



## **Public Records Request Policy California Public Records Act (CPRA) Compliance**

### **1. Purpose**

The purpose of this policy is to ensure the City of Orange (“City”) provides timely and efficient access to public records in accordance with the California Public Records Act (Government Code § 7920.000 et seq.), while establishing a standardized process for submitting public records digitally using the City’s online request portal, NextRequest.

### **2. Scope**

This policy applies to all City departments (excluding the Orange Police Department), divisions, boards, commissions, committees, and employees who receive, process, or respond to requests for public records.

### **3. Definitions**

**Public Records:** Any writing containing information relating to the conduct of the public’s business prepared, owned, used, or retained by the City, regardless of physical form or characteristics.

**Requester:** Any person or entity submitting a request for public records.

**Online Portal:** NextRequest, the City’s designated digital platform through which public records requests should be submitted.

### **4. Required Method of Submission**

#### **4.1 Submission Through Online Portal, NextRequest**

All requests for public records should be submitted through the City’s official online portal: <https://cityoforangeca.nextrequest.com/>



NextRequest online portal allows requesters to:

- Submit requests quickly and conveniently
- Track request status
- Communicate directly with the City staff
- Receive responses and records more efficiently

#### **4.2 Alternative Methods of Submission**

- In person at the City Clerk's Office during normal business hours
- By U.S. mail addressed to:  
City of Orange City Clerk's Office – 300 E. Chapman Ave., Orange, CA, 92866

Requests submitted directly to individual City staff or Department e-mail addresses must be directed to the City's online portal or the City Clerk's office to facilitate centralized processing and tracking. Nothing in this Policy shall be interpreted to deny or refuse to process an otherwise valid request for public records.

#### **4.3 Accessibility Accommodations**

The City will provide reasonable accommodations for individuals who are unable to access or use the online portal due to disability or lack of internet access. Such individuals may contact the City Clerk's Office to arrange an alternative submission method.

#### **4.4 Required Information**

Requesters must provide sufficient details to enable City staff to identify responsive records. Requests should:

- Clearly describe the records sought
- Include relevant dates, departments, addresses, or subject matter
- Avoid overly broad or vague descriptions



## **5. Processing of Requests**

### **5.1 Acknowledgment**

The City will confirm receipt of requests through the online portal.

### **5.2 Initial Response Timeline**

Within 10 days of receipt, the City will determine whether the request seeks disclosable public records and will notify the requester of its determination. If clarification is reasonably necessary to identify responsive records, the City may request additional information from the requester. Any delay in receiving requested clarification may impact the City's ability to timely identify responsive records.

Depending on the request, the City may extend this period by up to 14 additional days or longer if identified as a "Rolling Production," as permitted by law.

### **5.3 Rolling Production**

When appropriate, records will be provided on a rolling basis as they are identified and reviewed.

## **6. Communication Through Portal**

All communications regarding a request—including clarifications, status updates, and delivery of records—will occur through NextRequest, the online portal. Requesters are responsible for monitoring the portal for updates.

The City may communicate with requesters through NextRequest, e-mail, telephone, U.S. mail, or other appropriate means depending on the method of submission, the nature of the request, or operational needs of the City.

## **7. Format of Records**

Electronic records, if available, will be provided through NextRequest, the City's online portal. The City is not required to create new records, compile data in a manner not already



maintained, or convert records into formats not ordinarily used by the City, except as otherwise required by applicable law.

## **8. Fees**

- Electronic records are generally provided at no cost unless specialized programming or data extraction is required, as authorized by law
- Fees may be charged for duplication or production costs as permitted by law
- Inspection of public records is free

## **9. Exemptions**

The City may withhold or redact records as permitted under the CPRA or other applicable laws, including but not limited to:

- Personnel, medical, or similar private information
- Law enforcement investigatory records
- Records subject to attorney-client privilege
- Records exempt under federal or state law

The City will provide the legal basis for any withholding.

## **10. Closure of Requests**

A request may be closed if:

- The requested records have been fully provided
- The requester fails to respond to clarification requests within a reasonable time
- No responsive records exist or
- The requester withdraws the request

Closure shall not prevent a requester from submitting a new or revised request.



### **11. Questions**

Questions regarding this Policy or requests for public records may be directed to:

City of Orange City Clerk's Office – 300 E. Chapman Ave., Orange, CA, 92866

### **12. Policy Limitations**

This policy is intended to streamline requests and does not limit any rights under the California Public Records Act. Nothing in this Policy shall be interpreted to restrict the public's right to inspect or obtain public records as provided by law.

### **13. Effective Date**

This policy shall become effective on May 18, 2026.