

MANAGING PUBLIC INFORMATION



CHEYENNE FLOTREE
CITYWIDE RECORDS PROGRAM
OCTOBER 8, 2018

CITYWIDE RECORDS PROGRAM

Citywide Records Program

- **Records Management**
 - **Gaining intellectual control of all the information and records we generate**
 - **Know what we have, where it is, how long we need to preserve it**
- **Public Records**
 - **Legal responsibility**
 - **City service**

OBJECTIVES

This presentation will provide information about:

- **Text messages as public records**
 - **The unique challenges associated with the format**
- **Charlotte's current text message preservation process**
 - **It's limitations and potential**

NORTH CAROLINA PUBLIC RECORDS LAW

NC General Statutes Chapter 132 – enacted in 1935

- **North Carolina has one of the most open public records laws in the US**
- **Affirms public records and public information are property of the people**
- **Very broad definition of what is a public record**
- **Anyone can request a public record for any reason**

NORTH CAROLINA PUBLIC RECORDS LAW

Purpose of the Law:

- **Grants greater insight into government**
- **Provides accountability and transparency**
- **Affords the public open access to information**
- **Ensures the preservation of historical records**

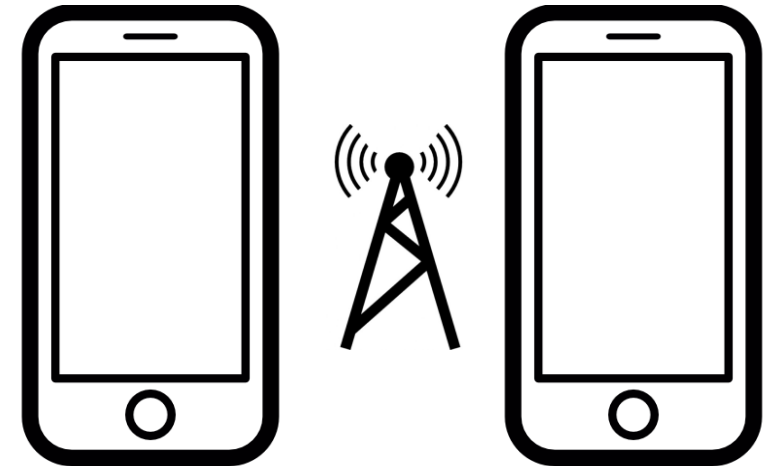
PUBLIC RECORDS

- **Information created or received by officials and employees while conducting official City business**
- **Records include all information regardless of physical form**

TEXT MESSAGES

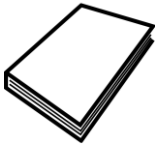
Why be concerned with text messages?

- Widespread in their use
- Transitory format
 - Fragility of digital information
- Manual preservation and collection
 - Time and labor
- Public records requests for text messages are substantial



CURRENT TEXT MESSAGE PRESERVATION PROCESS

IDENTIFY



- Public record
- Record series and retention
 - Permanent
 - Non-permanent
 - Transitory



MIGRATE



- New format
 - Forward to employee email account directly
 - OR
 - Capture with a screen shot and uploaded to email account



MANAGE

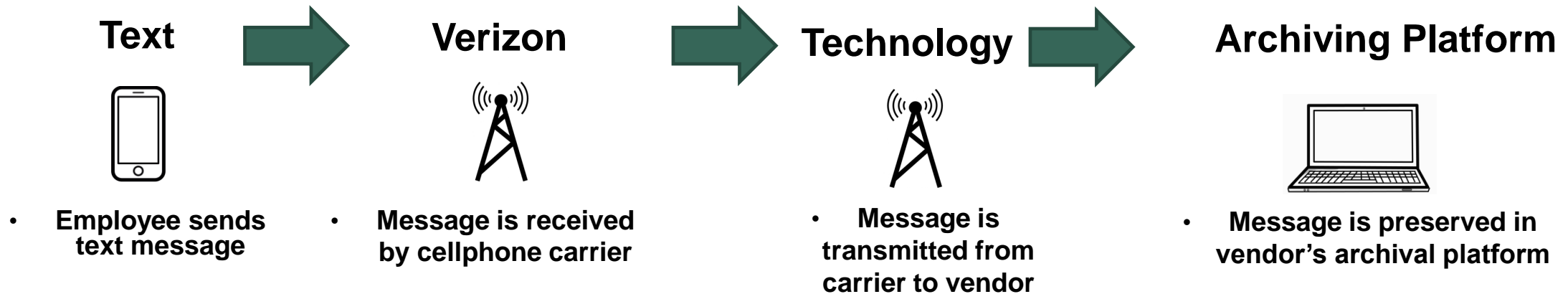


- Manage migrated records in email account through their lifecycle



CHARLOTTE

TEXT MESSAGE ARCHIVING PROCESS



All of this is accomplished instantaneously and automatically

TEXT ARCHIVING

Install on All City-issued cellphones

- **Ensures the collection and preservation of public records text messages**
 - **Prevents information loss**
- **Simplifies retrieval of records**
 - **Frees employees and officials from manual preservation and collection**
- **Expedites fulfillment of public records requests**
 - **Improves service delivery to the public**

FUTURE ACTION

- **City Council will be asked to consider a contract to purchase text archiving software during the Business Meeting.**

THANK YOU

Questions?