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Addressing Public Records Complexity with Modern Solutions

Granicus is Transforming how Government and People Connect Digitally

Serving the public's needs & interests since 1999

500K+ GOVIES Across 6,000 agencies

GRANICUS
Government Experience Cloud

Web   Comms   Services   Mtgs   Records

Consulting

300M+ PEOPLE Across the US, UK, & ANZ

Connecting with government-provided information and services

Today's Speakers

Cole Collard

Associate Solution
Consultant,
Granicus

Melanie Pusateri

Product Marketing
Manager,
Granicus

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.
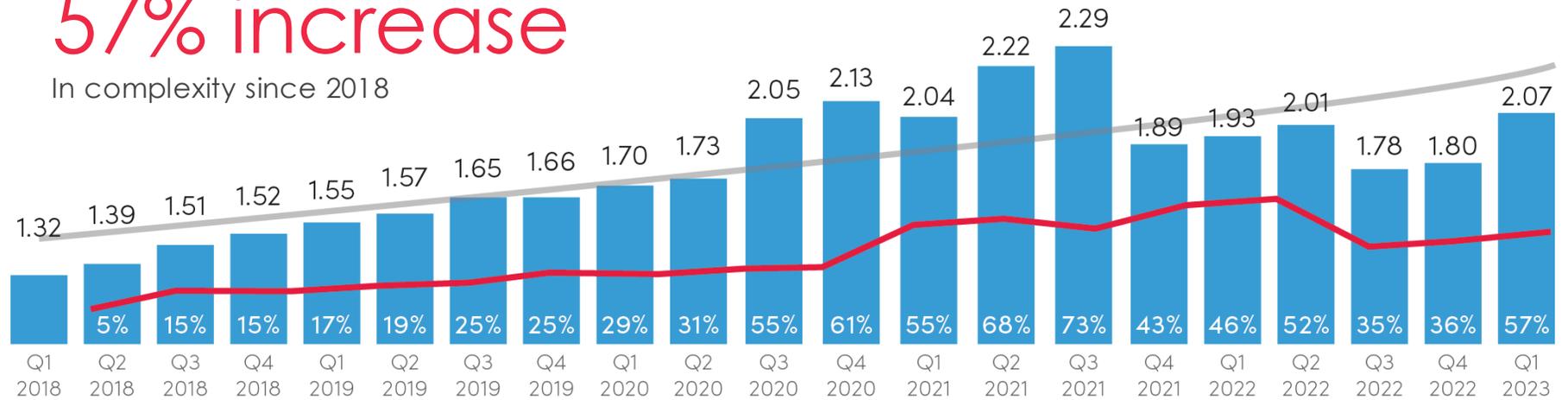3. Lack of centralized platform for responses.
4. Other (share in chat).

Is Your Job Getting Harder? Yes!

Managing Records Requests is a Significant Challenge
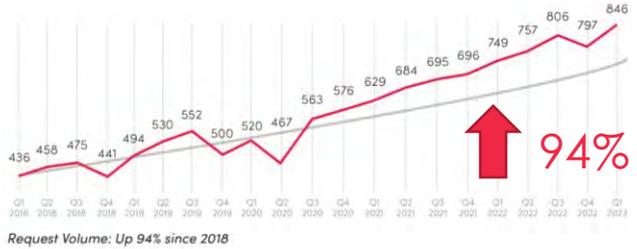
Public Records Complexity Increasing

57% increase
In complexity since 2018

	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
Value	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
%		5%	15%	15%	17%	19%	25%	25%	29%	31%	55%	61%	55%	68%	73%	43%	46%	52%	35%	36%	57%

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

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Complexity Metrics
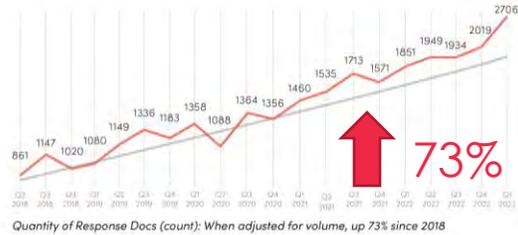
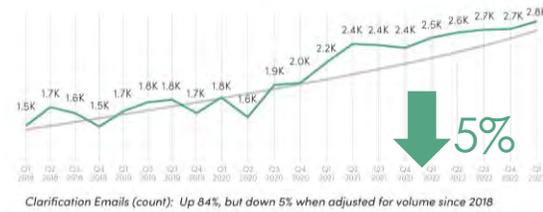*The component figures that make up the Index*

Request Volume: Up 94% since 2018

Request Volume

Records Markers:

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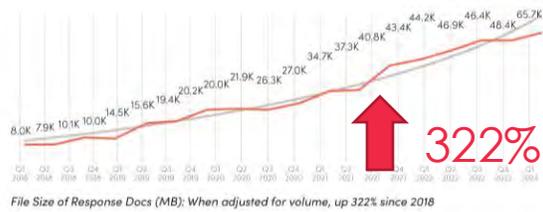
Size of Files

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
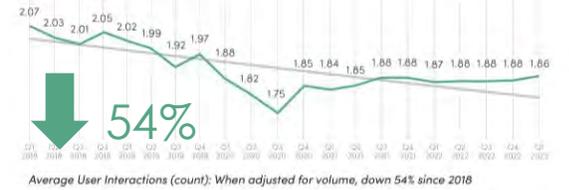
User Interactions

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
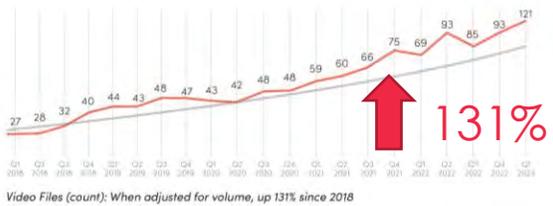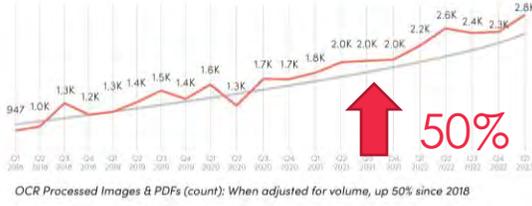
Machine-Readability (OCR)

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

Total Time Spent

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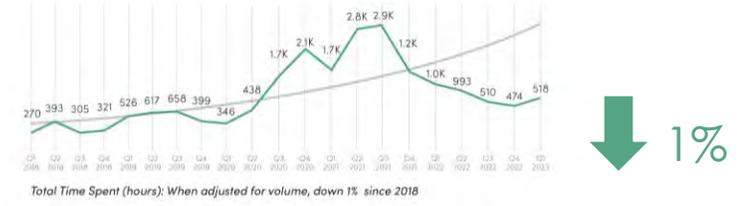
Drivers of Complexity:

Legislation changes

- New release/retention schedules
- New exemptions
- New reporting requirements
- New types of responsive records:
  - Police personnel files
  - Bodycam video
  - Reclassification of records as now responsive (such as adding state legislature records)

Technology changes

- Email
- Text messages
- Social media posts
- Drone footage
- Bodycam video
- Self-destructing messages
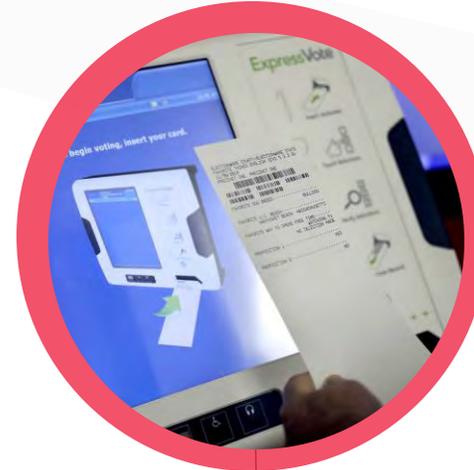
Outside influences

- Pandemic shift to remote/hybrid work
- Extreme weather events
- Election uncertainties
- Police reform movements
- The Great Resignation
- Cyberattacks
- Reduced trust in government
- 24-hour news cycle and fragmented communication channels

Org Structure

- Scale – large, layered organizations
- Diversity – decentralized
- Connectivity – multiple 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

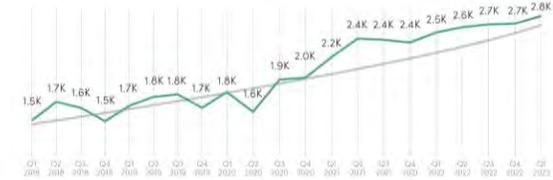*File Size of Response Docs (MB): When adjusted for volume, up 322% since 2018*

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

Request Volume:
- *Predictive Deflection*
- *Similar Request Linking*
- *File Reporting*
- *Search Relevancy*
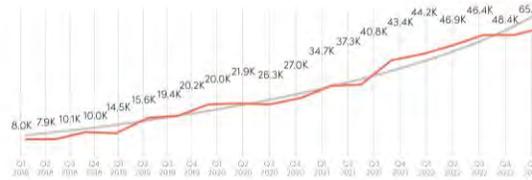
Size & Quantity of Files:
- *Bulk Actions*
- *PST Email Extraction/De-duping**
- *Bulk Actions*
- *Laserfiche Integration*
- *Recycle Bin*

Clarification Workload:
- *Optimized Intake*
- *Response Templates*
- *Cancel Customer Message*

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

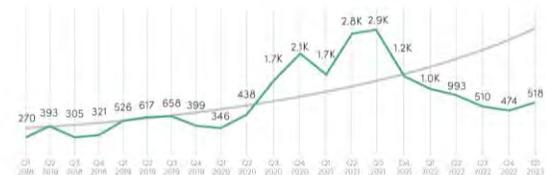
OCR Processed Images & PDFs (count): When adjusted for volume, up 50% since 2018
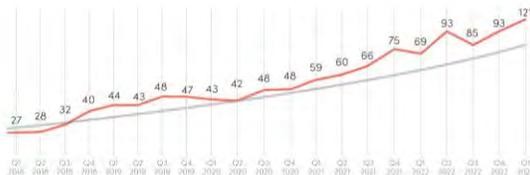
Total Time Spent (hours): When adjusted for volume, down 1% since 2018

Video Files:
- *AI-enabled Video Redaction**
- *Delete Folders*

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

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

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Complexity Neutralizers

The key is configurability!

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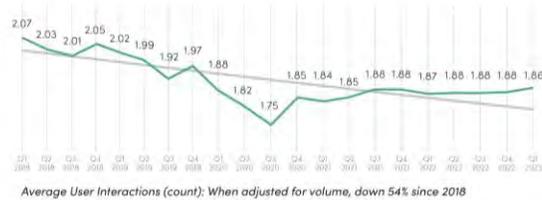
User Interactions & Overall Complexity:

- *Teams/Groups*
- *Subrequests*
- *Automated Workflows*
- *Configurability*
- *Guided change management*

==Fix design of this page – add icons for text for readability==

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.

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Let's see GovQA in action
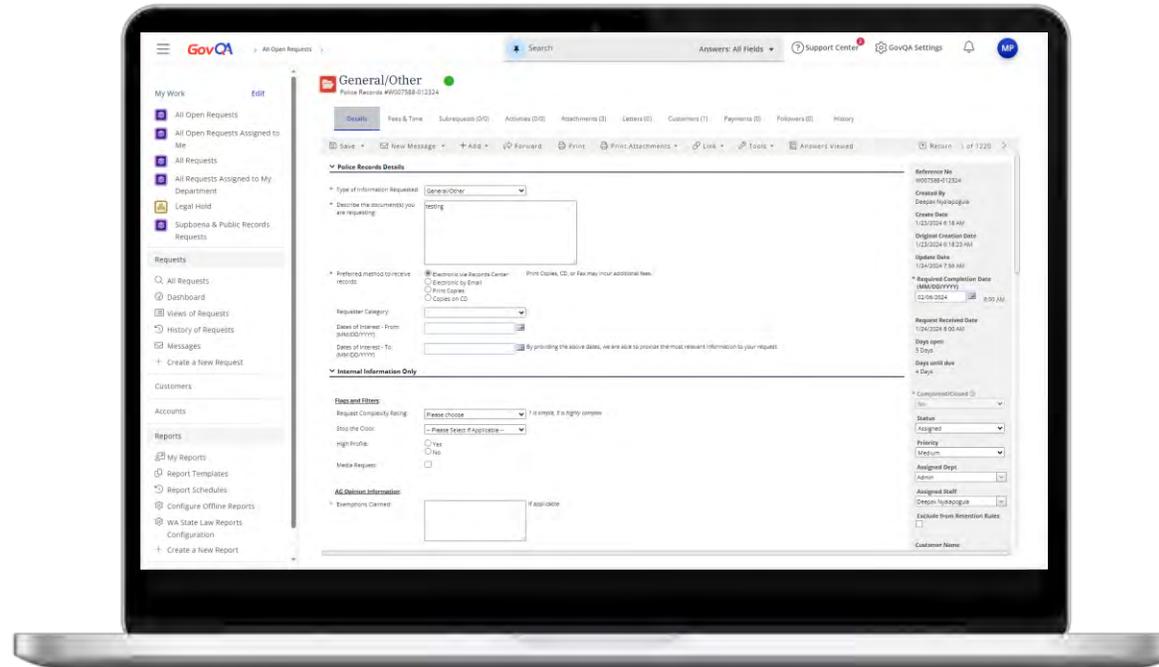
Demo:
Dynamic intake forms
Subrequests
Role-based access
controls/permissions
groups/teams

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

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

The Highly Configurable GovQA Suite from Granicus:

Serving
100,000 agency staff users

13M+
Requests served
Across 900+ org

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Operational Excellence

**100%**
GovTech
20+ years

Connecting
Governments and records requesters across the US

Download the Complexity Report

Use it to support your request for technology

✓ Statistically significant data.

✓ Help decisionmakers understand the mechanics of the public records process.

✓ Assess the impact of significant events on information sharing.

✓ Forecast the future state of public records requests.

✓ Support tech investments to streamline workflows.

[2023 Public Records Complexity Benchmark Report | Granicus](#)
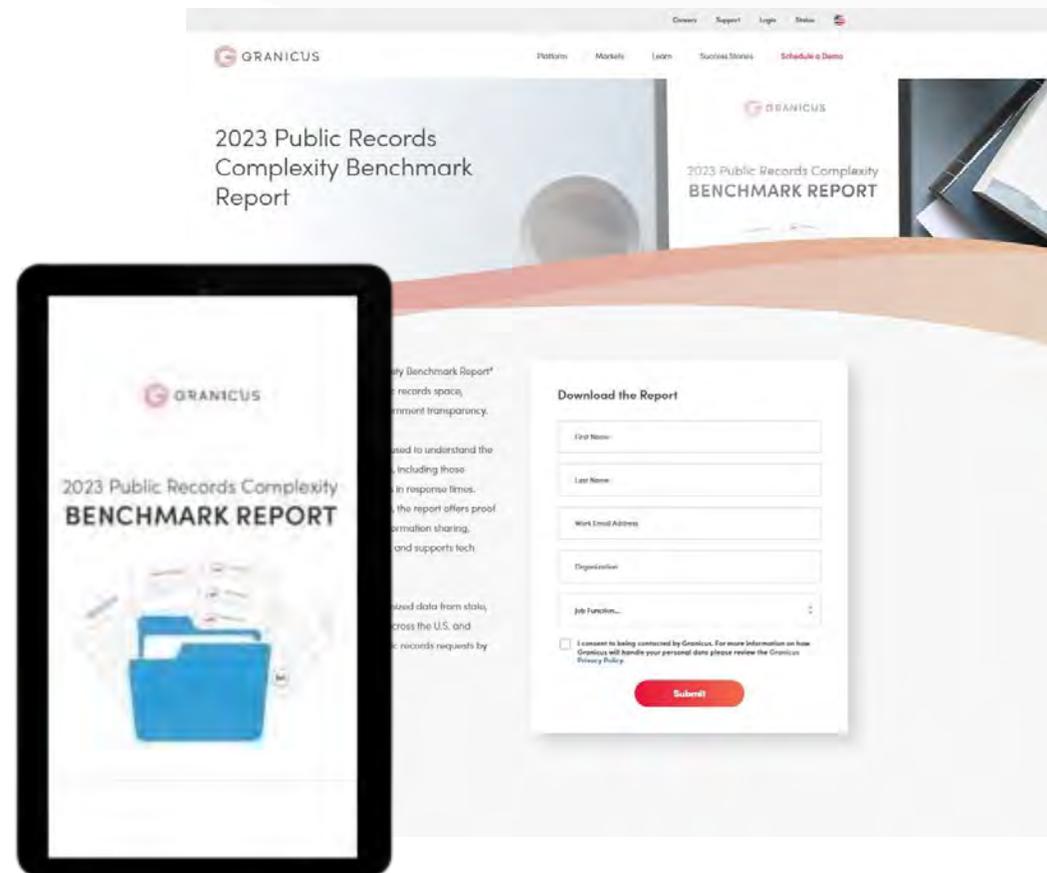
Thank you

Questions? Contact info@granicus.com