

SUMMARY OF OIP'S SERVICES SURVEY RESULTS

From September 21 to November 21, 2011, the state Office of Information Practices conducted an on-line survey of its services. Fifty-three people responded to the survey and identified themselves as follows: 33 government attorneys; 3 government officials; 2 board members or volunteers; 2 private individuals; 2 media representatives; and 1 public interest group representative. The government attorneys, officials, and board members or volunteers totaled 38 of 53 respondents, or 71.6%, which correlates to OIP's attorney of the day user profile showing that 72% of those inquiries came from government agencies in the past fiscal year.

Most of the respondents have used the following OIP services: opinions, index, laws/rules, and other legal resources on OIP's website; OpenLine newsletter; Attorney of the Day telephone/e-mail service for general advice; on-line open government guides; OIP's continuing legal education course; and online forms. Over 32% of the 53 respondents use OIP's services at least monthly, 39.6% use OIP's services two to four times a year, and 28.4% use OIP's services once a year, infrequently, or never.

Forty-eight (94.1%) of 51 respondents reported being satisfied (39) or very satisfied (9) with OIP's services overall, and only three (5.9%) were dissatisfied. Moreover, eight (89%) of the nine people who had requested OIP's assistance in obtaining government records or concerning a potential Sunshine Law violation were satisfied with the help they received from OIP.

Twenty-seven (58.7%) of 46 respondents did not believe that OIP needed any new powers, while 19 (41%) thought that OIP should have one or more of the following powers, without having to seek a court's prior approval: subpoena powers (16 respondents); contempt power (14 respondents); injunctive power (12 respondents); 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 (10 respondents). Forty-one (80.4%) of 51 respondents believed that agencies should be allowed under the UIPA and Sunshine Law to challenge OIP decisions in appeals to the courts, while ten (19.6%) disagreed.

If OIP is given additional responsibilities, but no additional resources or staff, then twenty-two (51.1%) of 43 respondents were willing to do one or more of the following: wait longer for OIP to resolve disputes (14 respondents); go through more formal procedures, such as contested case and administrative procedures under HRS Chapter 91 (7 respondents); pay fees to receive OIP services (5 respondents); or pay for their own attorney to represent them in OIP proceedings (2 respondents). Twenty-one (48.8%) of the respondents did not want to do any of the above.

Attached are the survey questions and responses in a "Response Summary," along with the comments received from respondents. These materials can also be found on OIP's website at hawaii.gov/oip under [What's New](#).