



Breaking the FOIA Bottleneck

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BREAKING THE FOIA BOTTLENECK

FOIA Backloads Are Growing Due to Complexity, Compliance, and Capacity Gaps

We deliver smarter solutions for a transparent government and efficiency without compromise.

The Challenges Beneath the Surface

- 1 Surging Complexity**
Requests now span massive data sets, unstructured content, and multiple formats, often triggered by high-profile events or investigations.
- 2 Not Enough Hands**
FOIA officers are highly skilled but staffing cuts and internal restructuring have pushed teams past capacity.
- 3 Limited Access to Data**
Officers often depend on others across the agency to retrieve, redact, and release records, causing critical delays that exceed the 20-day response requirement.
- 4 Manual Redactions = Bottlenecks**
Identifying and removing exempted content such as PII and privileged information is slow, error-prone, and inconsistent when done without automation.
- 5 Fragmented Workflows**
Requests are tracked in spreadsheets, records live in disconnected systems, and compliance is left to chance.





A Record Year for Requests

1.5 million FOIA requests were submitted in FY 2024, up 25.15% from FY 2023.

43% of agencies saw requests double over the previous year.

267,056 backlogged requests remain pending, a 33% increase year over year.

The Consequences

 Increased risk of missed deadlines and public scrutiny.	 Mounting legal exposure and compliance gaps.
 Rising litigation-related costs – \$54.2M in 2024, up 10% from 2023.	 Burnout among FOIA professionals dedicated to transparency but struggling with inadequate tools.

It Doesn't Have to Be This Way

Modern software solutions that help organizations comply with data requests for litigation and compliance purposes can streamline FOIA and public record request workflows.

Their capabilities include:

- » Enabling search-before-you-collect workflows to reduce effort and cost.
- » Connecting directly to agency data sources, eliminating time-consuming handoffs and delays.
- » Automating redaction of sensitive information at scale.
- » Tracking and managing requests in one central location with full auditability.
- » Complying with the 20-day timeline with repeatable, scalable processes.

Read the [whitepaper](#)

See how agencies are using technology to simplify and accelerate FOIA and public records responses.



Make FOIA Easier with Exterro



[Schedule a demo](#)

to see how Exterro helps you respond faster, reduce risk, and stay compliant with FOIA and public record requests.

[Download the product brief](#) to learn how Exterro streamlines pre-production workflows and helps your agency stay ahead.