

Online portal streamlines FOIA requests

With a continued commitment to openness, accessibility and transparency, the City of Simpsonville has transitioned to an online portal for processing public records requests. The [Simpsonville Public Records Request Portal](#) improves requesters' and staff's experience.

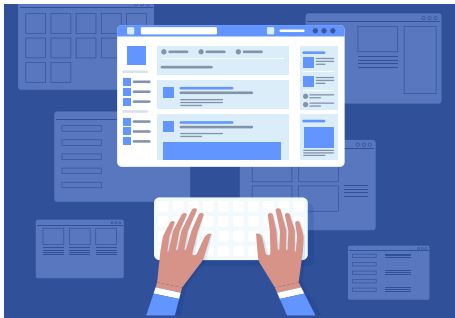
"The timely and accurate fulfillment of public record requests is a top priority for the City of Simpsonville because transparency is a top priority," said Community Relations Specialist Justin Campbell, who oversees

the processing of public record requests. "Simply put, the portal reduces the amount of work for staff to process a request and provides requesters greater accessibility."

Features of the portal include a short user-friendly online form, immediate access to uploaded records, direct messaging between requesters and staff, a timeline for the tracking of requests and their progress and availability of published records and requests for viewing by the general public. Given the frequency of public record requests submitted to the City, the process needed an overhaul. The workflow of processing a request prior to the transition involved lengthy email chains between requesters and multiple staff members and maintaining deadlines and due dates for numerous requests across cal-

endars. The portal centralizes the workflow for staff and requester in one place. Campbell said the online portal affords staff members more independence in processing requests, which enables him to see and manage the bigger picture.

"The bigger picture is whether public record requests are being processed quickly, efficiently and accurately by the City of Simpsonville," Campbell said. "Instead of relying on me to communicate back and forth with requesters or providing records to me for me to then provide to requesters, staff can streamline their work by sending messages directly to and uploading records for requesters through the portal in one centralized timeline of activity. Staff will work off one stream of activity and information, which ensures everyone's on the same page and working together."



"The timely and accurate fulfillment of public record requests is a top priority for the City of Simpsonville because transparency is a top priority."

-Justin Campbell, Simpsonville Community Relations Specialist

DO I LIVE IN THE CITY LIMITS?

How to know if you live inside or outside Simpsonville city limits

Living at a Simpsonville address does not necessarily mean you live in the city limits of Simpsonville. You can have a Simpsonville address and live in Greenville County or even the City of Mauldin! Here are a few ways to determine where you reside in relation to the Simpsonville city limits:

- ◆ **Tax District 898 or 899:** If your Greenville County tax bill indicates your tax district is 898 or 899, you live in Simpsonville city limits.
- ◆ **Sanitation Collection:** If you have a black Simpsonville trash can and Simpsonville Public Works collects your trash, you live in Simpsonville city limits. If a different service provider collects your trash, then you likely live outside city limits.
- ◆ **CGGIS:** A useful tool to determine whether an address is inside Simpsonville city limits is Greenville County Geographic Information Systems (gcgis.org). Visit the site and select "Advanced Internet Mapping System," search an address and see if the little red dot falls within the outline of the city limits.
- ◆ **Call City Hall:** If you need help finding out whether you live in Simpsonville city limits or have any other questions, feel free to call Simpsonville City Hall at 864-967-9526.

