

MARYLAND PUBLIC INFORMATION ACT (PIA)
The public's right to information about government activities lies at the heart of a democratic government.

Mediation Metric Report of the Public Access Ombudsman

FY 2024 - Annual Report
 July 1, 2023 to June 30, 2024



**Annual Report
 FY 2024**

636 2024

- ◆ 299 - Mediation requests
- ◆ 337 - Other/"help-desk" inquiries

The Big Picture: Mediation Matters!
Early resolution of disputes saves time and resources and increases public knowledge and awareness of the PIA process. Mediation is entirely voluntary, confidential, and in many cases doesn't require an attorney.

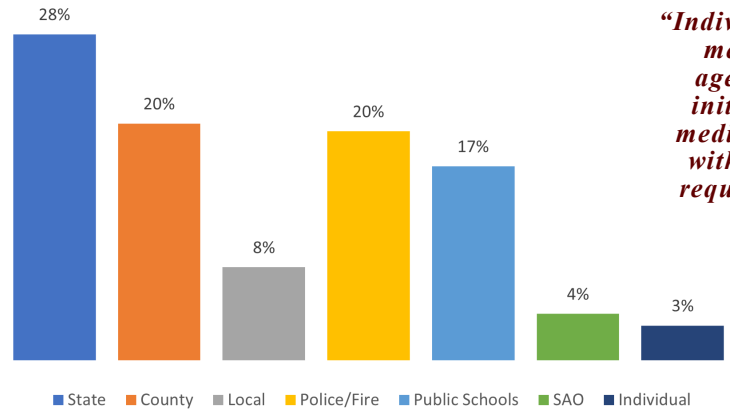
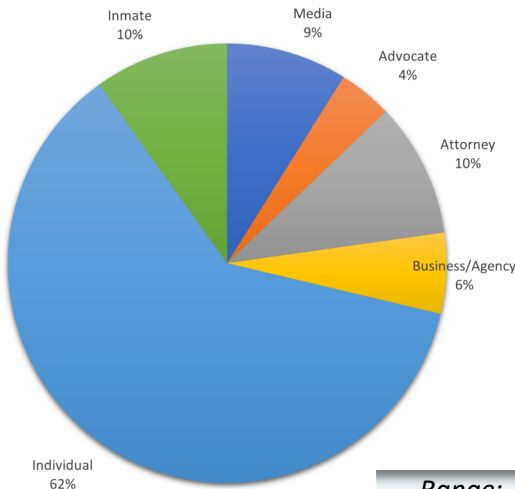
Total Mediation Cases, as of June 30, 2024	
Carry over from FY 2023	53
New/Incoming cases in FY 2024	299
Total Number of Mediation cases	352
Total Mediation cases Closed FY 2024	273
Mediation cases carried over to FY 2024	79

The Agencies

143 unique agencies participated in mediation matters with the PIA Ombudsman in Fiscal Year 2024, including agencies at the state, county, and municipal levels.

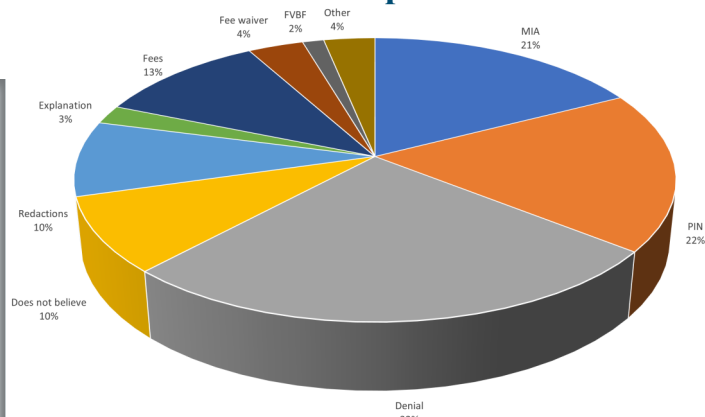
The Requesters

Requesters:
 Professional/Occupational requesters make up **28%** of requests for assistance, and all individuals make up **72%**.



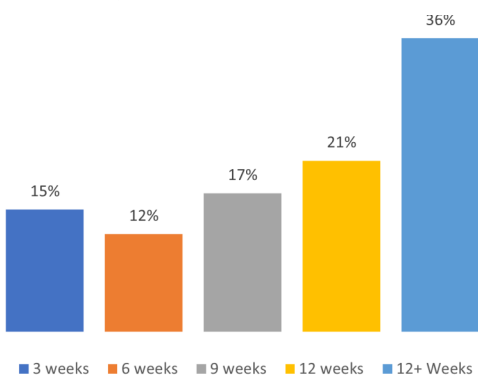
"Individuals" means agency-initiated mediations with PIA requesters

What are the PIA Disputes?



Disputes are presented as framed by the requester. Characterizations are based on how the requesters describe the issues. These are not findings.

How Long Does Mediation Take?



Range:
 1 – 186 days.
15% of the cases are closed within 3 weeks and **83%** by 90 days.

- Misapplication of exemption - 42%
- Redaction inappropriate - 10%
- Entire record withheld - 32%
- MIA: No Response - 21%
- Partial, nonresponsive, or incomplete response - 22%
- Fees excessive - 13%
- Fee waiver request denied or ignored - 4%
- Does not believe response - 10%
- Asked for explanation of response - 3%
- Other - 4%
- Frivolous, Vexatious, Bad Faith Request - 3%

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