



# **New Benchmarks for Success in Public Record Request Management**

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# Connecting & Interacting Today

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## Questions

Submit your questions via the Zoom Q&A console



## govCommunity

See additional resources and chat after the webinar



## Chat

Your peers are in the chat. We encourage you to connect there!

# 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

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**John Donovan**

Director,  
Local Government,  
Granicus



**Matt Russell**

Enterprise Account Executive,  
State Government,  
Granicus



# Today's Agenda

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- 1 **Is Your Job Getting Harder?**
- 2 Public Record Complexity Trends
- 3 What Can Be Done About Complexity?
- 4 Next Steps and Questions

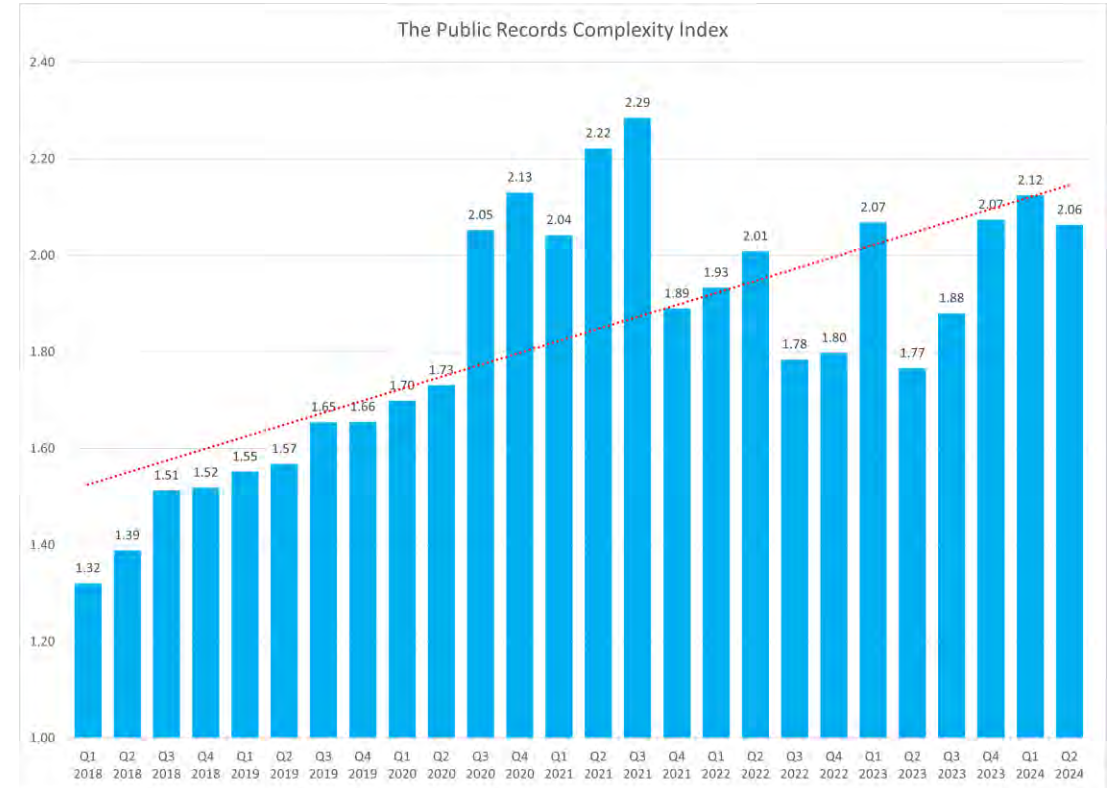
# Is Your Job Getting Harder? Yes!

*Managing Records Requests is a Significant Challenge*

Public Records Complexity Increasing

**56% increase**

In complexity since 2018



# As reported by Government Technology, NACo, and WIRED

ARTIFICIAL INTELLIGENCE

## Governments Adjust Policies Amid Flood of AI Record Requests

An onslaught of Right-to-Know requests submitted through artificial intelligence tools has raised the eyebrows of public records clerks in governmental agencies across Pennsylvania.

August 14, 2024 • Russ O'Reilly, Tribune-Democrat

VITTORIA ELLIOTT POLITICS APR 18, 2024 6:38 AM

### Election Workers Are Drowning in Records Requests. AI Chatbots Could Make It Worse

Experts worry that election deniers could weaponize chatbots to overwhelm and slow down local officials.

HOME / NEWS

CN County News

### Misinformation, frivolous record requests bog down election offices

OCT 10, 2022

Share

# Managing Records Requests is a Significant Challenge

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- » • Staff shortages demand ultimate efficiency.
  - A 2023 study found job openings hit a 20-year high.
  - 77% say staff leaving has placed a strain on their workload; 59% are considering leaving.
- 
- » • Non-compliance lawsuits are rising: Up 45% since 2014.
  - Cost of non-compliance varies by state and violation.
- 
- » • Legacy tech maintenance often uses 80% of IT budgets.
  - Outdated systems cost governments a lot of time and money and increase cybersecurity vulnerabilities.
- 
- » • 313% increase in data breaches, unauthorized access, and insider threats in 2023.
  - **\$7.5 billion spent** by local governments responding to ransomware attacks in 2019 alone.

**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



# What Factors are Driving this Increase in Complexity?

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## 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)*



# Examples of Relevant Legislation

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## New bills in 2024

1. *Alabama SB 270: faster **turnaround** of 15 days standard requests, 45 days time-intensive requests.*
2. *California AB 1785: "home address" **exemption** for elected and appointed officials.*
3. *Connecticut HB 5523: limitations on **interagency** records (must come from originating agency).*
4. *Nebraska Bill 43: prohibiting **fees** for time spent reviewing records & increasing free staff time from 4 to 8 hours.*

**47 out of 50 states passed new PRR laws since 2023.**

# What Factors are Driving this Increase in Complexity?

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## Technology Changes

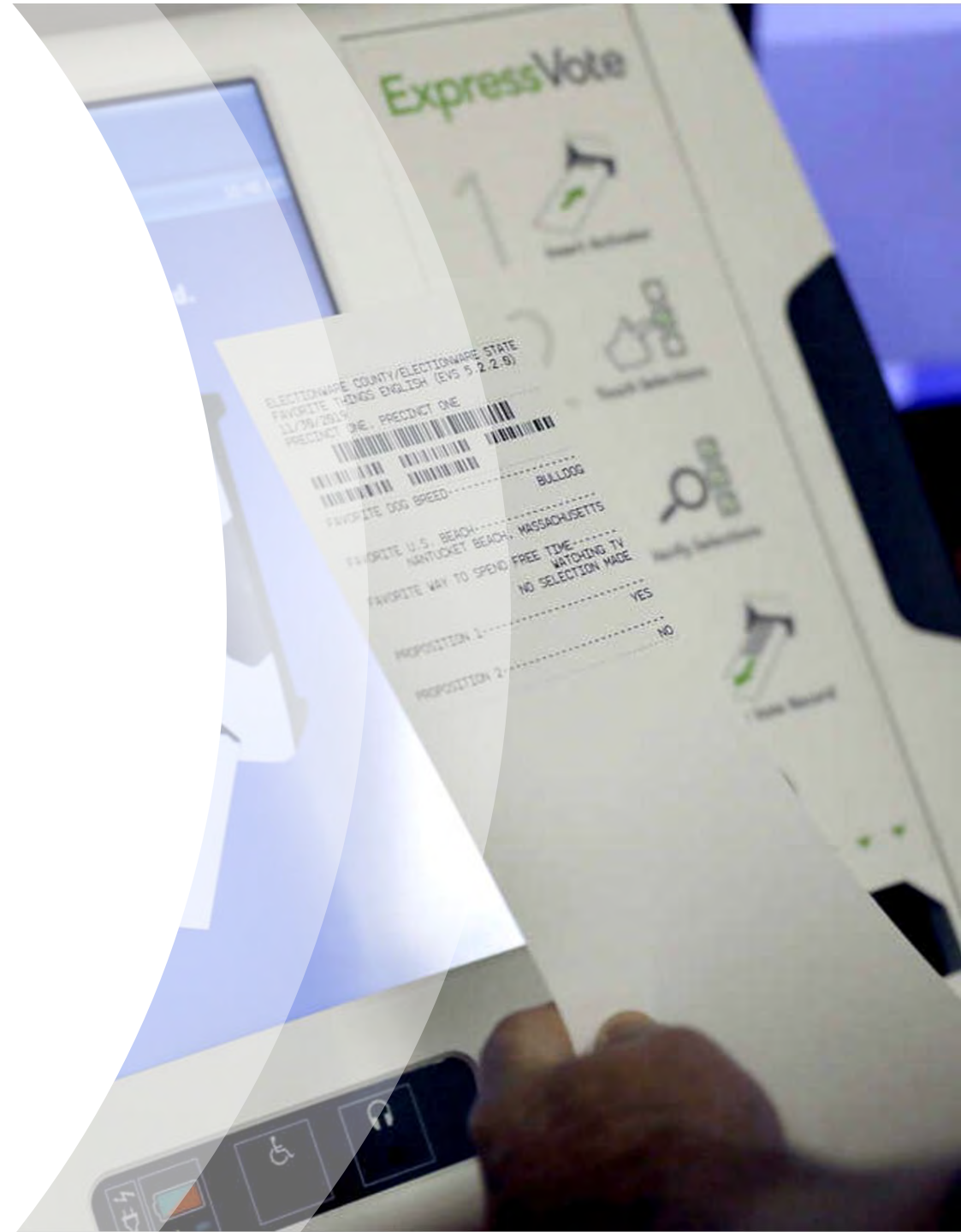
- ✓ *Email*
- ✓ *Text Messages*
- ✓ *Social Media Posts*
- ✓ *AI Powered Requests*
- ✓ *Chat Bot Powered Requests*
- ✓ *Drone Footage*
- ✓ *Bodycam Video*
- ✓ *Self-Destructing Messages*
- ✓ *Online Meeting Recordings, Transcripts, and Chats*

# What Factors are Driving this Increase in Complexity?

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## Outside Influences

- ✓ *Pandemic Shift to Remote Work*
- ✓ *Police Reform Movements*
- ✓ *Extreme Weather Events*
- ✓ *Staffing Shortages*
- ✓ *Election Scrutiny*
- ✓ *Cyber Attacks*





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# Benchmark Explanation and Methodology

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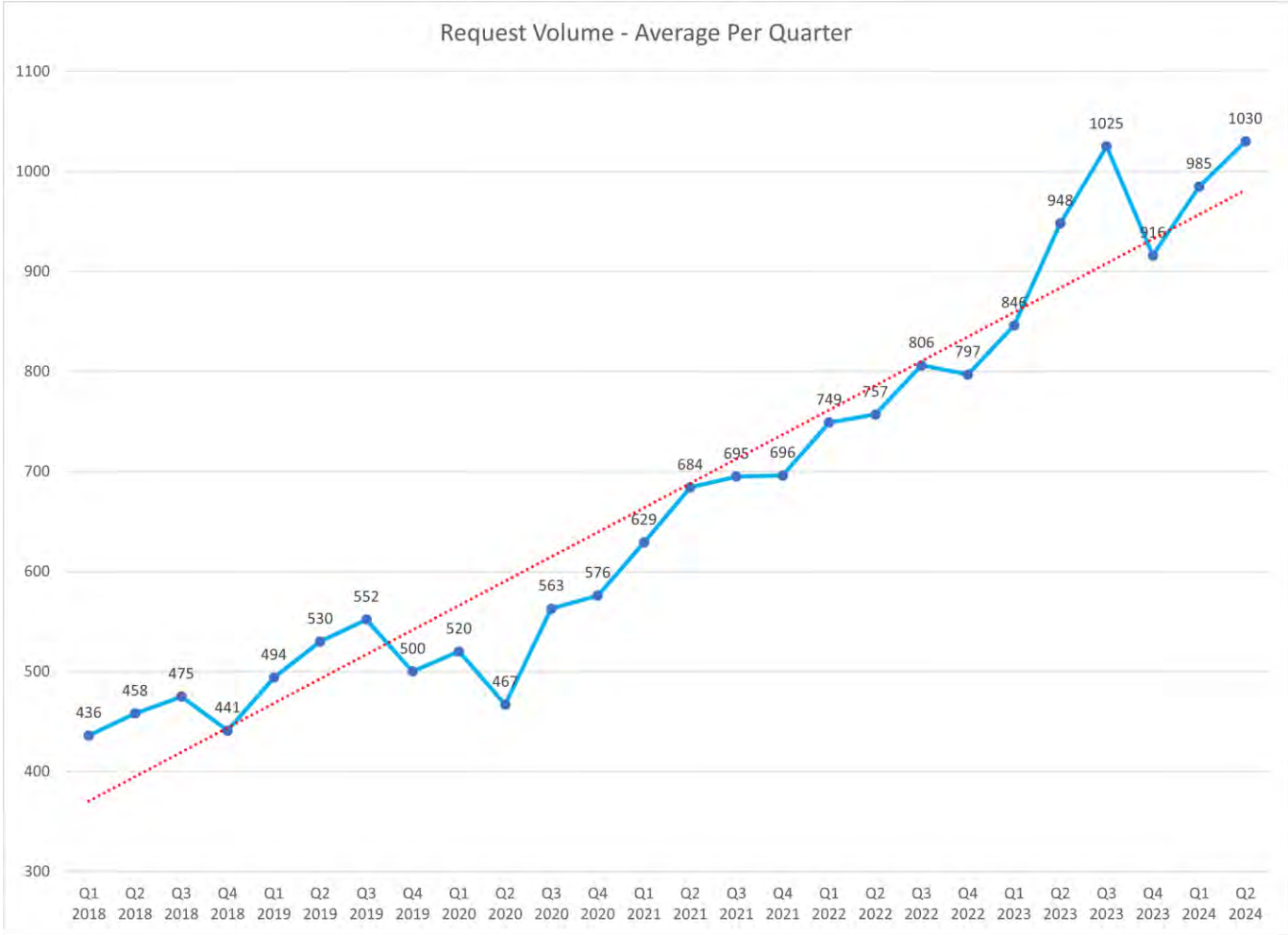
Our benchmark report offers **an overview of the eight key factors identified by Granicus that add to complexity** (and costs) in public records request processing.

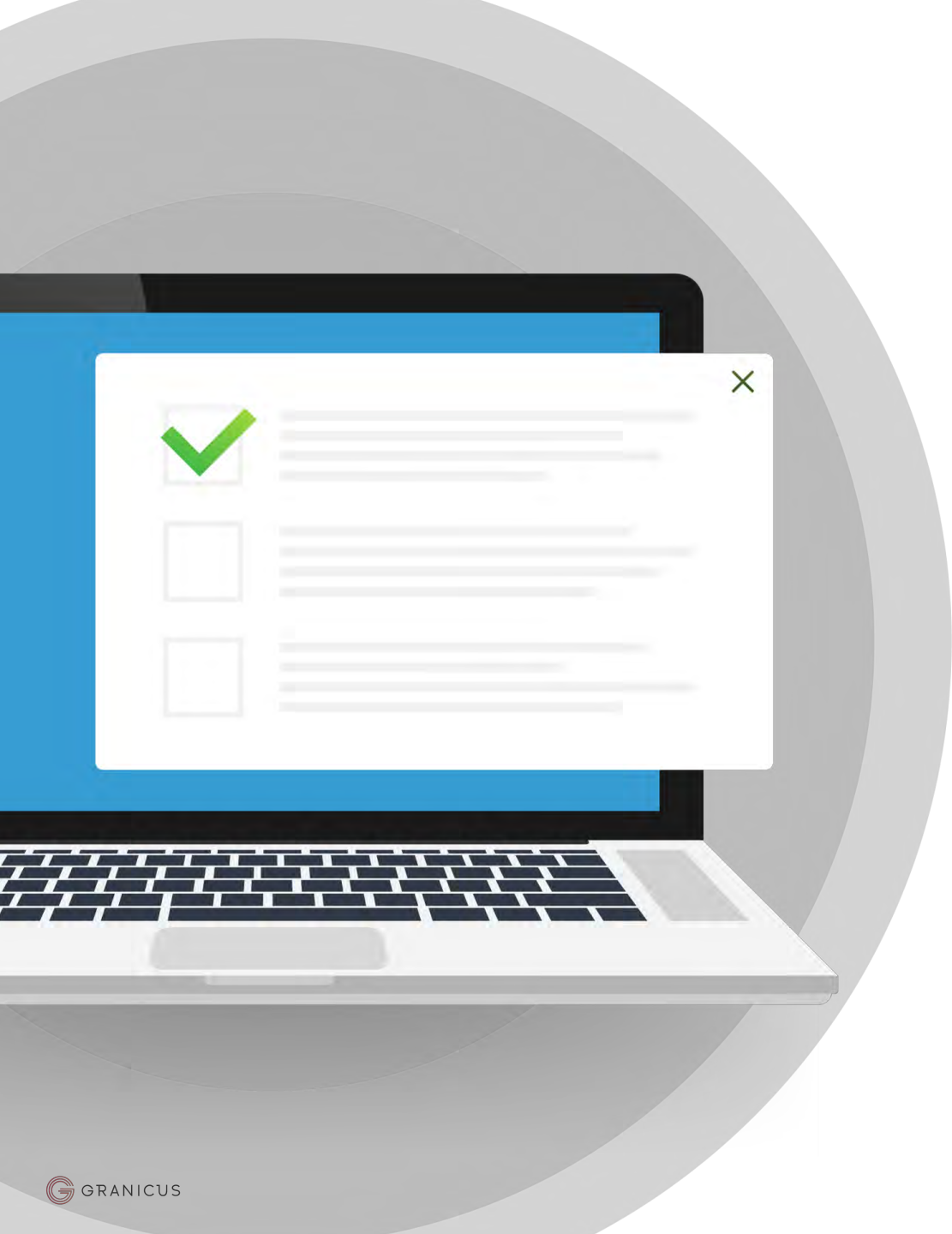
These metrics have been **tracked over hundreds of government agencies across the U.S. for the last seven years and counting.** The increase cited is a compiled benchmark figure **representative of large increases in five of the eight component metrics** focused on the records themselves.

# Request volume has skyrocketed since 2023

Trends: Request Volume

136% increase since 2018





## **Poll: Does this volume increase align with your experience?**

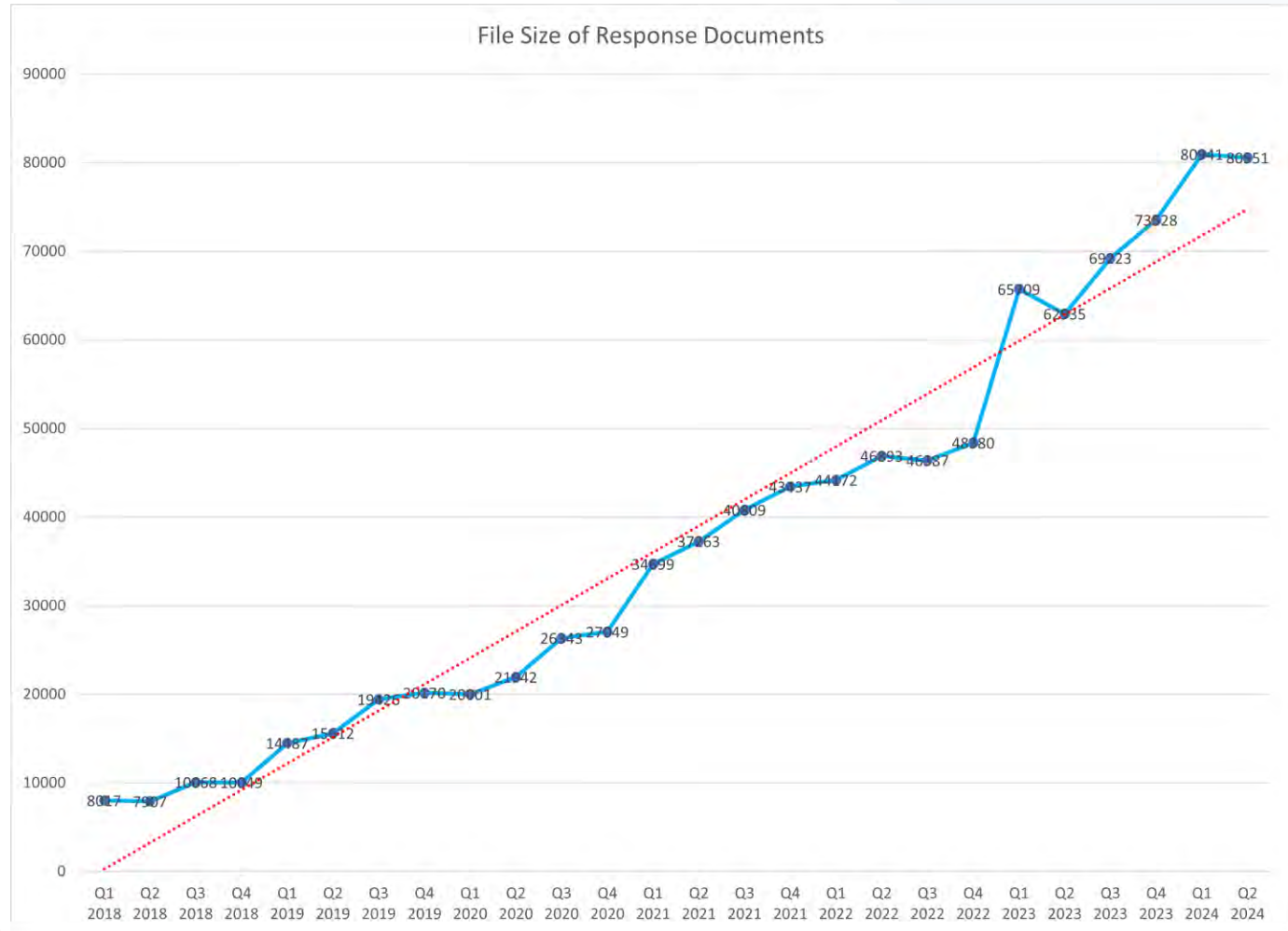
1. Yes
2. No



# There has been a rapid increase in file size for responses

*Trends: Records Marker*

**325% increase** since 2018



# OCR file count has ticked up in 2024

*Trends: Records Marker*

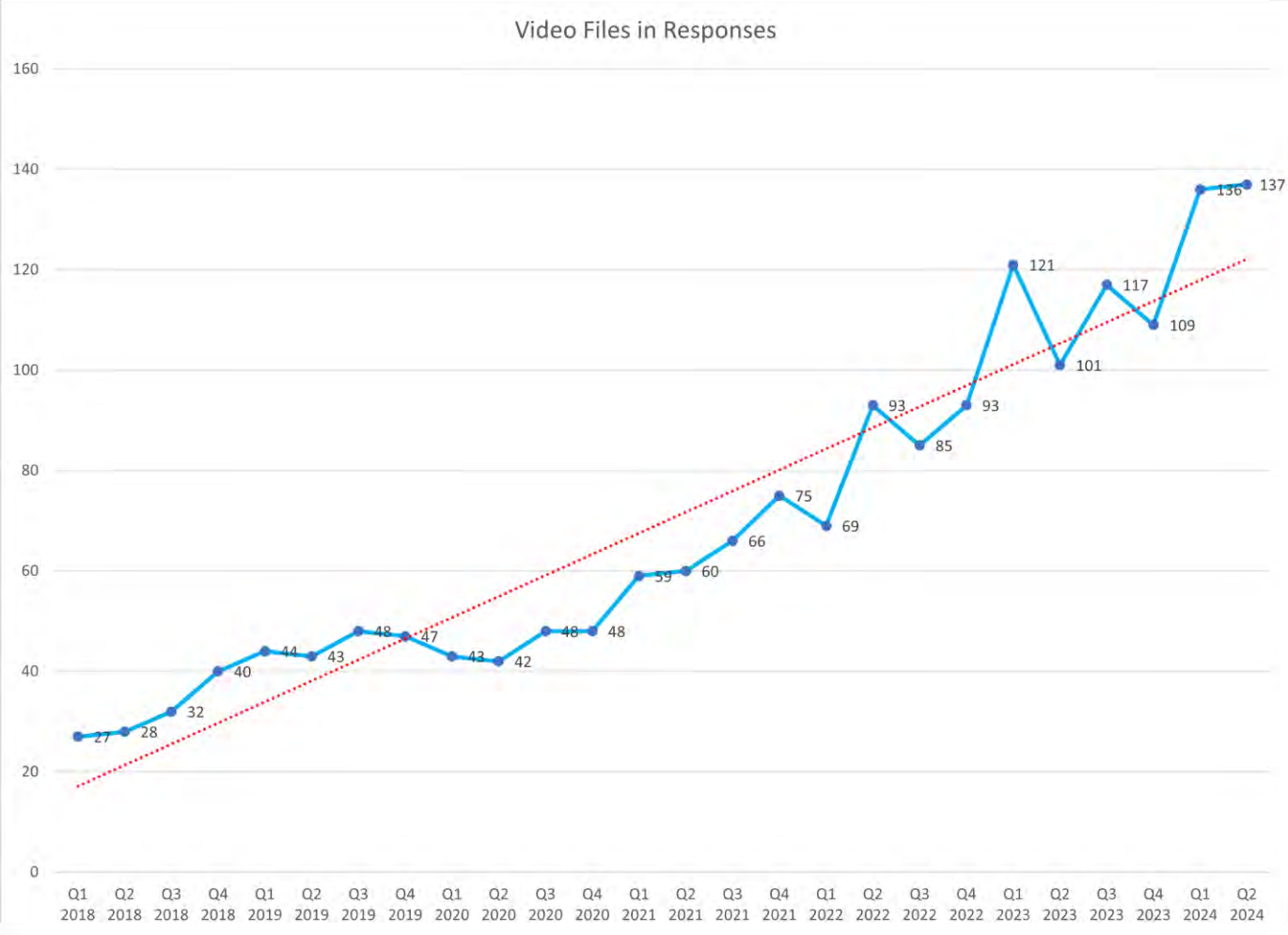
**29% increase** since 2018



# Responses including video files have jumped

Trends: Records Marker

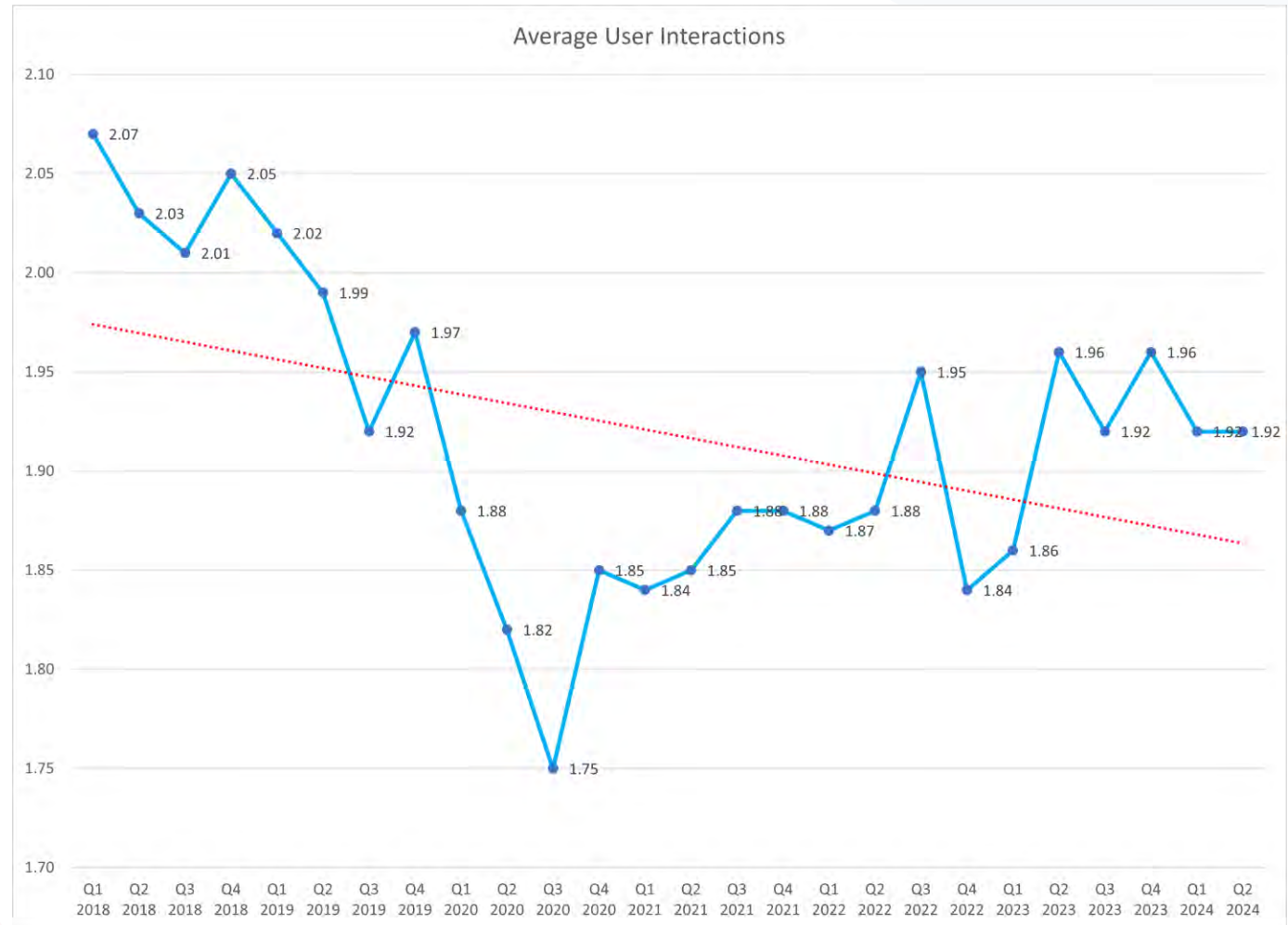
**115% increase** since 2018



# Average user interactions down since 2018, but up since 2020

Trends: Activities Marker

61% decrease since 2018



# Clarification email volume has jumped since 2023

Trends: Activities Marker

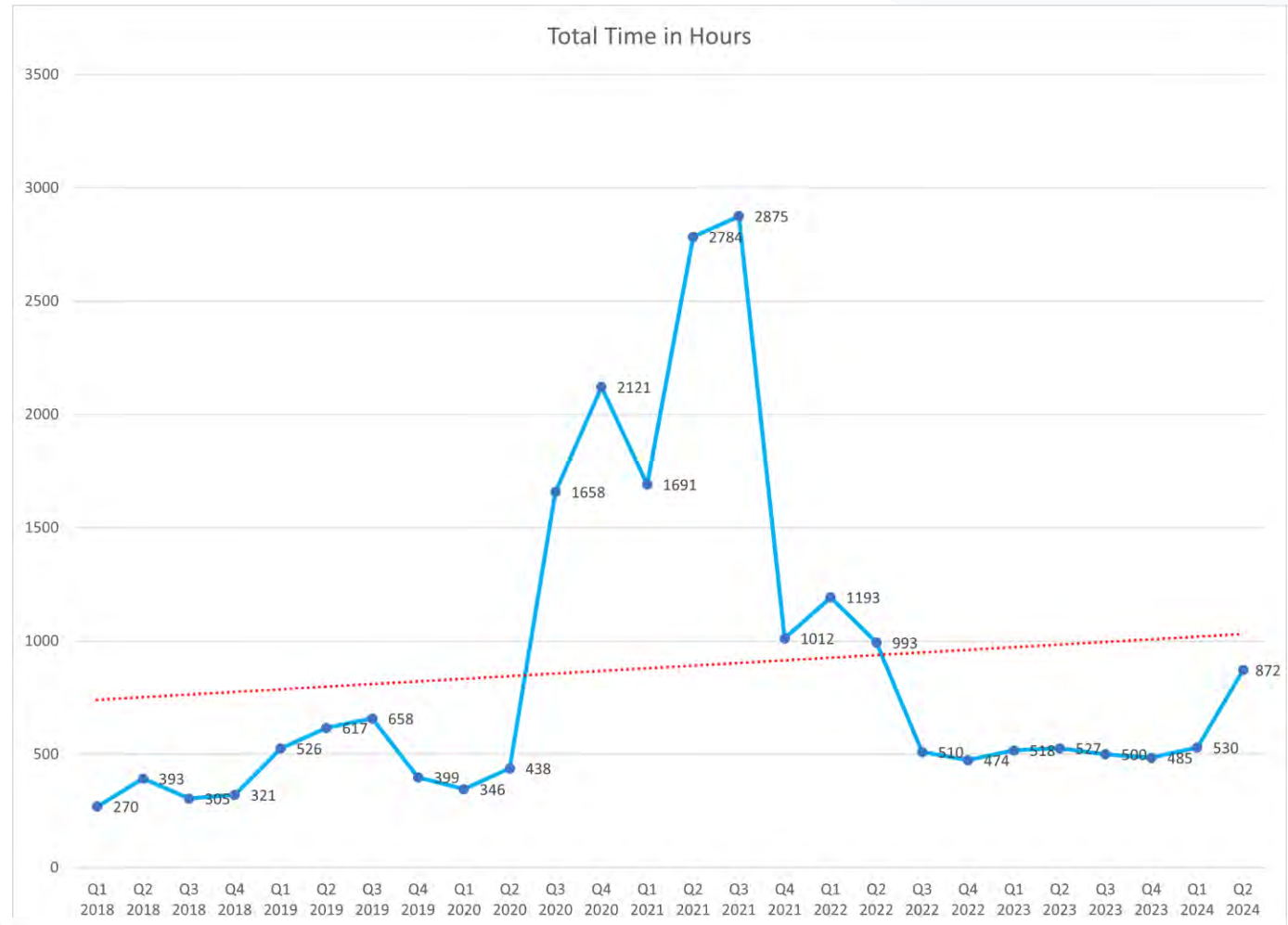
194% increase since 2018



# Total time spent on a request ticking up in 2024

Trends: Activities Marker

**37% increase** since 2018





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# What can be done about complexity?

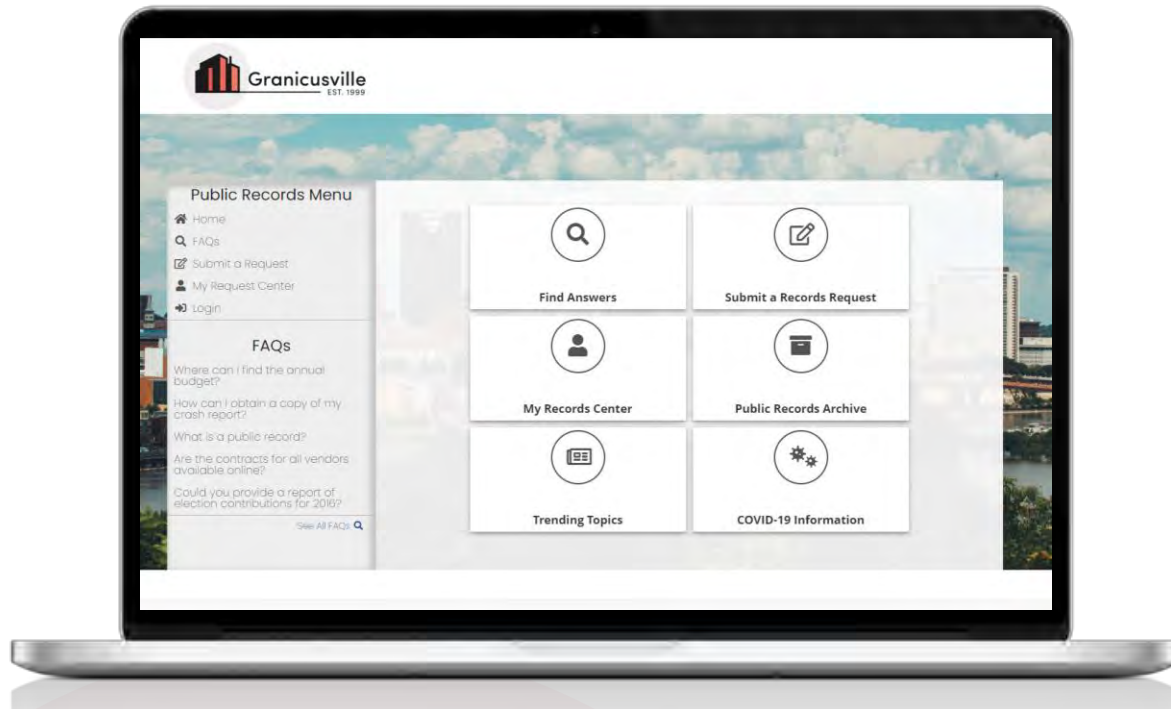


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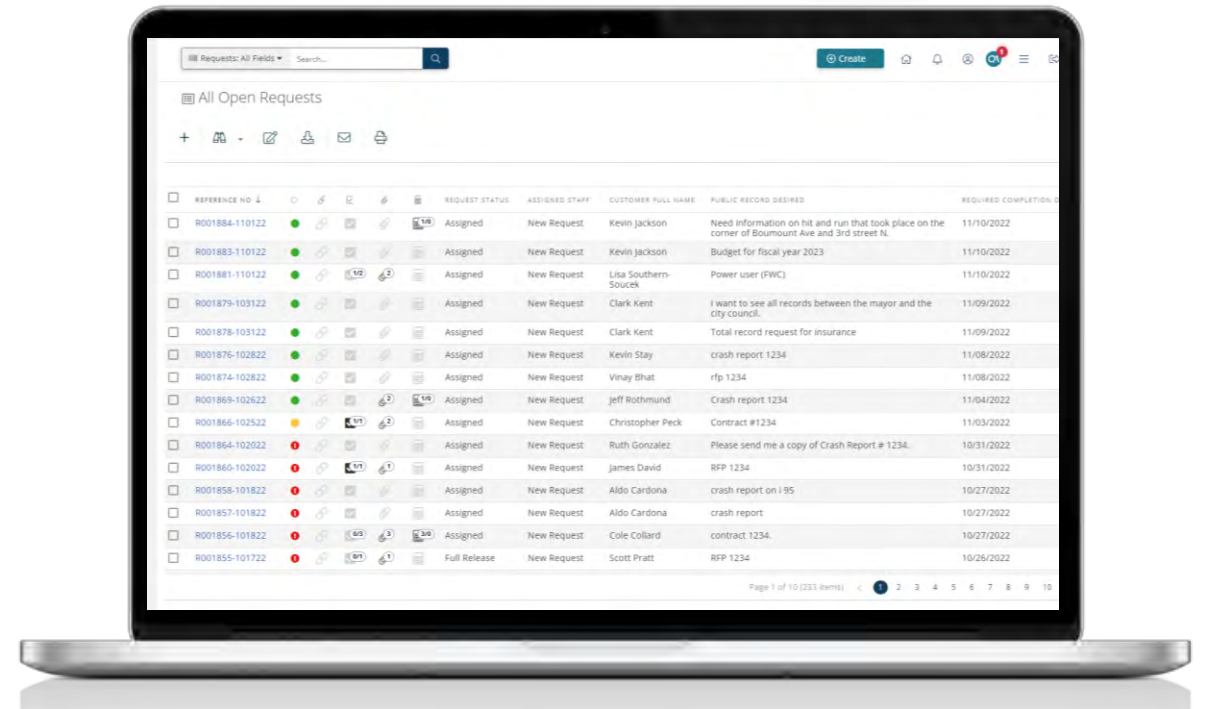
Find the right people  
and processes for your  
organization!



# Moving Beyond Print Outs, Email, Spreadsheets, and Sharpies



Public Portal



Staff Portal

# Complexity Neutralizers

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



## Request Volume

GovQA features that *reduce volume by 20% on average*:

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



## Size & Quantity of Files

GovQA features that neutralize file size and quantity pains:

- *Bulk Actions*
- *PST Email Extraction/De-duping\**
- *Laserfiche Integration*
- *Recycle Bin*



## Clarification Workload

GovQA features that reduce clarification workload and delays:

- *Optimized Intake*
- *Response Templates*
- *Cancel Customer Message*
- *Smart Summaries*



## Video Files

GovQA features that reduce processing time on video files:

- *AI-enabled Video Redaction\**
- *Delete Folders*



## Machine-Readability (OCR)

GovQA features that simplify searchability and redaction of scans:

- *Image Convert-OCR\**
- *OCR All Pages*



## Total Time Spent

GovQA features that reduce overall processing time by 30-75% on average:

- *Automated Workflows*
- *User Preferences: column chooser*

# Complexity Neutralizers

## Guided **Change Management**

is key to reducing Total Time Spent processing requests

Compliance is not a static goal. To keep up with and neutralize complexity from:



Legislation Changes



Technology Changes



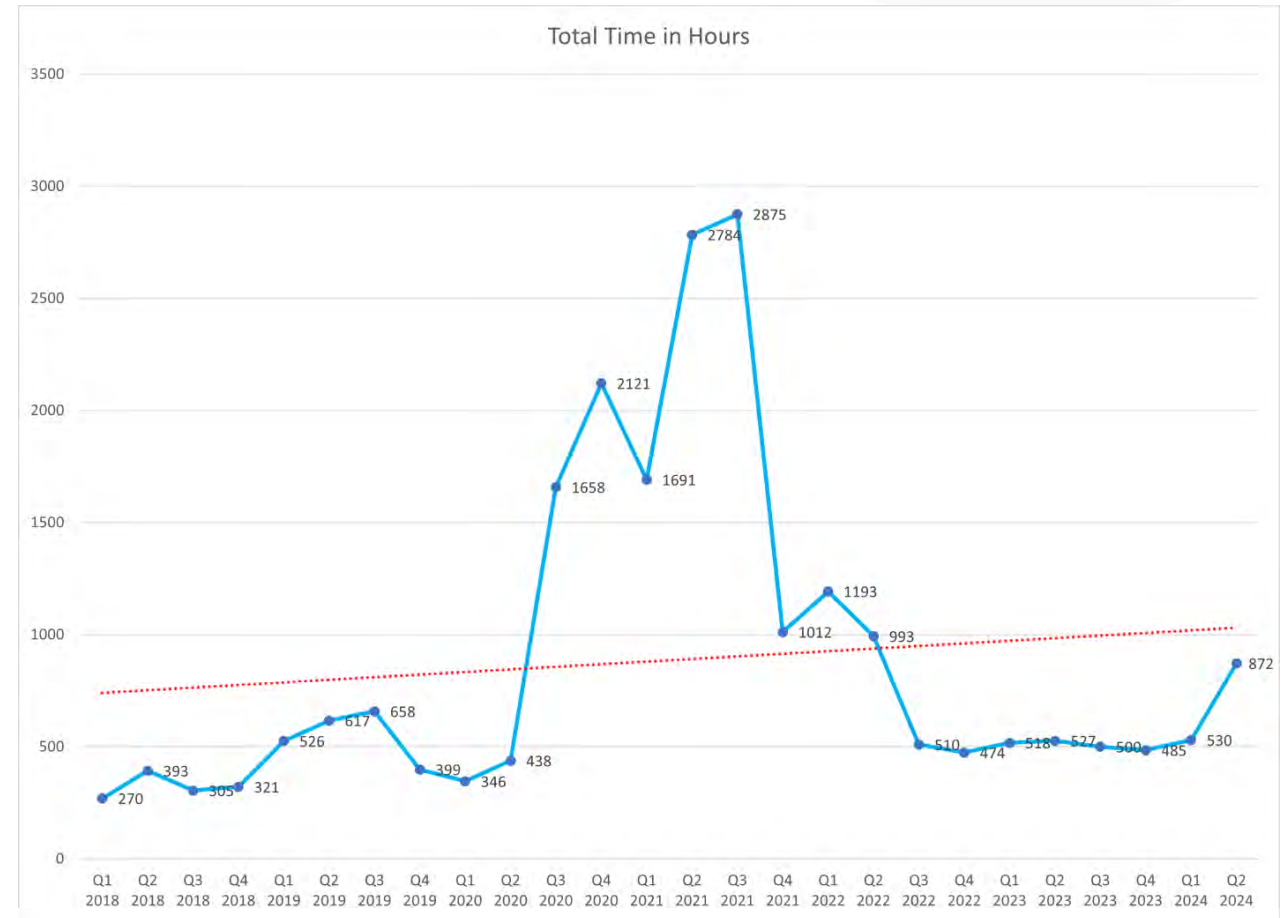
Outside Influences



Org Structure

you need scalable, configurable solutions built for change and **supported by consultative partners with deep expertise** to align your unique processes with best practices and automated workflows.

The result is continuous improvement, operational efficiency, and a reduction in time spent processing requests.





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# Questions?



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Director,  
Local Government,  
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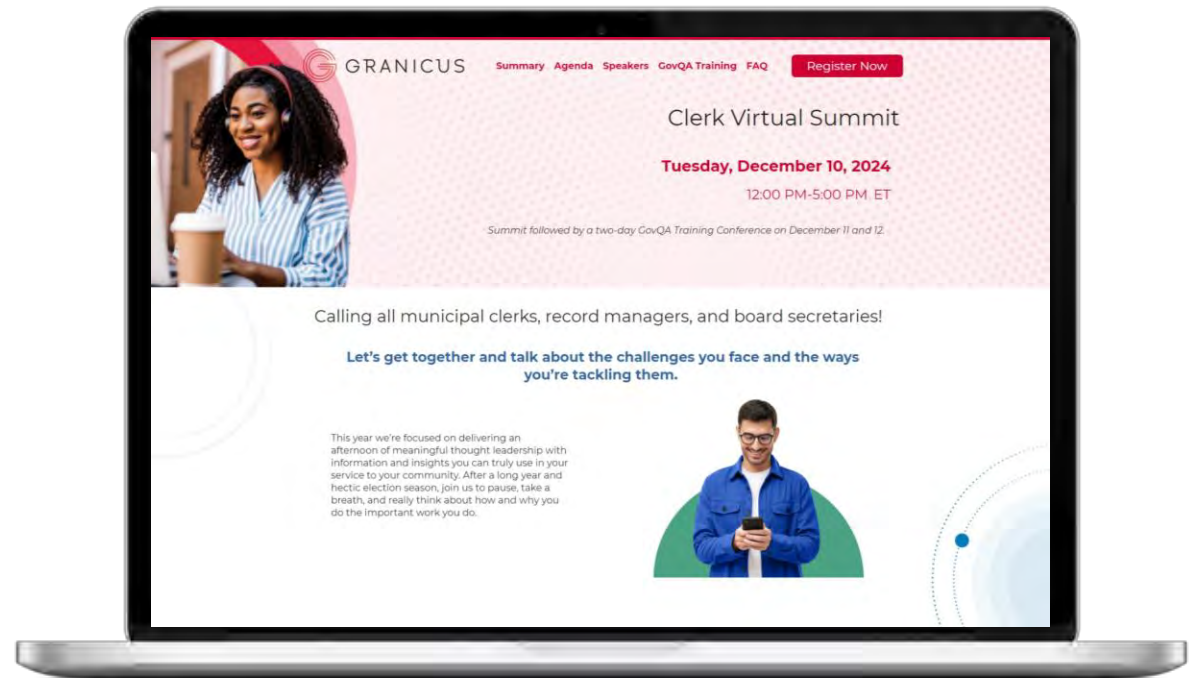


**Matt Russell**

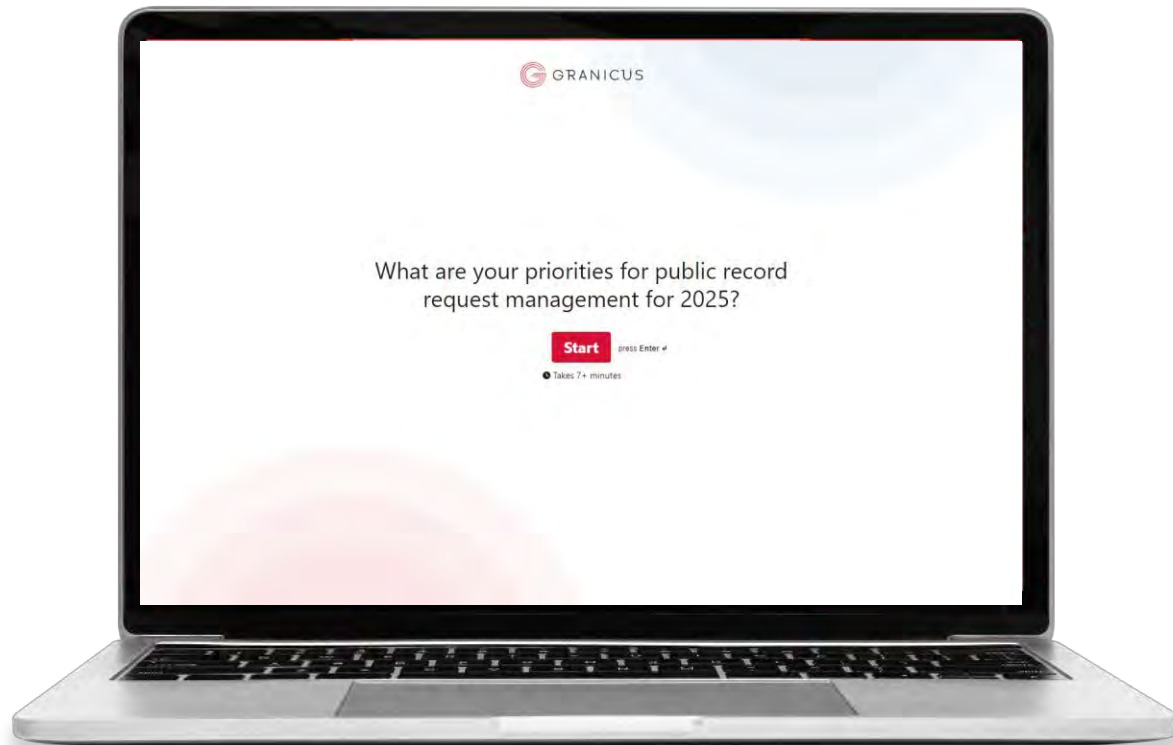
Enterprise Account Executive,  
State Government,  
Granicus

# Ways to Connect

Upcoming Learning Opportunities

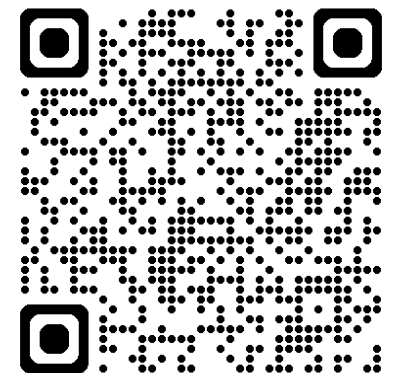


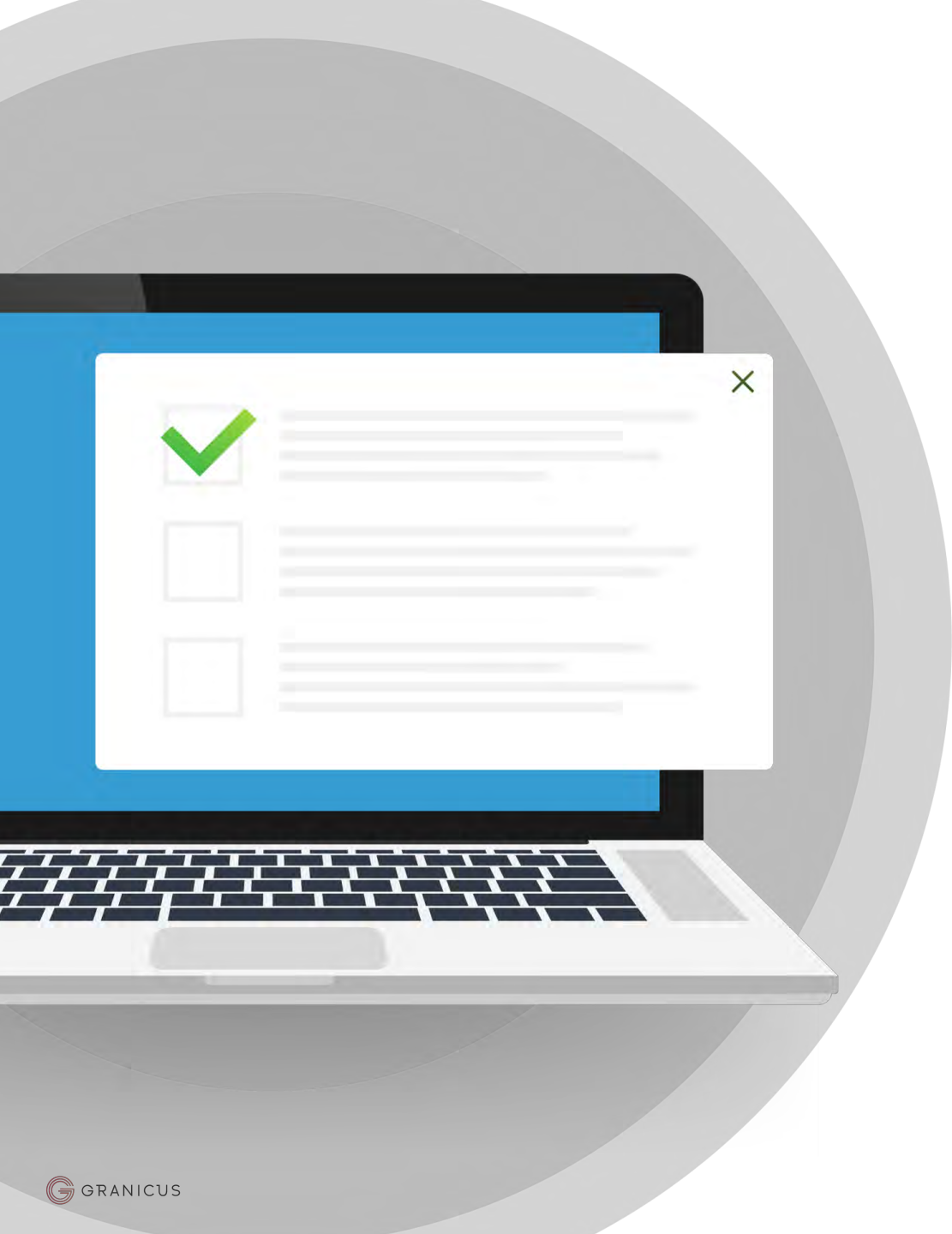
**Clerk Virtual Summit**  
Dec. 10 | 12 - 5:00 p.m. ET



## One more way to connect: Take the Survey!

- 4<sup>th</sup> year of the survey (since 2019)
- Survey collects **qualitative data**
- Supports the **quantitative data** in the quarterly Public Records Request Complexity Benchmark Report





## **Poll: Would you like more information on best practices for PRR management?**

1. Yes
2. No





**Thank you!**