

MARYLAND PUBLIC INFORMATION ACT (PIA)

The public's right to information about government activities lies at the heart of democracy.

Metrics Handout Office of the Public Access Ombudsman

Since Inception Report
March 30, 2016—June 30, 2024



99 Months
Since
Inception

3647 March 30, 2016

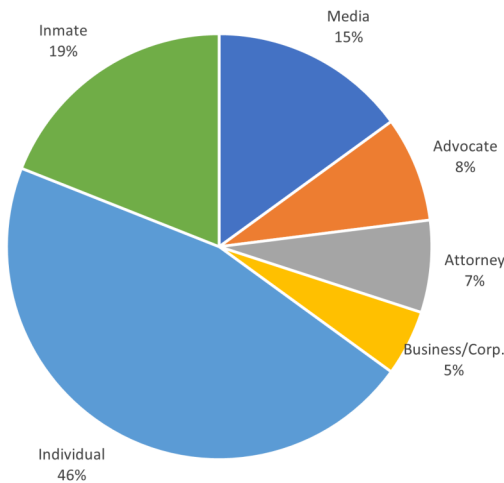
- ♦ 2055 - Mediation requests
- ♦ 1592 - Other / "help-desk" inquiries

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.

The Requesters

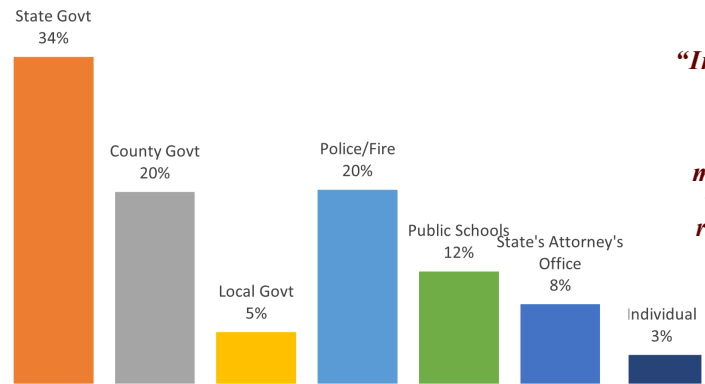
Aggregated Requesters: Professional/Occupational categories make up 35% of requests for assistance and all individuals make up 65%.



The Agencies

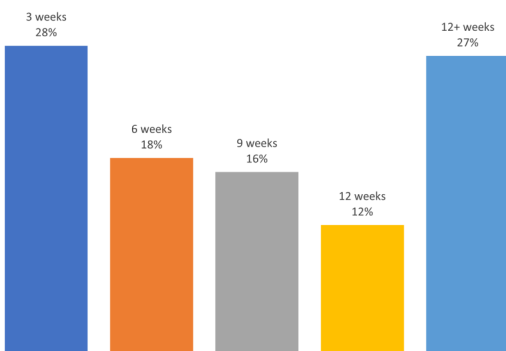
Approximately 390 unique agencies participated in mediation matters with the PIA Ombudsman since the beginning of the program, including agencies at the state, county and local levels.

What Agencies are Participating in Mediation?



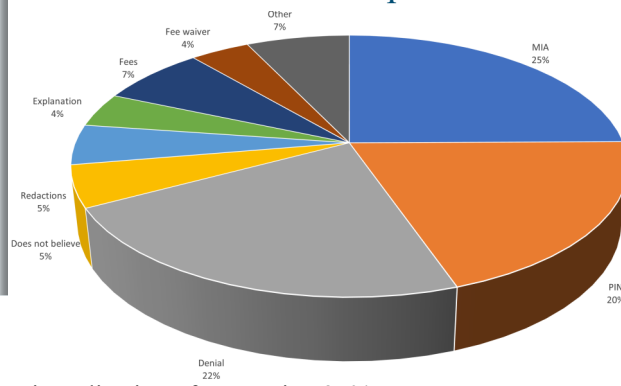
"Individuals" means agency-initiated mediations with PIA requesters

How Long Does Mediation Take?



28% of Ombudsman matters are closed within 3 weeks and 74% by 90 days.

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.

Mediations	
March 30, 2016 – June 30, 2024	
New/Incoming Cases between 3/30/16–6/30/24	2055
Closed as of 6/30/24	1976

- Misapplication of exemption 27%
- Denial 22%
- MIA: No Response 25%
- Fees excessive 7%
- Redaction inappropriate 5%
- Entire record withheld 22%
- Partial, nonresponsive, or incomplete response 20%
- Fee waiver denied or ignored 4%
- Does not believe response 5%
- Asked for explanation of response 4%
- Other 7%

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