GRANICUS

Stay Ahead, Stay Compliant: Navigating PRR Challenges in 2024

Overcoming Complexity

Today's Speakers

Josh Fruecht

Sr. Director, Granicus

Granicus is Transforming how Government and People Connect Digitally

Serving the public's needs & interests since 1999

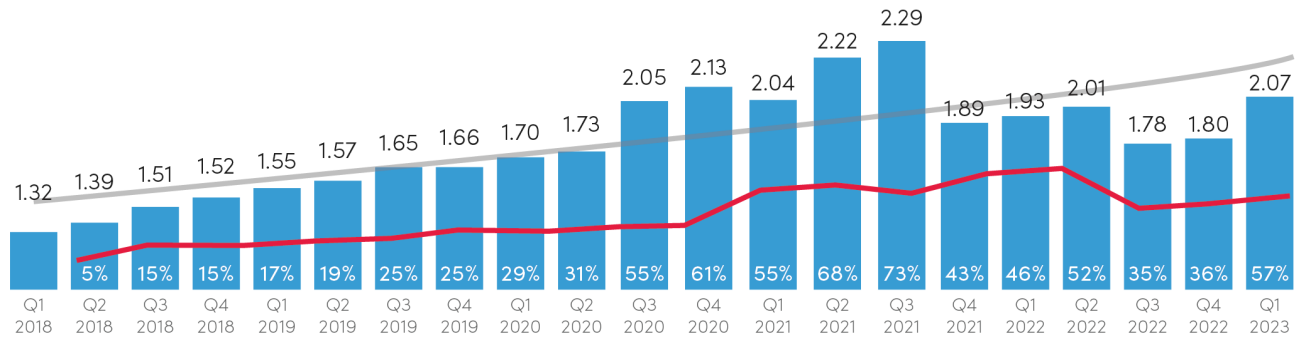
Connecting with government-provided information and services

Today's Agenda

1. **Is Your Job Getting Harder?**
2. The Public Records Complexity Benchmark
3. Trends
4. What Can Be Done About Complexity?
5. Ways to Connect

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

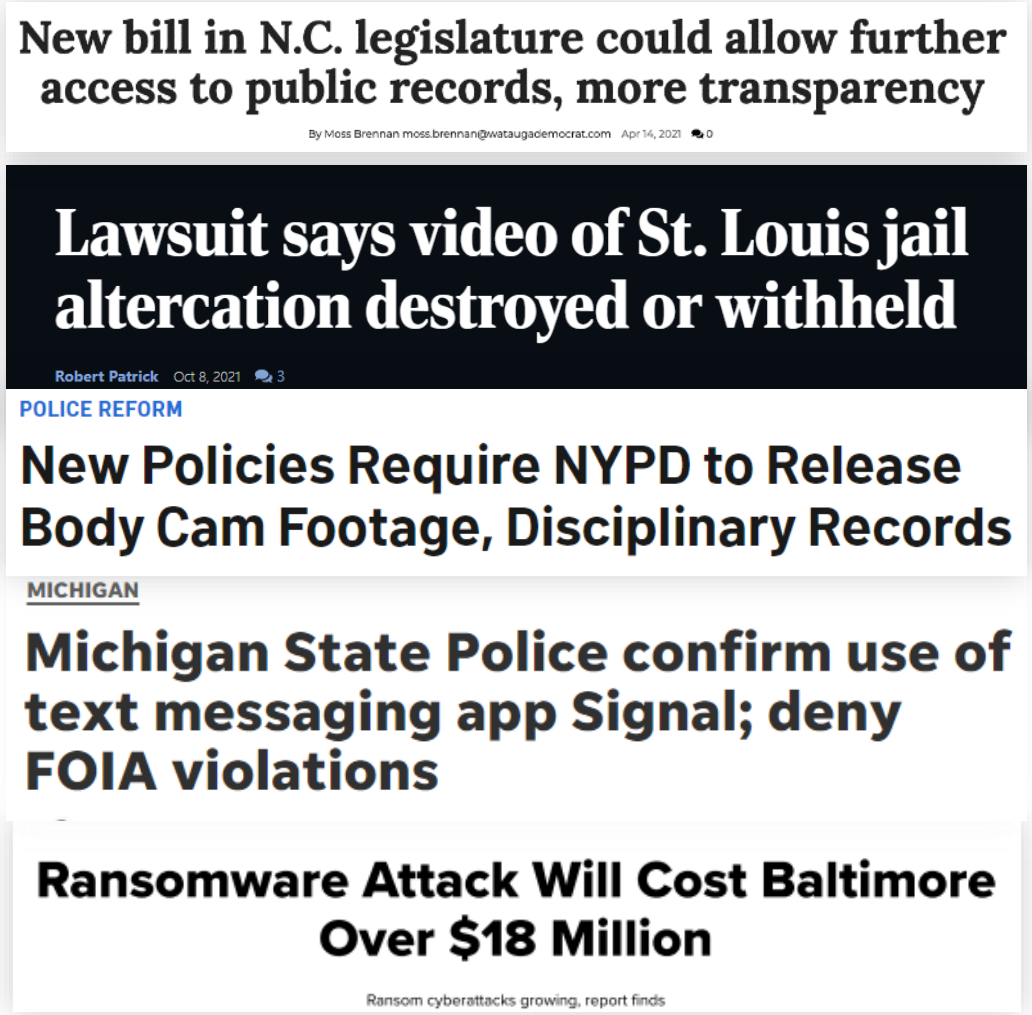
Managing Records Requests is a Significant Challenge

- **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- **Outdated systems** cost governments a lot of time and money and increase cybersecurity vulnerabilities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



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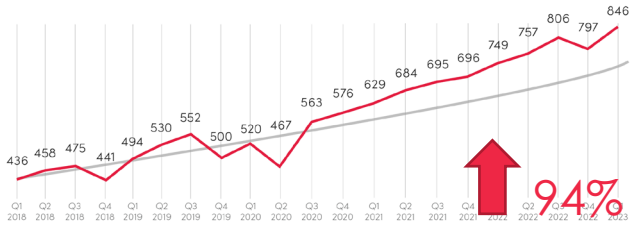
1. Is Your Job Getting Harder?
2. **The Public Records Complexity Benchmark**
3. Complexity Trends and Solutions
4. What Can Be Done About Complexity?
5. Ways to Connect

Complexity Metrics

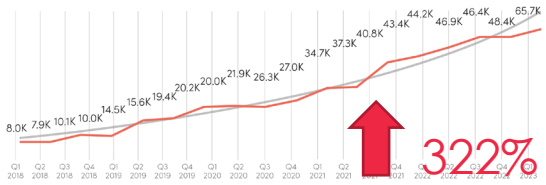
The component figures that make up the Index



Request Volume: Up 94% since 2018

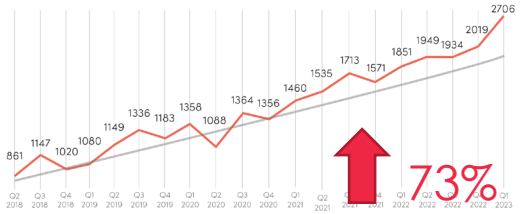
Request Volume

Records Markers:



File Size of Response Docs (MB): When adjusted for volume, up 322% since 2018

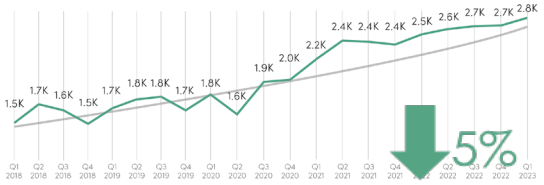
Size of Files



Quantity of Response Docs (count): When adjusted for volume, up 73% since 2018

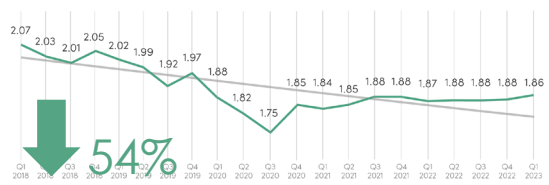
Quantity of Files

Activities Markers:



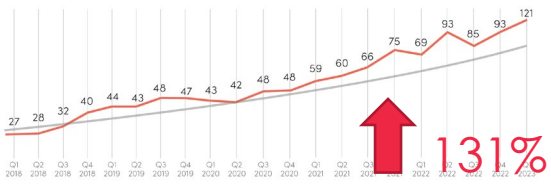
Clarification Emails (count): Up 84%, but down 5% when adjusted for volume since 2018

Clarification Workload



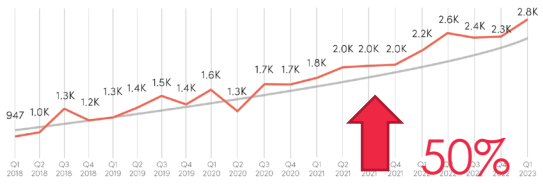
Average User Interactions (count): When adjusted for volume, down 54% since 2018

User Interactions



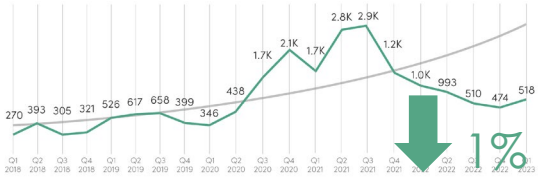
Video Files (count): When adjusted for volume, up 131% since 2018

Video Files



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

Machine-Readability (OCR)



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

Total Time Spent

What Factors are Driving this Increase in Complexity?

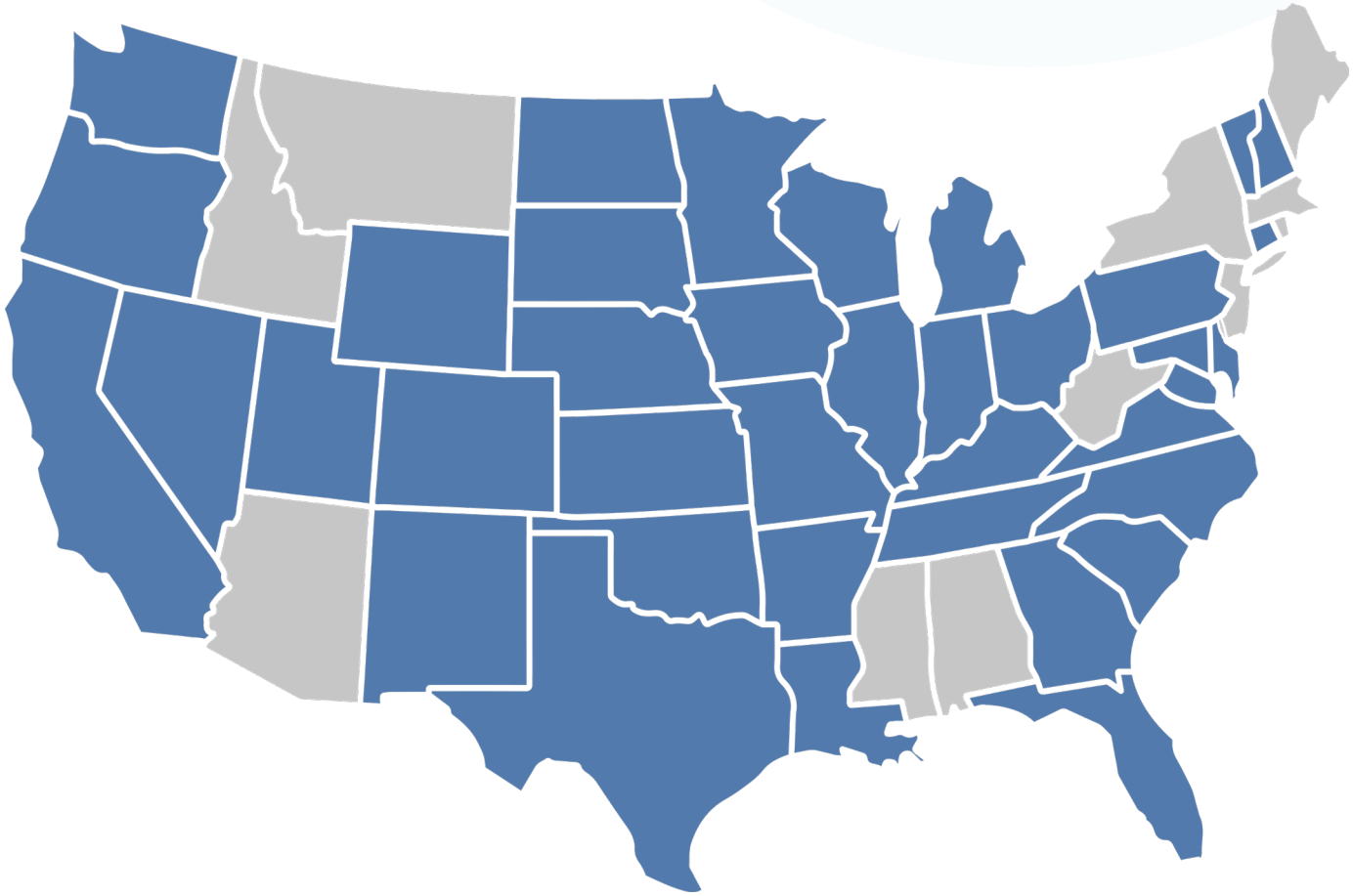
Legislation Changes

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)*

Bodycam Legislation is Sweeping The Nation

So are the challenges of public access to the recordings

38 out of 50 states have passed or proposed legislation outlining requirements for public access to Bodycam Footage

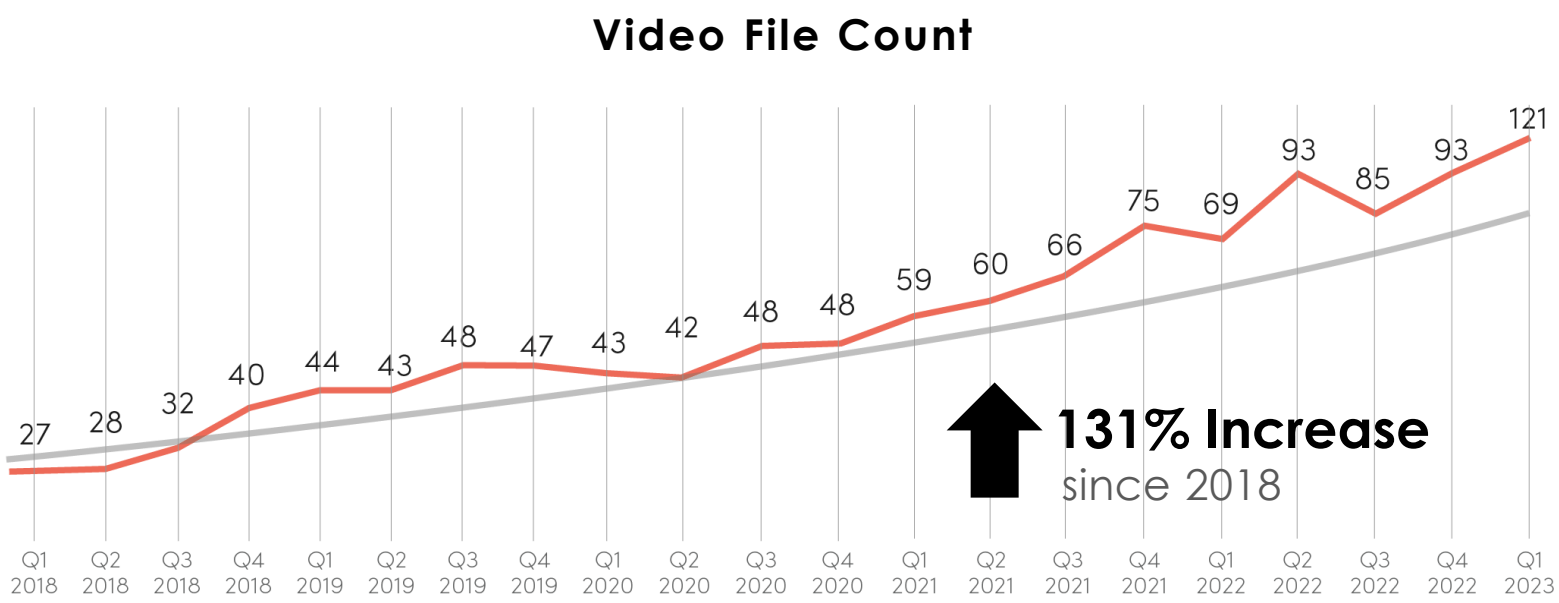


What Factors are Driving this Increase in Complexity?

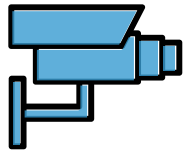
Technology Changes

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

What Impact is Video Having on Public Records?



3.3 Trillion Hours of Surveillance Video Captured Daily



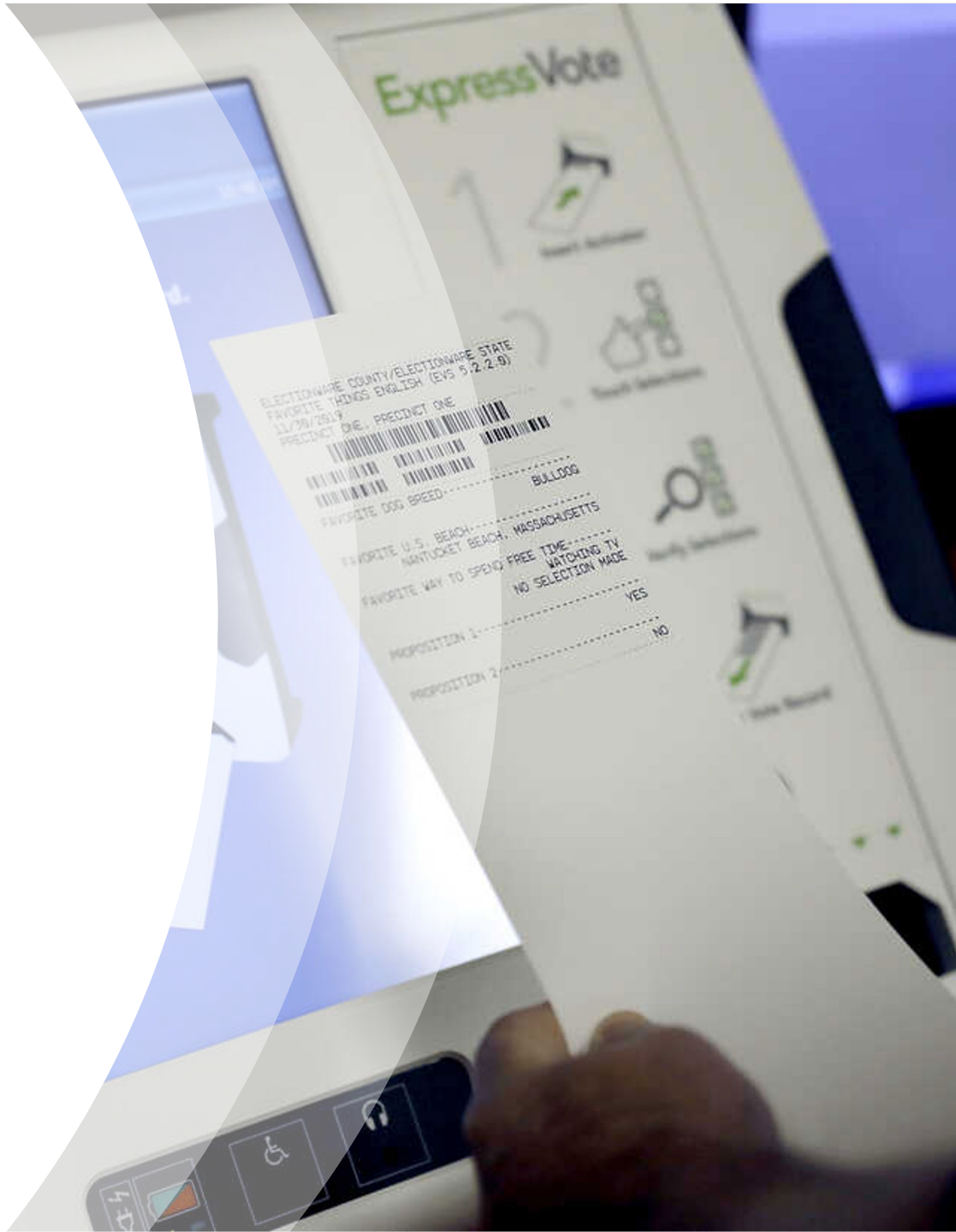
80% of Criminal Cases Involve Video or Audio Evidence

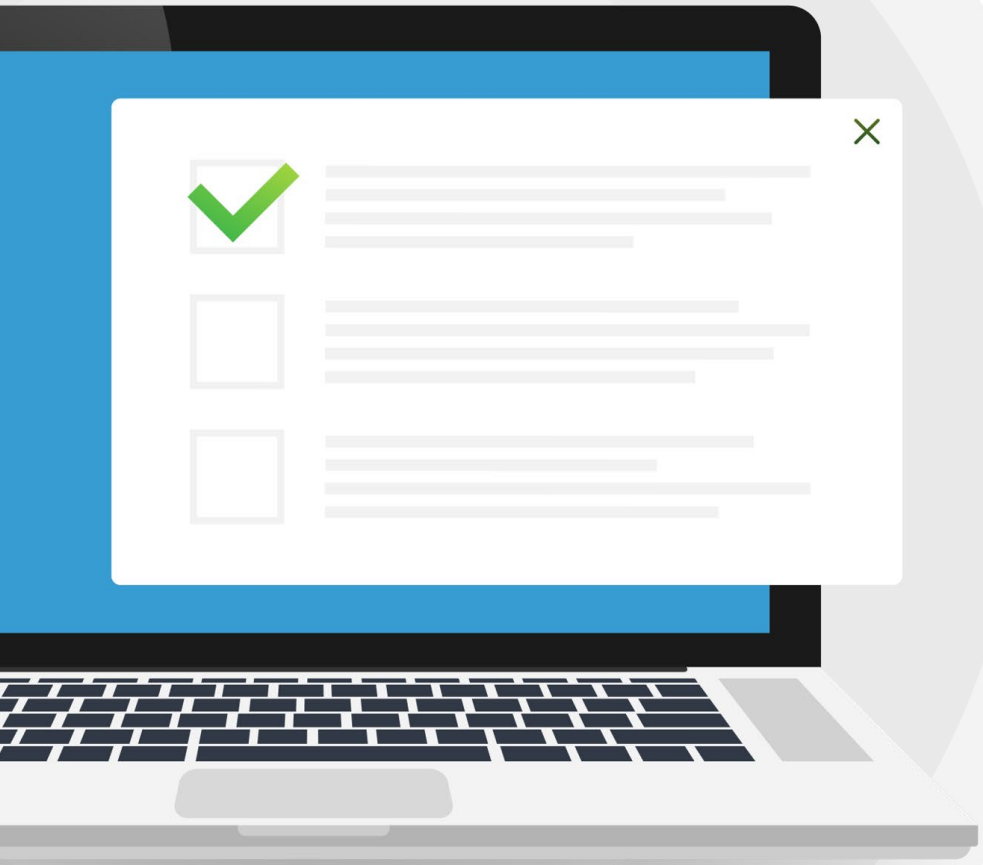
- ✓ Introduction of BWC has dramatically increased the volume of video files
- ✓ Average officer equipped with BWC produces 32 files, 7 hours, and 20 GB of video per month
- ✓ 5-10 hours needed for a human to manually redact just one hour of video using traditional tools
- ✓ Video files are some of the largest records created or owned by agencies
- ✓ Take longer to upload and download because of size
- ✓ Can require special skills & training to redact

What Factors are Driving this Increase in Complexity?

Outside Influences

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





Poll: Are you anticipating an increase in requests related to elections?

1. Yes
2. No

Elections = More Requests with New Motivations

RESOURCE

The Responsibilities of Election Officials Regarding Access to Records and Equipment

A South Texas candidate sues his town for records he says will prove his opponent's corruption

Rio Grande City officials called Ediel Barrera's requests "vague or ambiguous."

BY BERENICE GARCIA APRIL 15, 2024 5 AM CENTRAL SHARE REPUBLISH

Voter challenges, records requests swamp election offices

Public records requests create challenges for North Carolina's election system, workers

The sheer volume of paperwork created by a few 'election integrity' activists is straining election administrators' resources

DANIEL WALTON | JANUARY 1, 2024

ELECTION MISINFORMATION

Records requests are good, but the torrent flowing into election offices is doing real harm

Votebeat investigation finds election offices overwhelmed by records requests seeking to prove nonexistent fraud

By Jessica Huseman | September 25, 2023, 4:00am MDT

Amateur fraud hunters bury election officials in public records requests

15 months after the 2020 election, officials say private citizens out to try to prove Trump's false claims of a stolen election are overwhelming their days with paperwork.

VITTORIA ELLIOTT POLITICS APR 10, 2024 6:30 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.

Election Season

Intensified pressures on communications staff, records managers, and stakeholders

Distrust in elections at an all-time high

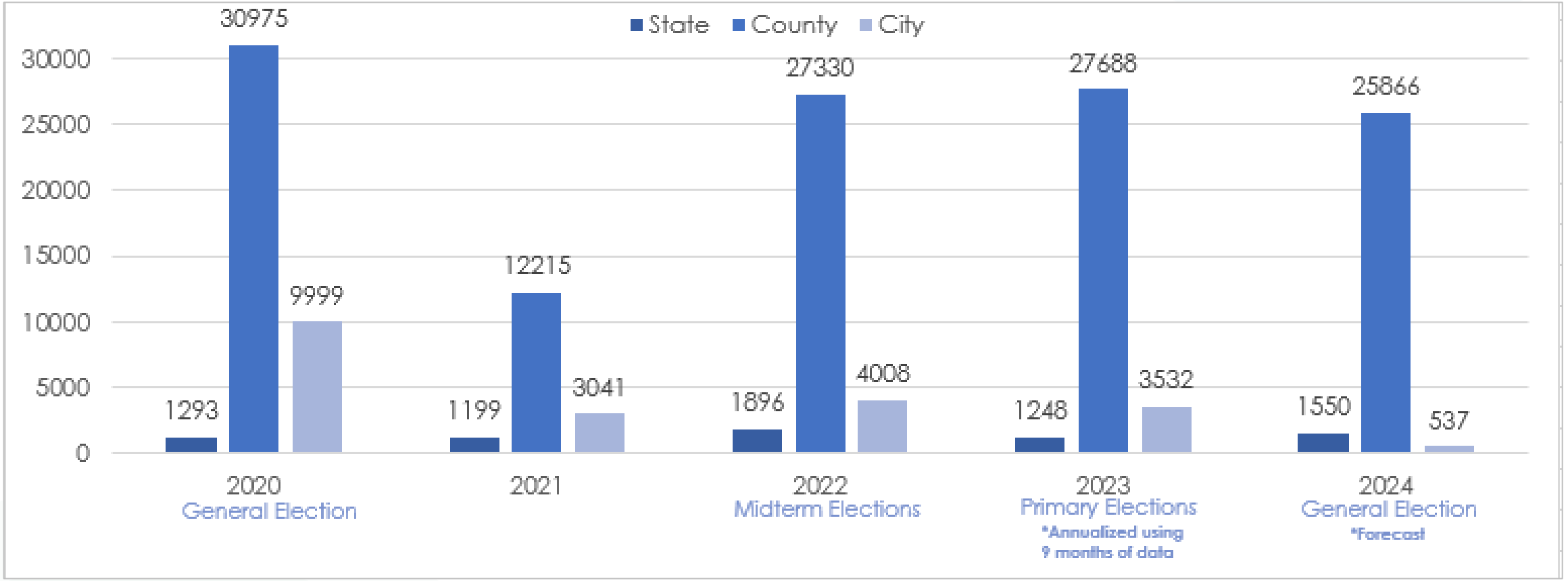
Disinformation is rampant

FOIA is being weaponized

You are understaffed and need ways to automate PRR management

Historical Election Request Data

Election-Related Requests by Agency Type YoY



Election-related keywords: ballots, election, elections, Vote, voter, voted, Voters, voter roll, votes, voting, voting history, poll, nomination, electoral, ballot, referendum, campaign, constituency, campaigner, electorate, political party, political, politics, polling, voting booth, walk list

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Top Priorities and Challenges…

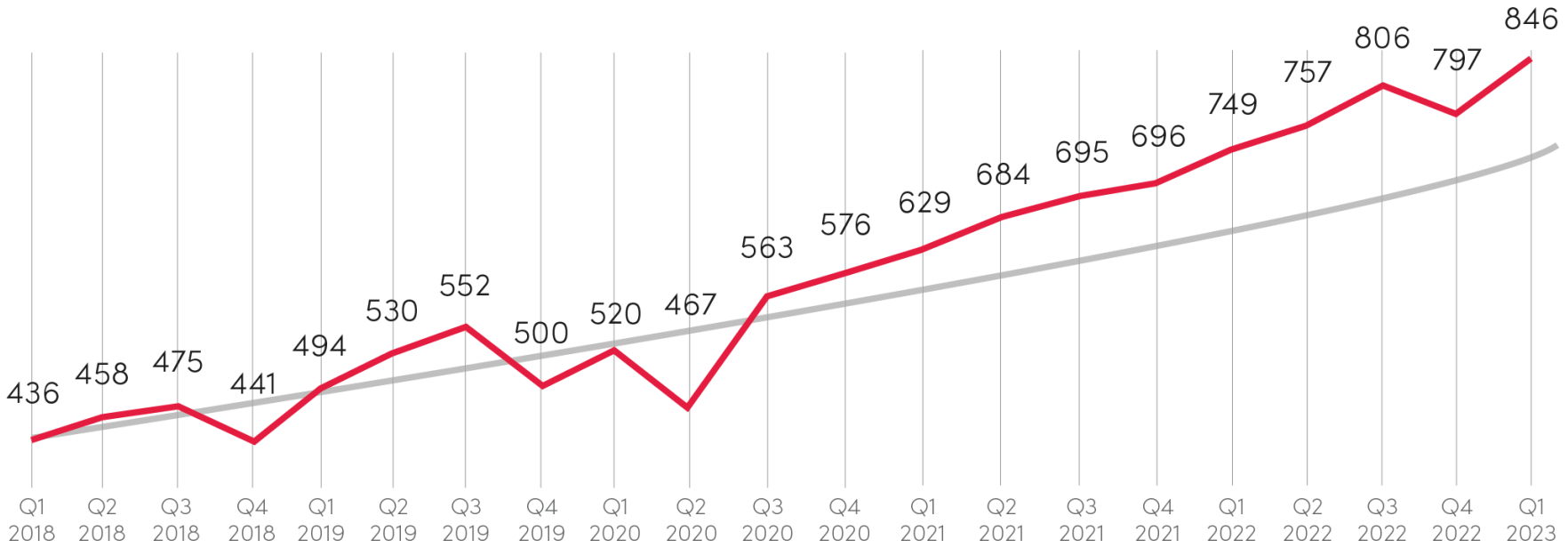
Qualitative Data - Public Records Manager Survey Results Since 2020

Higher Priority

	2020	2021	2022
1.	Meeting Deadlines	Meeting Deadlines	Higher Demand on Staff Time
2.	Mitigating Litigation	Complexity	Complexity
3.	Data Security	Request Volume	Request Volume
4.	Legislation Changes	Remote Work	Meeting Deadlines
5.	Cross-Dept. Coordination	High Profile Events	Video Redactions
6.	Accidental Release of PII	Data Security	Mitigating Litigation
7.	Request Volume	Vexatious Requests	Legislation Changes
8.	Tracking/Logging Exemptions	Mitigating Litigation	Data Security
9.	Large File Sizes	Legislation Changes	Social Media
10.	Complexity	Reporting & Oversight	ARPA Funding

What do the Trends Tell Us?

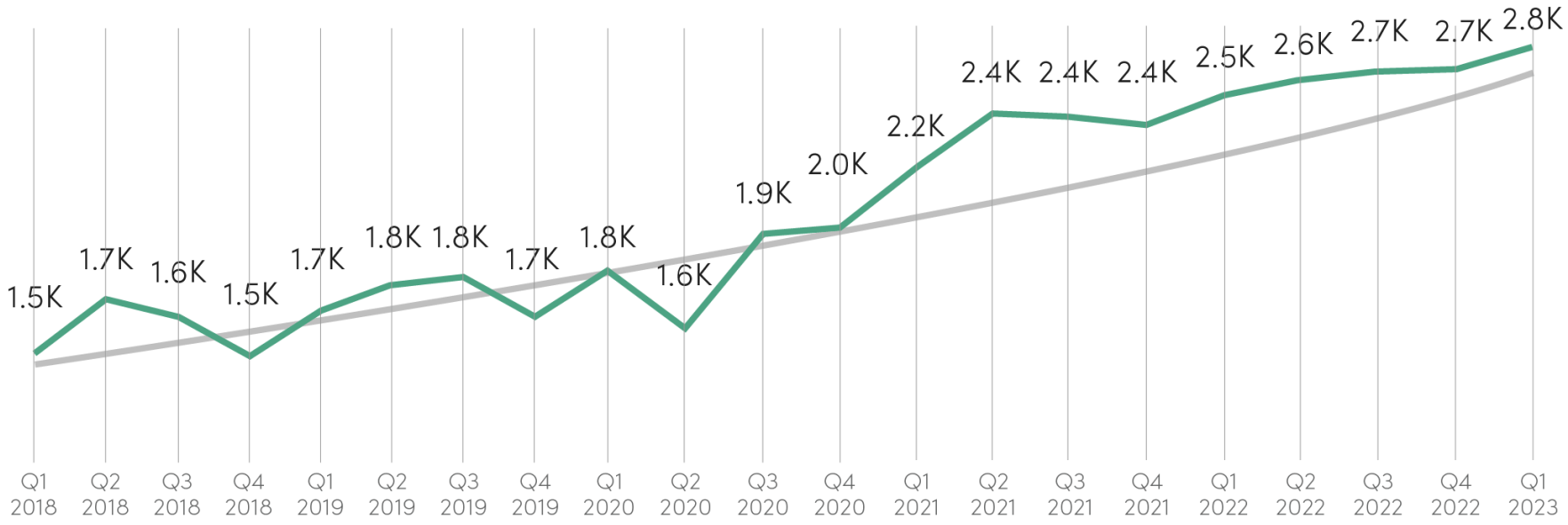
- ✓ Public Records Complexity **Increasing**
- ✓ **94% increase** since 2018



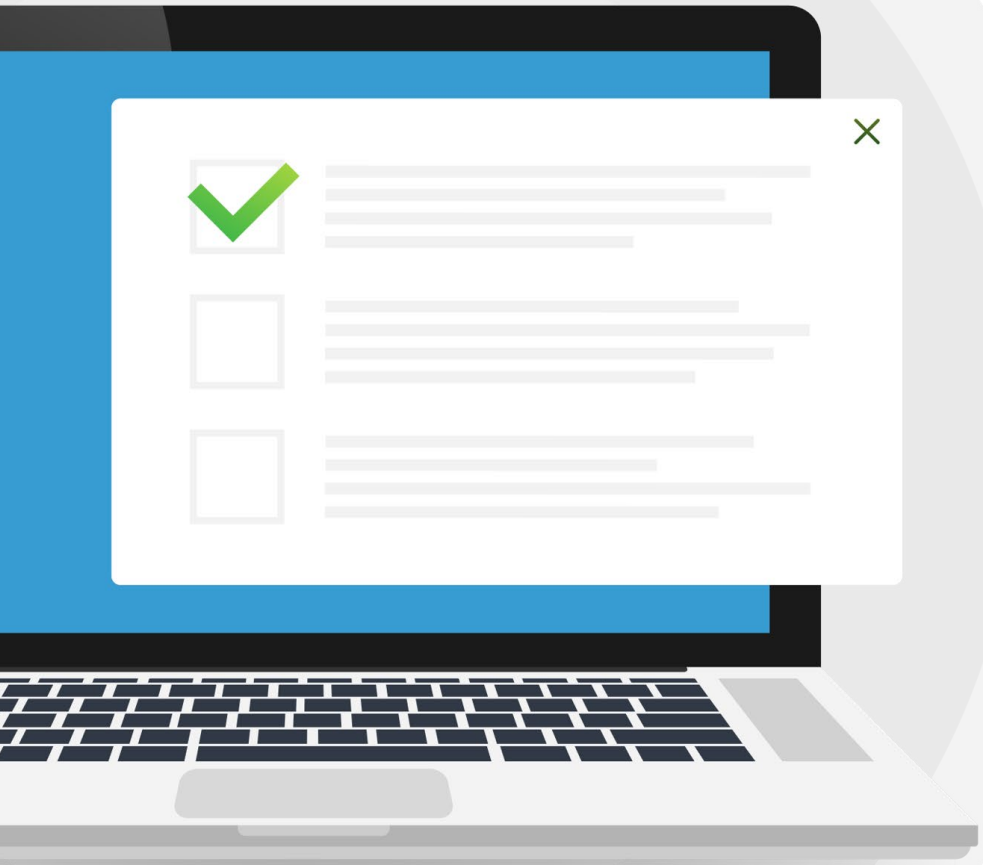
Trends: Request Volume

What do the Trends Tell Us?

- ✓ Public Records Complexity **Increasing**
- ✓ **84% increase** since 2018



Trends: Activities Marker

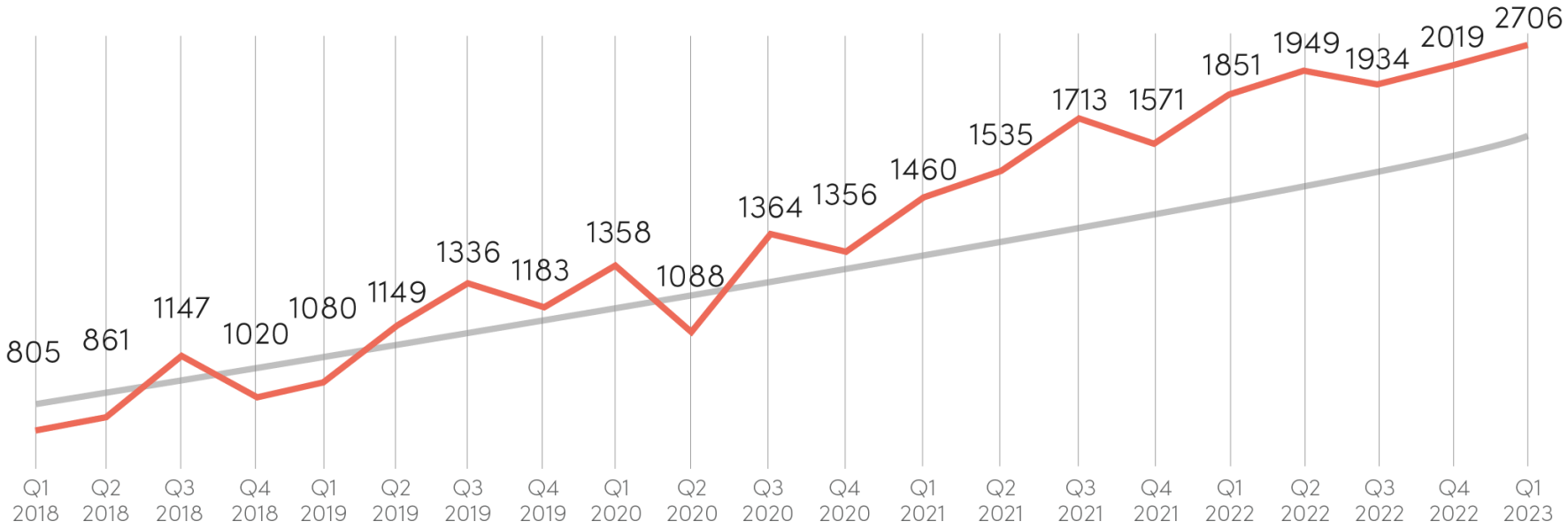


Audience Poll: Does this volume increase align with your experience?

1. Yes
2. No

What do the Trends Tell Us?

- ✓ Public Records Complexity **Increasing**
- ✓ **73% increase** since 2018



Trends: Records Marker

What do the Trends Tell Us?

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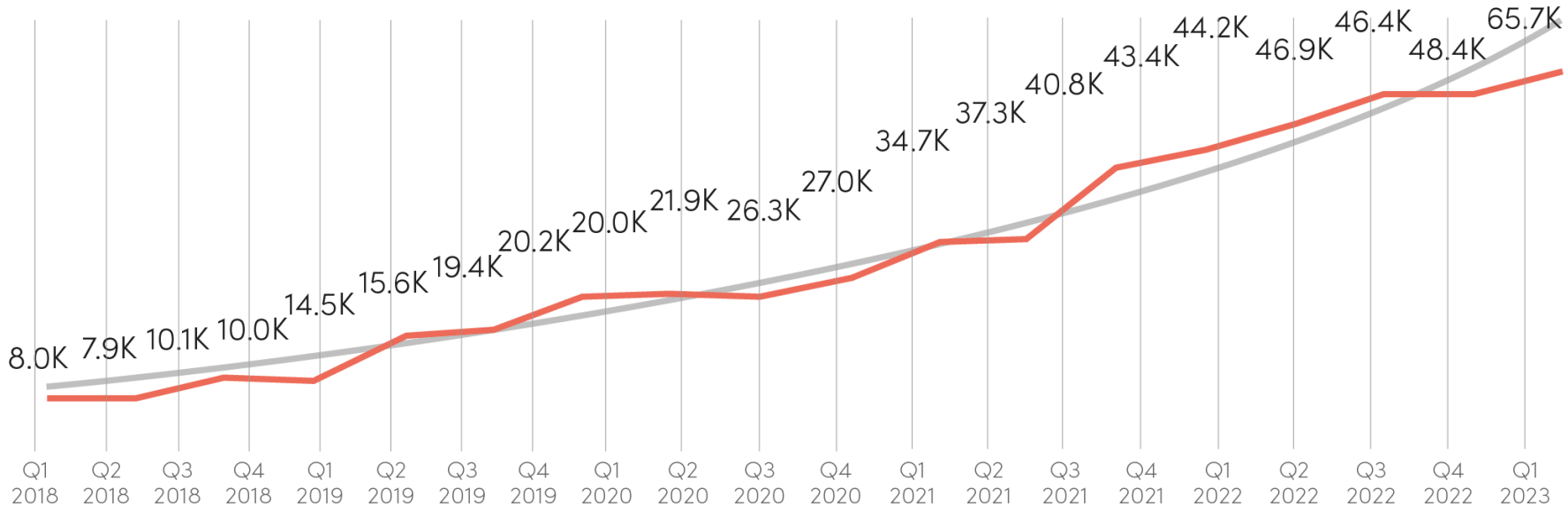
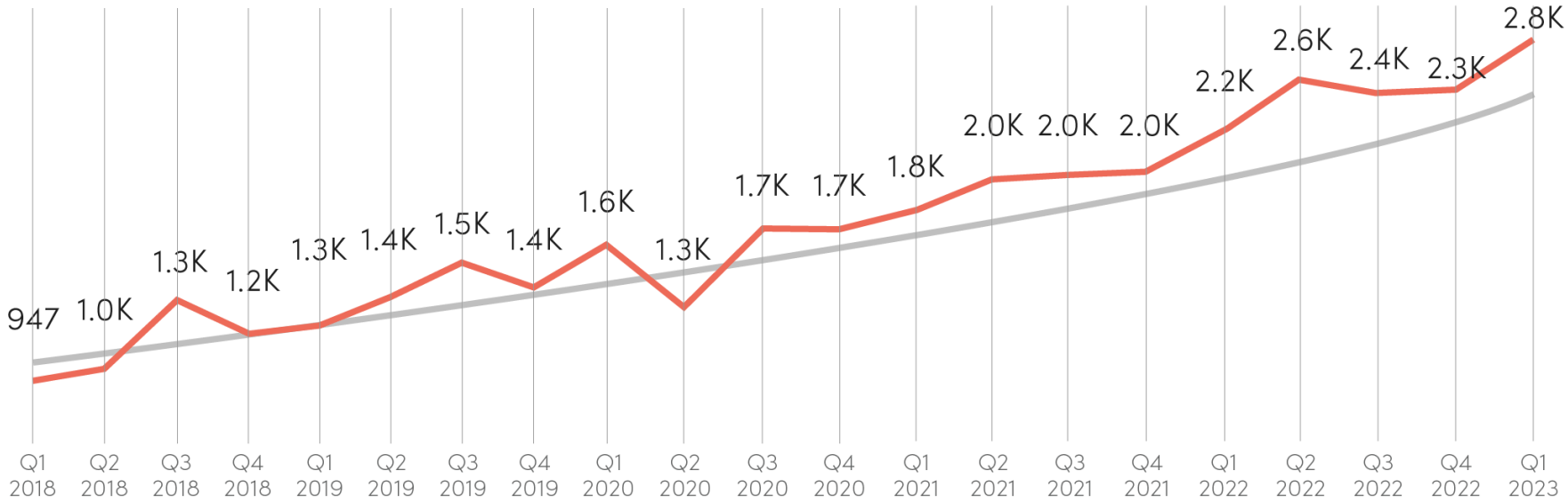
- ✓ **322% increase** since 2018



Trends: File Size of Response Documents

What do the Trends Tell Us?

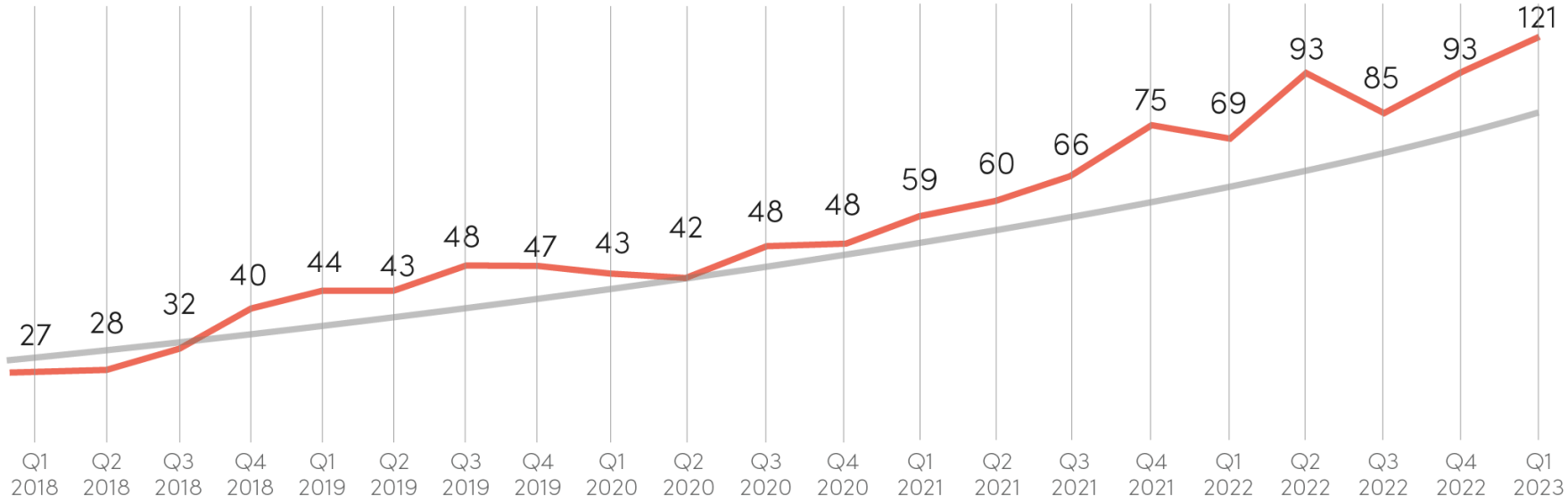
- ✓ Public Records Complexity **Increasing**
- ✓ **50% increase** since 2018



Trends: OCR Processed Images & PDFs

What do the Trends Tell Us?

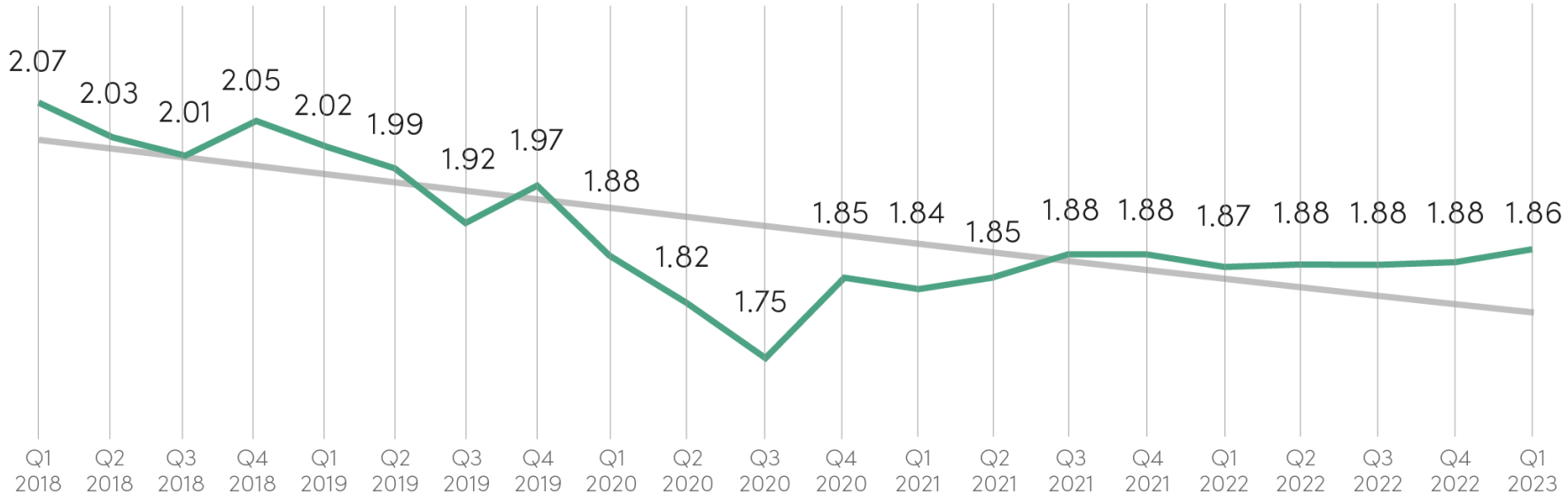
- ✓ Public Records Complexity **Increasing**
- ✓ **131% increase** since 2018



Trends: Video Files

What do the Trends Tell Us?

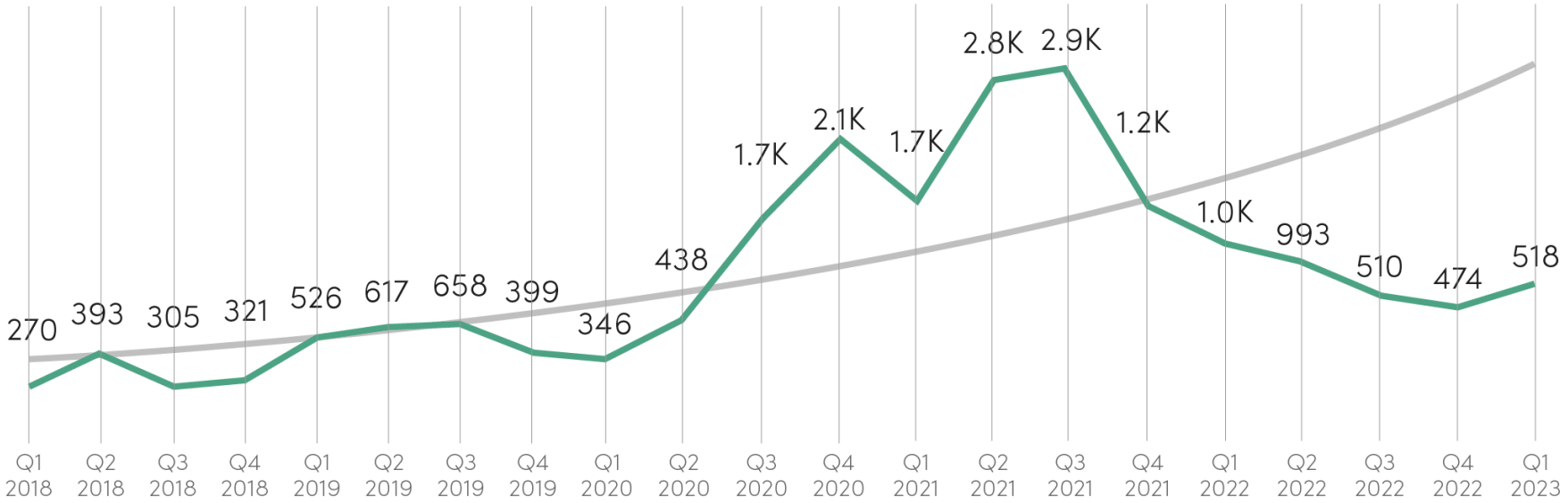
- ✓ Public Records Complexity **Increasing**
- ✓ **54% decrease** since 2018



Trends: Average User Interactions

What do the Trends Tell Us?

- ✓ Public Records Complexity **Increasing**
- ✓ **1% decrease** since 2018



Trends: Total Time Spent (hours)

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10.	Automating the Process	Reporting & Oversight	ARPA Funding

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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*

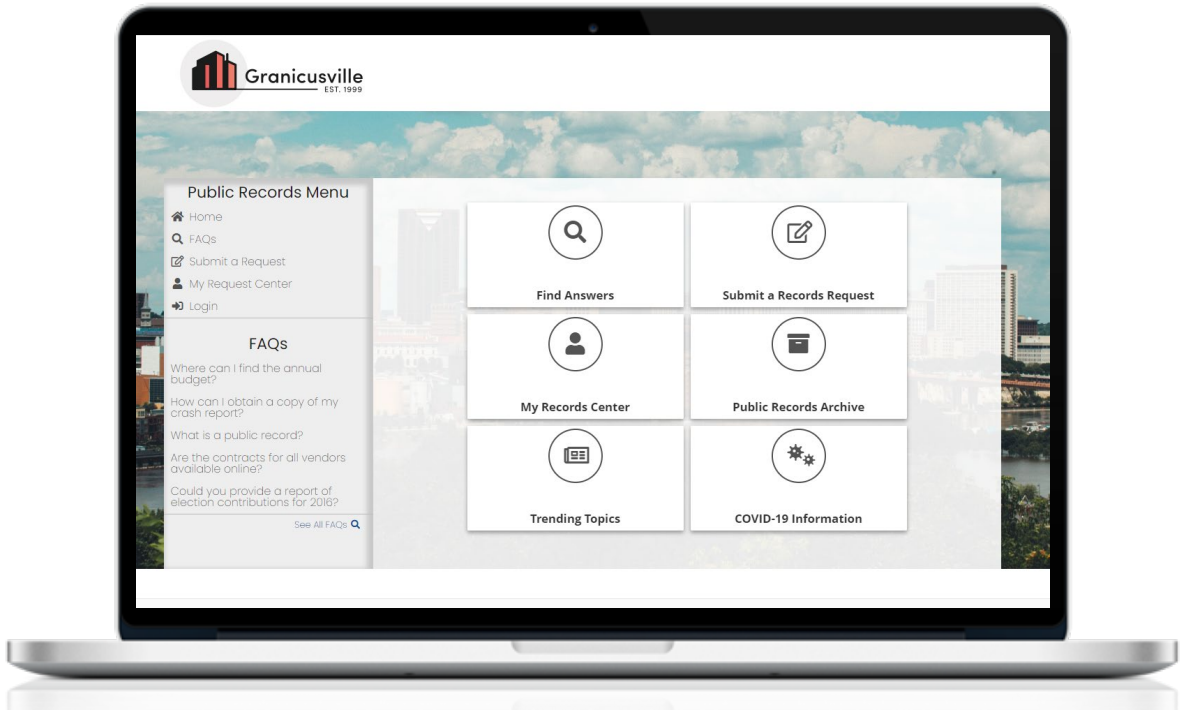
Size & Quantity of Files

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

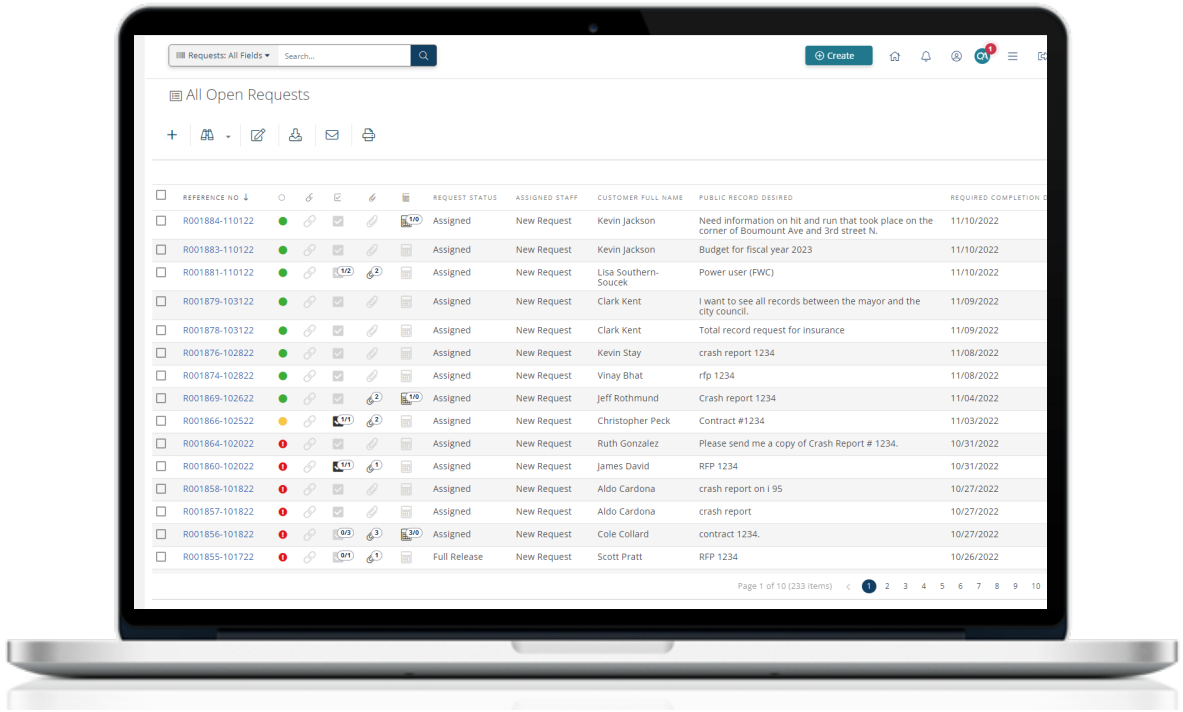
Total Time Spent

- ✓ *Automated Workflows*
- ✓ *CC Responses*

Moving Beyond Print Outs, Email, Spreadsheets, and Sharpies

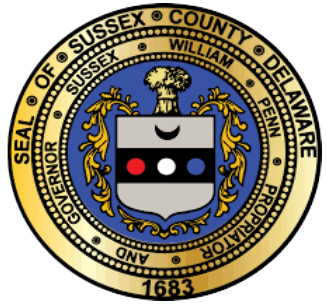


Public Portal



Staff Portal

Our local GovQA Partners



City of Seattle

King County

City of Tacoma
WASHINGTON

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Questions?

Thank you!