



The Secret to Painless Public Record Requests

Durango, CO and Granicus

Granicus is Transforming how Government and People Connect Digitally

Serving
the public's
needs &
interests since
1999



Connecting
with
government-
provided
information and
services

Today's Speakers



Meg Marshall

Territory Manager, Granicus



Faye Harmer

City Clerk, Durango, CO

Today's Agenda



1

Is Your Job Getting Harder?

2

Impacts and Concerns for Real Communities

3

How Durango Streamlined Their Processes

4

Ways to Connect

Managing Records Requests is a Significant Challenge

- » • Staff shortages demand ultimate efficiency
- **Top Priority for 2022:** Higher Demand on Staff Time
- **55%** of records managers are doing more with the same (or fewer) resources

- » • **Non-compliance lawsuits are rising**
- **\$83,000** average cost of litigation

- » • **Legacy tech costs \$\$\$\$**
- **Outdated systems** cost governments a lot of time and money and increase cybersecurity vulnerabilities

- » • **400%** increase in cyber attacks
- **\$3.92M spent** on the average security breach

New bill in N.C. legislature could allow further access to public records, more transparency

By Moss Brennan moss.brennan@wataugademocrat.com Apr 14, 2021 0

Lawsuit says video of St. Louis jail altercation destroyed or withheld

Robert Patrick Oct 8, 2021 3

POLICE REFORM

New Policies Require NYPD to Release Body Cam Footage, Disciplinary Records

MICHIGAN

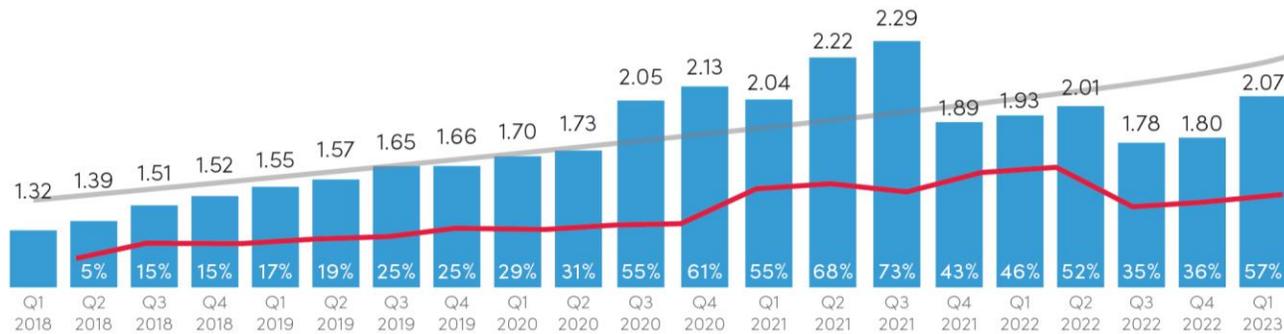
Michigan State Police confirm use of text messaging app Signal; deny FOIA violations

Ransomware Attack Will Cost Baltimore Over \$18 Million

Ransom cyberattacks growing, report finds

Is your job getting harder? Yes!

- ✓ Managing Records Requests is a **Significant Challenge**
- ✓ Public Records Complexity **Increasing**
- ✓ **57% increase** since 2018



The Public Records Complexity Index: Up 57% since 2018, peaking at 73% increase in Q3 2021



What Factors are Driving this Increase in Complexity?

Legislation Changes

1. *New release/retention schedules*
2. *New exemptions*
3. *New reporting requirements*
4. *New types of responsive records:*
 - ✓ *Police personnel files*
 - ✓ *Bodycam video*
 - ✓ *Reclassification of records as now responsive (such as adding state legislature records)*



What Factors are Driving this Increase in Complexity?

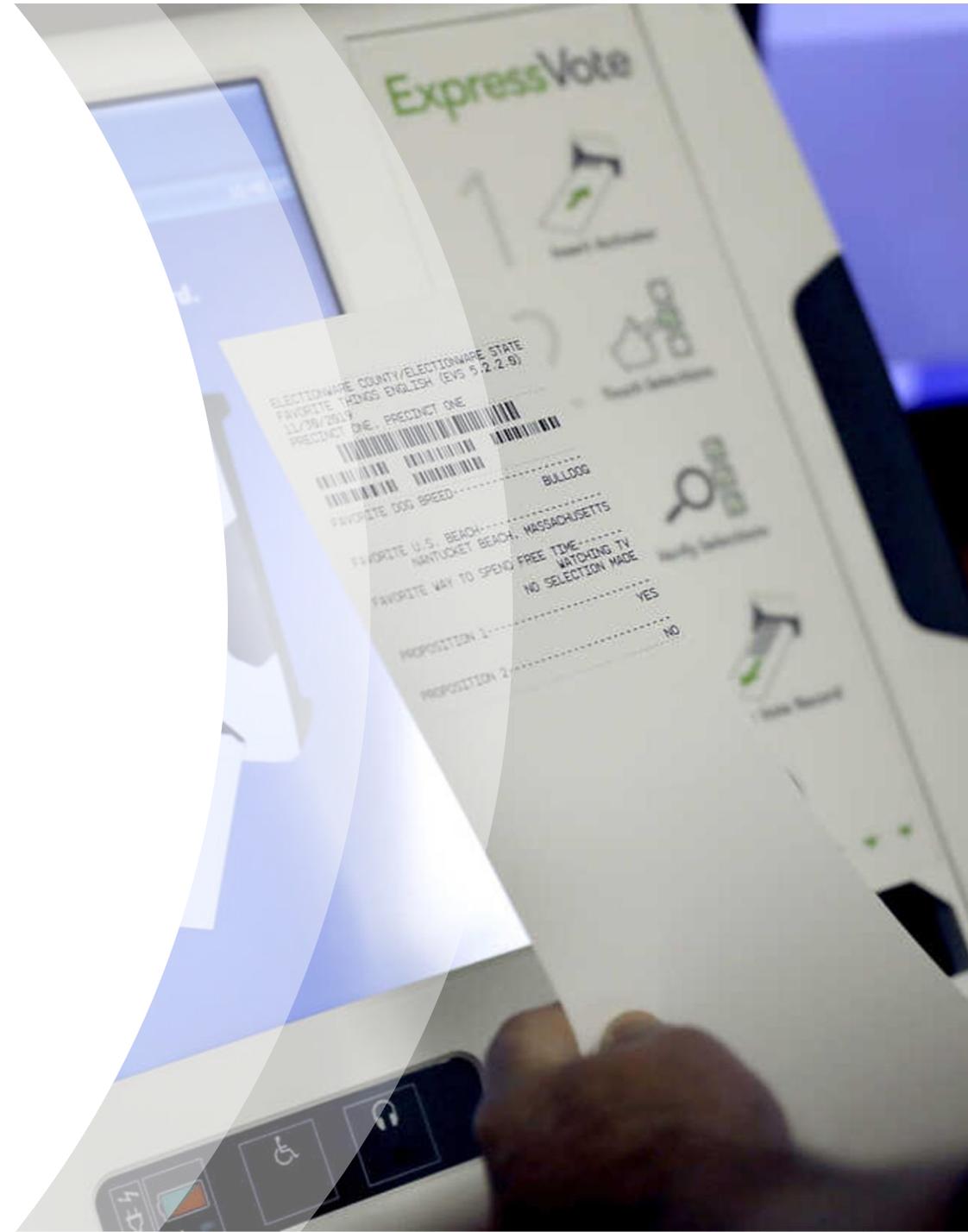
Technology Changes

- ✓ *Email*
- ✓ *Text Messages*
- ✓ *Social Media Posts*
- ✓ *Drone Footage*
- ✓ *Bodycam Video*
- ✓ *Self-Destructing Messages*

What Factors are Driving this Increase in Complexity?

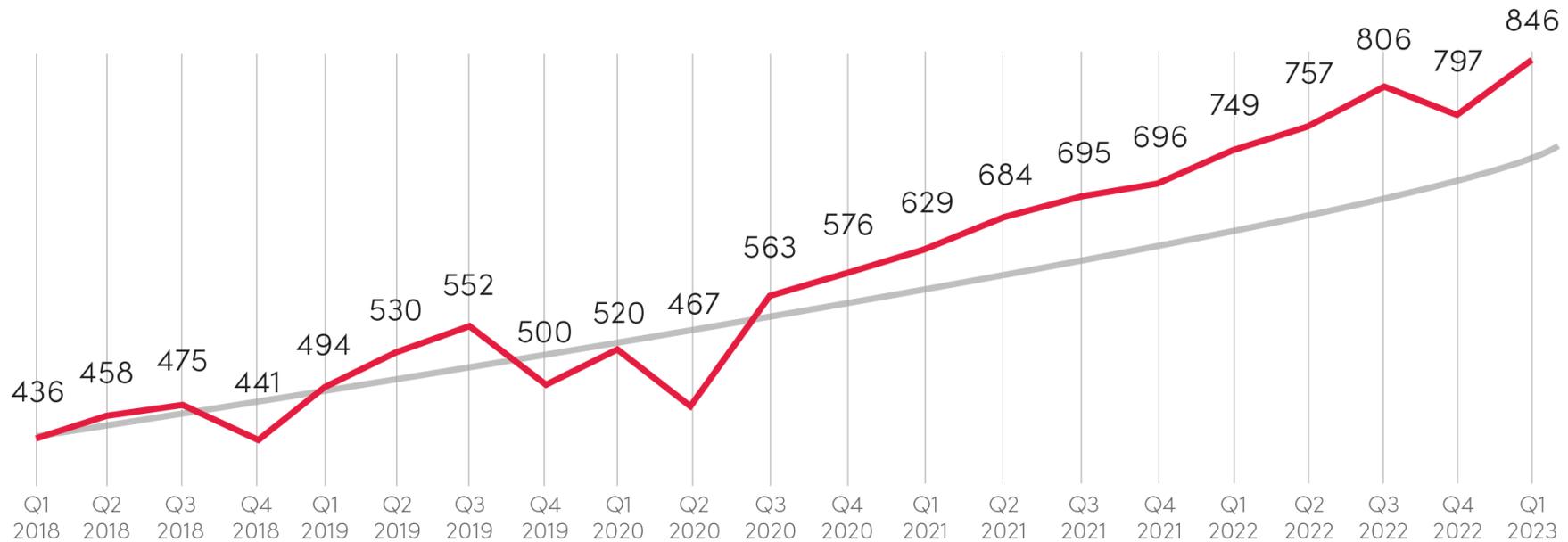
Outside Influences

- ✓ *Pandemic Shift to Remote Work*
- ✓ *Extreme Weather Events*
- ✓ *Election Uncertainties*
- ✓ *Police Reform Movements*
- ✓ *The Great Resignation*
- ✓ *Cyberattacks*



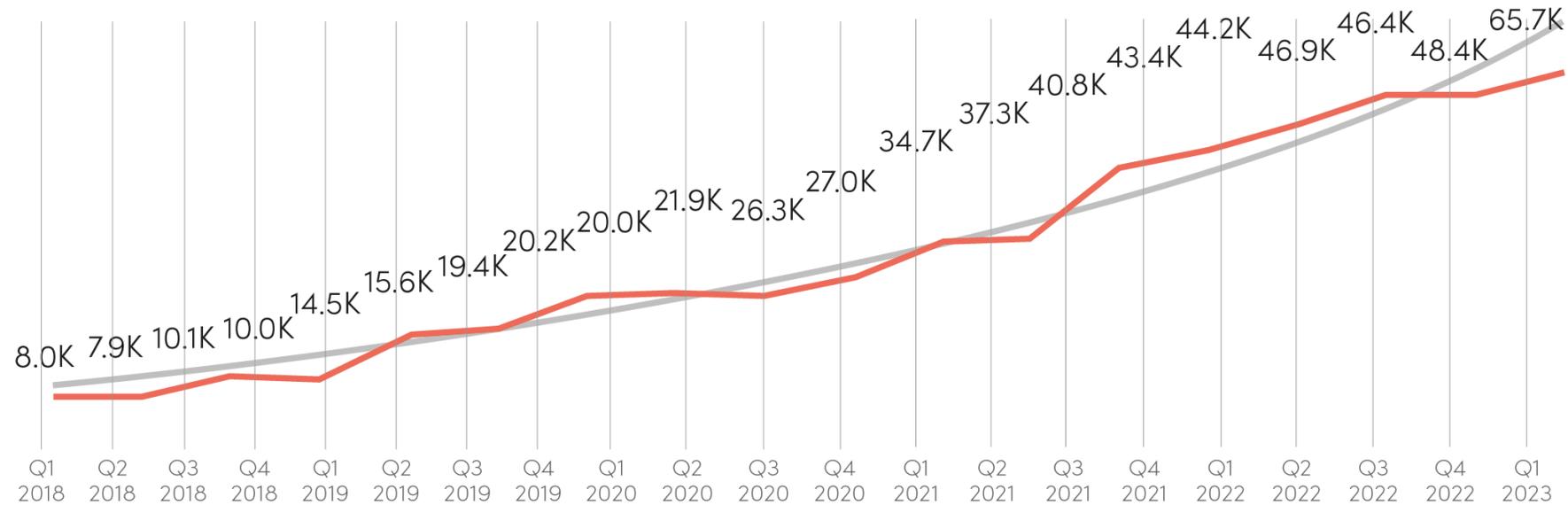
What do the Trends Tell Us?

- ✓ Request Volume
- ✓ 94% increase since 2018



What do the Trends Tell Us?

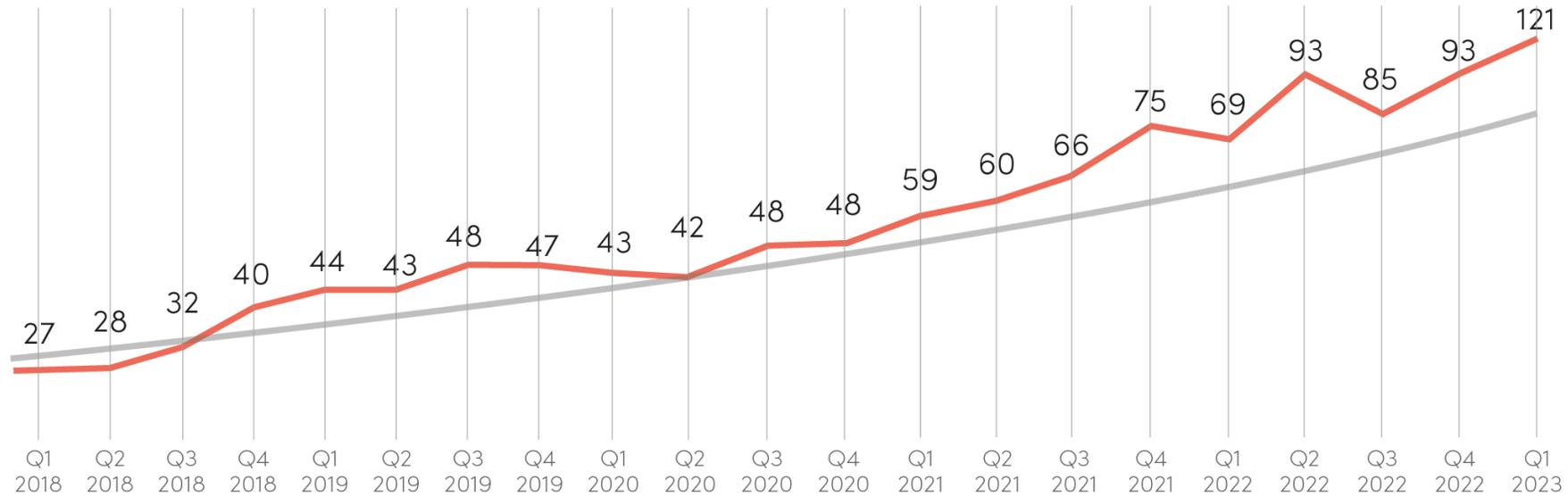
- ✓ **File Size of Response Documents**
- ✓ **322% increase** since 2018



What do the Trends Tell Us?

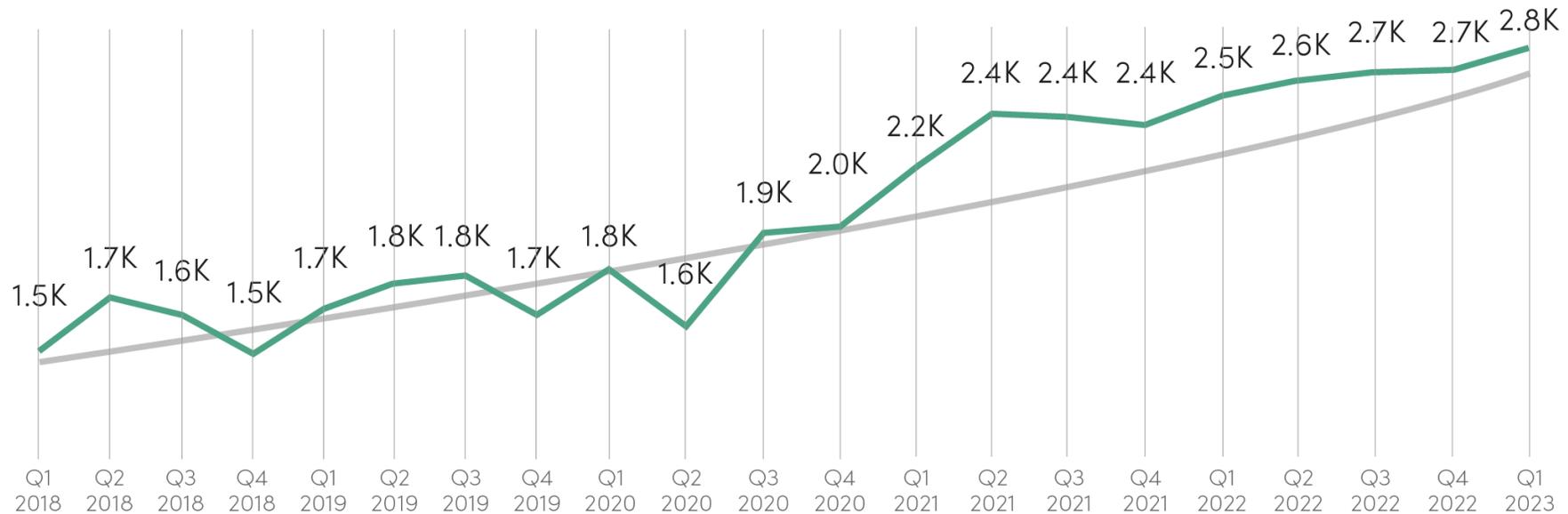
✓ **Video Files**

✓ **131% increase** since 2018



What do the Trends Tell Us?

- ✓ **Clarification Workload**
- ✓ **84% increase** since 2018 (but down 5% when adjusted for volume)



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How do these complexity trends impact real communities?

Durango, Colorado



Looking Back: Public Record Requests in Durango



CORA (FOIA) requests were managed manually

- Request intake
- Organization
- Inter-departmental collaboration
- Responses and compliance



Manual processes had been in place since enactment of CORA

- Before recent increases in volume and complexity, these processes did the job



Varying request types

- Police records (specifically bodycam footage)

Core Challenges

Interdepartmental requests — unable to mark for legal review

Weaponization of FOIA by frequent requesters

COVID exacerbated existing issues

Loss of a staff member made manual processes untenable

Limited storage capacity resulted in use of external flash drives

Catalyst for Change

Despite staff pain points, manual processes were accepted as the status quo.

COVID-19 resulted in a flood of requests, with staff working remotely.

The loss of staff member was the final straw, and required the adoption of a PRR solution.

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How did Durango stay ahead of an increase in requests?

Digital Transformation!



Durango's Digital Transformation Success



Overview of current PRR management processes



Outcomes for city and staff

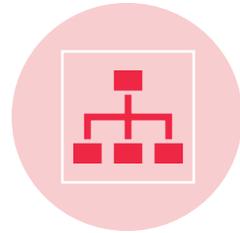


Outcomes for the community

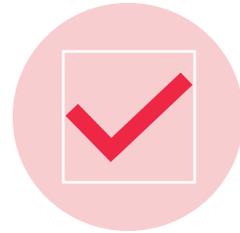
Key Solutions and Technology



DEFLECTION TOOLS



ORGANIZATIONAL
CAPABILITIES



CLARIFICATION
CAPABILITIES



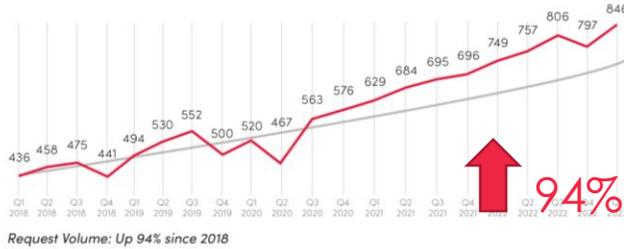
REDACTION TOOLS



LARGE FILE
CAPABILITIES

Complexity Metrics

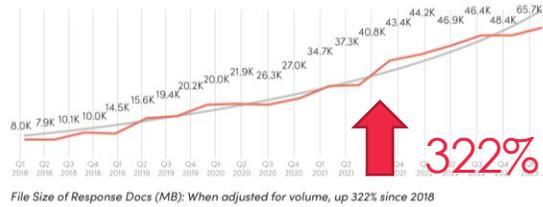
The component figures that make up the Index



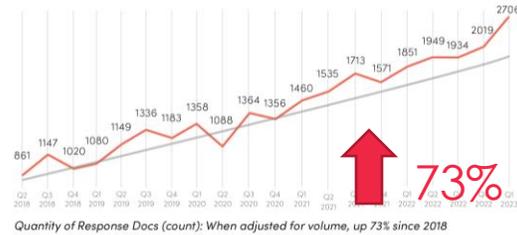
Request Volume

Records Markers:

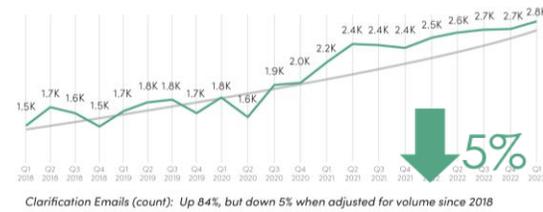
Activities Markers:



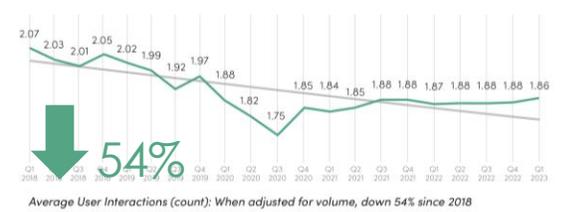
Size of Files



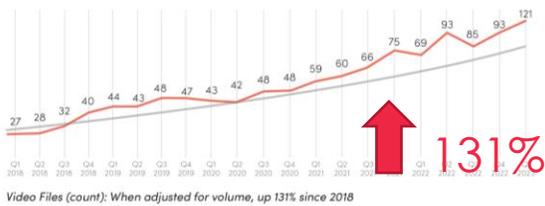
Quantity of Files



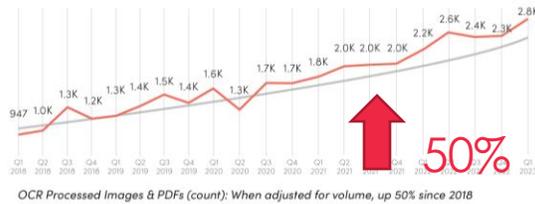
Clarification Workload



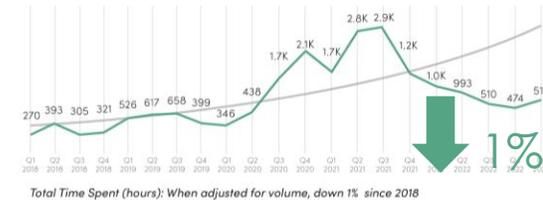
User Interactions



Video Files

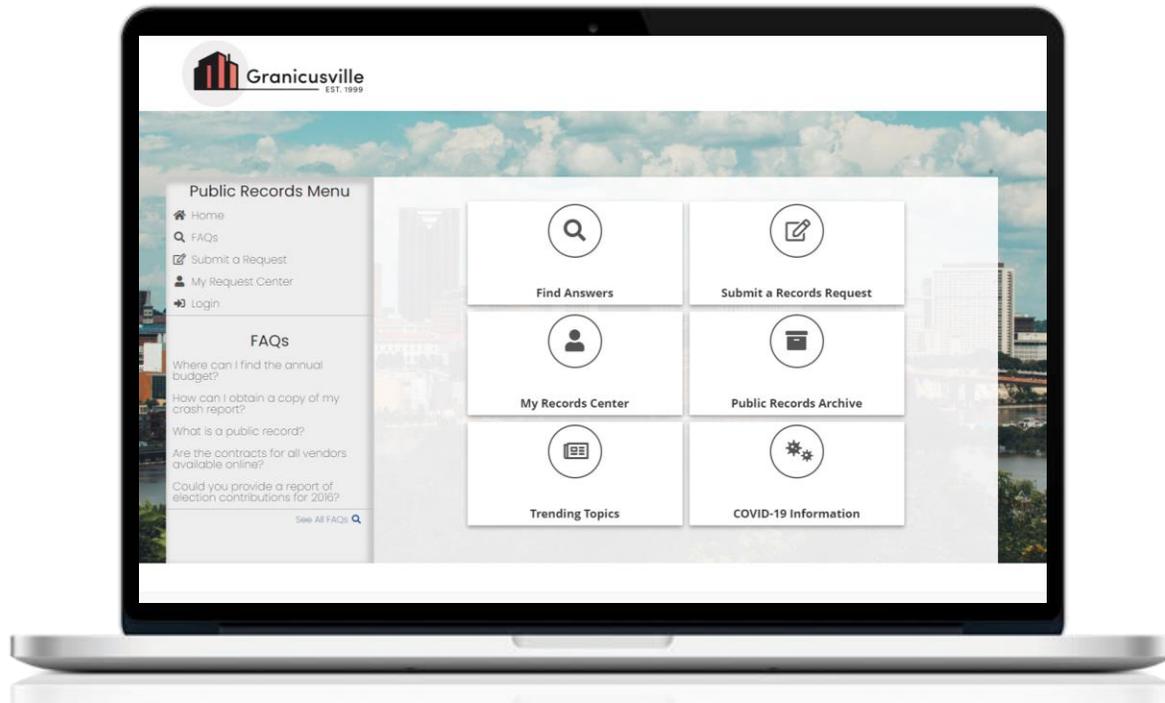


Machine-Readability (OCR)

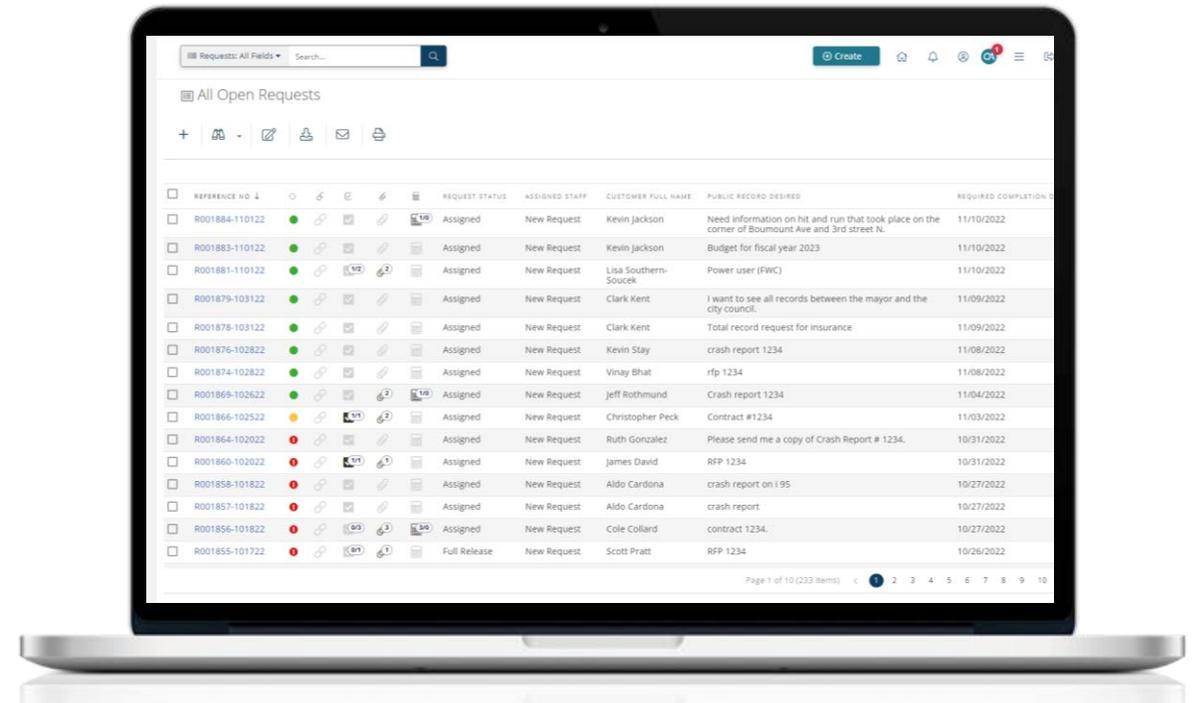


Total Time Spent

Moving Beyond Print Outs, Email, Spreadsheets, and Sharpies



Public Portal



Staff Portal

Complexity Busters

10+ technology solutions that solve the complexities outlined in the report

Request Volume

- ✓ *Predictive Deflection*
- ✓ *Frictionless Intake*
- ✓ *Similar Request Linking*

Clarification Workload

- ✓ *Optimized Intake*
- ✓ *Response Templates*

Video Files

- ✓ *AI-Enabled Video Redaction**

Machine-Readability (OCR)

- ✓ *Image Convert-OCR**

Size & Quantity of Files

- ✓ *Bulk Actions*
- ✓ *PST Email Extraction/De-Duping**

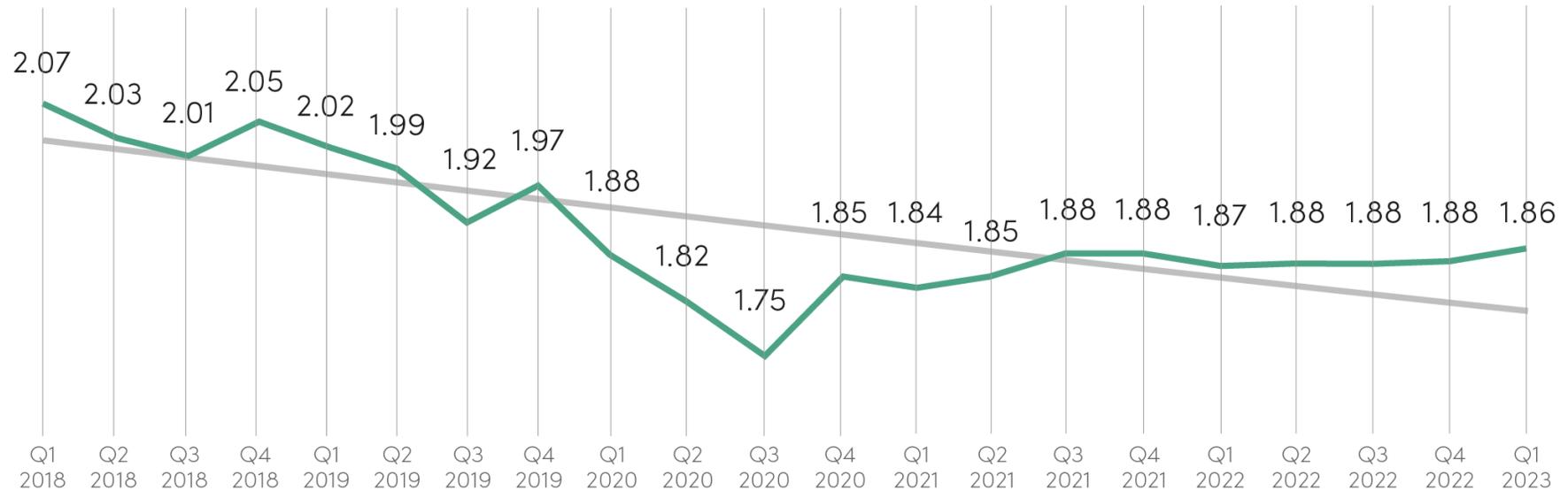
Total Time Spent

- ✓ *Automated Workflows*

**Optional*

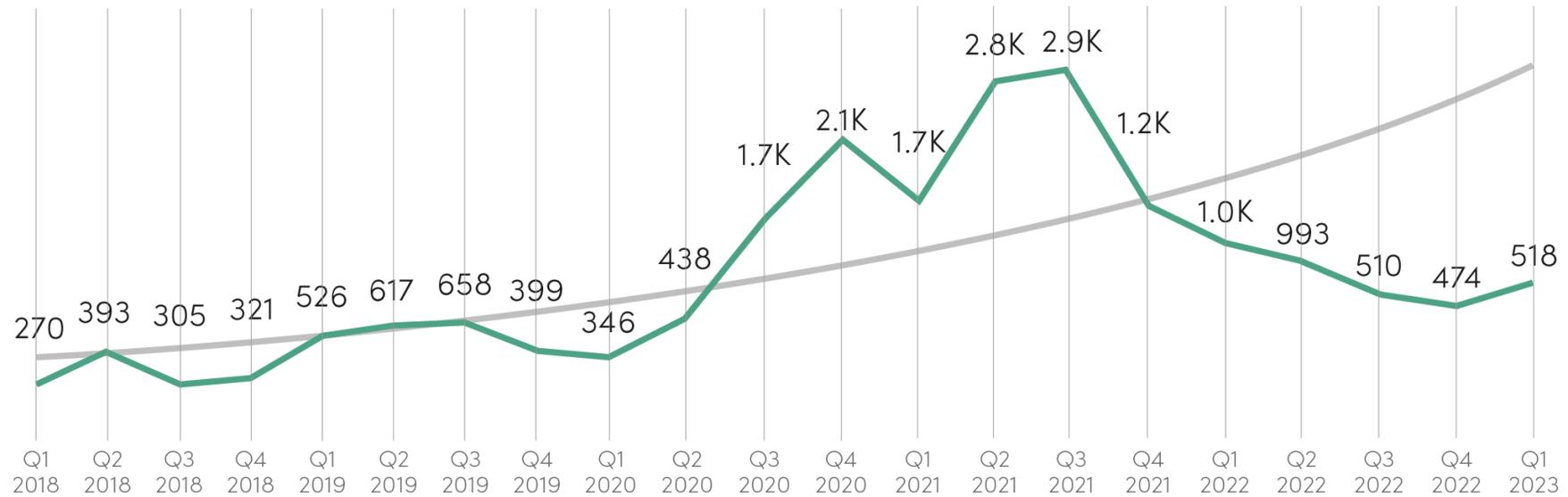
What do the Trends Tell Us?

- ✓ Average User Interactions
- ✓ **54% decrease** since 2018



What do the Trends Tell Us?

- ✓ Total Time Spent (hours)
- ✓ 1% decrease since 2018



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Please feel free to contact us anytime if you have questions about public record request management. Visit us at [granicus.com](https://www.granicus.com) to learn more.

Thank you!

