



San Antonio, Texas

Efficiently manages over 500 Public Records Requests across all departments daily with Granicus

SITUATION

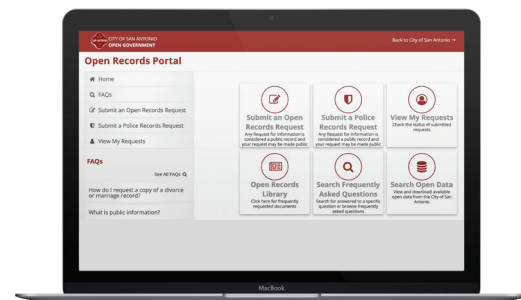
In early 2011, the Government and Public Affairs (GPA) Department in San Antonio became responsible for the City's Open Records Request (ORR) process. The volume of requests for documents received by San Antonio has increased by more than 600% over the last 5 years as the general public has demanded more transparency from their governments.

SOLUTION

San Antonio implemented the Granicus Records Request Management (GovQA) solution to facilitate the processing of ORR organization-wide.

RESULTS

Despite the increase in request volume, San Antonio has decreased the average number of days to complete ORR from 24 days to just 8 days. To date, the Office of the Attorney General in Texas has not assessed any penalties against San Antonio for failure to properly respond to an Open Records Request. The system allows San Antonio to efficiently manage the over 500 Public Records Requests received across all departments on a daily basis. Automated workflow rules assign requests based on information provided by a requester. Staff members receive automatic reminders as request due dates approach, ensuring no requests slip through the cracks without proper response. Staff in various departments communicate and collaborate with each other using tools within the Granicus system.



MUST HAVE SOLUTION
Records Request Management

46,000
Total annual requests

66%
Reduction in processing time

0
Penalties in over 6 years



We reduced our average open records request completion time by 66% while experiencing a 673% increase in request volume during the same time period without a single violation of open records laws.

Moraima Montenegro | Public Information Officer, San Antonio, TX