

**For Immediate Release**

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## City of Plano Opens Public Request Platform

New software provides easier way for people to request information.

In an effort to enhance public transparency, the City of Plano will activate its recently purchased GovQA software on [plano.gov](http://plano.gov). The software tracks public records requests across multiple departments, standardizes records processing, and fulfills requests in accordance with Texas Law. The system will also help us better understand the direct costs associated with records processing.

With this user-friendly web portal, the public will be sure it is receiving complete and accurate records in a reasonable time frame. It allows the requester to submit a new public records request, track the progress, and receive updates by email. The requestor can read any correspondence or notes about specific requests and download electronic records deliverables.

“This investment in technology will have a direct impact on citizen engagement and transparency and should speed up the process,” said City Secretary Lisa Henderson.

Visit [plano.gov](http://plano.gov) to see the new platform live.

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### About Plano

Plano, Texas, is the largest city in Collin County with a population of 283,700 as of January 2019. Incorporated in 1873, the city is located 20 miles north of Dallas. Niche and AreaVibes recently named Plano as one of the Best Cities to Live in America. Forbes designated Plano one of America’s safest cities. The City offers a high quality of life that includes nationally recognized schools, award-winning parks, and sustainability initiatives and a wide variety of multi-cultural neighborhoods appealing to families, young singles and retirees. Plano is home to the headquarters or regional operations of major corporations such as Toyota, Liberty Mutual, JPMorgan Chase Boeing Global Services, Fannie Mae, FedEx Office, JC Penney, Rent-A-Center, Cinemark Holdings, Denbury Resources and Alliance Data Systems. Our dynamic community features excellent restaurants, vibrant shopping and entertainment venues, a lively historic downtown district and active local arts scene. Easy access to DART light rail and major highways makes Plano a convenient place to live, work and visit. To learn more about Plano, go to our website at [plano.gov](http://plano.gov).