Department Qualitative Survey
***If appropriate, please detail the relevant practices of your
Department's agencies, offices, or divisions***

Department Name: _____

PIA Response Process

1. Has the Department designated a PIA contact? If so, has the contact information been provided to the Office of the Attorney General and is it up-to-date? How does the Department make this contact information available to the public? (*See* Md. Code Ann., General Provisions Art. ("GP"), § 4-503).

2. Does the Department have "back-up" PIA coordinators who can fill this role in the event the primary contact/coordinator is out or unavailable?

3. How does the Department receive incoming PIA requests? Does the Department publish information as to how to submit PIA requests? If so, how?

4. Does the Department provide or participate in PIA trainings? If so, how often, in what format, conducted by whom, and attended by whom?

5. Does the Department maintain a list of records that are immediately or readily available on request? If so, is the list made available to the public? How? Is the list up-to-date? (*See* GP § 4-201(c)).

6. Does the Department's search for records potentially responsive to a PIA request extend to work-related records on private or remote devices, such as text messages? If so, please describe the Department's policy and/or practice in retrieving records from private or remote devices.

7. Does the Department have any written policies or regulations that deal with PIA fees? If so, please provide a citation to any applicable regulations, or a copy of any written policy.

8. Does the Department have any policy or practice with regard to requests for PIA fee waivers on the basis of indigency and/or on the basis of public interest? If so, please provide a copy of any written policy or description of applicable practice.

9. Does the Department regularly inform PIA requestors—either in the 10-day letter or in the final response—about remedies and resources available under the PIA? (*See* GP § 4-203(c)(1)). If so, please describe or attach a copy of the information you regularly provide.

10. Does the Department regularly use any specialized software, equipment, or other technology in its PIA response process? E.g., does the Department use software in gathering, reviewing, and/or redacting requested records? Does it use software in calculating or tracking fees? Does it maintain an electronic log or database of PIA requests it receives and the disposition of these requests? If so, please describe.

11. Does the Department need any additional resources—including training—in order to efficiently meet its obligations under the PIA? If so, please describe your current or anticipated needs in this regard.

12. Is it feasible for the Department to perform periodic self-evaluations of its PIA caseload and performance? Please explain.

13. What is the Department's perspective on expanding PIA compliance-monitoring and extra-judicial review options in the State? Please explain.

Records Management/Retention

1. Does the Department have a designated records officer? (*See* Md. Code Ann., State Government Art., § 10-610, and COMAR 14.18.02). If so, does the Department's records officer work in conjunction with its PIA coordinator or otherwise play any role in the PIA response process? If so, please describe.

2. Are your Department's records described on one or more approved record retention schedules filed with State Archives? If so, when were those schedules last reviewed and/or updated? Please attach a copy.

3. How many divisions, agencies, or offices in your Department do not have an approved record retention schedule filed with State Archives? Please list.

4. Does the Department conduct or participate in any training regarding record retention requirements, record maintenance, or related topics? If so, please describe the frequency and scope of such trainings.

5. Does the Department have any written policy or practice regarding the retention and maintenance of work-related records that may be created, received, or maintained on private or remote devices used by its employees or officials? If so, please attach a copy of such policies or describe the Department's practice.

6. Does the Department have any written policy or practice relating to the retention or management of work-related emails and/or text messages? If so, please attach a copy of any applicable written policy or describe the Department's practice.

7. Does the Department have any written policy or practice relating to the retention or retrieval of work-related social media posts/content? If so, please attach a copy of such policy or describe your current practice.

8. Does your Department need any additional resources—including trainings—in order to efficiently manage its records retention, maintenance, and retrieval practices? If so, please describe your current or anticipated needs in this regard.