



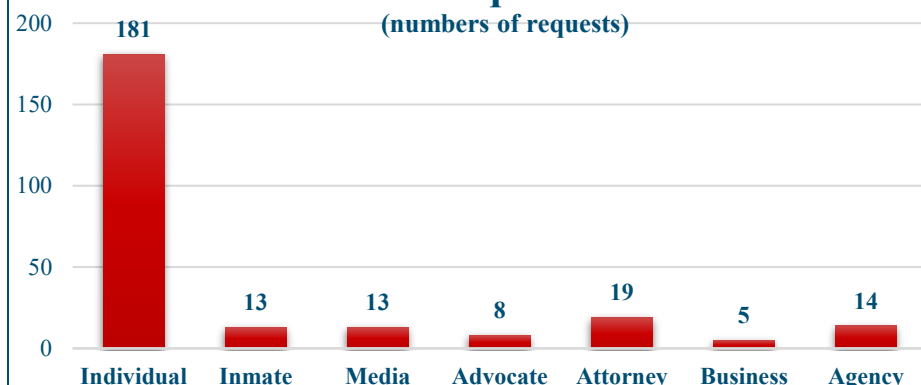
Public Access Ombudsman Mediation Metrics Report

July 1, 2024 to June 30, 2025

Annual
Report
FY2025

The data presented in this report summarizes the requests for mediation received in FY 2025.

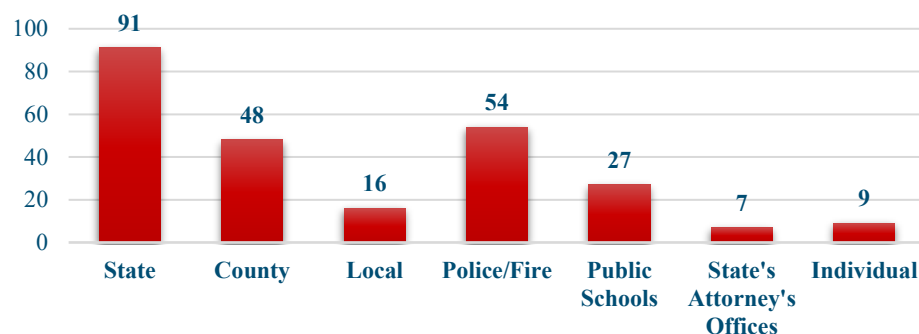
The Requesters
(numbers of requests)



Quick Facts

- 252 new requests for mediation
- 261 mediations closed
- 198 “Help Desk” requests

The Agencies
(numbers of requests)



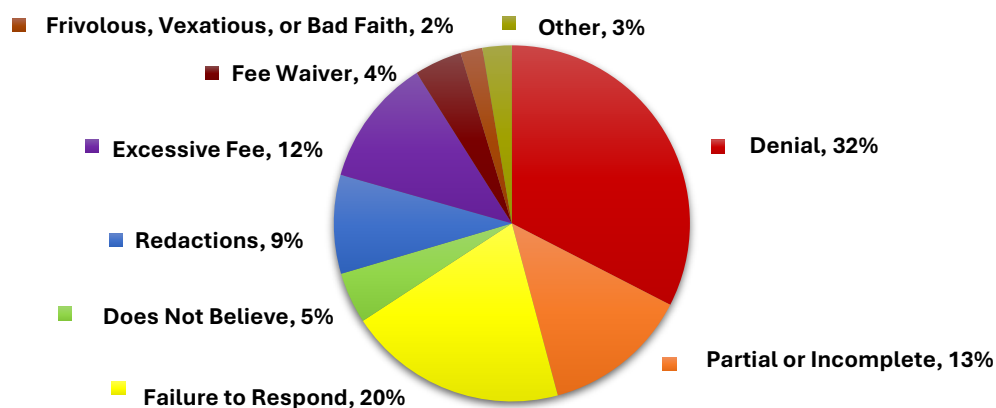
There were 116 unique agencies participating in mediation matters with the PIA Ombudsman in FY 2025.

“Individual” refers to agency-initiated mediations with PIA requesters.

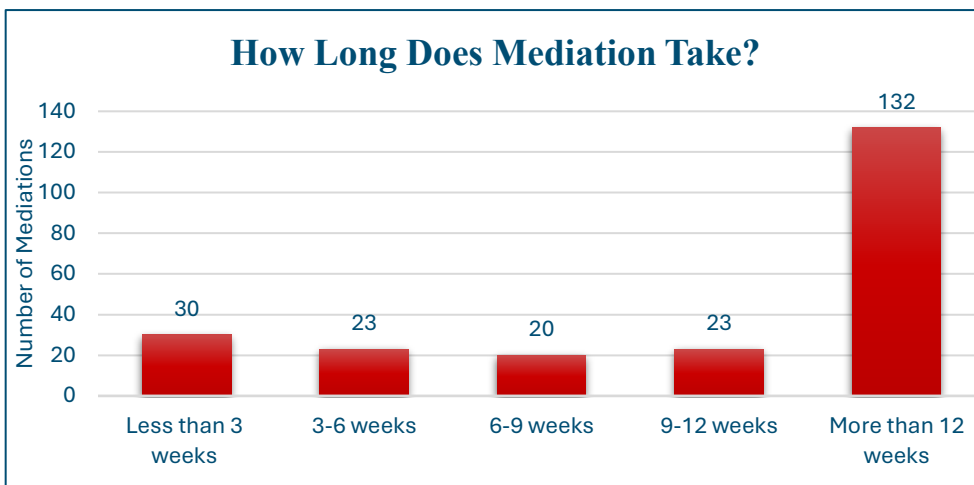
The types of PIA disputes listed are based on how the requester framed the dispute. They may include more than one issue.

These are not findings.

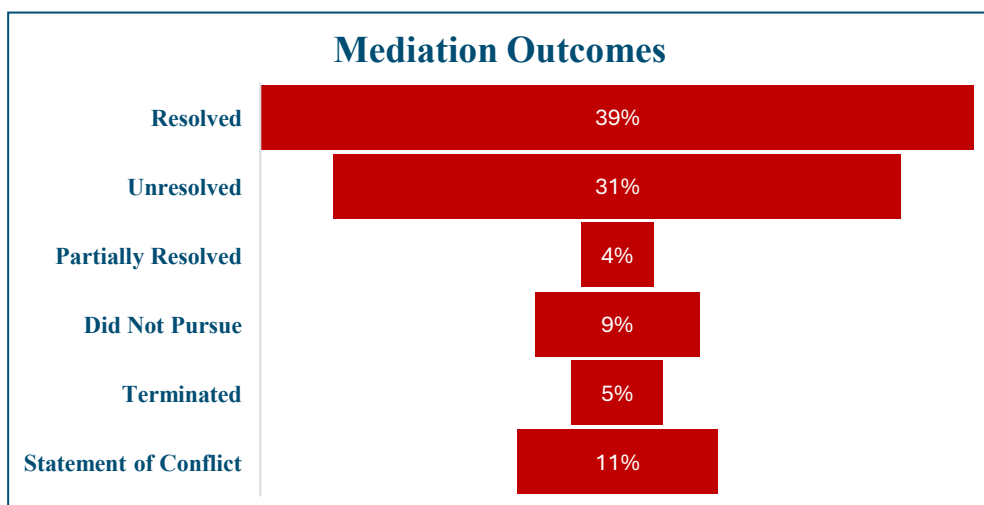
What are the PIA Disputes?



There is a 90-day statutory deadline for concluding mediations, but the time can be extended with the consent of both sides. The Ombudsman closed 37% of files within that time period. The remaining files had extensions agreed to by the parties.



The below data shows why mediation matters. The Ombudsman resolved 39% of matters and partially resolved another 4%. Early resolution of disputes saves time and resources. Mediation is voluntary, confidential, and in many cases doesn't require an attorney.



In FY 2025, the Ombudsman brought on an attorney-mediator who, as of October 1, 2025 will serve as the Deputy Ombudsman. The Ombudsman also added a contractual administrator to support the program and hired a new administrator as a replacement for the one who left in October 2024. The new staff, once fully trained, will be a large help to the program. The Ombudsman thanks the Attorney General for allocating the two new positions.

Presentations, Workshops, Trainings, and Other Outreach

The Office of the Public Access Ombudsman conducted the following in-person and virtual trainings in FY 2025:

- Carroll County Sheriff's Office, *MPIA: A Comprehensive Overview* – August 21, 2024
- MACO Winter Conference, *MPIA: A Comprehensive Overview* – December 11, 2024
- Anne Arundel County Public Schools General Counsel, *MPIA: A Comprehensive Overview* – December 17, 2024
- Town of Easton, *MPIA: A Comprehensive Overview* – April 10, 2025
- City of Rockville, *MPIA: A Comprehensive Overview* – April 29, 2025
- City of Greenbelt, *MPIA: A Comprehensive Overview* – April 30, 2025
- MML Summer Conference, *MPIA: A Comprehensive Overview* – June 23, 2025

To request a PIA training, please visit the Ombudsman's website at <https://piaombuds.maryland.gov/Pages/trainingrequest.aspx>

200 St. Paul Place
Baltimore, MD 21202
410-576-6560

pia.ombuds@oag.state.md.us
<https://piaombuds.maryland.gov/>
YouTube: @MPIA_Ombuds

