Harness the Power of the Texas Open Data Portal to Reduce Public Information Requests

E-Records Conference 2021

Stacey Lewis
Open Data Portal Administrator
Texas Data Management Program

Through leadership and collaboration, the Office of the Chief Data Officer establishes the statewide data management strategic direction and best practices for our community of customers.
Evolution through Legislation

2015
- HB 1912
- Statewide Data Coordinator

2017
- SB 79
- Public Information/Publicly Accessible Website

2019
- SB 819
- Chief Data Officer
- Central Repository for Publicly Accessible Electronic Data

2021
- SB 475
- Designated Data Management Officer
- Required Publishing on Texas Open Data Portal (ODP)
High Value Dataset

Texas Government Code 2054.1265: 82nd Leg. (R), Senate Bill 701 (2011)
“...information that can be used to
• increase state agency accountability and responsiveness,
• improve public knowledge of the agency and its operations,
• further the core mission of the agency,
• create economic opportunity, or
• respond to need and demand as identified through public consultation.”
Open Data and the ODP

What is Open Data?

• Information that can be freely used, re-used, and redistributed by anyone
• Excludes sensitive or regulated data
• Public resource offering value:
  - Economic: Encourages innovation in products and services
  - Performance: Improving quality and efficiency of government programs
  - Social: Increasing citizen participation in government

Intended ODP Use

Data sharing platform of open data assets
• High Value Datasets
• Raw
• Tabular
• Structured
• Machine readable formats (.csv, .tsv, .json)

Unintended ODP Use

Not a document library or archive
• Documents
• Archival information
• Unstructured
• Non-machine-readable formats (.doc, .pdf)
Open Data Sharing Environment

Texas Open Data Portal (ODP)

Agency Open Data

Public

Self-serve
Public Information Requests

Research

Community Engagement
Why Publish on the Open Data Portal?

“The benefits of the BRB establishing a presence on the Data Portal include increased availability of state and local debt data to the general public, state leadership, and bond finance community as well as increased communication with customers, decreased agency administrative costs, and improved agency efficiency such that maximum results are produced with a minimum waste of staff resources.”
- Justin Groll, Director of Finance
  Texas Bond Review Board

“We saw the ODP as a way to improve our agency efficiency & allow our staff to concentrate on other assignments...Both Stacey and Socrata have been instrumental in our success...we have many other business areas now interested in posting their information to the ODP.”
- Colleen Freeze, Project Manager
  Texas Department of Insurance
“Using the ODP story pages has transformed the way Texans can access public reports. We published the 2020 Biennial Performance Report last fall and liked it so much that we did the same with the Digital Transformation Guide in 2021. It’s nice to be able to quickly navigate to topics of interest, whether using a computer or mobile device, and then drill down further to see the data. It not only saves on printing costs but provides a better customer experience.”

- Elizabeth Cooper, Director Technology Planning, Policy, & Governance Department of Information Resources

“...we have continued to find valuable uses of the Open Data Portal; from posting statistical health data, to required legislative reports and also secure internal data exchanges which we are now exploring. This additional resource has improved our efficiencies all while reaching a broad audience, it’s like a one stop data center for state government information.

- Chris Aker, Director of Operations, Center for Health Statistics
  Texas Department of State Health Services
“Internal customers save time with self-serve, anytime access. Requesters spend less time formulating requests and other staff have fewer data reports they have to provide.

The same benefits apply to the school, state agency, and non-profit partners. Directly accessing data instead of submitting a PIR streamlines their work and gives them access to more data. Partners can be more nimble in their decision making. More data means more options for finding needs and opportunities for community impact.”

-Cassandra Delgado-Reyes, Data Analyst
Food and Nutrition Division
Texas Department of Agriculture
**PIR Reduction Impact**

- Visits/Downloads = 1,261,359
- Time to Complete PIR = 3 hours
- State Employee Salary = $48,643
- Hourly rate = $23.39
- Av. Cost to Complete PIR = $70

**Opportunity Costs**

- 50% of Visits/Downloads = $44.3 M
- 30% of Visits/Downloads = $26.6 M
- 10% of Visits/Downloads = $8.9 M

*Data as of 10/31/2021*
Texas Department of Agriculture, Food and Nutrition

Public information Requests for Data Received vs Number of Public F&N Datasets

Fiscal Year (FY) 2017-2018 to 2020-2021*

- Number of PIRs for Data Received
- Number of Public F&N Datasets

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Open Data Portal Demo

Constituent Perspective
Customer Perspective
Leverage Your Resources

- DIR Open Data Portal Team
- Open Data Portal Resource Guide
- Sandbox Environment
- Socrata Education (self-paced and instructor-led training)
- Socrata Client Center (articles, videos, support tickets)
- Open Data Portal User Group
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<tr>
<td>• Access to Open Data On-Demand</td>
<td>• Insights to Agency Open Data Utilization</td>
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<td>• Ability to Establish Account Profile to Save Filtered Views</td>
<td>• Visibility for Executive/Management Teams</td>
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Thank You!

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