GRANICUS

Addressing Public Records Complexity with Modern Solutions

Streamline government processes

March 7, 2024

Today's Speakers

Meet our records experts

Cole Collard

Associate Solution
Consultant, Granicus

Melanie Pusateri

Product Marketing
Manager, Granicus

Granicus Is Transforming how Government and People Connect Digitally

Serving the public's needs and interests since 1999

500K+ GOVIES Across 5,500 government agencies

GRANICUS *Government Experience Cloud*

Web   Comms   Services   Mtgs   Requests

GRANICUS EXPERIENCE GROUP

300M+ PEOPLE Across the U.S., Canada, U.K. and ANZ

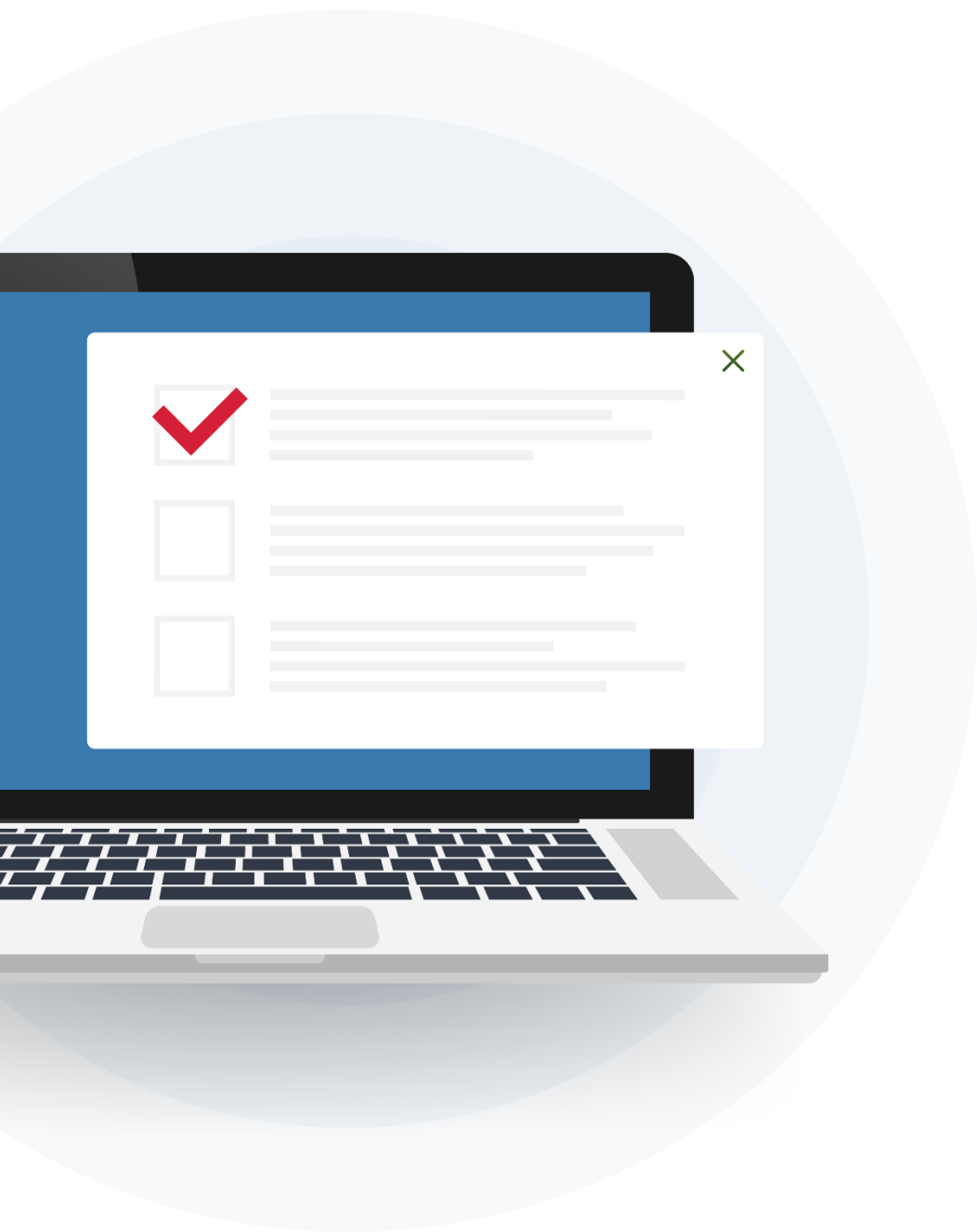**Connecting** with government-provided information and services

| 6K+ | Government Customers | 15 | of 15 Federal Agencies | 1K | Employees Worldwide | 50 | States, plus locales in Canada, UK, Ireland, Australia & New Zealand | 50 | of 50 Largest US Cities |

Poll: Which of the following is a pain point for your organization's public record process?

1. Volume of records requests

2. Cross-departmental coordination

3. Lack of Centralized Platform for responses
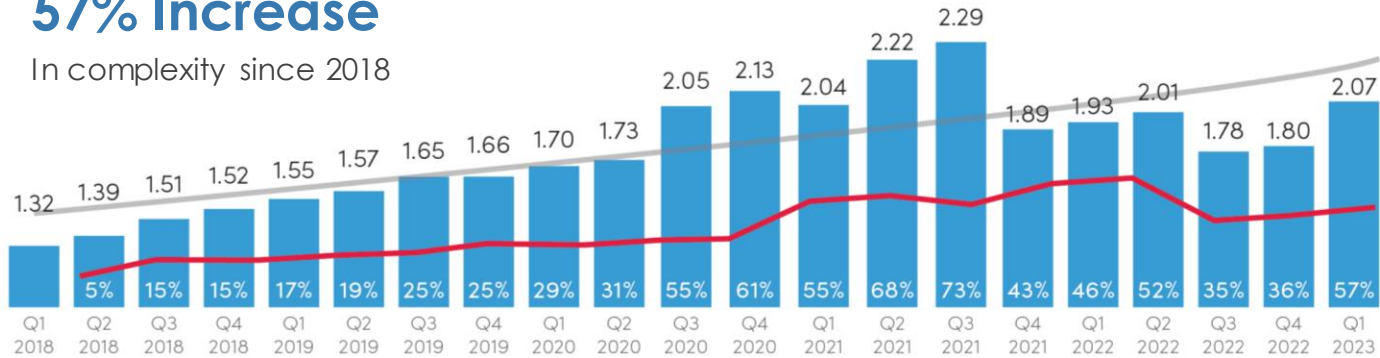
4. Other (share in chat)

Is Your Job Getting Harder? Yes!

Managing records requests is a significant challenge

Public Records Complexity Increasing

57% Increase
In complexity since 2018

1.32	1.39	1.51	1.52	1.55	1.57	1.65	1.66	1.70	1.73	2.05	2.13	2.04	2.22	2.29	1.89	1.93	2.01	1.78	1.80	2.07

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

GRANICUS

2023 Public Records Complexity
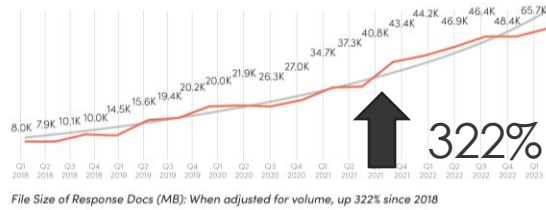**BENCHMARK REPORT**

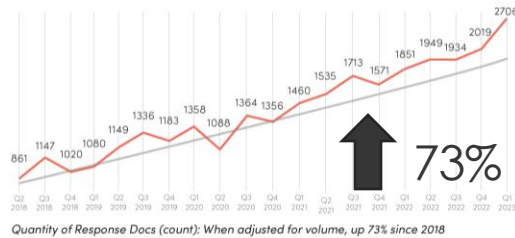# Complexity Metrics

The component figures that make up the Index
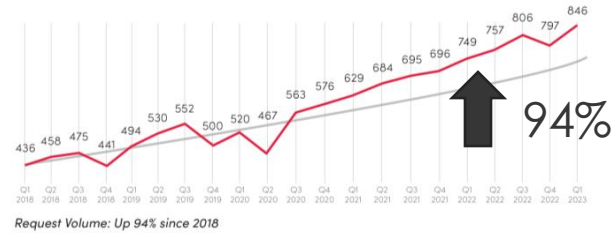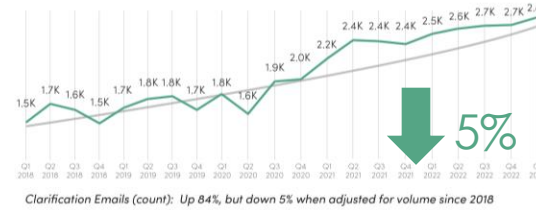

Request Volume

Records Markers

Size of Files
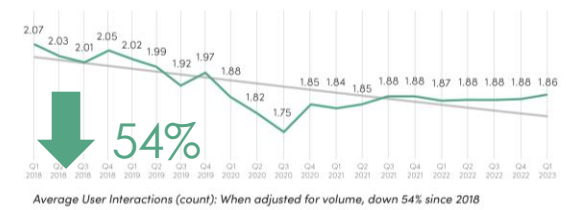
Quantity of Files

Video Files

Machine-Readability (OCR)

Activities Markers
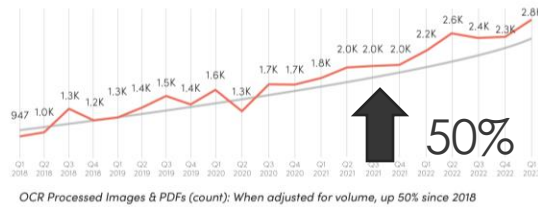

Clarification Workload

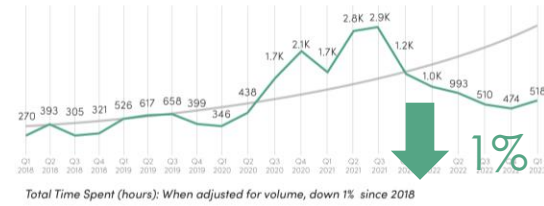User Interactions

Total Time Spent

Drivers of 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)

Technology Changes

1. Email
2. Text messages
3. Social media posts
4. Drone footage
5. Bodycam video
6. Self-destructing messages
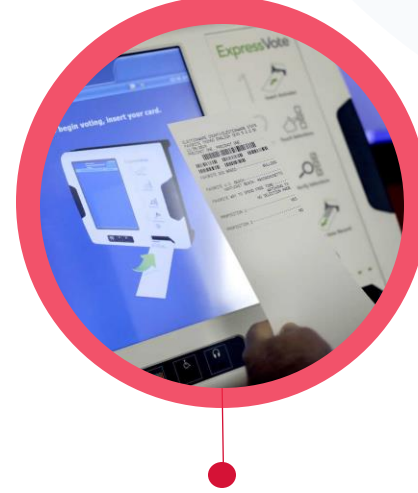
Outside Influences

1. Pandemic shift to remote/hybrid work
2. Extreme weather events
3. Election uncertainties
4. Police reform movements
5. The Great Resignation
6. Cyber attacks
7. 24 hour news cycle and fragmented communication channels

Org Structure

1. Scale - large layered orgs
2. Diversity - decentralized
3. Connectivity – multi campuses; stringent security requirements for public safety/criminal justice
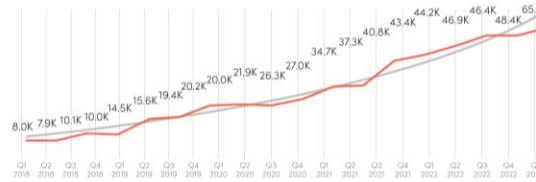
Complexity Neutralizers

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

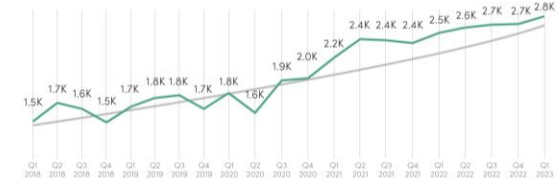*Request Volume: Up 94% since 2018*

Request Volume:
- *Predictive Deflection*
- *Similar Request Linking*
- *File Reporting*
- *Search Relevancy*

File Size of Response Docs (MB): When adjusted for volume, up 322% since 2018
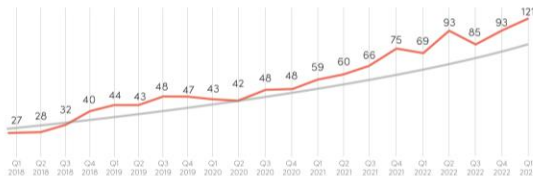
Size & Quantity of Files:
- *Bulk Actions*
- *PST Email Extraction/De-duping**
- *Bulk Actions*
- *Laserfiche Integration*
- *Recycle Bin*

Clarification Emails (count): Up 84%, but down 5% when adjusted for volume since 2018
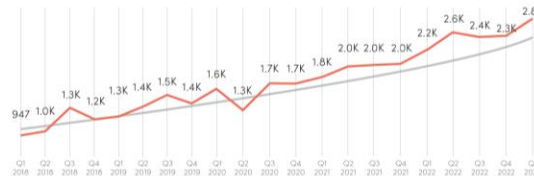
Clarification Workload:
- *Optimized Intake*
- *Response Templates*
- *Cancel Customer Message*

Video Files (count): When adjusted for volume, up 131% since 2018
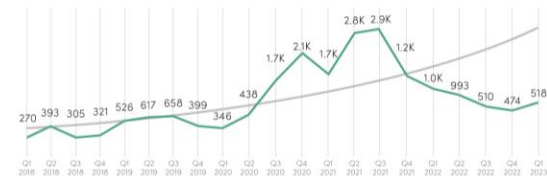
Video Files:
- *AI-enabled Video Redaction**
- *Delete Folders*

OCR Processed Images & PDFs (count): When adjusted for volume, up 50% since 2018

Machine-Readability (OCR):
- *Image Convert-OCR**
- *OCR All Pages*

Total Time Spent (hours): When adjusted for volume, down 1% since 2018

Total Time Spent:
- *Automated Workflows*
- *User Preferences: column chooser*

GRANICUS

- **add-on module*

8

Complexity Neutralizers

The key is configurability!

User Interactions & Overall Complexity

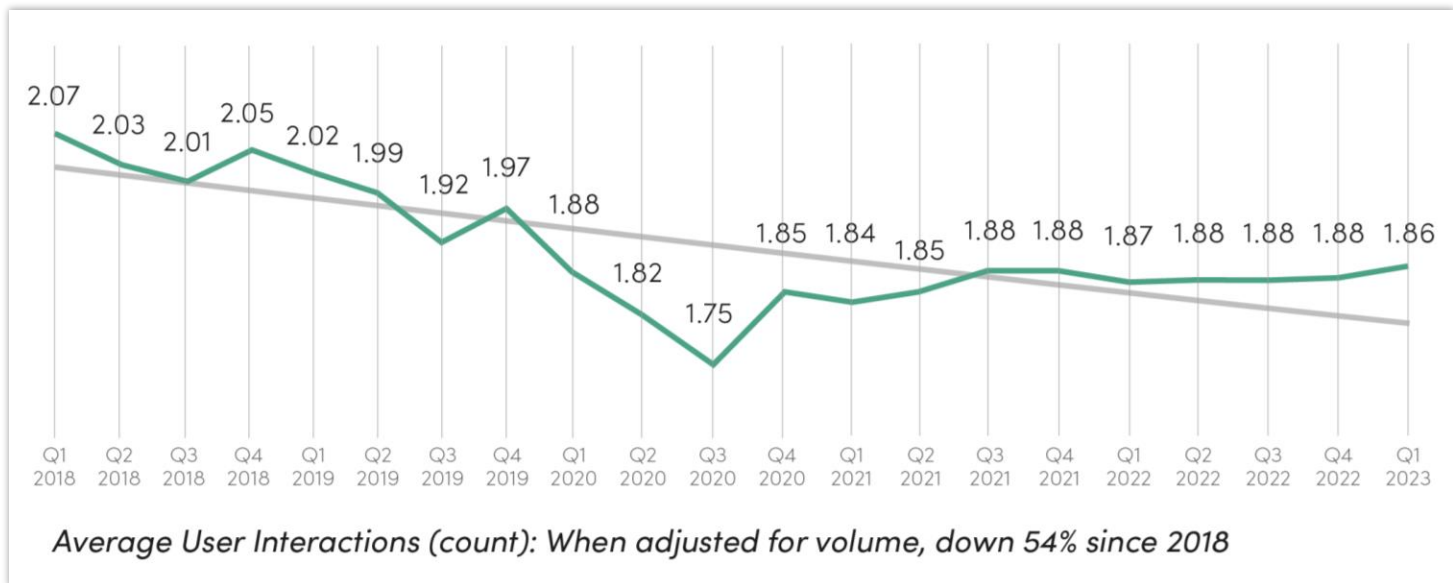Teams/Groups   Subrequests   Automated Workflows   Configurability   Guided change management

| | | | | | | | | | | | | | | | | | | | | |
| 2.07 | 2.03 | 2.01 | 2.05 | 2.02 | 1.99 | 1.92 | 1.97 | 1.88 | 1.82 | 1.75 | 1.85 | 1.84 | 1.85 | 1.88 | 1.88 | 1.87 | 1.88 | 1.88 | 1.88 | 1.86 |

| Q1 2018 | Q2 2018 | Q3 2018 | Q4 2018 | Q1 2019 | Q2 2019 | Q3 2019 | Q4 2019 | Q1 2020 | Q2 2020 | Q3 2020 | Q4 2020 | Q1 2021 | Q2 2021 | Q3 2021 | Q4 2021 | Q1 2022 | Q2 2022 | Q3 2022 | Q4 2022 | Q1 2023 |

Average User Interactions (count): When adjusted for volume, down 54% since 2018

✓ Best practice guidance, workshops, and training from consultative partners.

✓ Team of full-time implementation specialists with expertise built from many years of serving our diverse customer base.

✓ 20 years of 100% gov focus, 900+ accounts in all 50 states, 99% retention, 30% with us 10+ years.

✓ Guided change management with one-on-one attention from implementation to go-live and beyond.

Let's see <u>GovQA</u> in action
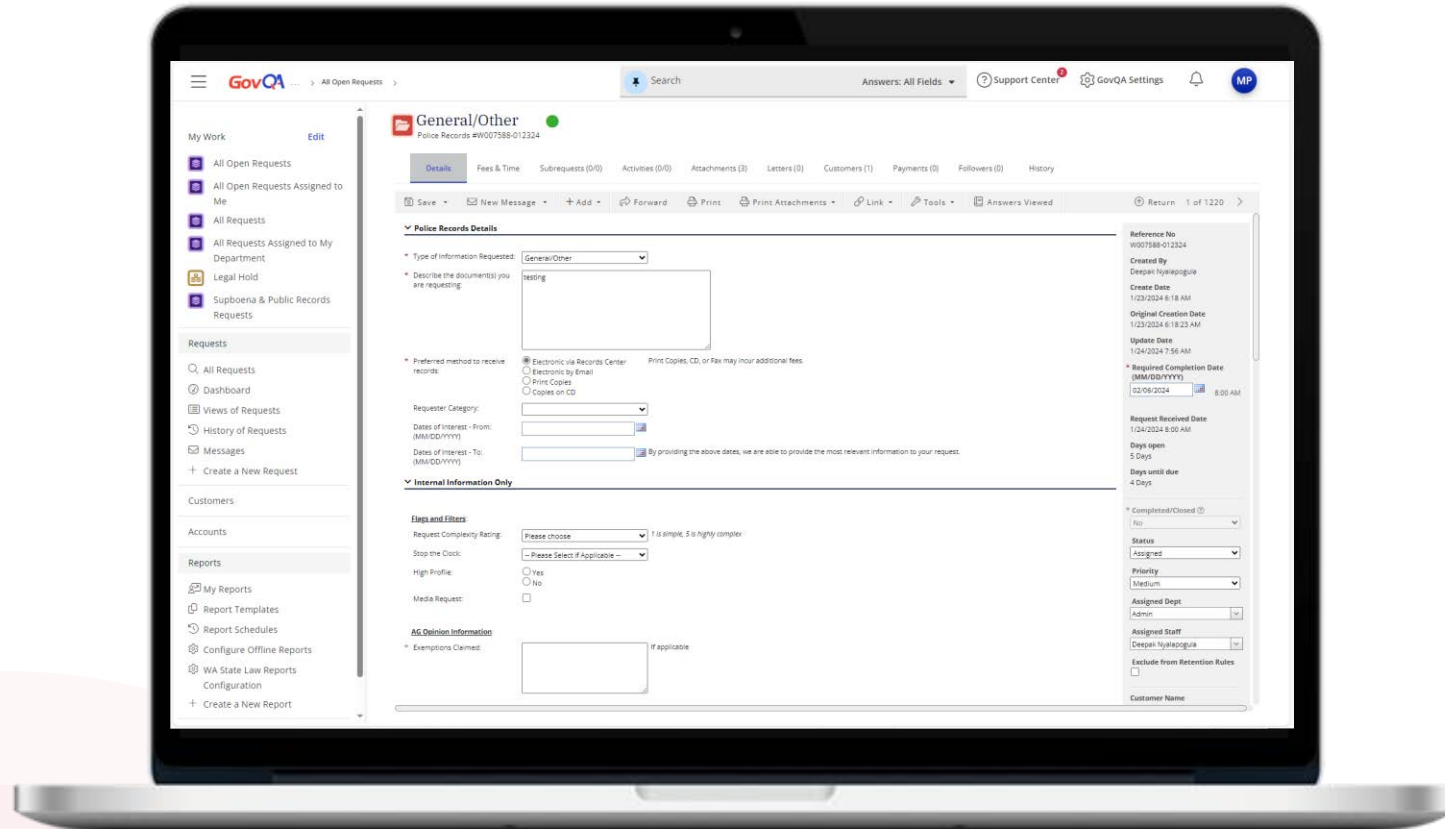
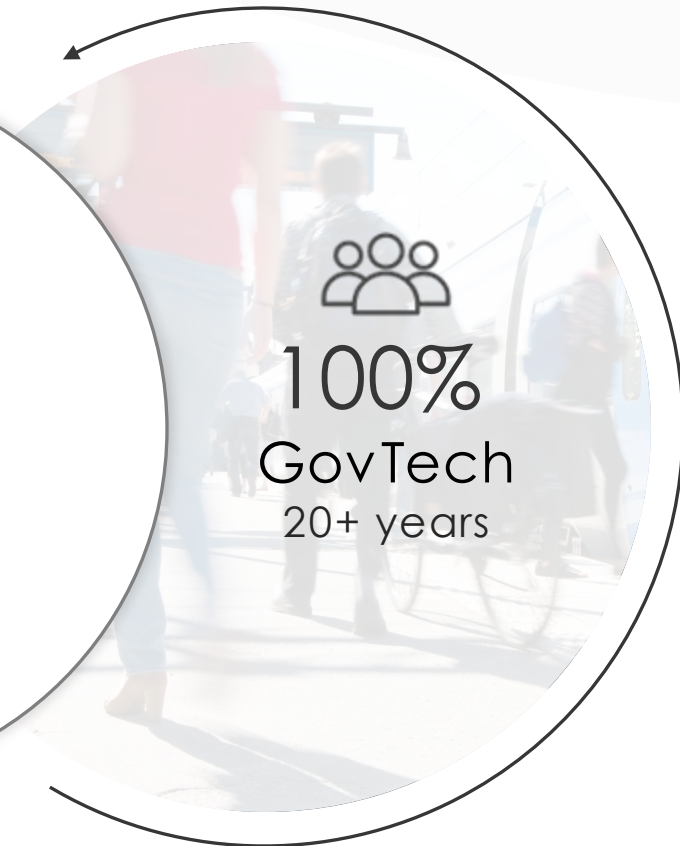# The Highly Configurable GovQA Suite from Granicus:

Serving
100,000
agency staff
users

13M+
Requests
served
Across 900+ org

GRANICUS

Operational
Excellence

100%
GovTech
20+ years

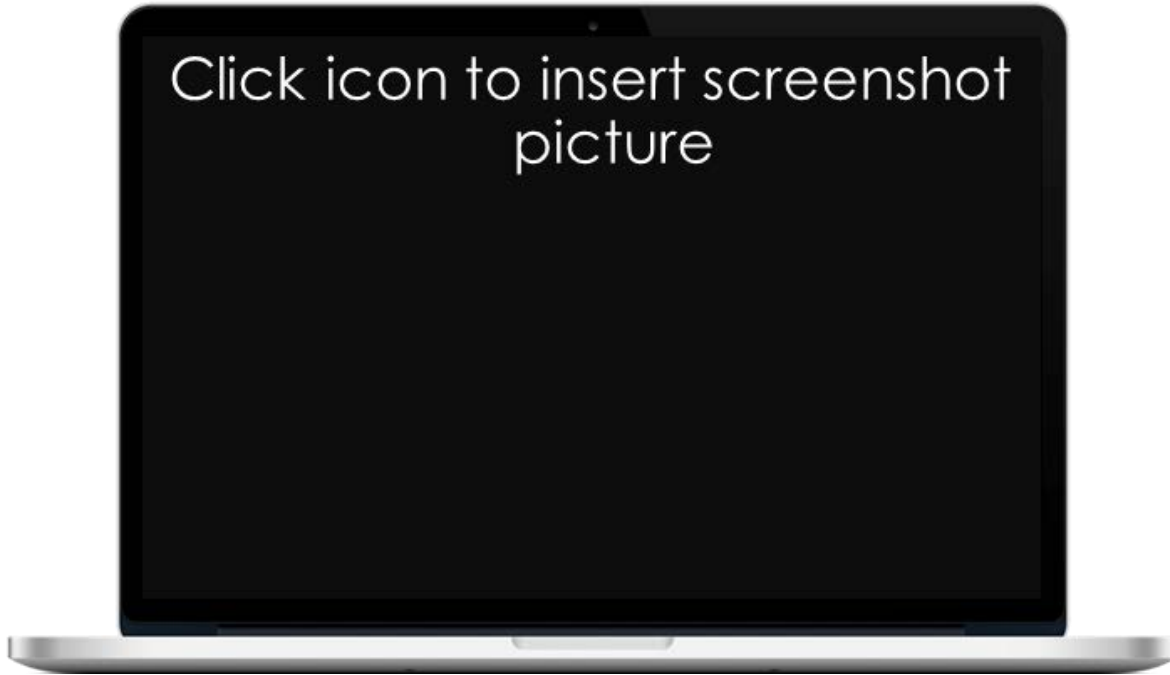**Connecting**
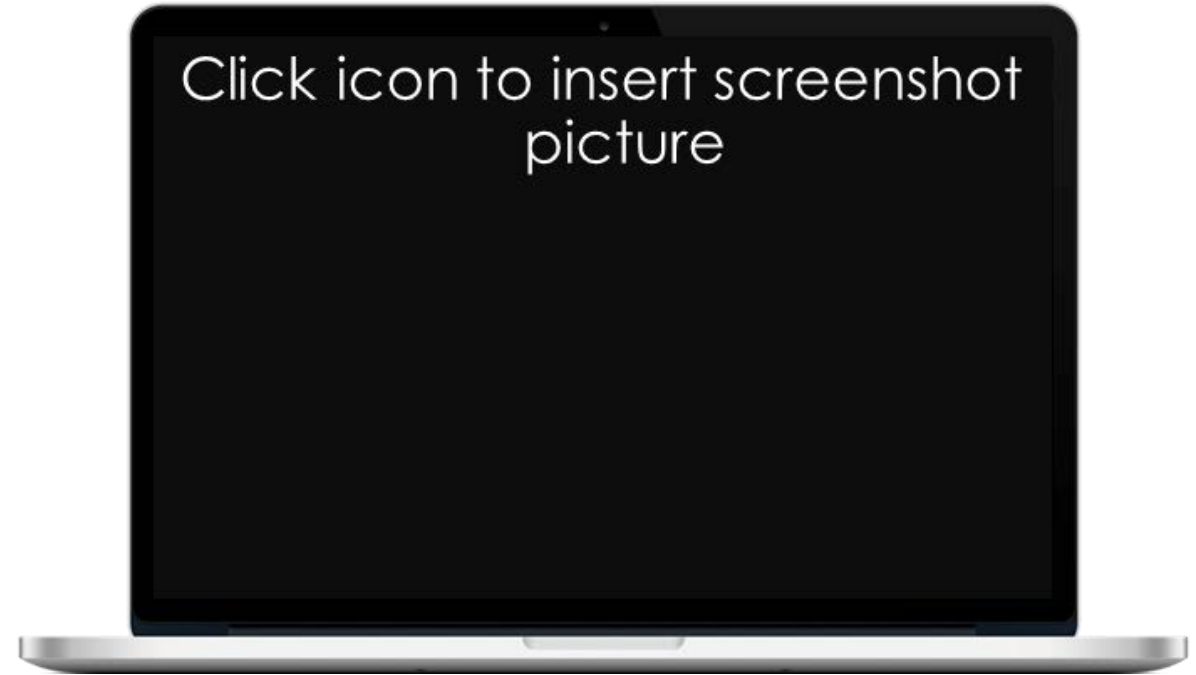Governments
and records
requesters
across the US

Questions?

Ways to Connect

Upcoming Learning Opportunities

Click icon to insert screenshot picture

Click icon to insert screenshot picture

Event
Date Time

Event
Date Time

Download the Complexity Report

Use it to support your request for technology

✓Something here

✓Something here

✓Something here

granicus.com/pdfs/guide_2023-Public-Record-Complexity-Benchmark-Report.pdf

GRANICUS

Thank You

Questions? Contact info@granicus.com

GRANICUS