

**STATE OF NEW MEXICO
COUNTY OF BERNALILLO
SECOND JUDICIAL DISTRICT COURT**

SOUTHWEST PUBLIC POLICY INSTITUTE,

Plaintiff,

No.: D-202-CV-2024-07328

v.

**CITY OF ALBUQUERQUE and
ETHAN WATSON (in his official capacity as Records Custodian),**

Defendants.

**COMPLAINT FOR DAMAGES PURSUANT TO
THE NEW MEXICO INSPECTION OF PUBLIC RECORDS ACT**

PLAINTIFF SOUTHWEST PUBLIC POLICY INSTITUTE (“SPPI”), by and through undersigned counsel of record, hereby files this complaint pursuant to NMSA 1978, §§ 14-2-11(C) and 14-2-12(A).

On December 26, 2022, Plaintiff submitted a single IPRA request seeking public records relating to City of Albuquerque’s public records created as a result of its NextRequest Document and Records Management platform. Such records sought by Plaintiff included a portion of the PostgreSQL database from nextrequest.cabq.gov or alternatively all public records requests over a specified period of time. Plaintiff sought these public records in furtherance of its monitoring efforts of the City of Albuquerque’s seemingly biased application of IPRA to public records requesters.

As alleged more particularly below, Defendants violated the Inspection of Public Records Act, NMSA 1978, § 14-2-1 *et seq.* (“IPRA” or the “Act”) by denying Plaintiff’s IPRA request by not producing and withholding public records it requested for inspection as well as failing to

assert a basis by which such records were denied and additionally failing to describe the records withheld from production. By their actions, Defendants have violated the Act.

I. PARTIES, JURISDICTION, AND VENUE

1. Plaintiff SPPI is a non-profit corporation registered in the State of Delaware and operating as a registered foreign non-profit corporation in the State of New Mexico.

2. Plaintiff is entitled to enforce IPRA as a person whose written request has been denied pursuant to NMSA 1978, §§ 14-2-11(C) and 14-2-12(A).

3. Plaintiff brings this action pursuant to NMSA 1978, § 14-2-1 *et seq.*

4. Defendant City of Albuquerque (“City”) is a municipality which operates under the laws of the State of New Mexico and is a public body as defined under the Act.

5. Defendant Ethan Watson is, or at all times material to this action was, the designated records custodian for the City of Albuquerque.

6. As the Records Custodian for the City of Albuquerque, Defendant Watson is burdened with ministerial duties pursuant to IPRA and to requesters such as Plaintiff.

7. At all times relevant, Defendant City, possessed records responsive to Plaintiff’s IPRA request.

8. The unlawful acts alleged herein were committed in the County of Bernalillo, State of New Mexico.

9. Jurisdiction and venue of the Court are proper pursuant to the Inspection of Public Records Act, NMSA 1978, § 14-2-1 *et seq.*

II. FACTUAL BACKGROUND

10. Plaintiff SPPI is a non-profit organization “committed to improving the quality of life in the American Southwest by formulating, promoting, and defending sound public policy solutions

based on the principles of free enterprise, personal responsibility, limited government, individual freedom, and traditional American values.”

11. In support of its mission, and to monitor the actions of the government of the City of Albuquerque, on December 26, 2022, Plaintiff, through its corporate officer Patrick M. Brenner, submitted an IPRA request via email to Defendant City. In the IPRA request, Plaintiff sought the following public records:

“1. The PostgreSQL database (or database) from nextrequest.cabq.gov which contains information from all public records requests submitted between January 1, 2019 to December 1, 2022 with no redactions unless covered by a specific and express exemption. In other words, I am seeking the database (managed by the NextRequest Document and Records Management Application) which contains all requests for public records submitted to the City of Albuquerque, including all departments and affiliates. This database should include subsequent notes, entries, internal messages, and external messages, encompassing the entirety of the processing of the request from the original submission of the request to the last entry, regardless of whether the request produced responsive documents.

2. If the database referenced above does not include subsequent notes, entries, internal messages, and external messages, encompassing the entirety of the processing of the request from the original submission of the request to the last entry, regardless of whether the request produced responsive documents, these public documents are hereby requested: all public records requests (from January 1, 2019 to December 1, 2022) including but not limited to all subsequent notes, entries, internal messages, and external messages, encompassing the entirety of the request from the original submission of the request, regardless of whether the request produced responsive documents.”

See Ex. 1.

12. Defendant City employs an online platform known as NextRequest in support of receiving and processing IPRA request it receives. Upon receipt of Plaintiff’s IPRA request, Defendants assigned the request as No. 22-10933 in NextRequest.

13. Defendant City’s NextRequest webpage is located at: <https://cabq.nextrequest.com/>.

14. NextRequest is an online database management system (DMS).

15. NextRequest, or its parent company, backs up the City’s database on a daily, weekly, and

monthly basis. *See* **Ex. 2**.

16. The City's database sought by Plaintiff in its IPRA request is and contains a record of all of the City's actions and inactions, concerning its processing of IPRA requests by requesters for the identified period of time.

17. On January 3, 2023, Defendants corresponded with Plaintiff and advised that concerning the IPRA request, they had deemed it "excessively burdensome and broad." *See* **Ex. 1**.

18. On January 27, 2023, City employee Yvette Gurule corresponded with Plaintiff and advised that the City could not find the database sought by Plaintiff. Gurule further added that the City did not have a copy of the database sought by Plaintiff nor did it maintain or have access to the database. Gurule further asked Plaintiff if he wanted to receive copies of all IPRA requests as a response to the second part of the December 26, 2022, IPRA request. *Id.*

19. On February 2, 2023, Plaintiff responded to Gurule and advised the database was what needed to be produced and cited state law regarding such a database pursuant to NMSA 1978, § 14-3-15.1.

20. Over six (6) months later, on August 6, 2023, Gurule responded to Plaintiff's February 2, 2023, response and asserted that Plaintiff's response was "very vague." Gurule then resubmitted the same issues to Plaintiff as she had on February 2, 2023. *See* **Ex. 1**.

21. Plaintiff did not respond to Gurule as the previous February 2, 2023, response remained unchanged in that inspection of the database as detailed in the IPRA request remained to be produced by the City.

22. On February 12, 2024, Gurule corresponded again with Plaintiff and requested a response to her email. *Id.*

23. On February 12, 2024, Plaintiff responded to Gurule and reiterated the requested database

was expected to be produced or that an opportunity be made whereby the database could be inspected.

24. On August 16, 2024, Defendant Watson corresponded with Plaintiff and advised that, again, the City did not have any requested records regarding the database and that the second part of the IPRA request was not “reasonably particular.” *Id.* Defendant Watson thereafter closed Plaintiff’s request on August 16, 2024, without producing a single record to Plaintiff.

25. The database sought by Plaintiff is a City of Albuquerque public record.

26. As of the date of the filing of this complaint, the database sought by Plaintiff has not been produced to Plaintiff by Defendants for inspection.

27. Upon information and belief, public records remain responsive to Plaintiff’s IPRA request and have not been produced and as such, the request has been denied by Defendants.

28. Upon information and belief, the database sought by Plaintiff is subject to being produced for inspection under IPRA by Defendants, regardless of its location.

29. Defendants have violated their duties to IPRA.

IV. LEGAL BASIS & CLAIMS FOR PLAINTIFF’S ENTITLEMENT TO RELIEF

30. Plaintiff hereby incorporates by reference each preceding paragraph as though fully contained herein.

31. Monitoring the actions of government officials cannot be understated. “The cornerstone of a democracy is the ability of its people to question, investigate and monitor the government. Free access to public records is a central building block of our constitutional framework enabling citizen participation in monitoring the machinations of the republic.” *R. W. Jones v. Jennings*, 788 P.2d 732, 735 (Alaska Sup. Ct., 1990).

32. IPRA is the expression of the intent of the legislature, and the public policy of the State

of New Mexico, that citizens be “entitled to the greatest possible information regarding the affairs of government and the official acts of public officers and employees.” NMSA 1978, § 14-2-5. Providing access to public records—by the records custodian—is not just a duty, but an “essential function of a representative government and an integral part of the routine duties of public officers and employees.” *Id.*

33. Public records are subject to production by default and exclusion of such production is only under exceptional circumstances. “[A] citizen has a fundamental right to have access to public records.” *State ex rel. Newsome v. Alarid*, 90 N.M. 790, 797, 568 P.2d 1236, 1243 (1977). “The citizen's right to know is the rule and secrecy is the exception.” *Id.* “People have a right to know that the people they entrust with the affairs of government are honestly, faithfully and competently performing their function as public servants.” *Bd. of Comm’rs of Doña Ana County*, 2003-NMCA-102, ¶ 29, 134 N.M. 283, 76 P.3d 36 (internal quotation marks and citation omitted).

34. A citizen’s right to inspect public records is “limited only by the Legislature’s enumeration of certain categories of records that are excepted from inspection.” *Republican Party of New Mexico v. New Mexico Dep’t of Taxation and Revenue*, 2012-NMSC-0026, ¶ 13, 283 P.3d 853, 859 (2012).

35. Pursuant to IPRA, the term “public records” means all documents, papers, letters, books, maps, tapes, photographs, recordings and other materials, regardless of physical form or characteristics, that are used, created, received, maintained or held by or on behalf of any public body and relate to public business, whether or not the records are required by law to be created or maintained. NMSA 1978, § 14-2-6.

36. A “database” is defined as a “compilation of information arranged in systematic way and

offering a means of finding specific elements it contains, often by electronic means.” *Black’s Law Dictionary*, 359 (9th ed. 2009).

37. The records sought by Plaintiff in this matter is an electronic database that is created and used by the City in support of its processing of IPRA requests and as such is a public record as defined NMSA 1978, § 14-2-6.

38. “Custodian” means any person responsible for the maintenance, care or keeping of a public body's public records, regardless of whether the records are in that person's actual physical custody and control. NMSA 1978, § 14-2-6. Defendant Watson is, or at all times relevant was, a records custodian for Defendant City and has held himself out as such. Defendant Watson has a statutory duty and obligation to permit inspection of records in response to a written request to do so. NMSA 1978, § 14-2-8(D).

39. Defendants’ duties under IPRA are mandatory and non-discretionary. Crucially, “[a] records custodian receiving a written request shall permit the inspection immediately or as soon as is practicable under the circumstances, but not later than fifteen days after receiving a written request.” NMSA 1978, § 14-2-8(D).

40. As the records custodian for Defendant City, Defendant Watson has a clearly defined duty and obligation to members of the public to produce public records for inspection upon submission of an IPRA request such as Plaintiff’s IPRA request.

41. Defendants have denied Plaintiff’s IPRA request by failing to completely produce “the greatest possible information” to Plaintiff in response to the IPRA request.

42. In denying Plaintiff’s IPRA request, Defendants have obstructed Plaintiff’s right to monitor the conduct and actions of the government entity of the City of Albuquerque.

**Violation of the Inspection of Public Records Act to wit
Unlawful Denial of Public Records in Response to Plaintiff's IPRA Request**

43. Plaintiff hereby incorporates by reference each preceding paragraph as fully contained herein.

44. The records requested by Plaintiff in its IPRA request involve documents related to the City's business are the type included within the meaning of public records and there exists no statutory or legal basis permitting Defendants to deny or exempt all of the records from being produced in response to Plaintiff's IPRA request.

45. Pursuant to NMSA 1978, § 14-2-8(D), as the records custodian, Defendant Watson was required to produce public records responsive to Plaintiff's IPRA request for inspection not later than fifteen (15) days after receipt of the IPRA request. Records responsive to Plaintiff's IPRA request have not been produced for inspection.

46. Pursuant to NMSA 1978, § 14-2-8(D), as the records custodian, Defendant Watson was required to explain in writing when the records will be available for inspection if the inspection is not permitted within three (3) days of Plaintiff's IPRA request or otherwise explain when a response would be provided to the IPRA request.

47. Pursuant to NMSA 1978, § 14-2-11(B), when denying an IPRA request the records custodian shall provide the written requester with a written explanation and shall:

- (1) describe the records sought;
- (2) set forth the names and titles or positions of each person responsible for the denial; and
- (3) be delivered or mailed to the person requesting the records within fifteen days after the request for inspection was received.

48. With respect to Plaintiff's IPRA request, Defendant Watson did not provide Plaintiff with a written explanation describing the records sought nor identify the name and title or position of the person responsible for the denial.

49. In omitting production of responsive records as requested by Plaintiff, Defendants have wrongfully denied it access of its right to inspect public records.

50. In failing to produce records for inspection, Defendants have wrongfully denied Plaintiff's access of its right to inspect these public records and failed to comply with IPRA.

51. IPRA explicitly provides that a person whose request has been denied may enforce their right to inspect such records through an action in court. NMSA 1978, § 14-2-12(A).

52. In this enforcement action, Plaintiff seeks recovery of statutory damages, reasonable attorney's fees, and costs from Defendants.

53. Accordingly, Plaintiff request that the Court order the production of the wrongfully withheld public records responsive to the IPRA request and award Plaintiff damages, fees, and costs as allowed pursuant to the NMSA 1978, §§ 14-2-11(C) and 14-2-11(D).

V. REQUEST FOR RELIEF

WHEREFORE, Plaintiff request this Court to:

- A. Find that Defendants violated the IPRA as alleged herein;
- B. Order Defendants to produce the public records as sought by Plaintiff for the IPRA request brought under this action;
- C. Award damages, costs, and reasonable attorney's fees to Plaintiff; and
- D. Grant such other and further relief as the Court deems just and proper.

Respectfully submitted,

/s/ Thomas R. Grover

Thomas R. Grover

GROVER LAW, LLC

9400 Holly NE, Bldg. 4

Albuquerque, NM 87122

Office: (505) 695-2050

thomas@grover-law.com

Attorney for Plaintiff

Skip to main content

Public Record Requests

City of Albuquerque

EXHIBIT #1

Request Visibility: Unpublished

Request 22-10933 Closed



3 of 4 with filters active

Dates

Received

December 27, 2022 via email

Requester

Patrick Brenner

pbrenner@southwestpolicy.com

6841 Nacelle Rd NE, Albuquerque, NM, 87144

Invoices

No invoices due

Staff assigned

Departments

City Clerk

Point of contact

Yvette Gurule

Request

Good afternoon,

My name is Patrick Brenner, my address is 6841 Nacelle Rd NE, Rio Rancho, NM 87144. My phone number is 505-386-1139. For the purposes of this request, my email address for communications is pbrenner@southwestpolicy.com.

Please produce the public records identified below for inspection and I will then designate the records and information to be copied.

1. The PostgreSQL database (or database) from nextrequest.cabq.gov which contains information from all public records requests submitted between January 1, 2019 to December 1, 2022 with no redactions unless covered by a specific and express exemption. In other words, I am seeking the database (managed by the NextRequest Document and Records Management Application) which contains all requests for public records submitted to the City of Albuquerque, including all departments and affiliates. This database should include subsequent notes, entries, internal messages, and external messages, encompassing the entirety of the processing of the request from the original submission of the request to the last entry, regardless of whether the request produced responsive documents.
2. If the database referenced above does not include subsequent notes, entries, internal messages, and external messages, encompassing the entirety of the processing of the request from the original submission of the request to the last entry, regardless of whether the request produced responsive documents, these public documents are hereby requested: all public records requests (from January 1, 2019 to December 1, 2022) including but not limited to all subsequent notes, entries, internal messages, and external messages, encompassing the entirety of the request from the original submission of the request, regardless of whether the request produced responsive documents.

The information included below is intended to assist the City of Albuquerque in producing the requisite records and documents:

1. PostgreSQL is a free and open-source relational database management system (RDBMS) emphasizing extensibility and SQL compliance. The NextRequest TECHNICAL REVIEW TOOL KIT identifies the Amazon Web Services Relational Database Service as part of the infrastructure of the NextRequest Document and Records Management Application, specifically identifying the database platform as PostgreSQL. The record requested is a database maintained by a public agency and is subject to inspection under the Inspection of Public Records Act.
2. The NextRequest TECHNICAL REVIEW TOOL KIT is attached for your records. I am hopeful that the inclusion of this document will assist the City of Albuquerque in locating and producing the requested records for inspection.

The information included below describes this request itself:

1. This written request provides the name, address, and telephone number of the person seeking access to the records and identifies the records sought with reasonable particularity. No person requesting records shall be required to state the reason for inspecting the records.
2. This request is neither excessively burdensome nor broad.

Additionally, these citations from the New Mexico Attorney General may be insightful:

- "Section 14-3-15.1 requires state agencies to make printed or hard copies of its computer databases available for inspection under the Act."
- "If the record requested is a database maintained by a public agency, the Act provides that a partial printout of data containing public records or information may be furnished rather than the entire database, if necessary to preserve the integrity of the database or confidentiality of exempt information contained in the database."

Show less

Timeline

Documents

Request closed 

Public

Hello,

This communication will confirm our completion of your request. Per our prior communications, we have searched for responsive records and not been able to locate or identify any records with the information you provided.

Your public records request will now be closed.

Sincerely,

Ethan Watson

City Clerk

Office of the City Clerk

August 16, 2024, 4:19pm by Staff

 **Message to requester** 

Requester + Staff

Greetings Mr. Brenner,

We received a request for public records from you which stated as follows with regard to the "records" sought:

1. The PostgreSQL database (or database) from nextrequest.cabq.gov which contains information from all public records requests submitted between January 1, 2019 to December 1, 2022 with no redactions unless covered by a specific and express exemption. In other words, I am seeking the database (managed by the NextRequest Document and Records Management Application) which contains all requests for public records submitted to the City of Albuquerque, including all departments and affiliates. This database should include subsequent notes, entries, internal messages, and external messages, encompassing the entirety of the processing of the request from the original submission of the request to the last entry, regardless of whether the request produced responsive documents.
2. If the database referenced above does not include subsequent notes, entries, internal messages, and external messages, encompassing the entirety of the processing of the request from the original submission of the request to the last entry, regardless of whether the request produced responsive documents, these public documents are hereby requested: all public records requests (from January 1, 2019 to December 1, 2022) including but not limited to all subsequent notes, entries, internal messages, and external messages, encompassing the entirety of the request from the original submission of the request, regardless of whether the request produced responsive documents.

The request was deemed broad and burdensome. Following review, we responded on January 3, 2023 that we did not have any records responsive to number 1 and asked that you clarify number 2. Upon further review, item number 2 is not reasonably particular and does

not sufficiently identify a specific record. We also indicated that we had previously produced a subset of records to you that were responsive to number 2. We resent a similar communication on August 6, 2023. We did not receive any response to that communication. We messaged you in February 2024 to follow up on our message of August 6, 2023 and you responded as follows:

You have not produced the requested database. Please either produce a copy of the requested database or provide an opportunity to inspect the requested database.

We had previously noted, however, that we do not have this record or that creating it would require us to create a record. We are now closing this request. We do not have a record responsive to item 1 and item 2 lacks reasonable particularity.

Sincerely,

Ethan Watson

City Clerk

August 16, 2024, 4:19pm by Staff

 **Message from requester** 

Requester + Staff

You have not produced the requested database. Please either produce a copy of the requested database or provide an opportunity to inspect the requested database.

February 12, 2024, 5:26pm by Patrick Brenner

 **Message to requester** 

Requester + Staff

Hello Mr. Brenner,

I am following up on the message I sent to you on 8/6/2023, I have not received your response. If you no longer need the records you requested, please let me know so I can close this request. If you would like for me to keep this request open and continue to process, please respond to my message from 8/6/2023 on how you would like to proceed. I look forward to receiving your response by 2/16/2024; if I do not hear from you by this date, then I will assume that this request can be closed.

Respectfully,

Yvette Gurule

IPRA Manager

February 12, 2024, 4:08pm by Staff

 **Message to requester** 

Requester + Staff

Hello Mr. Brenner,

Your response on 2/2/2023 to my message was very vague: my message was as follows:

This request is somewhat related to your previous request, 20-6583, the difference between the requests is the date range of the records being sought. In that request, as well as this request, you were/are being advised of the following:

We have searched for responsive records and not been able to locate or identify any records responsive to number 1 listed above. The City of Albuquerque does not maintain this database, nor does it have a copy of the database or access to the hosted database files. As a result, the City has no responsive records related to that aspect of your request.

With regard to Item 2, processing the requests for these records will take us a significant amount of time to produce because the City receives over eleven thousand requests per year and we will need to review each record of each request to remove any protected personal identifier information to protect the privacy of individuals as permitted under IPRA. Are you interested in requesting records from a specific City Department? If so, we can sort by department and can therefore produce requests for specific departments.

In your related request, 20-6583, you were provided the following requests:

19-8438, 19-8439, 19-8440, 19-8441, 19-8442, 19-8443, 19-8444, 19-8445, 19-8446, 19-8447, 19-8448, 19-8449, 19-8450, 19-8451, 19-8452, 19-8453, 19-8454, 19-8455, 19-8456, 19-8457, 19-8459, 19-8460, 19-8461, 19-8462, 19-8463, 19-8464, 19-8465, 19-8466, 19-8467, 19-8468, 19-8469, 19-8470, 19-8471, 19-8472, 19-8473, 19-8474, 19-8475, 19-8476, 19-8477, 19-8478.

I try not to provide duplicate records, since you have already purchased them.

Please let me know how you would like to proceed.

Respectfully,

Yvette Gurule

IPRA Specialist

August 6, 2023, 11:58am by Staff

 **Message from requester** 

Requester + Staff

My request for information is governed by NMSA 1978, § 14-3-15.1(computer database request). For your review:

14-3-15.1. Records of state agencies; public records; copy fees; computer databases; criminal penalty.

A. Except as otherwise provided by federal or state law, information contained in information systems databases shall be a public record and shall be subject to disclosure in printed or typed format by the state agency that has inserted that information into the database, in accordance with the Public Records Act, upon the payment of a reasonable fee for the service.

Please begin producing the records specified in my original request.

Thank you,

—Patrick

February 2, 2023, 1:09pm by Patrick Brenner

 **Message to requester** 

Requester + Staff

Hello Mr. Brenner,

This request is somewhat related to your previous request, 20-6583, the difference between the requests is the date range of the records being sought. In that request, as well as this request, you were/are being advised of the following:

We have searched for responsive records and not been able to locate or identify any records responsive to number 1 listed above. The City of Albuquerque does not maintain this database, nor does it have a copy of the database or access to the hosted database files. As a result, the City has no responsive records related to that aspect of your request. With regard to Item 2, processing the requests for these records will take us a significant amount of time to produce because the City receives over eleven thousand requests per year and we will need to review each record of each request to remove any

protected personal identifier information to protect the privacy of individuals as permitted under IPRA. Are you interested in requesting records from a specific City Department? If so, we can sort by department and can therefore produce requests for specific departments.

In 20-6583, you were provided the following requests:

19-8438, 19-8439, 19-8440, 19-8441, 19-8442, 19-8443, 19-8444, 19-8445, 19-8446, 19-8447, 19-8448, 19-8449, 19-8450, 19-8451, 19-8452, 19-8453, 19-8454, 19-8455, 19-8456, 19-8457, 19-8459, 19-8460, 19-8461, 19-8462, 19-8463, 19-8464, 19-8465, 19-8466, 19-8467, 19-8468, 19-8469, 19-8470, 19-8471, 19-8472, 19-8473, 19-8474, 19-8475, 19-8476, 19-8477, 19-8478.

Please let me know how you would like to proceed.

Respectfully,

Yvette Gurule

IPRA Specialist

January 27, 2023, 2:04pm by Staff

 **Message to requester** 

Requester + Staff

Hello Mr. Brenner:

This correspondence concerns your IPRA request dated December 27, 2022.

Please be advised upon further review, we have determined your request is "excessively burdensome and broad," and my office respectfully requests an "additional reasonable period of time" to complete the request. NMSA 1978, § 14-2-10. We will continue to update you on our progress and we will notify you when records become available.

Thank you for your patience.

Respectfully,

Yvette Gurule

IPRA Specialist

January 3, 2023, 10:33am by Staff



Department assignment

Public

Added: City Clerk.

December 27, 2022, 5:38pm by Staff



Message to requester



Requester + Staff

Greetings:

We have received your request for public records and will begin processing your request. This correspondence is intended to acknowledge your request and alert you that it may take up to fifteen days to process your request. NMSA 1978 14-2-8(D). We will be in contact with you as we process your request if we need additional information or if it appears that your request is excessively burdensome and broad.

Please be advised, if you are requesting lapel and/or 911 audio from the Albuquerque Police Department (APD), your request may take a significant amount of time to review and provide the records. In lieu of the 911 audio, my office can provide the Computer Aided Dispatch (CAD). The CAD provides information of when the call was received, when and what officers were dispatched, and a description of what happens throughout the incident. In addition, please keep in mind a 5 minute lapel video can take up to 20 minutes to review depending on the type of redactions that are necessary to complete. Please do not hesitate to contact us if you would like to know the status of your request, and please communicate all questions and status updates via NextRequest.

You may access your request by signing into your NextRequest profile at the following website:

https://nextrequest.cabq.gov/users/sign_in

If you have not created a profile, go to the following link:

https://nextrequest.cabq.gov/sign_in_help

Sincerely,

Ethan Watson

City Clerk

December 27, 2022, 9:11am



Request opened

Public

Request received via email

December 27, 2022, 9:11am by Staff

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THE SECURITY CHECKLIST

We know that due diligence is the key to implementing new software. To make your evaluation easy, we've compiled a checklist of common technical requirements we've heard from other agencies like yours.

Infrastructure

- APPLICATION SECURITY** NextRequest servers and databases are hosted on Amazon Web Services. All data is hosted in the United States.

- STORAGE SECURITY** NextRequest uses Amazon S3 to store customer image assets and documents.

- BACKUPS** Your data is backed up daily, weekly, and monthly.

- REDUNDANCY** We maintain redundancy to prevent single points of failure, are able to replace failed components, and we utilize multiple data centers designed for resiliency.

- DISASTER RECOVERY** We have a step-by-step plan in place to take precautions and minimize the effects of a disaster.