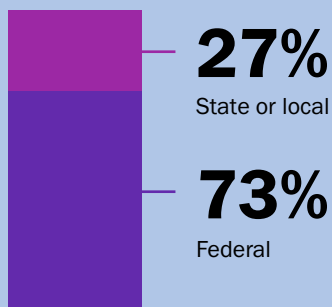SURVEY HIGHLIGHTS

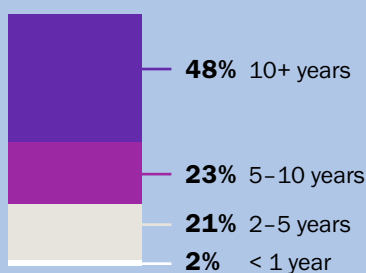# The State of FOIA 2024

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 FINDINGS
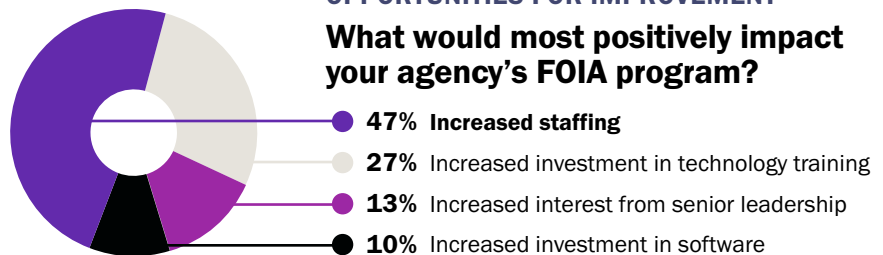### Challenges and priorities facing federal FOIA officers

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

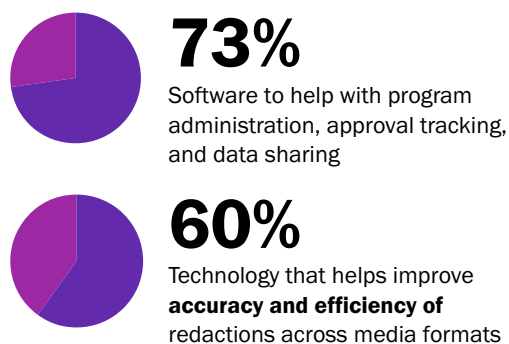**38%** are satisfied with the resources and processes available to manage workloads

SURVEY DEMOGRAPHICS
Survey respondents spanned federal, state, and local agencies.

27% State or local

73% Federal

Years of experience:

48% 10+ years

23% 5–10 years

21% 2–5 years

2% < 1 year

OPPORTUNITIES FOR IMPROVEMENT
What would most positively impact your agency's FOIA program?

47% Increased staffing

27% Increased investment in technology training

13% Increased interest from senior leadership

10% Increased investment in software

TECH TOOLS
What tools would be most helpful in your role?

73% Software to help with program administration, approval tracking, and data sharing

60% Technology that helps improve **accuracy and efficiency of** redactions across media formats

ARTIFICIAL INTELLIGENCE

FOIA officers believe AI would be helpful for:

93% Document review, sorting, and deduplication

70% Redacting **complex file types**

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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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.**