

Request for Approval for Freedom of Information Act (FOIA) Public Liaison Poll

TITLE OF INFORMATION COLLECTION: Freedom of Information Act Public Liaison Poll

PURPOSE: The National Archives and Records Administration's Office of Government Information Services (OGIS) would like to administer a poll of FOIA Public Liaisons (FPLs) on behalf of the National Archives and Records Administration's FOIA Advisory Committee. The purpose of the poll, prepared by the Committee's Oversight and Accountability Subcommittee, is to obtain information about the role of FPLs in the FOIA process and how the position functions in the executive branch.

The Committee will share the results of the poll with NARA, the FOIA community and the public. The information collected may be used to make recommendations for improving federal FOIA administration.

The information gathered from the poll supports the FOIA Advisory Committee's goal of improving FOIA administration throughout the executive branch and supports NARA's goal to drive openness, cultivate public participation, and strengthen our nation's democracy through public access to government records.

DESCRIPTION OF RESPONDENTS: OGIS will send the poll to all FPLs. FPLs are supervisory officials within federal departments and agencies who are responsible for assisting in reducing delays, increasing transparency, understanding the status of FOIA requests and resolving FOIA disputes. Executive Order 13392, Improving Organization Disclosure of Information, signed by President George W. Bush on December 14, 2005, created the FPL position. The OPEN Government of Act of 2007, which amended the FOIA, bolstered the role of the FPL by giving the position statutory authority.

TYPE OF COLLECTION: Form poll

THE SELECTION OF YOUR TARGETED RESPONDENTS: OGIS will rely on the list of FOIA contacts available at <http://www.foia.gov/developer.html> and its internal list of FOIA contacts to define the universe of potential respondents.

ADMINISTRATION OF THE POLL: OGIS will administer the poll via SurveyMonkey.

THE POLL INSTRUCTIONS AND SCRIPTS ARE ATTACHED.

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Dear Colleague,

As part of the Open Government Partnership, the United States committed to take specific actions to modernize the Freedom of Information Act (FOIA), including the creation a FOIA Federal Advisory Committee.

The National Archives and Records Administration (NARA) is home to the FOIA Advisory Committee. NARA's Office of Government Information Service (OGIS), the federal FOIA ombudsman, provides administrative support for the Committee.

The following poll is administered through OGIS on behalf of the FOIA Advisory Committee's Subcommittee on Oversight and Accountability. The purpose of the poll is to obtain information about the role of FOIA Public Liaisons in the FOIA process and how the position functions in the executive branch. We will share the results of the poll with you and use the information collected to develop recommendations the subcommittee will make to the committee to improve overall FOIA operations throughout the federal government. We know your time is valuable and thank you for your help with the poll.

The poll consists of 15 questions and should take between 5 and 10 minutes to complete. Please be sure to answer all questions as accurately as possible.

1. Please enter your current

Position Title	
Series	
Grade	
Organization or Dept.	

2. How long have you been a FOIA Public Liaison?

<input type="checkbox"/>	Less than 1 year
<input type="checkbox"/>	1 year to less than 3 years
<input type="checkbox"/>	3 years to 5 years
<input type="checkbox"/>	5 years+
<input type="checkbox"/>	I don't know

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3. What is the position title of the person to whom you directly report?

[TEXT BOX]

4. Since assuming a FOIA Public Liaison role, you have attended the following FOIA, customer service, or Alternate Dispute Resolution training (Check all that apply).

<input type="checkbox"/>	Agency FOIA Training
<input type="checkbox"/>	Department of Justice (DOJ)
<input type="checkbox"/>	Office of Government Information Services (OGIS)
<input type="checkbox"/>	American Society of Access Professionals (ASAP)
<input type="checkbox"/>	Other Please explain _____
<input type="checkbox"/>	I have not had any training since assuming a FOIA Public Liaison role.

5. Are you planning to attend FOIA, customer service, or Alternate Dispute Resolution (ADR) training in the next 12 months?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

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6. How would you rate the sufficiency of the following resources to fulfill your duties in your FOIA Public Liaison role?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Personnel	[]	[]	[]	[]	[]
Training	[]	[]	[]	[]	[]
Organization Leadership Support	[]	[]	[]	[]	[]
Technology	[]	[]	[]	[]	[]

7. Does your organization inform requesters about the role of FOIA Public Liaisons in the FOIA process?

[]	Yes
[]	No
[]	I don't know

8. How does your organization inform requesters about the role of FOIA Public Liaisons in the FOIA process (Check all that apply).

[]	Agency website provides the name, phone number, and email address for the FOIA Public Liaison
[]	Agency FOIA regulations
[]	Agency FOIA handbook, internal policies and procedures
[]	Agency FOIA Service Center or Hotline
[]	Agency acknowledgement letters
[]	Agency response letters
[]	Agency appeal acknowledgement letters
[]	Agency appeal response letters

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[]	Agency social media
[]	Other Please explain:

9. On average, how often do FOIA requesters contact you?

[]	Less than once a month
[]	Monthly
[]	Weekly
[]	Once a week
[]	Twice a week
[]	Three times a week
[]	Four times a week
[]	More than four times a week

10. On average, how often do FOIA requesters contact you by the methods listed below?

	Frequently	Sometimes	Rarely	Never
Email	[]	[]	[]	[]
Mail	[]	[]	[]	[]
Phone	[]	[]	[]	[]
Fax	[]	[]	[]	[]
In person	[]	[]	[]	[]

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11. On average, how often do you contact FOIA requesters by the methods listed below?

	Frequently	Sometimes	Rarely	Never
Email	[]	[]	[]	[]
Mail	[]	[]	[]	[]
Phone	[]	[]	[]	[]
Fax	[]	[]	[]	[]
In person	[]	[]	[]	[]

12. In the last 12 months, FOIA requesters contacted you about the following FOIA issues.

	Often	Sometimes	Never
Agency FOIA regulations	[]	[]	[]
Appeals	[]	[]	[]
Customer Service			
Delays	[]	[]	[]
Dispute Resolution	[]	[]	[]
Expedited Processing	[]	[]	[]
Fee assessment	[]	[]	[]
Fee waiver	[]	[]	[]
Fees requester category	[]	[]	[]
Litigation	[]	[]	[]
Other	[]	[]	[]
Request status	[]	[]	[]
Responses	[]	[]	[]

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13. Do you know the attorney/attorneys responsible for handling FOIA matters at your organization?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

If yes, how often do you interact with your organization's attorney?

<input type="checkbox"/>	Never
<input type="checkbox"/>	Daily
<input type="checkbox"/>	Weekly
<input type="checkbox"/>	Monthly
<input type="checkbox"/>	Annually

14. What suggestions do you have for how FOIA administration can be improved throughout the executive branch?

[TEXT BOX]

15. Are there any other FOIA issues or topics that you would like us to address in future surveys?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
	Please explain _____

Thank you for your time and feedback!