



Seamless Records Requests

October 10, 2023

Granicus Is Transforming how Government and People Connect Digitally



6,000+ Government Customers

15 Of 15 Federal Agencies

1000 Employees Worldwide

50 States, plus locales in Canada, UK, Ireland, Australia, New Zealand

50 of 50 Largest US Cities

Today's Speakers



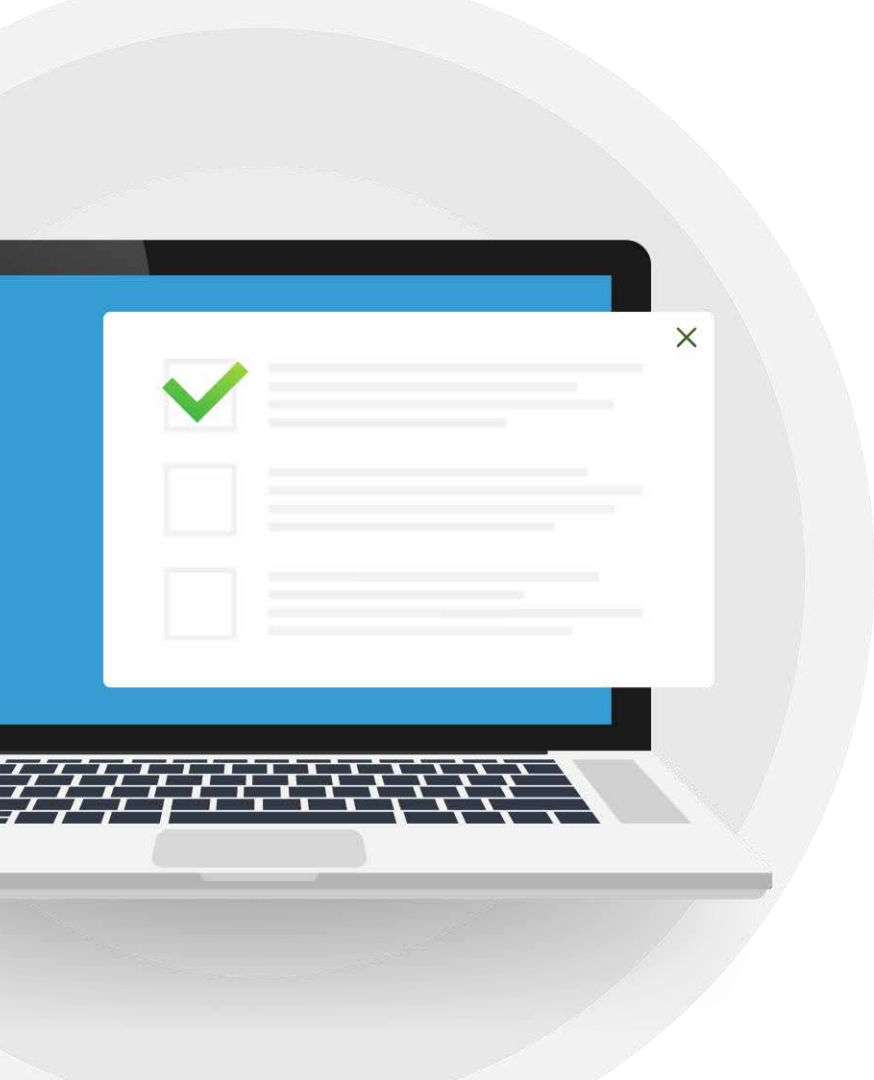
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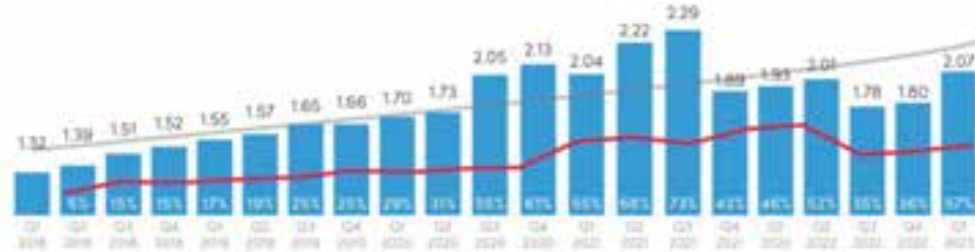


Poll: Are you anticipating an increase in election-related records requests in 2024?

1. Yes
2. No
3. Not thinking about it yet

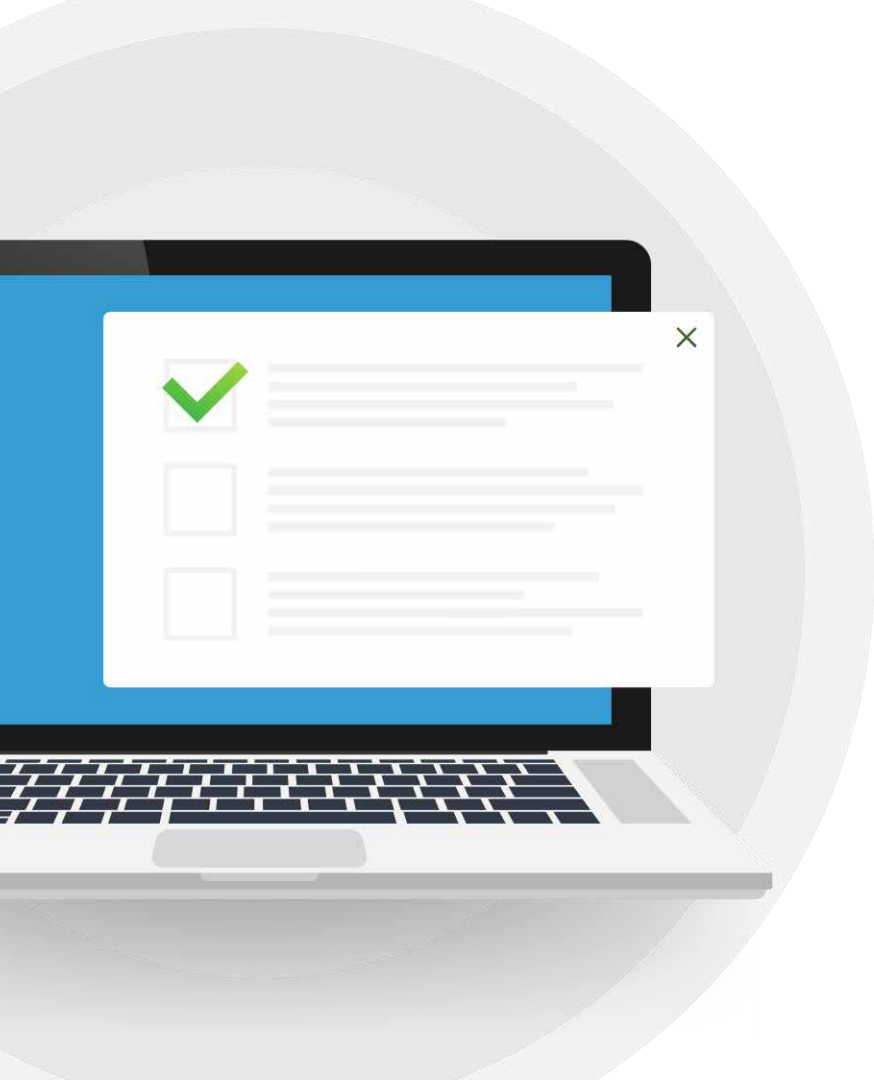
Is your job getting harder? Yes!

- ✓ 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





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)

Managing Records Requests is a Significant Challenge

- » • Staff shortages demand ultimate efficiency
 - **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 - Outdated systems cost governments a lot of time and money and increase cybersecurity vulnerabilities
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- » • **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 Todd Bennett, Associated Press/Charlotte Observer | 10/14/2022

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

Robert Powell | 10/13/2022

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