

PUBLIC RECORDS REQUESTS

THE ENIGMA OF PUBLIC CENTERED SERVICES

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OUTLINE

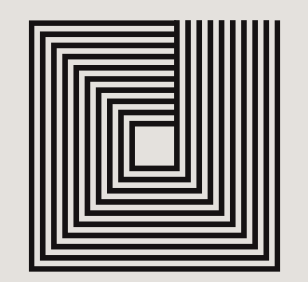
FOIA_ What is it?

Pain Points

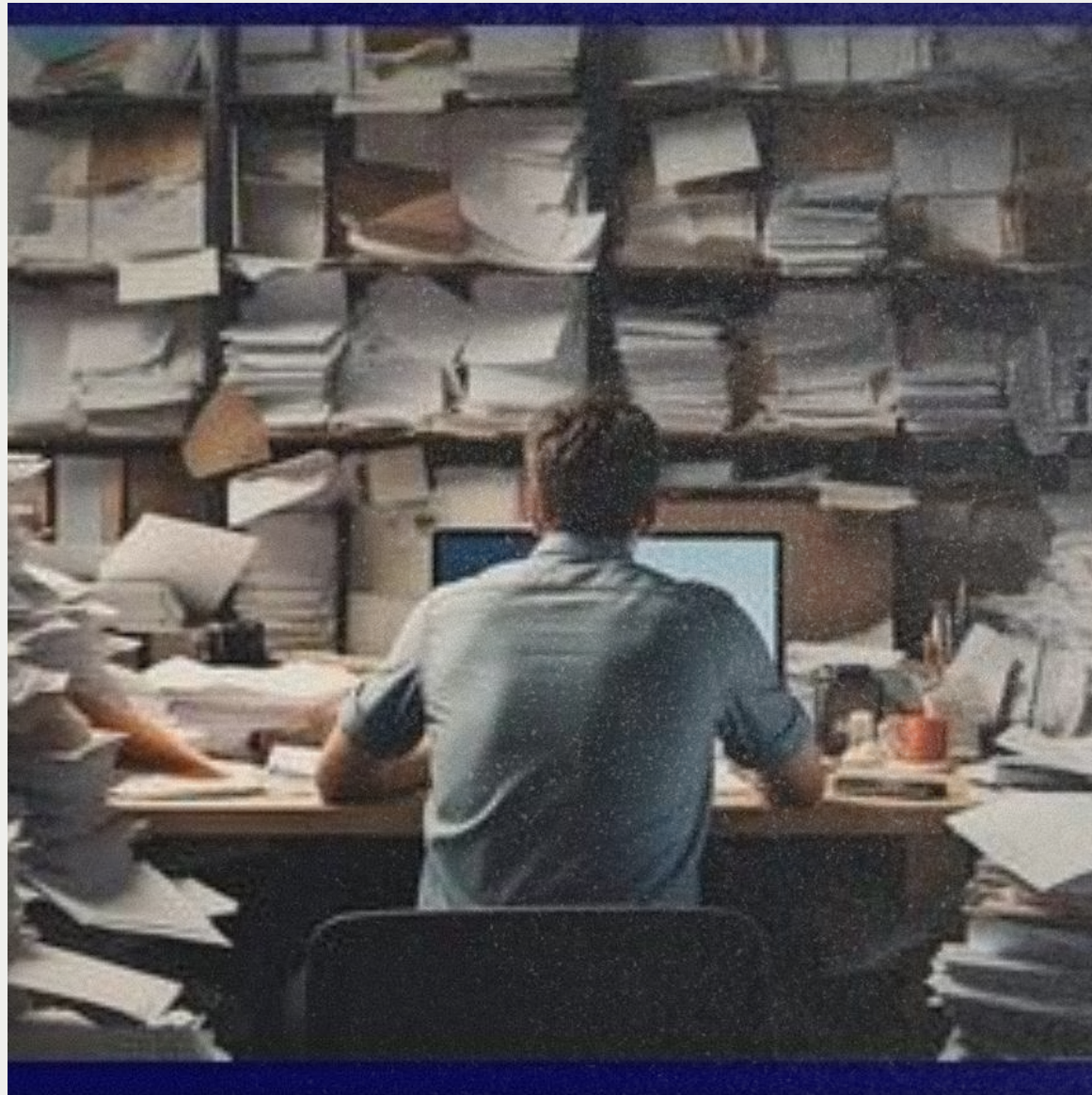
Financials

Innovating or Surviving?

Government Ingenuity



FOIA: WHAT IS IT?



The Freedom of Information Act (FOIA), enacted in 1967, ensures that the public can access records from any federal agency, promoting transparency and accountability.

How does it work for the States?

- Access to Public Records (APRA)_RI
- Data Practices Act_ MN
- FOIA_ AR, CT, DE, IL, MI, SC, VA, WV, District of Columbia (DC).
- Freedom of Access Act_ ME
- GRAMA_ UT
- IPRA_ NM
- Open Records Act_ CO, GA, IA, KS, KY, NV, ND, OH, OK, TN, WI
- OPRA_ NJ
- PIA_ MD, TX
- Public Records_ AK, AL, AZ, CA, ID, LA, MA, MS, MT, NC, NE, OR, VT, WA
- Right to know_ NH, PA
- Sunshine Law_ FL, MO, SD, WY
- Uniform Information Practices Act_ HI

PAIN POINTS

VOLUME & COMPLEXITY

RESOURCE LIMITATIONS

TRANSPARENCY vs PRIVACY

LEGAL HURDLES



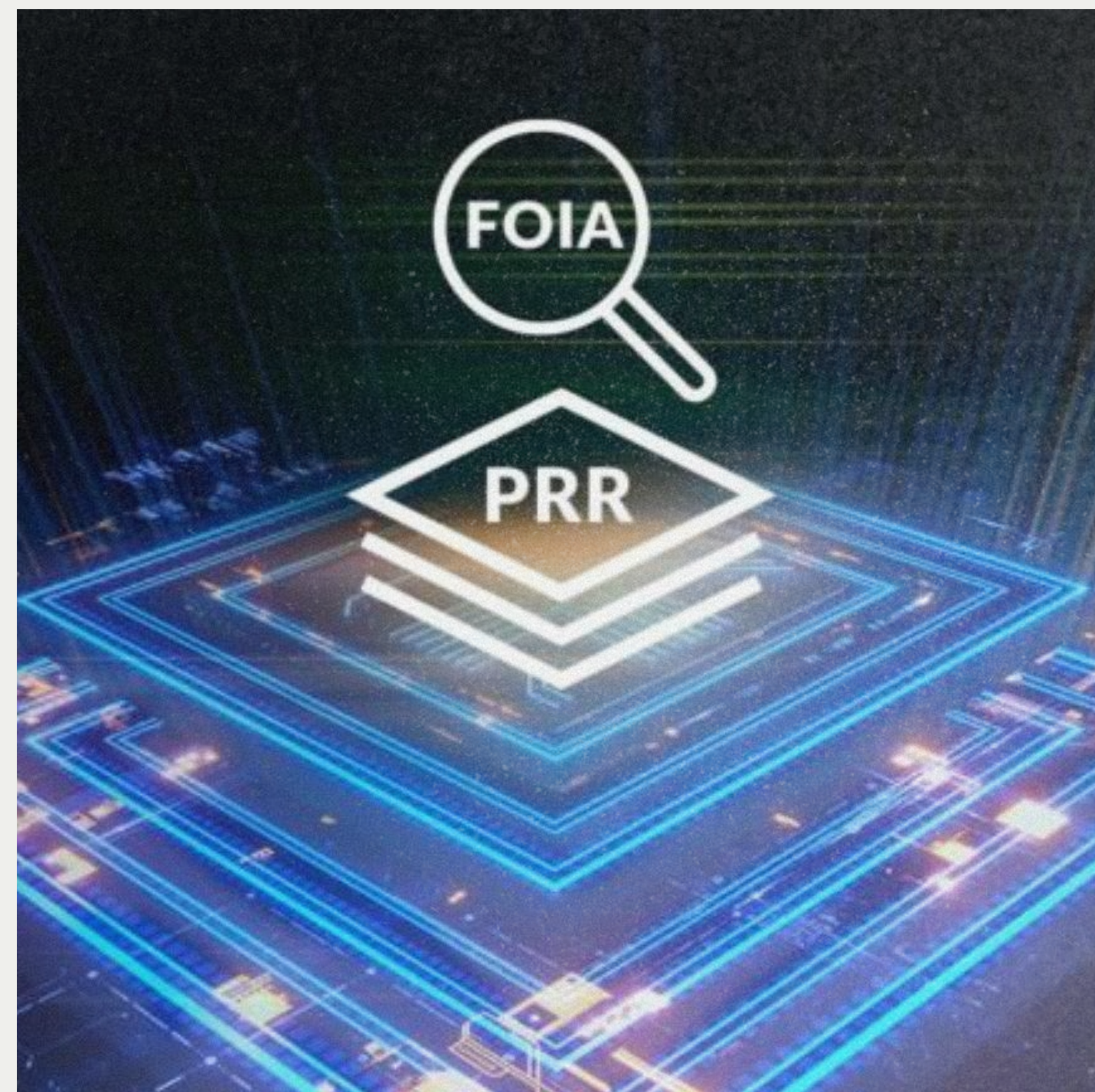
PUBLIC RECORDS
REQUEST



FINANCIALS

INNOVATING OR SURVIVING?

How is your agency tackling this issue?



GOVERNMENT INGENUITY

Improving Staffing and Training: Adequate resources and training for handling requests.

- Hiring a public records or records manager
- Developing a unit to address public records
- Review and train staff on records retention policies

Streamlining Processes: Use of standardized forms, digital platforms, and automated tools.

- Understand what is being requested and who should be involved (data owner)
- Offer solution with options: Can you make that data available online for self service?

Clear Communication: Transparency in the process and clear timelines.

- Clarity in requests streamlines responses.

Investing in Technology: Implementing modern records management systems.

- Digital forms
- Will AI be able to help in the future?
- Workflow automations
- Reporting to understand sentiment

OPERATION ROOM TO GROW

LESS ROOM FOR PAPER = MORE ROOM FOR PEOPLE

HOW RECORDS MANAGEMENT CAN HELP

- Automating processes, improving staff and customer experience
- Improving efficiency, saving time and money, making it easier to find records
- Increasing transparency, reducing risk of litigation



THANK YOU

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