menu.

The City North Port, FL cannot communicate directly with you if your contact information is not provided.

 Submit Anonymously

# Check Request Status and Update Customer Account

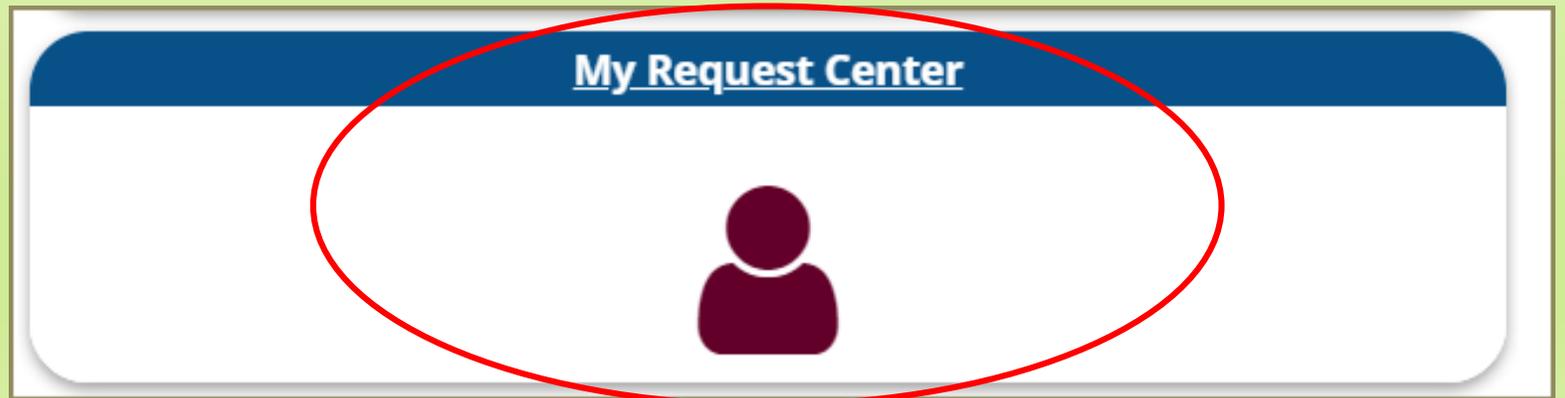


Customers can track their requests or update their account

Public Records Menu select  
My Request Center

Or

click - My Request Center button



## My Request Center

*Login here to check the status of requests you have submitted or to update your customer account information.*

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Pop-up Blockers on your web browser will need to be disabled to download files from this site.

[View My Requests](#)

Click above to access requests submitted.

[View My Invoices](#)

Click above to view your invoice history.

[Edit Customer Account Information](#)

Click above to access and update your customer account information.

**View My Requests** - view and check status of requests submitted, view/reply to notifications, view/download responsive documents

**View My Invoices** - view invoice history

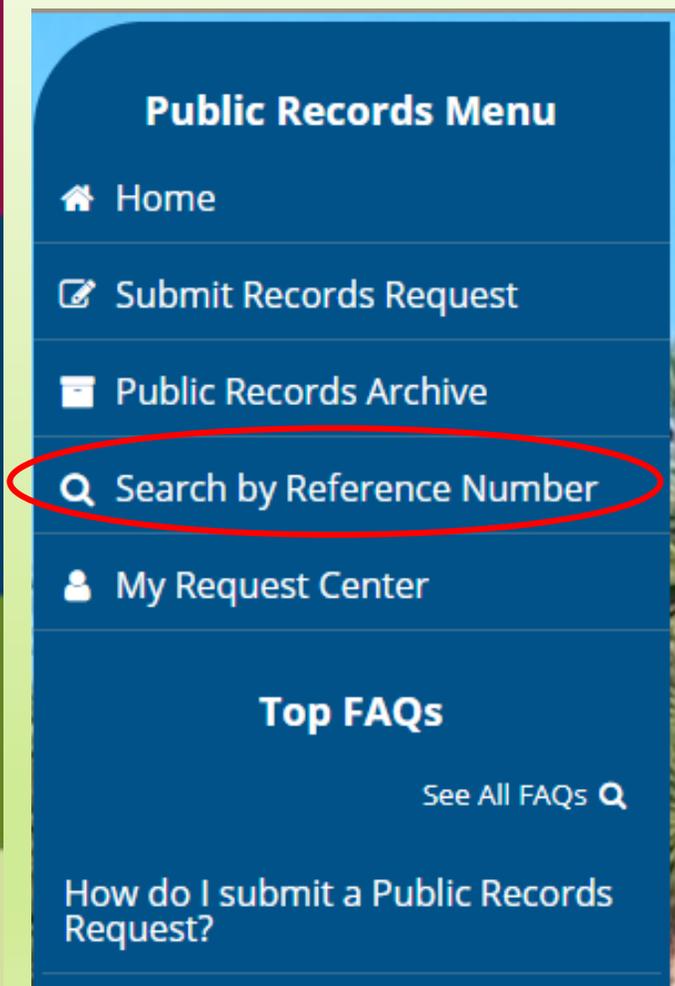
**Edit Customer Account Information** - customers can edit their account, change passwords, etc.

# Search by Reference Number

Customers can look up their request by Reference Number

Public Records Menu select  
Search by Reference Number

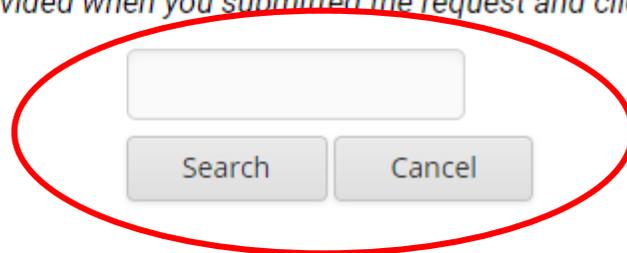
Enter Reference Number  
click - Search



## Search by Reference Number

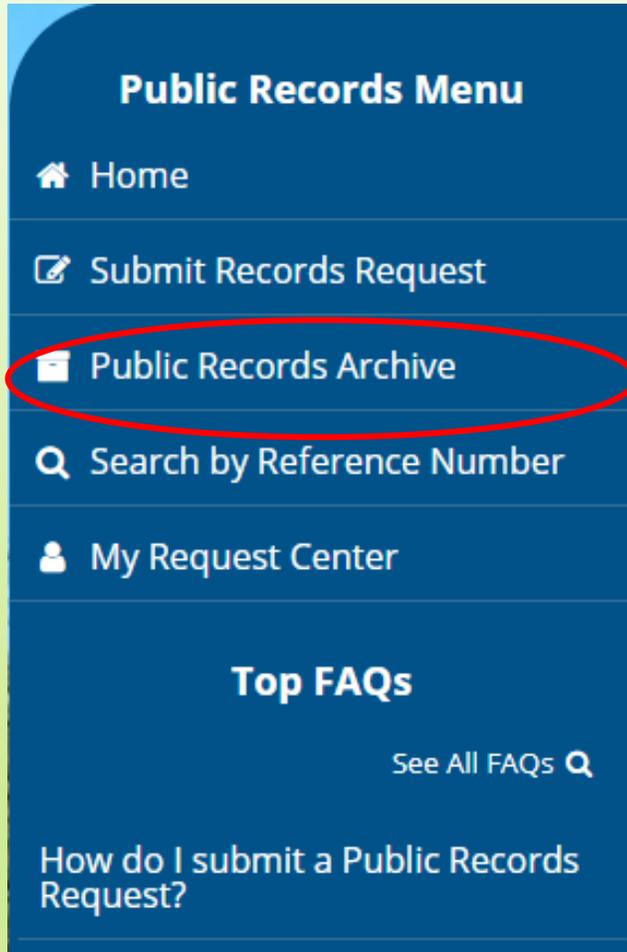
*If you have submitted a request anonymously and wish to check the current status of your request, please enter the Reference Number provided when you submitted the request and click "Search."*

Enter Reference Number:



The form consists of a text input field for entering the reference number, followed by two buttons: "Search" and "Cancel". The entire form area is circled in red.

# Public Records Archive



## Public Records Archive

- City requests and responsive documents can be made visible for the general public to search/review

Public Records Archives will include requests for:

- Email
- Calendars
- Minutes
- Ordinances
- Resolutions

## Public Records Archive

### Instructions

- Perform a keyword search by utilizing the textbox below.

Search for keywords

### FILTER YOUR SEARCH:

REQUEST NUMBER

CREATE DATE FROM  
(MM/DD/YYYY)

CREATE DATE TO  
(MM/DD/YYYY)

Closed Request

FILTER

Export As:

Request Number	Create Date	Summary	Request Status	Details
R001872-020320	2/3/2020 9:03:00 AM	Emails to/from Lauren Coffey from December 2017	Full Release	 

- Download documents one at a time
- Download All

## Search Archive Records

- by keywords

## Filter search

- by request number
- by create date

## Review Archive List

- Click Details icon(s) to view responsive documents

Reference No:

R001871-013120

Request Status:

Full Release

Create Date:

1/31/2020 2:48:00 PM

Summary:

City Public Records Request

Close Date:

2/3/2020 2:36:00 PM

[← Back to Archive](#)



Files:	UPLOAD DATE	
	02/03/2020	YouTubeStreamEmails2.pdf
	02/03/2020	YouTubeStreamEmails1.pdf
	02/03/2020	CityCommissionStrategicPlanning01072020



## CURRENT UPDATES

January 28, 2020 - Fee Changes Implemented

- Customer notification verbiage updated to reflect changes in the new Public Records Policy

February 2020 - Public Record Archive

- Requests regarding email, calendars, minutes, ordinances and resolutions are now being published on the Archive for general public access

## FUTURE UPDATES

March 2020 - Online Payments

- Planning stages, met with Finance to discuss reconciliation process. Will be meeting with USAePay and GovQA regarding integration, reconciliation process and reporting.

April 2020 - Police Records Request deflection with the implementation of ProPheonix

Laserfiche deflection for online lookup of Minutes, Resolutions, Ordinances, Agreements and Contracts