

## PIA Survey (Summer 2016)

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### Q1

#### Are you a records custodian?

Answered: 305 Skipped: 0

Yes	37.05%	113
No	62.95%	192

### Q2 (For Requesters)

#### Have you ever filed a PIA request in Maryland?

Answered: 182 Skipped: 123

Yes	55.49%	101
No	44.51%	81

### Q3 (For Requesters)

#### Have you filed a PIA request since October 2015?

Answered: 101 Skipped: 204

Yes	84.16%	85
No	15.84%	16

### Q4 (For Requesters)

#### Do you anticipate filing any PIA requests in the next 12 months?

Answered: 58 Skipped: 247

Yes	22.41%	13
No	77.59%	45

**Q5 (For Requesters)**

**Is there anything that has prevented or deterred you from seeking public information using Maryland’s PIA law? (Please check all that apply.)**

Answered: 59 Skipped: 246

I am not familiar with the process.	<b>44.07%</b>	26
The process is too cumbersome.	<b>18.64%</b>	11
I can find the information I seek through other sources.	<b>11.86%</b>	7
I have no interest in obtaining public records.	<b>15.25%</b>	9
The process is too expensive.	<b>18.64%</b>	11
Other (please specify)	<b>8.47%</b>	5

**Q6 (For Requesters)**

**How satisfied are you - in general – with your experience obtaining information via PIA requests in Maryland?**

Answered: 90 Skipped: 215

	<b>Very dissatisfied</b>	<b>Somewhat dissatisfied</b>	<b>Neutral</b>	<b>Somewhat satisfied</b>	<b>Very satisfied</b>	<b>Total</b>	<b>Weighted Average</b>
(no label)	<b>41.11%</b> 37	<b>33.33%</b> 30	<b>10.00%</b> 9	<b>12.22%</b> 11	<b>3.33%</b> 3	90	2.03

**Q7 (For Requesters)**

**When I file a PIA request, I consider myself a...**

Answered: 84 Skipped: 221

Journalist	<b>36.90%</b>	31
Private citizen acting on my own behalf	<b>35.71%</b>	30
Non-profit staffer or someone working on behalf of a nonprofit	<b>26.19%</b>	22
Representative of a business or corporation	<b>1.19%</b>	1

**Q8 (For Requesters)**

**From which level(s) of government have you requested information using Maryland’s Public Information Act?**

Answered: 88 Skipped: 217

Maryland state agencies	<b>64.77%</b>	57
County government (including Baltimore City, which is treated as a county)	<b>50.00%</b>	44
Municipal (city or town) government	<b>32.95%</b>	29
County Board of Education	<b>32.95%</b>	29

Q9 (For Requesters)

The next series of questions will deal specifically with PIA requests to State Agencies, County Governments and Municipal Governments.

Q10 (For Requesters)

Do you customarily make PIA requests to Maryland State agencies?

Answered: 90 Skipped: 215

Yes	50.00%	45
No	50.00%	45

Q11 (For Requesters)

Thinking of your PIA requests to Maryland state government, please mark any state agencies from which you have requested information. Use the comment field to include agencies not on the list.

Answered: 37 Skipped: 268

MD Dept. of the Environment	51.35%	19
MD Dept of Public Safety & Correctional Services	35.14%	13
MD Dept. of Transportation	32.43%	12
MD Dept. of Health & Mental Hygiene (DHMH)	45.95%	17
MD State Police	37.84%	14
Office of the Governor	37.84%	14
MD Dept. of Social Services	18.92%	7
MD Dept of Human Resources	13.51%	5
MD Dept of Agriculture	16.22%	6
MD Department of Planning	24.32%	9

Q12 (For Requesters)

Thinking of your total PIA requests made to state agencies, how many requests would you estimate you have submitted?

Answered: 46 Skipped: 259

I have not submitted any requests	0.00%	0
1-5	39.13%	18
6-10	34.78%	16
11-20	13.04%	6
More than 20	13.04%	6

**Q13 (For Requesters)**

**Thinking of PIA requests made to state agencies, about how long – on average – did it take to obtain the information you requested?**

Answered: 45 Skipped: 260

1-14 days	4.44%	2
15-30 days	37.78%	17
31-60 days	33.33%	15
Greater than 60 days	24.44%	11
I never received the information.	0.00%	0

**Q14 (For Requesters)**

**Thinking of requests made to state agencies, have you had a PIA request denied due to an exemption in the PIA?**

Answered: 47 Skipped: 258

Yes	55.32%	26
No	27.66%	13
Don't remember	17.02%	8

**Q15 (For Requesters)**

**What was the exemption(s) cited? (Please select all that apply.)**

Answered: 22 Skipped: 283

Personnel records	54.55%	12
Discretionary exemption	54.55%	12
Criminal history records	0.00%	0
Information about juveniles	9.09%	2
Tax information	4.55%	1
Exemption based on state law other than PIA (state statute, federal law, court order or rule)	36.36%	8
Investigatory records	72.73%	16
Confidential executive communications	31.82%	7
Attorney-client privilege	22.73%	5
Medical records	13.64%	3
Student records	13.64%	3
Critical infrastructure or homeland security information	9.09%	2

Q16 (For Requesters)

Do you agree that the exemption invoked by the custodian applied to the information you asked for?

Answered: 26 Skipped: 279

Yes	7.69%	2
I don't know	26.92%	7
No*	65.38%	17

Q17 (For Requesters)

Have you experienced a situation where a governmental entity invoked an exemption based on a law other than the Public Information Act? If so, what law was invoked?

Answered: 23 Skipped: 282

No	73.91%	17
Yes*	26.09%	6

Q18 (For Requesters)

Are you customarily assessed a fee in connection with a PIA request to a state agency?

Answered: 47 Skipped: 258

Yes	42.55%	20
No	53.19%	25
I don't remember	4.26%	2

Q19 (For Requesters)

Do you usually end up paying the fee?

Answered: 20 Skipped: 285

Yes	55.00%	11
No	45.00%	9

Q20 (For Requesters)

Have you ever requested a waiver of PIA fees for a request to a state agency?

Answered: 47 Skipped: 258

Yes	65.96%	31
No	34.04%	16

**Q21 (For Requesters)**

**What was the basis of your waiver request?**

Answered: 31 Skipped: 274

Indigence, and I WAS offered a blank affidavit of indigency	0.00%	0
Indigence, and I was NOT offered a blank affidavit of indigency	0.00%	0
Public interest	100.00%	31
Both indigence and public interest	0.00%	0

**Q22 (For Requesters)**

**Was the waiver granted? If so, what fee amount was waived?**

Answered: 25 Skipped: 280

The waiver was not granted. I paid the fee to get the information.	20.00%	5
The waiver was not granted. I DID NOT pay the fee to get the information.	40.00%	10
The fee waived was \$0-\$99	20.00%	5
The fee waived was \$100-\$349	8.00%	2
The fee waived was \$350-\$1,000	4.00%	1
The fee waived was greater than \$1,000	8.00%	2

**Q23 (For Requesters)**

**Have you ever requested public records from a state agency and been told that the records are held by a non-governmental custodian and thus are not available to the public?**

Answered: 46 Skipped: 259

No	82.61%	38
Yes, that happens with most or all of the requests I file with the State of Maryland	0.00%	0
Yes, that happens with about half of the requests I file with the State of Maryland	4.35%	2
Yes, that happens with some (less than half) of the requests I file with the State of Maryland	6.52%	3
Yes, but that rarely happens with the requests I file with the State of Maryland	6.52%	3

**Q24 (For Requesters)**

**Has a state agency ever contacted you to discuss ways in which you might narrow or focus your request to get the information you seek most efficiently?**

Answered: 44 Skipped: 261

Yes	59.09%	26
No	40.91%	18

Q25 (For Requesters)

Have you made any PIA requests to one or more Maryland county governments (including Baltimore City)?

Answered: 90 Skipped: 215

Yes	64.44%	58
No	35.56%	32

Q26 (For Requesters)

Please mark any county governments (including Baltimore City) to which you have submitted a PIA request.

Answered: 58 Skipped: 247

Allegany County	3.45%	2
Anne Arundel County	22.41%	13
Baltimore City	43.10%	25
Baltimore County	20.69%	12
Calvert County	5.17%	3
Caroline County	6.90%	4
Carroll County	13.79%	8
Cecil County	8.62%	5
Charles County	6.90%	4
Dorchester County	5.17%	3
Frederick County	13.79%	8
Garrett County	3.45%	2
Harford County	15.52%	9
Howard County	24.14%	14
Kent County	6.90%	4
Montgomery County	34.48%	20
Prince Georges County	22.41%	13
Queen Anne's County	10.34%	6
Somerset County	5.17%	3
St. Mary's County	10.34%	6
Talbot County	8.62%	5
Washington County	8.62%	5
Wicomico County	6.90%	4
Worcester County	5.17%	3

Q27 (For Requesters)

Thinking of PIA requests made to county governments,  
how many requests have you submitted?

Answered: 57 Skipped: 248

1-5	63.16%	36
6-10	12.28%	7
11-20	10.53%	6
More than 21	14.04%	8

Q28 (For Requesters)

Thinking of PIA requests to county governments, about how long - on average - did it  
take to obtain the information you requested?

Answered: 57 Skipped: 248

1-14 days	7.02%	4
15-30 days	26.32%	15
31-60 days	38.60%	22
Greater than 60 days	15.79%	9
I never received the information.	12.28%	7

Q29 (For Requesters)

Have you had a PIA request to a county government denied  
due to an exemption in the PIA?

Answered: 58 Skipped: 247

Yes	51.72%	30
No	41.38%	24
Don't remember	6.90%	4

Q30 (For Requesters)

What was the exemption(s) cited? (Please select all that apply.)

Answered: 27 Skipped: 278

Personnel records	51.85%	14
Discretionary exemption	40.74%	11
Criminal history records	7.41%	2
Information about juveniles	7.41%	2
Tax information	0.00%	0



Exemption based on state law other than PIA (state statute, federal law, court order or rule)	11.11%	3
Investigatory records	44.44%	12
Confidential executive communications	33.33%	9
Attorney-client privilege	37.04%	10
Medical records	7.41%	2
Student records	11.11%	3
Critical infrastructure or homeland security information	3.70%	1

### Q31 (For Requesters)

**Do you agree that the exemption invoked by the custodian applied to the information you asked for?**

Answered: 30 Skipped: 275

Yes	10.00%	3
I don't know	16.67%	5
No*	73.33%	22

### Q32 (For Requesters)

**Have you experienced a situation where a county government invoked an exemption based on a law other than the Public Information Act? If so, what law was invoked?**

Answered: 30 Skipped: 275

No	73.33%	22
Yes*	26.67%	8

### Q33 (For Requesters)

**Are you customarily assessed a fee in connection with a county government PIA request?**

Answered: 57 Skipped: 248

Yes	47.37%	27
No	47.37%	27
I don't remember	5.26%	3

**Q34 (For Requesters)**  
**Do you usually end up paying the fee?**

Answered: 27 Skipped: 278

Yes	55.56%	15
No	44.44%	12

**Q35 (For Requesters)**  
**Have you ever requested a waiver of PLA fees for a county government request?**

Answered: 57 Skipped: 248

Yes	52.63%	30
No	47.37%	27

**Q36 (For Requesters)**  
**What was the basis of your waiver request?**

Answered: 29 Skipped: 276

Indigence, and I WAS offered a blank affidavit of indigency	0.00%	0
Indigence, and I was NOT offered a blank affidavit of indigency	0.00%	0
Public interest	100.00%	29
Both indigence and public interest	0.00%	0

**Q37 (For Requesters)**  
**Was the waiver granted? If so, what fee amount was waived?**

Answered: 24 Skipped: 281

The waiver was not granted. I paid the fee to get the information.	25.00%	6
The waiver was not granted. I DID NOT pay the fee to get the information.	20.83%	5
The fee waived was \$0-\$99	29.17%	7
The fee waived was \$100-\$349	20.83%	5
The fee waived was \$350-\$1,000	4.17%	1
The fee waived was greater than \$1,000	0.00%	0

### Q38 (For Requesters)

**Have you ever requested public records from a county government and been told that the records are held by a non-governmental custodian and thus are not open to the public?**

Answered: 57 Skipped: 248

No	70.18%	40
Yes, that happens with most or all of the requests I file with county government.	7.02%	4
Yes, that happens with about half of the requests I file with county government.	7.02%	4
Yes, that happens with some (less than half) of the requests I file with county government.	5.26%	3
Yes, but that rarely happens with the requests I file with county government.	10.53%	6

### Q39 (For Requesters)

**Has a county government records custodian contacted you to discuss ways in which you might narrow or focus your request to get the information you seek most efficiently?**

Answered: 57 Skipped: 248

Yes	33.33%	19
No	66.67%	38

### Q40 (For Requesters)

**Have you made any PIA requests to Maryland municipal (city or town) governments?**

Answered: 88 Skipped: 217

Yes	39.77%	35
No	60.23%	53

### Q41 (For Requesters)

**Thinking of your total PIA requests to municipalities, about how many requests have you submitted?**

Answered: 35 Skipped: 270

1-5	62.86%	22
6-10	20.00%	7
11-20	5.71%	2
More than 21	11.43%	4

#### Q42 (For Requesters)

**For PIA requests to municipalities, how long - on average - did it take to obtain the information you requested?**

Answered: 34 Skipped: 271

1-14 days	23.53%	8
15-30 days	17.65%	6
31-60 days	32.35%	11
Greater than 60 days	17.65%	6
I never received the information.	8.82%	3

#### Q43 (For Requesters)

**Have you had a PIA request to a municipal government denied due to an exemption in the PIA?**

Answered: 35 Skipped: 270

Yes	40.00%	14
No	57.14%	20
Don't remember	2.86%	1

#### Q44 (For Requesters)

**What was the exemption(s) cited? (Please select all that apply.)**

Answered: 13 Skipped: 292

Personnel records	46.15%	6
Discretionary exemption	61.54%	8
Criminal history records	7.69%	1
Information about juveniles	23.08%	3
Tax information	7.69%	1
Exemption based on state law other than PIA (state statute, federal law, court order or rule)	15.38%	2
Investigatory records	46.15%	6
Confidential executive communications	30.77%	4
Attorney-client privilege	15.38%	2
Medical records	23.08%	3
Student records	7.69%	1
Critical infrastructure or homeland security information	0.00%	0

Q45 (For Requesters)

Do you agree that the exemption invoked by the custodian applied to the information you asked for?

Answered: 13 Skipped: 292

Yes	7.69%	1
I don't know	15.38%	2
No*	76.92%	10

Q46 (For Requesters)

Have you experienced a situation where a municipal government invoked an exemption based on a law other than the Public Information Act? If so, what law was invoked?

Answered: 13 Skipped: 292

No	76.92%	10
Yes*	23.08%	3

Q47 (For Requesters)

Are you customarily assessed a fee in connection with a PIA request to a municipal government?

Answered: 14 Skipped: 291

Yes	64.29%	9
No	21.43%	3
I don't remember	14.29%	2

Q48 (For Requesters)

Do you usually end up paying the fee?

Answered: 9 Skipped: 296

Yes	55.56%	5
No	44.44%	4

Q49 (For Requesters)

Have you ever requested a waiver of fees for a municipal PIA request?

Answered: 14 Skipped: 291

Yes	57.14%	8
No	42.86%	6

Q50 (For Requesters)

What was the basis of your waiver request?

Answered: 8 Skipped: 297

Indigence, and I WAS offered a blank affidavit of indigency	0.00%	0
Indigence, and I was NOT offered a blank affidavit of indigency	0.00%	0
Public interest	100.00%	8
Both indigence and public interest	0.00%	0

Q51 (For Requesters)

Was the waiver granted? If so, what fee amount was waived?

Answered: 6 Skipped: 299

The waiver was not granted. I paid the fee to get the information.	50.00%	3
The waiver was not granted. I DID NOT pay the fee to get the information.	16.67%	1
The fee waived was \$0-\$99	16.67%	1
The fee waived was \$100-\$349	0.00%	0
The fee waived was \$350-\$1,000	16.67%	1
The fee waived was greater than \$1,000	0.00%	0

Q52 (For Requesters)

Have you ever requested public records from a municipality and been told that the records are held by a non- governmental custodian and thus are not open to the public?

Answered: 35 Skipped: 270

No	74.29%	26
Yes, that happens with most or all of the requests I file with municipalities.	5.71%	2
Yes, that happens with half of the requests I file with municipalities.	8.57%	3
Yes, that happens with some (less than half) of the requests I file with municipalities.	8.57%	3
Yes, but that rarely happens with the requests I file with municipalities.	2.86%	1

Q53 (For Requesters)

Has a municipal government ever contacted you to discuss ways in which you might narrow or focus your request to get the information you seek most efficiently?

Answered: 35 Skipped: 270

Yes	28.57%	10
No	71.43%	25

Q54 (For All Respondents)

Maryland's Public Access Ombudsman, Lisa Kershner, started in her role in March 2016.  
Have you ever interacted with Maryland's Ombudsman?

Answered: 245 Skipped: 60

Yes	17.96%	44
No	82.04%	201

Q55 (For All Respondents)

Was the Ombudsman able to reach an adequate arrangement on information disclosure?

Answered: 39 Skipped: 266

Yes	53.85%	21
No	28.21%	11
I don't know	17.95%	7

Q56 (For All Respondents)

Thinking of your experiences with the Ombudsman how effective is this role?

Answered: 42 Skipped: 263

	Not at all effective	Somewhat ineffective	Neutral	Somewhat effective	Very effective	Total	Weighted Average
(no label)	9.52%	7.14%	35.71%	26.19%	21.43%		
	4	3	15	11	9	42	3.43

Q57 (For All Respondents)

Do you think the role of the Ombudsman should be modified?

Answered: 41 Skipped: 264

No - I think the role is fine.	26.83%	11
I don't know	26.83%	11
Yes*	46.34%	19

Q58 (For All Respondents)

Have you interacted with the Public Information Act Compliance Board?

Answered: 242 Skipped: 63

Yes	7.44%	18
No	87.60%	212
I don't know	4.96%	12

Q59 (For All Respondents)

Was the Board able to resolve the issue to your satisfaction?

Answered: 15 Skipped: 290

Yes	53.33%	8
No	46.67%	7

Q60 (For All Respondents)

Thinking of your experiences with the Compliance Board, how effective is this body?

Answered: 17 Skipped: 288

	Not at all effective	Somewhat ineffective	Neutral	Somewhat effective	Very effective	Total	Weighted Average
(no label)	17.65%	5.88%	64.71%	5.88%	5.88%		
	3	1	11	1	1	17	2.76

Q61 (For All Respondents)

Did you feel that the Board handled your complaint in a neutral manner and was not biased toward one side or the other?

Answered: 13 Skipped: 292

Yes	61.54%	8
No	38.46%	5

Q62 (For All Respondents)

Do you believe it is appropriate for the Board to remain neutral?

Answered: 17 Skipped: 288

Yes	64.71%	11
No	11.76%	2
I'm not sure	23.53%	4

Q63 (For All Respondents)

The Compliance Board's role is limited to reviewing fee assessments in excess of \$350. How do you feel about the limit of \$350?

Answered: 16 Skipped: 289

\$350 seems reasonable.	12.50%	2
The limit should be raised*	25.00%	4
The limit should be lowered*	50.00%	8
I don't know.	12.50%	2



Q64 (For All Respondents)

**Additional duties could be considered for the Compliance Board. Please select the statement that best expresses your opinion.**

Answered: 14 Skipped: 291

The Board's current duties are appropriate.	35.71%	5
The Board should have more duties - such as being able to impose statutory damages.	64.29%	9
The Board has too much responsibility already and their duties should be reduced.	0.00%	0

Q65 (For All Respondents)

**Are you familiar with the Open Meetings Compliance Board?**

Answered: 241 Skipped: 64

Yes	58.09%	140
No	38.17%	92
I don't know.	3.73%	9

Q66 (For All Respondents)

**Do you think that Open Meetings Act Compliance Board should be merged with the Public Information Act Compliance Board?**

Answered: 139 Skipped: 166

Yes	17.27%	24
No	27.34%	38
I don't know.	55.40%	77

Q67 (For All Respondents)

**If the two boards were to be combined, who do you think should staff and advise the new, combined board?"**

Answered: 139 Skipped: 166

It should be staffed and advised by the Office of the Attorney General	34.53%	48
It should have its own staff and legal counsel, as the State Ethics Commission does	41.73%	58
Other (please specify)	23.74%	33

**Q68 (For Custodians)**  
**Thinking generally, how satisfied are you with your experience(s)**  
**interacting with PIA requesters?**

Answered: 97 Skipped: 208

	Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied	Total	Weighted Average
(no label)	3.09%	15.46%	57.73%	15.46%	8.25%	97	3.10
	3	15	56	15	8		

**Q69 (For Custodians)**  
**I handle PIA requests as part of a . . .**

Answered: 102 Skipped: 203

State agency	42.16%	43
County government (including Baltimore City)	25.49%	26
Municipal government	29.41%	30
County Board of Education	0.98%	1
Other	1.96%	2

**Q70 (For Custodians)**  
**Does your organization track PIA requests?**

Answered: 99 Skipped: 206

Yes	79.80%	79
No	20.20%	20

**Q71 (For Custodians)**  
**Approximately how many PIA requests does your agency receive on a yearly basis?**

Answered: 101 Skipped: 204

We do not normally receive requests	7.92%	8
1-10 requests per year	25.74%	26
11-50 requests per year	18.81%	19
51-100 requests per year	14.85%	15
101-500 requests per year	16.83%	17
501-1000 requests per year	6.93%	7
More than 1000 requests per year	8.91%	9

Q72 (For Custodians)

**Do you believe you receive a significant number of PIA requests that are intended for purposes of harassment?**

Answered: 101 Skipped: 204

No	68.32%	69
I don't know	17.82%	18
Yes*	13.86%	14

Q73 (For Custodians)

**On average how long does it generally take to provide the information requested?**

Answered: 90 Skipped: 215

We provide the information immediately, as requesters call or email.	3.33%	3
1-14 days	51.11%	46
15-30 days	40.00%	36
31-60 days	4.44%	4
More than 60 days	1.11%	1

Q74 (For Custodians)

**How frequently did the response take more than 30 days?**

Answered: 90 Skipped: 215

Never	30.00%	27
Very few requests take more than 30 days	55.56%	50
About 25%	11.11%	10
about 50%	3.33%	3
about 75%	0.00%	0
All or nearly all of the requests take more than 30 days	0.00%	0

Q75 (For Custodians)

**Have you denied access to some or all of a public record request on the grounds that one or more of the statutory exemptions from disclosure applied?**

Answered: 92 Skipped: 213

No	27.17%	25
Yes	72.83%	67

**Q76 (For Custodians)**

**If yes, please rank the frequency of the exemptions cited for the denial. If you did not use one of the exemptions, leave the ranking blank.**

Answered: 68 Skipped: 237

	<b>Weighted Score</b>
Medical records	15.96
Personnel records	15.85
Discretionary exemption	15.13
Deliberative process privilege (inter- and intra- agency memoranda)	15.06
Investigatory records	15.00
Attorney-client privilege	15.00
Student records	14.63
Exemption based on state law other than PIA (state statute, federal law, court order or rule)	14.41
Information about juveniles	14.27
Confidential executive communications	14.00
Critical infrastructure or homeland security information	13.90
Criminal history records	13.67
Tax information	13.46

**Q77 (For Custodians)**

**Have you ever invoked an exemption based on a law other than the Public Information Act?**

Answered: 90 Skipped: 215

Yes	<b>27.78%</b>	25
No	<b>72.22%</b>	65

**Q78 (For Custodians)**

**Does your organization track how it assesses fees under the PIA?**

Answered: 87 Skipped: 218

Yes	<b>51.72%</b>	45
No	<b>48.28%</b>	42

Q79 (For Custodians)

Have you ever assessed a fee in connection with a PLA request?

Answered: 94 Skipped: 211

Yes	81.91%	77
No	18.09%	17

Q80 (For Custodians)

What percentage of responses involved a fee?

Answered: 74 Skipped: 231

1% - 25%	74.32%	55
26% - 50%	14.86%	11
51% - 75%	5.41%	4
More than 75%	5.41%	4

Q81 (For Custodians)

On average, how much does your agency charge as a fee?

Answered: 62 Skipped: 243

Less than \$50	54.84%	34
Between \$51 and \$100	20.97%	13
Between \$101 and \$350	19.35%	12
Between \$351 and \$1000	3.23%	2
Over \$1000	1.61%	1

Q82 (For Custodians)

When your organization charges a fee, in what percentage of cases is the fee greater than \$350?

Answered: 72 Skipped: 233

0% to 25%	93.06%	67
26% to 50%	4.17%	3
51% to 75%	1.39%	1
More than 75%	1.39%	1

Q83 (For Custodians)

Does the requester usually end up paying the fee?

Answered: 75 Skipped: 230

Yes	73.33%	55
No	16.00%	12
I don't know	10.67%	8

Q84 (For Custodians)

Since October 2015, has a requester sought a waiver of PIA fees from your organization?

Answered: 94 Skipped: 211

Yes	55.32%	52
No	36.17%	34
I don't know	8.51%	8

Q85 (For Custodians)

Which of the following is the most frequent basis for the waiver request?

Answered: 51 Skipped: 254

Indigence, and we offer a blank affidavit of indigency.	3.92%	2
Indigence, and we DO NOT offer a blank affidavit of indigency.	9.80%	5
Public interest	86.27%	44

Q86 (For Custodians)

Does the organization customarily grant the waiver?

Answered: 44 Skipped: 261

Yes	50.00%	22
No	50.00%	22

Q87 (For Custodians)

If yes, what fee amount is usually waived?

Answered: 24 Skipped: 281

\$0 - \$99	66.67%	16
\$100 - \$349	25.00%	6
\$350 - \$1000	8.33%	2
Greater than \$1000	0.00%	0

**Q88 (For Custodians)**

**Have you ever responded to records requests by telling the requester that the relevant records are held by a non-governmental custodian and are thus not open to the public?**

Answered: 89 Skipped: 216

No	87.64%	78
Yes*	12.36%	11

**Q89 (For Custodians)**

**Do you customarily contact requesters to discuss ways in which they might narrow or focus their requests to get the information they see most efficiently?**

Answered: 93 Skipped: 212

No	29.03%	27
Yes*	70.97%	66