



OPEN RECORDS PORTAL UPDATE

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openrecords.utah.gov



Open Records Portal

[Records Requests](#) [Online Records](#) [Dashboard](#)

OpenRecords

The Open Records Portal is a central site from which a user can submit a records request (GRAMA request) to a governmental entity.



Request Records

 [Browse All Agencies](#)

 [State Agencies](#)

 [Counties](#)

 [Cities](#)

 [Transit Districts](#)

 [School Districts/Schools](#)

How It Works

- Find the governmental entity you want to contact and select the Request Records button for that agency

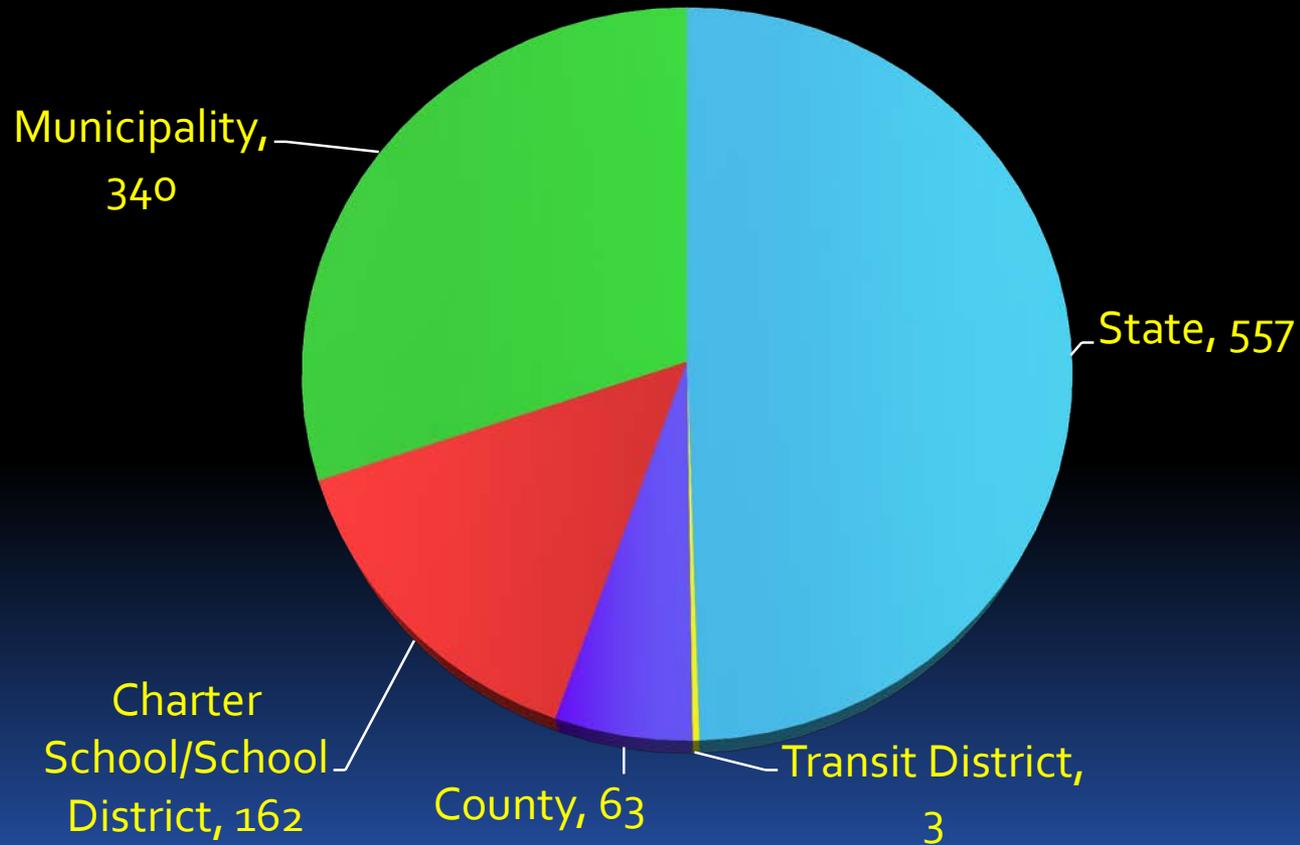
“Point of Access” for GRAMA Requests

[UC 63A-3-403\(11\)](#)

- 2015
 - Executive agencies
- 2016
 - Counties
 - Municipalities
 - School districts
 - Charter schools
 - Public transit districts
- 2017
 - Local districts
 - Special service districts



1,125 Agencies on the Portal

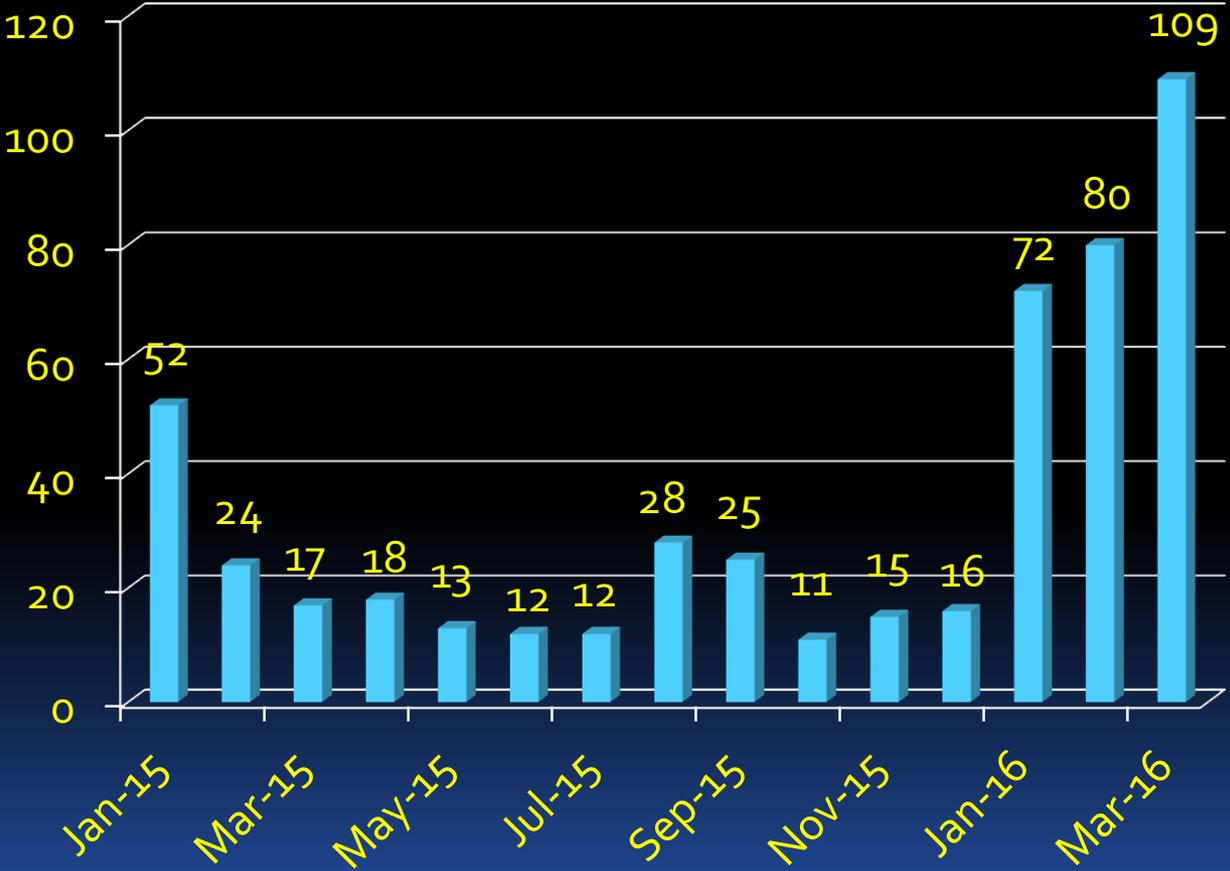


Total Requests

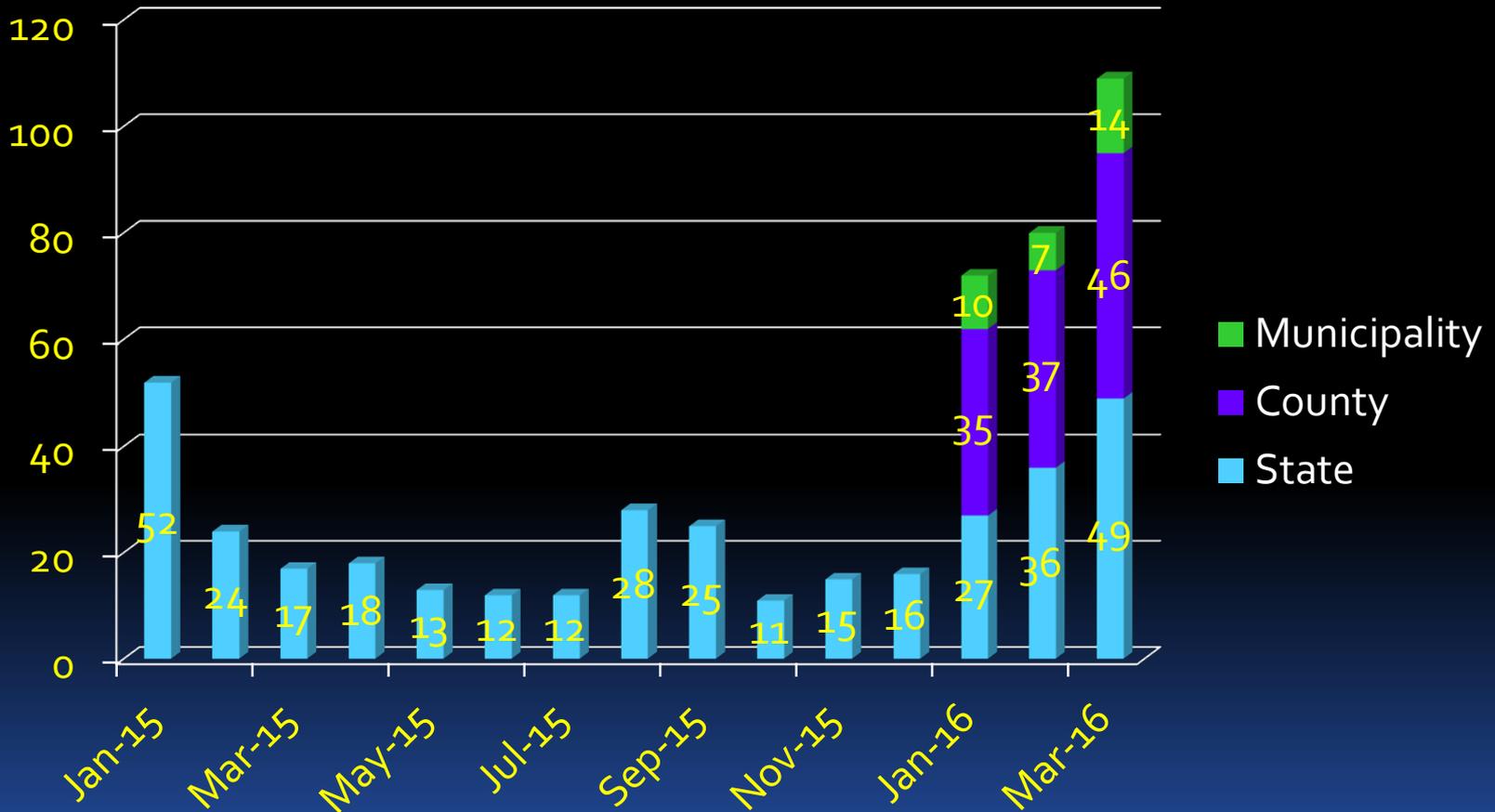
- 504 requests total so far
 - 243 in 2015
 - 261 in 2016
- 2016 estimate: 1,044 if rate of submission remains constant



Total Requests, Jan 2015 – March 2016



Total Requests, Jan 2015 – March 2016

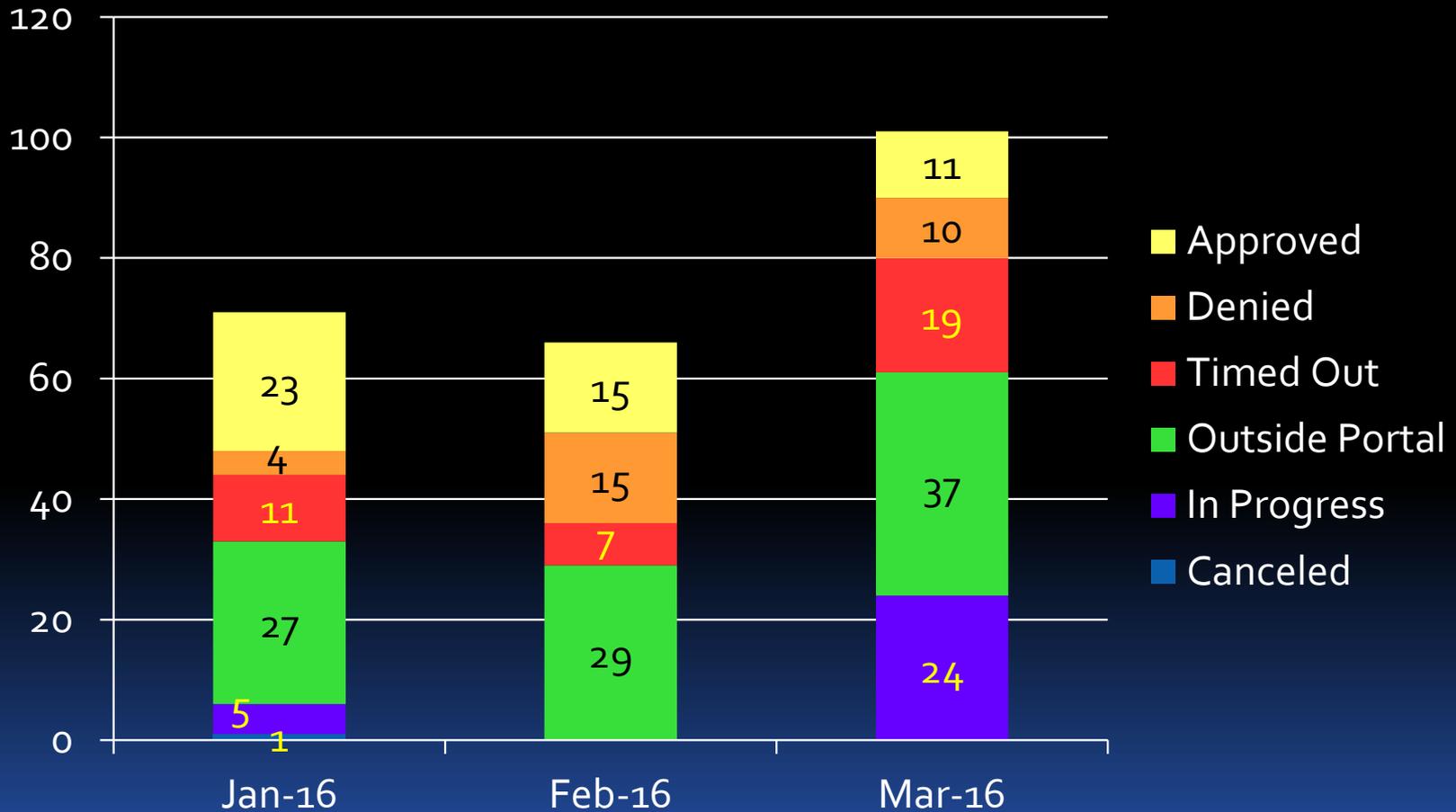


Status of Requests

- 40% of requests resolved outside of portal
 - 201 resolved outside of portal
 - 83 approved or partially approved within portal
 - 81 timed out
 - 75 denied
 - 29 in progress
 - 23 requested (unreceived)
 - 12 canceled (by user)



Status of Requests



Balancing Act

- GRAMA: Right of access versus right to privacy
- Records Officer needs versus Requester needs
 - Allow automatic forwarding of referrals?
 - Which employees can access requests?
 - How much is automated?
 - Allow submission to multiple agencies?



We Take Suggestions! (Completed)

- Close requests automatically
- Better reporting tools
- Rerouting of alternate URLs
- Increased file size limit
- Over 191 documented fixes and upgrades



We Take Suggestions! (Suggested)

- Enter requests received outside of portal
- Customizable fee schedules
- Customizable data fields
- API to connect to existing online systems
- Downloadable appeals form for denials (for requesters)
- User rating system?
 - Requesters rate records officers
 - Records officers rate requesters





Browse All Agencies



State Agencies



Counties



Cities



Transit Districts



School Districts/Schools

How It Works

- Find the governmental entity you want to contact and select the Request Records button for that agency
- If you do not already have an account with the State of Utah to connect to online services, you will create one here.
- Fill out the online form, including a detailed description[?] of the records you want, then click Submit
- You will receive a response within the time limit allowed by law.[?]
- To review your submission and track the progress of your request, click on Records Requests

Reports

Statistics for Entities

Statistics for Dates

Records Officer Dashboard: Now

- Certify online!
 - No need to request a link
 - Two tests available
- Sign up for / withdraw from training
- Update contact information



Records Officer Dashboard: Future

- Series submission / updates
- Box reports
- CAO review
- Records transfer (including e-records)
- And tons more!



Online Resources

- Portal Help Section
 - <http://grama.utah.gov/aro/help-index.html>
- Quick Reference Sheet
 - <http://grama.utah.gov/aro/portal-reference-160120.pdf>
- Login Troubleshooter
 - <http://goo.gl/forms/EnoLYufGB8>
- Webinar: Portal Overview & Certification
 - <https://www.youtube.com/watch?v=SjwACjVOAAE>
- Records Analyst Blog (portal updates posted as needed)
 - <https://recordskeepers.wordpress.com/>



Questions?

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