

## SURVEY HIGHLIGHTS

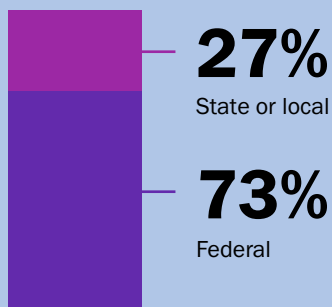
# The State of FOIA 2024

### SURVEY OVERVIEW

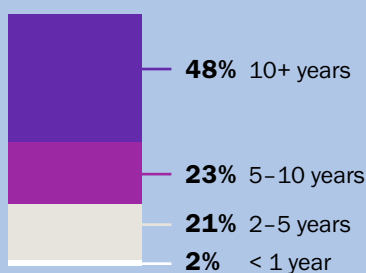
A survey of open government professionals on the current state of FOIA—and their perspectives on how to improve the effectiveness of their agency's program.

### SURVEY DEMOGRAPHICS

Survey respondents spanned federal, state, and local agencies.



Years of experience:



### ABOUT OPEXUS

Our team of passionate government insiders design, develop, and deliver government process management software to get the professionals who run democracies unstuck. This way the operators and changemakers who keep government running can worry less about their systems, and more about making a positive impact on society and leaving a legacy.

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### SURVEY FINDINGS

#### Challenges and priorities facing federal FOIA officers

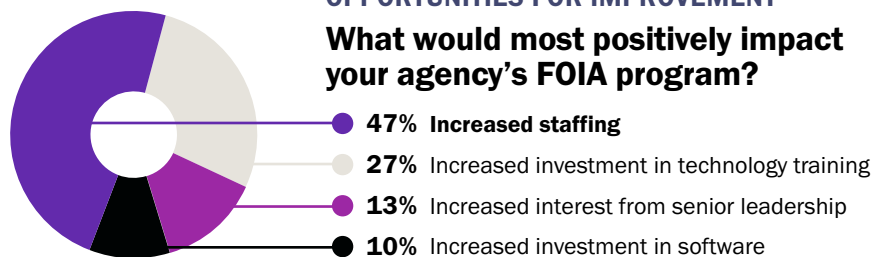
##### Most pressing challenges

- 1 COMPLEXITY** of requests
- 2 VOLUME** of data
- 3 REDACTIONS** of sensitive information

- 80%** listed backlog reduction as their number one priority in the next year
- 38%** are satisfied with the resources and processes available to manage workloads

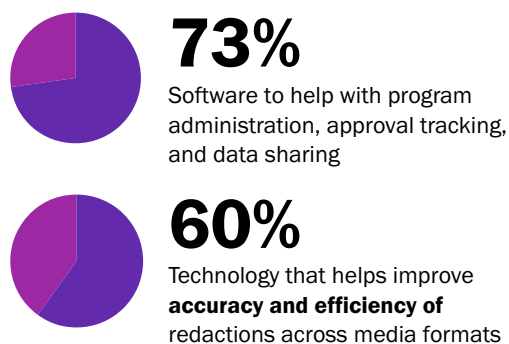
### OPPORTUNITIES FOR IMPROVEMENT

#### What would most positively impact your agency's FOIA program?



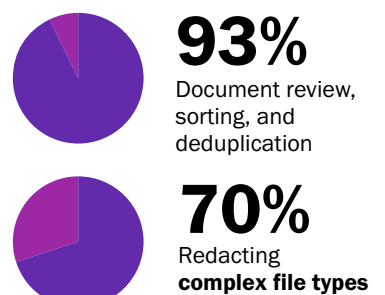
### TECH TOOLS

#### What tools would be most helpful in your role?



### ARTIFICIAL INTELLIGENCE

#### FOIA officers believe AI would be helpful for:



### STATE AND LOCAL SNAPSHOT

State and local agencies...

- Are more likely to have **smaller teams**, with the majority having fewer than 10 people on staff.
- Have **more job responsibilities** outside open records requests.
- Are less likely to be grappling with **backlogs**—but consider their biggest need to be **automating more manual tasks**.
- Report their biggest obstacles to implementing technology **budget restraints** and **uncertainty about compatibility** with existing programs.
- These officers were most interested in software that can **easily generate reports**.