

OIP Services Survey

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Response Summary

Total Started Survey: 53
Total Completed Survey: 53 (100%)

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1. ** Which of the following services from OIP have you used or received?

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	Response Percent	Response Count
Attorney of the Day telephone/e-mail request for general advice	59.6%	31
Request for investigation of a Sunshine Law complaint	15.4%	8
Request for assistance due to nonresponse by an agency	7.7%	4
Appeal from a denial of a record request made to an agency	7.7%	4
Request for an opinion by OIP, other than as part of a request for investigation or an appeal	32.7%	17
Continuing legal education course	55.8%	29
In-person training by OIP	40.4%	21
Video training on OIP's website	9.6%	5
Forms on OIP's website	51.9%	27
OIP opinions, index, laws/rules, and other legal resources on OIP's website	76.9%	40
Open government guides on OIP's website	59.6%	31
What's New e-mails and on-line articles	38.5%	20
OIP's OpenLine newsletter	67.3%	35
Tracking of open government legislation	7.7%	4
Records Report System	11.5%	6
Annual Report	5.8%	3

answered question 52

skipped question 1

2. How frequently do you use OIP's services?

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	Response Percent	Response Count
Weekly	3.8%	2

Monthly	28.3%	15
2 to 4 times a year	39.6%	21
Annually	1.9%	1
Infrequently	20.8%	11
Never	5.7%	3
answered question		53
skipped question		0

3. If you are an attorney, are you using OIP's services as a

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	Response Percent	Response Count
Not applicable	25.5%	13
Government attorney	64.7%	33
Government official	5.9%	3
Private practice attorney	0.0%	0
Volunteer board member	0.0%	0
Member of the general public	3.9%	2
Other	0.0%	0
answered question		51
skipped question		2

4. If you are a government board or commission member, or a government employee or official, is your board or agency part of the

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	Response Percent	Response Count
Not applicable	39.6%	19
State	35.4%	17
County	20.8%	10
Judiciary	2.1%	1
Legislature	0.0%	0
Other	2.1%	1
answered question		48
skipped question		5

5. If you are a member of the public, are you using OIP's services as a

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	Response Percent	Response Count
Not applicable	82.5%	33
Private individual	5.0%	2

Media representative	5.0%	2
Public interest group representative	2.5%	1
Board member or volunteer	5.0%	2
Business person	0.0%	0
Private legal practice	0.0%	0
Other	0.0%	0
answered question		40
skipped question		13

6. If you attempted to obtain records from a government agency or inquired about a potential Sunshine Law violation, were you satisfied with OIP's assistance?

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	Response Percent	Response Count
Not Applicable	80.4%	37
Yes	17.4%	8
No	2.2%	1
answered question		46
skipped question		7

7. Why were you satisfied or not satisfied with OIP's assistance in your case?

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	Response Count
Show Responses	16
answered question	16
skipped question	37

8. ** OIP currently provides free and informal services to resolve open government disputes without requiring legal representation or court action. If OIP is given additional responsibilities or powers, but no additional resources or staff beyond its current 7.5 approved personnel positions, are you willing to:

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	Response Percent	Response Count
Pay fees to receive OIP services	11.6%	5
Wait longer for OIP to resolve disputes	32.6%	14
Go through more formal procedures, such as the contested case and administrative procedures required under HRS Chapter 91	16.3%	7
Pay for your own attorney to represent you in OIP proceedings	4.7%	2
None of the above	48.8%	21
answered question		43
skipped question		10

9. ** Do you believe that OIP should be given the following additional powers, without having to seek a court's prior approval?

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	Response Percent	Response Count
Power to issue subpoenas to require the production of witnesses, documents, and other evidence	34.8%	16
Contempt power, including power to fine non-compliant government officials, agencies, and boards	30.4%	14
Injunctive power to require agencies and boards to act or to refrain from taking an action and to void their actions	26.1%	12
Final authority in UIPA and Sunshine Law cases, with no right to judicial appeals by government agencies, but retaining the public's right to appeal at any time	21.7%	10
OIP does not need any new powers	58.7%	27
	answered question	46
	skipped question	7

10. Under the Uniform Information Practices Act (UIPA) and the Sunshine Law, members of the general public have the right to sue an agency, with or without an OIP

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decision. The UIPA does not contain any provision allowing an agency to appeal an OIP decision and the UIPA's legislative history states that the Legislature did not want agencies suing agencies. But in 2009, Hawaii's highest courts allowed an agency to appeal OIP's decision under the UIPA, by using the Sunshine Law's appeal provisions. Do you believe that agencies should be allowed under the UIPA and Sunshine Law to challenge OIP decisions in appeals to the courts?

	Response Percent	Response Count
Yes	80.4%	41
No	19.6%	10
	answered question	51
	skipped question	2

11. Overall, how satisfied are you with OIP's services?

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	Response Percent	Response Count
Very satisfied	17.6%	9
Satisfied	76.5%	39
Dissatisfied	5.9%	3
Very dissatisfied	0.0%	0
	answered question	51
	skipped question	2

12. Why are you satisfied or dissatisfied with OIP's services overall?

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	Response Count
Show Responses	25
answered question	25
skipped question	28

13. Assuming that OIP maintains its current funding and staffing levels, what suggestions do you have to improve OIP's services?

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	Response Count
Show Responses	16
answered question	16
skipped question	37

14. Your name:

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	Response Count
Show Responses	14
answered question	14
skipped question	39

15. Your e-mail address:

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	Response Count
Show Responses	15
answered question	15
skipped question	38

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