

CBP's RelativityOne — DHS Turns to AI to Tame a Record 1-Million-Request FOIA Backlog

AI in the Public Sector · Good practice · United States of America

Quality score: 40/100

Evidence strength: Observational / pre–post

Summary

Facing a record 1M+ annual FOIA requests, DHS's Customs and Border Protection uses the RelativityOne AI platform to learn from reviewers and flag relevant documents, while civil-liberties groups warn AI still isn't ready to judge legal redaction nuance.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-16

[U.S. Customs and Border Protection \(Department of Homeland Security\)](#) — accessed 2026-08-16

[FedScoop: Homeland Security plans to add more AI to FOIA processing](#) — accessed 2026-08-16

[FOIA Advisor: DHS to expand use of AI for FOIA requests](#) — accessed 2026-08-16

Cite this — Evidoria. *CBP's RelativityOne — DHS Turns to AI to Tame a Record 1-Million-Request FOIA Backlog*. Persistent ID: e519acc4-caa3-4fe5-8579-f8f83f9e2254.