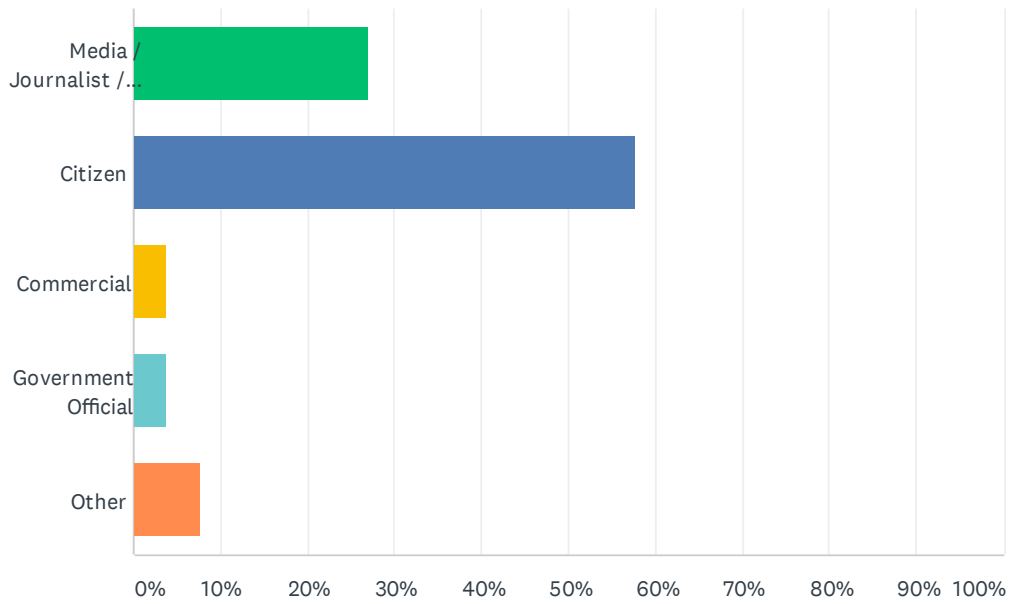


Q1 Which of these best describes the capacity in which you submit RTKL requests?

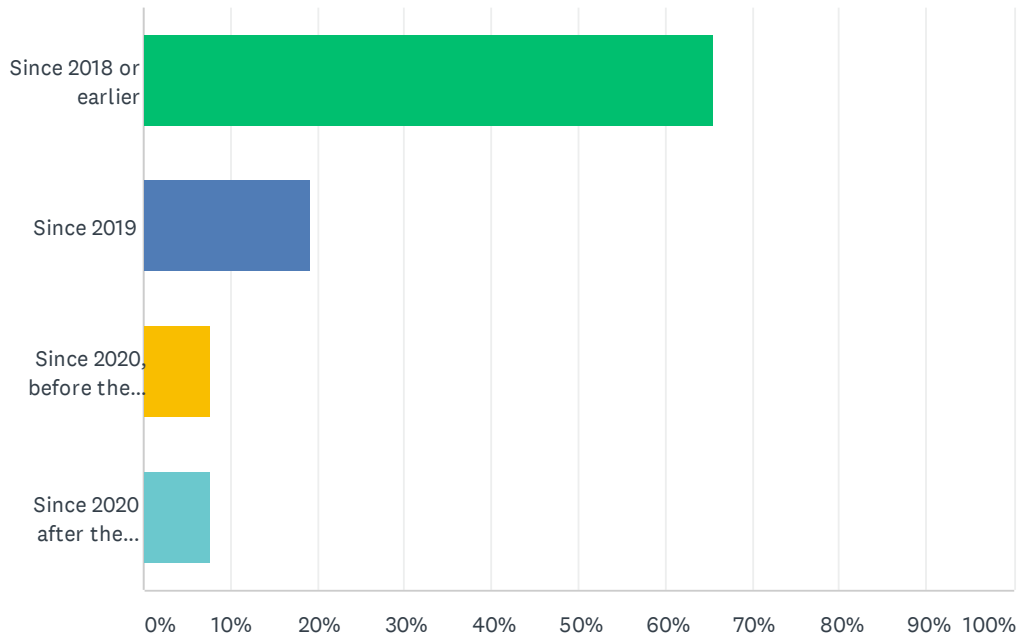
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Media / Journalist / Reporter	26.92%	7
Citizen	57.69%	15
Commercial	3.85%	1
Government Official	3.85%	1
Other	7.69%	2
TOTAL		26

Q2 How long have you been using the RTKL to obtain records?

Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Since 2018 or earlier	65.38%	17
Since 2019	19.23%	5
Since 2020, before the COVID-19 emergency	7.69%	2
Since 2020 after the COVID-19 emergency began	7.69%	2
TOTAL		26

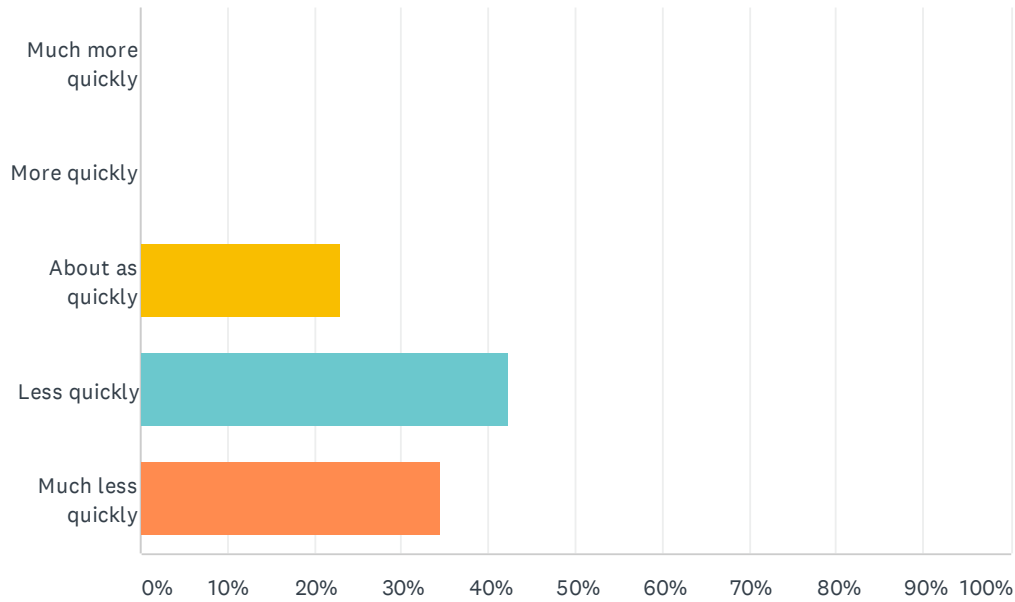
Q3 What is your name and company, publication, or agency (if applicable?)

Answered: 24 Skipped: 2

#	RESPONSES	DATE
1	MaryAnn Pruden	11/16/2020 8:00 PM
2	na	11/16/2020 10:31 AM
3	JOSEPH GENITS	11/14/2020 1:11 AM
4	Jim Connelly Jr	11/13/2020 10:35 PM
5	Ronald Jude Rome - R. Jude Rome Communications	11/13/2020 7:00 AM
6	Janet & Scott Brunermer	11/13/2020 1:04 AM
7	N/A	11/12/2020 5:34 PM
8	Kay Stephens, Altoona Mirror	11/12/2020 4:22 PM
9	Trisha Frasetto, Charles Jones	11/12/2020 2:38 PM
10	Carrie	11/12/2020 2:32 PM
11	Gina Diorio, Commonwealth Partners	11/12/2020 1:52 PM
12	Jim Mollick	11/12/2020 1:30 PM
13	Martin Kessler	11/12/2020 11:24 AM
14	Esther Falcetta	11/12/2020 11:01 AM
15	Susan Schwartz, Press Enterprise	11/12/2020 10:57 AM
16	Jack Williams	11/12/2020 10:51 AM
17	NA	11/12/2020 10:51 AM
18	Ed Braukus IBEW Local 743	11/12/2020 10:39 AM
19	AFSCME Council 13	11/12/2020 10:32 AM
20	Christianna Holler	11/11/2020 2:54 AM
21	Lou Aliota	11/10/2020 10:14 PM
22	Melissa Melewsy, Pennsylvania NewsMedia Assn	11/10/2020 9:40 PM
23	Bucks County Courier Times	11/10/2020 8:55 PM
24	NBC Philadelphia	11/10/2020 10:09 AM

Q4 During the COVID-19 emergency, in general, have quickly have you received responses to RTKL requests, compared to before the emergency?

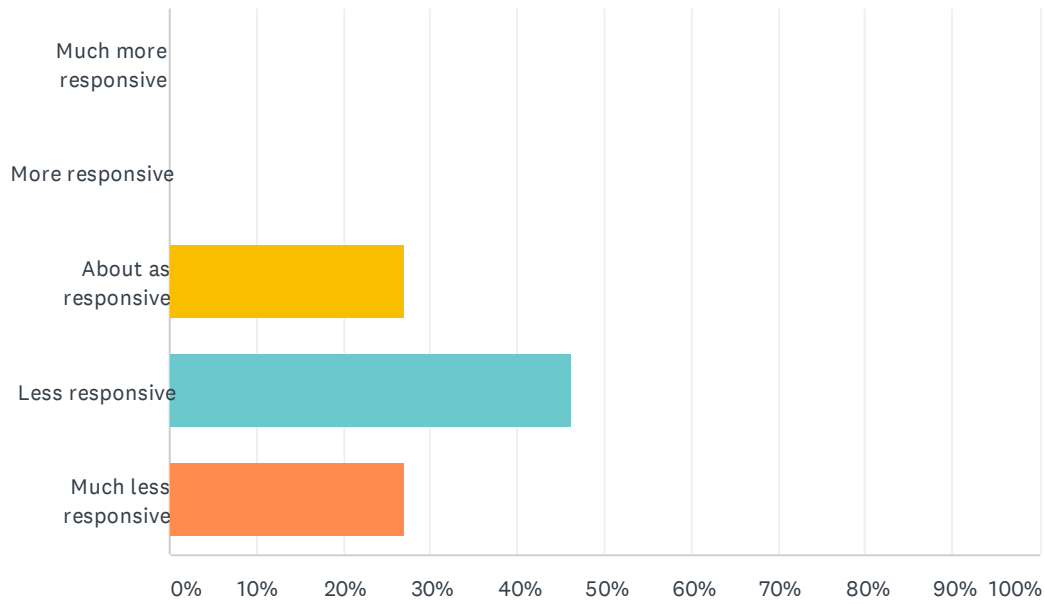
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES
Much more quickly	0.00% 0
More quickly	0.00% 0
About as quickly	23.08% 6
Less quickly	42.31% 11
Much less quickly	34.62% 9
TOTAL	26

Q5 During the COVID-19 emergency, have you found agencies to be more responsive or less responsive to RTKL requests?

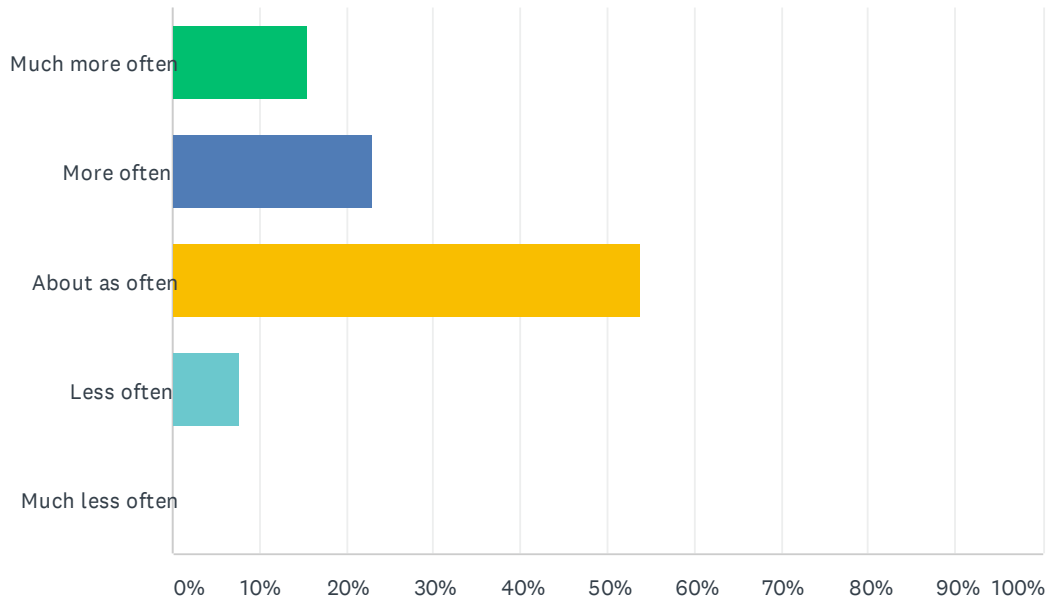
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Much more responsive	0.00%	0
More responsive	0.00%	0
About as responsive	26.92%	7
Less responsive	46.15%	12
Much less responsive	26.92%	7
TOTAL		26

Q6 During the COVID-19 emergency, have you found that agencies are invoking a 30-day extension of time to respond to RTKL requests more often or less often?

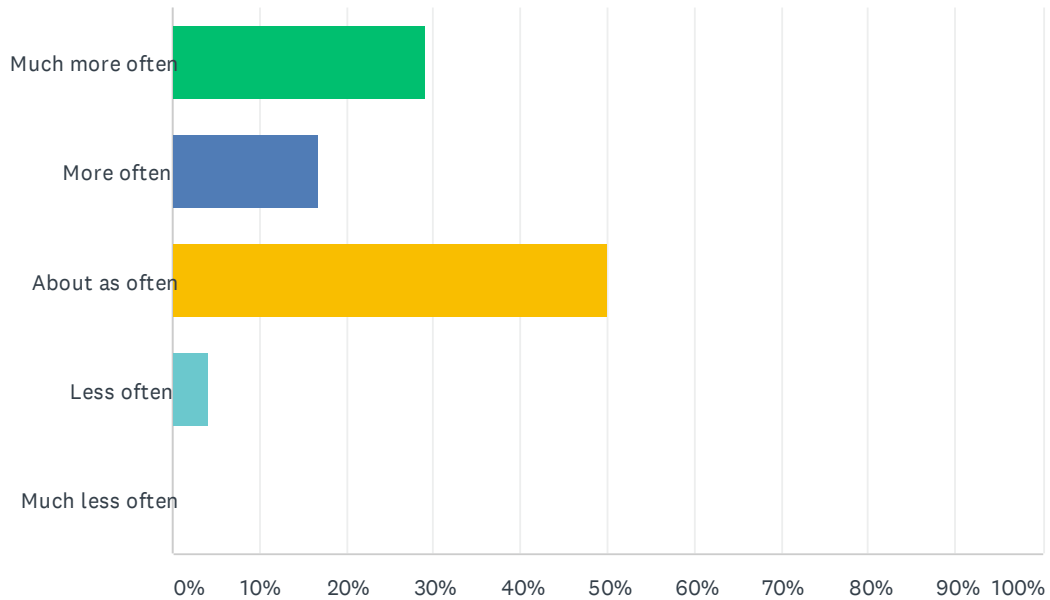
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Much more often	15.38%	4
More often	23.08%	6
About as often	53.85%	14
Less often	7.69%	2
Much less often	0.00%	0
TOTAL		26

Q7 During the COVID-19 emergency, have you found agencies requesting additional time to respond beyond a 30-day extension more often or less often?

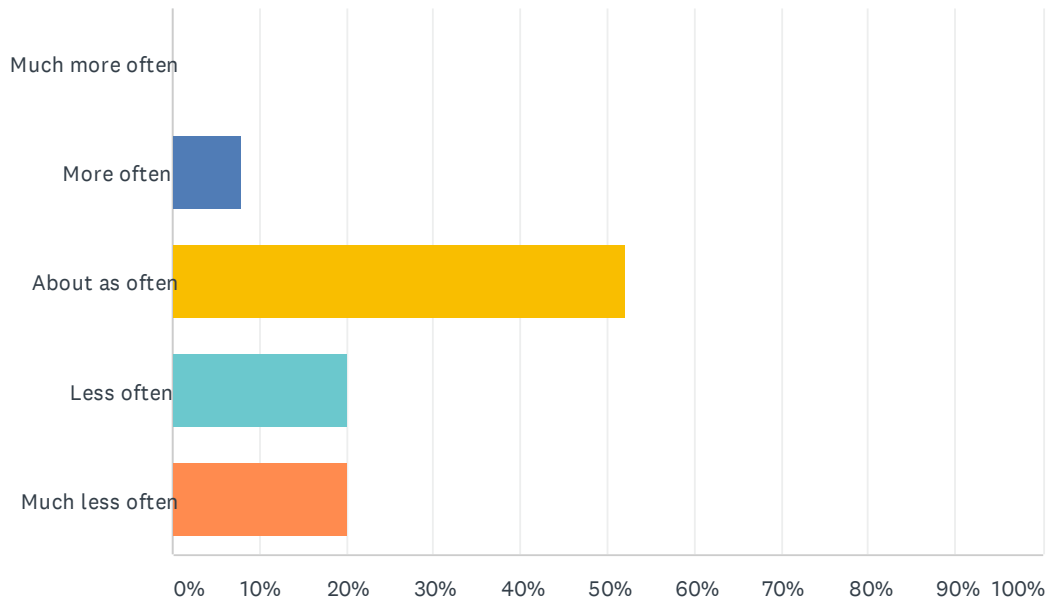
Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES	
Much more often	29.17%	7
More often	16.67%	4
About as often	50.00%	12
Less often	4.17%	1
Much less often	0.00%	0
TOTAL		24

Q8 Thinking back to the approximately two-month period between the start of the COVID-19 emergency in March and when counties entered the green phase in May, how often did you receive timely responses (either within five business days or within a 30-day extension)?

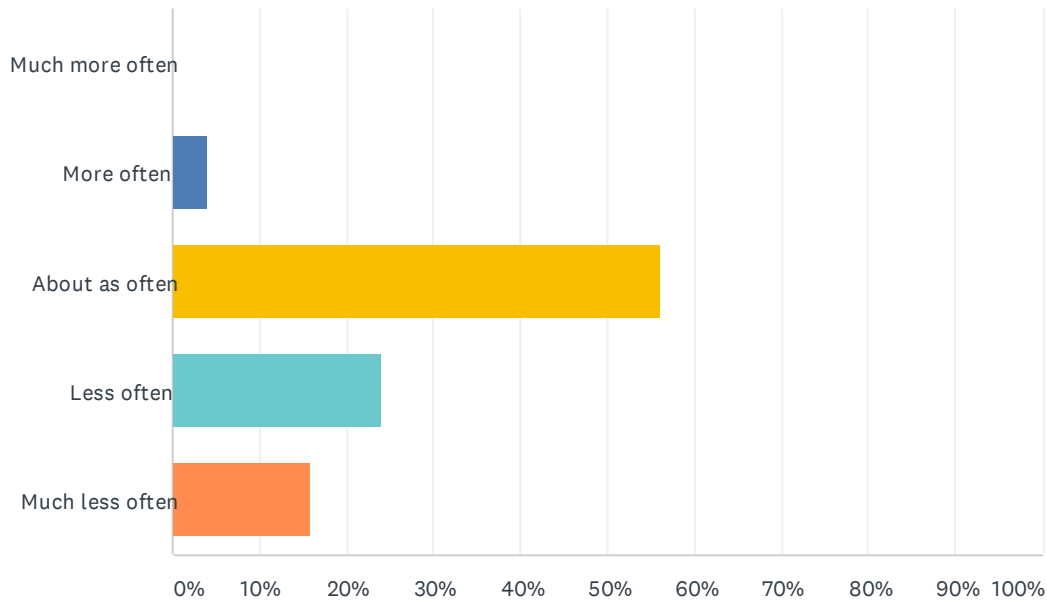
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES	
Much more often	0.00%	0
More often	8.00%	2
About as often	52.00%	13
Less often	20.00%	5
Much less often	20.00%	5
TOTAL		25

Q9 Since all counties entered the green phase in May, how often have you received a timely initial response to your requests?

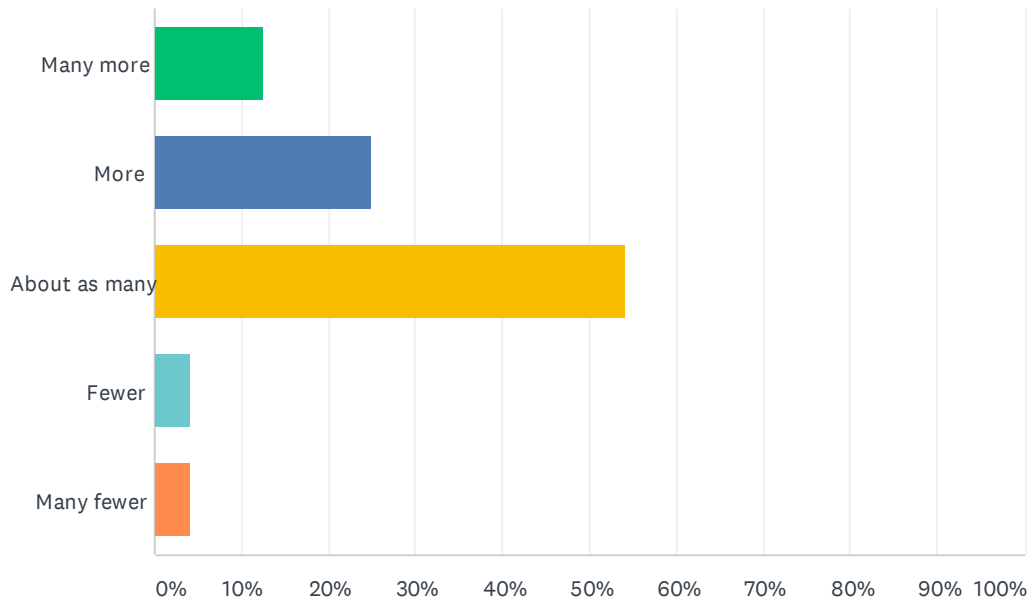
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES
Much more often	0.00% 0
More often	4.00% 1
About as often	56.00% 14
Less often	24.00% 6
Much less often	16.00% 4
TOTAL	25

Q10 During the COVID-19 emergency, have you submitted more appeals or fewer appeals arising from your RTKL requests?

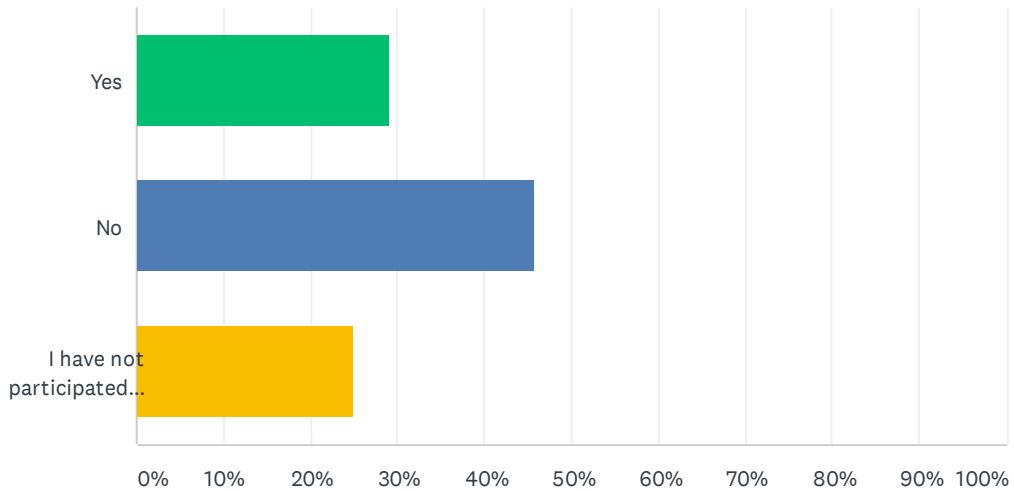
Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES	
Many more	12.50%	3
More	25.00%	6
About as many	54.17%	13
Fewer	4.17%	1
Many fewer	4.17%	1
TOTAL		24

Q11 If you have participated in an OOR appeal since the start of the COVID-19 emergency, have you encountered issues communicating with an appeals officer?

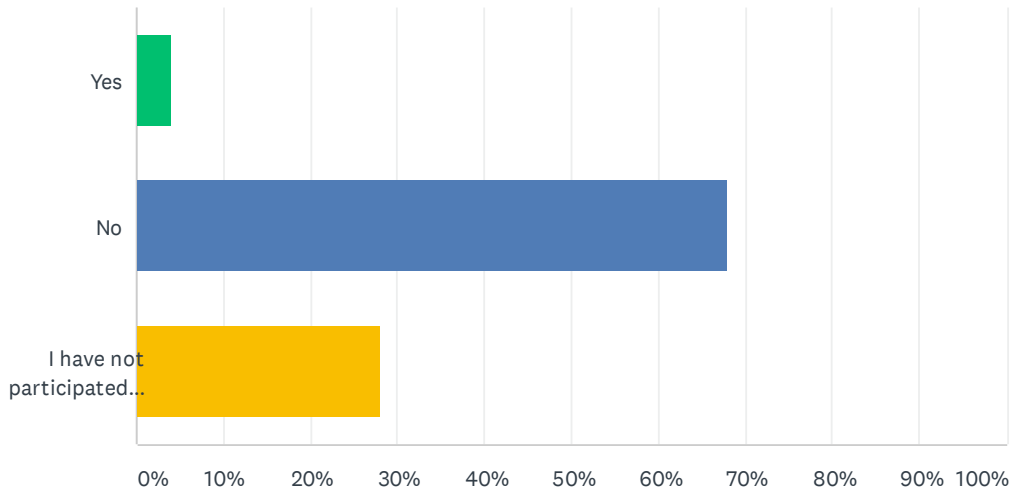
Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	29.17%	7
No	45.83%	11
I have not participated in an appeal	25.00%	6
TOTAL		24

Q12 If you have participated in an OOR appeal since the start of the COVID-19 emergency, have you encountered difficulty complying with submission deadlines set by the OOR?

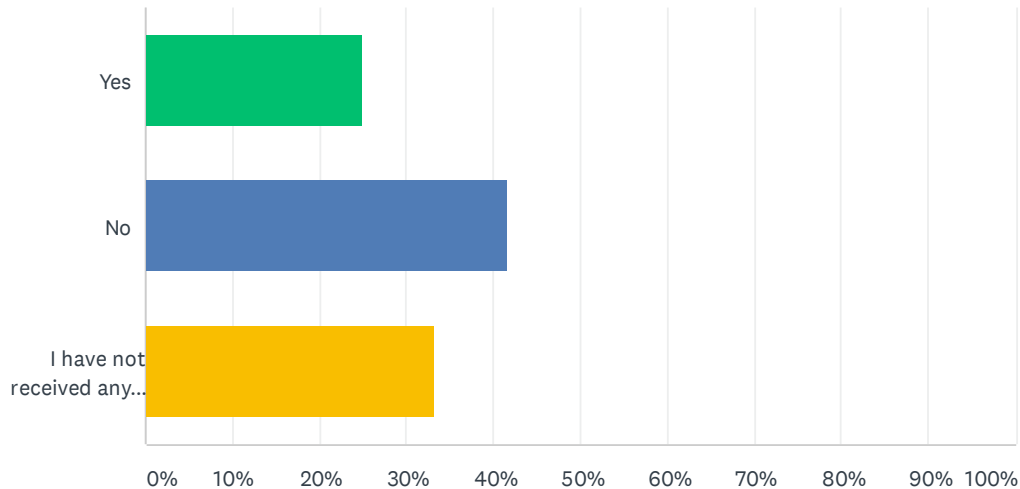
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	4.00% 1
No	68.00% 17
I have not participated in an appeal	28.00% 7
TOTAL	25

Q13 If you have participated in an OOR appeal since the start of the COVID-19 emergency, have you encountered any issues with agencies complying with any final determinations issued by the OOR?

Answered: 24 Skipped: 2

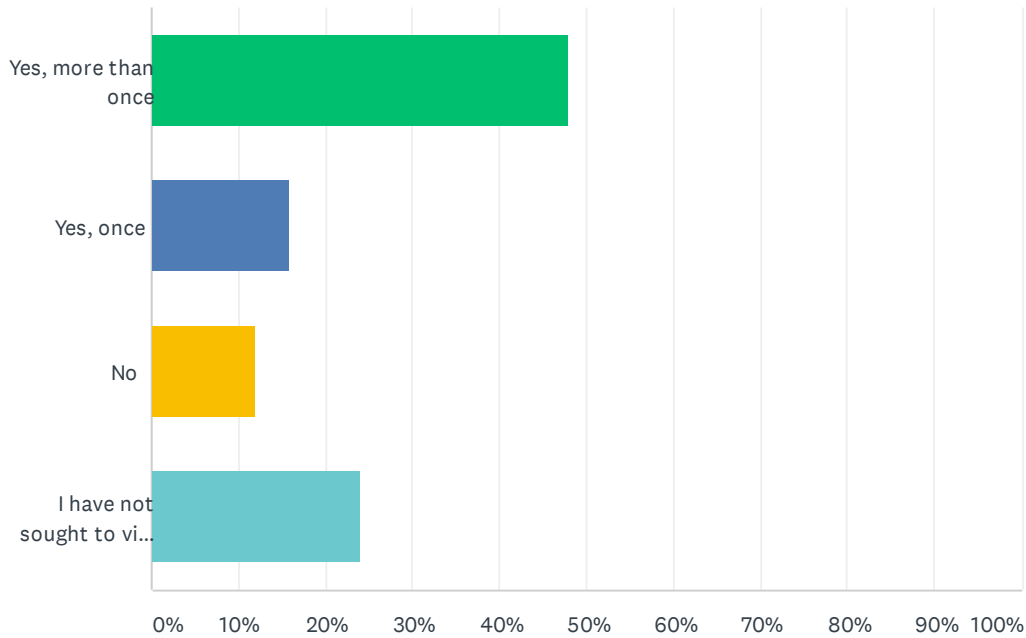


ANSWER CHOICES	RESPONSES
Yes	25.00% 6
No	41.67% 10
I have not received any final determinations form the OOR	33.33% 8
TOTAL	24

#	IF SO, PLEASE ELABORATE -	DATE
1	The DOH is doing everything possible to prevent giving put information	11/16/2020 8:00 PM
2	Records granted were not provided by agencies.	11/12/2020 2:32 PM
3	The Agency does not follow the clarification of the law found in Final determinations and continue to make the same error over and over again	11/12/2020 1:30 PM
4	I contacted the OOR previously about this issue and they said they couldn't enforce	11/12/2020 10:32 AM
5	Confusion by the RTK attorney of the public entity in using the email address which did not change for 20 years	11/10/2020 10:14 PM
6	They wait until the last day of 30 to provide documents	11/10/2020 8:55 PM

Q14 If you have sought to attend, view, or listen to a public meeting during the COVID-19 emergency, have you encountered issues that prevented you from doing so satisfactorily?

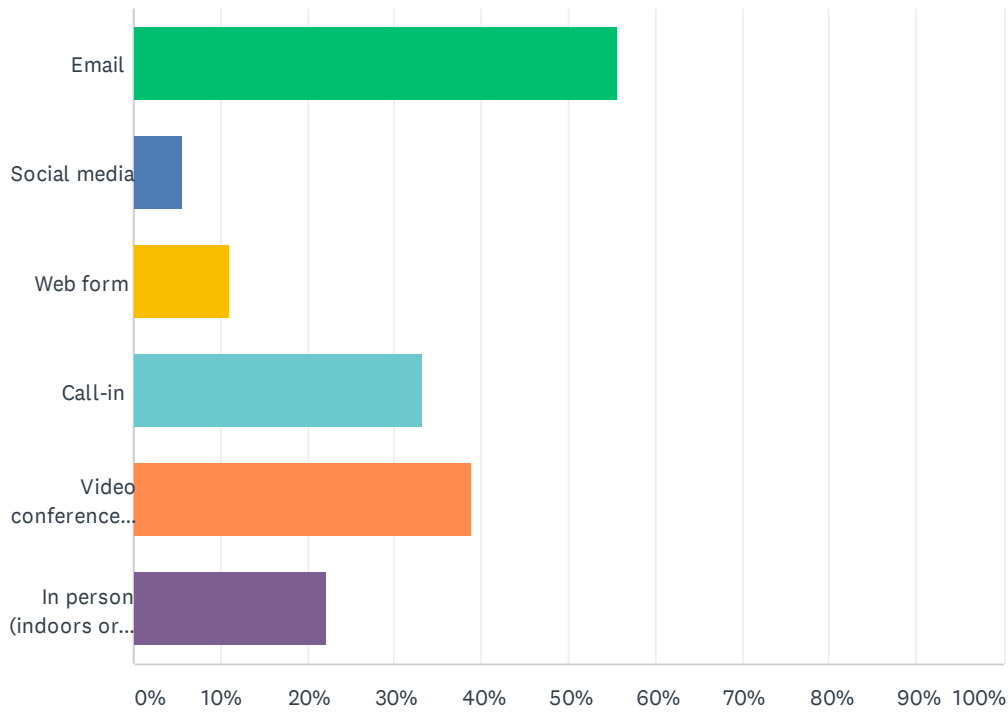
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, more than once	48.00%	12
Yes, once	16.00%	4
No	12.00%	3
I have not sought to view or listen to a public meeting held by an agency	24.00%	6
TOTAL		25

Q15 If you sought to comment on a public meeting during the COVID-19 emergency, how did you submit your comments? (Check all that apply)

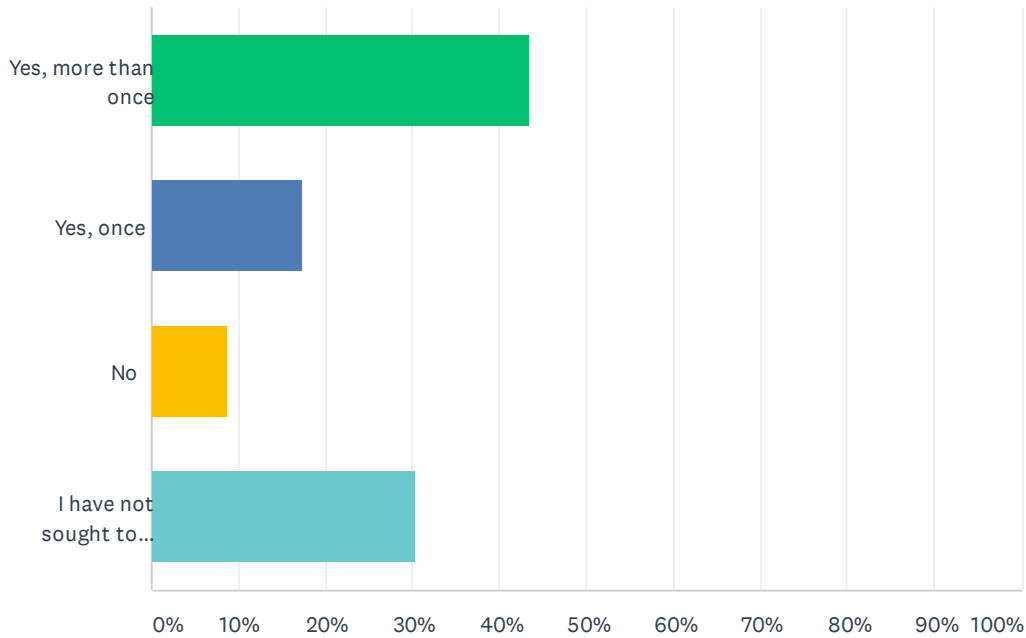
Answered: 18 Skipped: 8



ANSWER CHOICES	RESPONSES	
Email	55.56%	10
Social media	5.56%	1
Web form	11.11%	2
Call-in	33.33%	6
Video conference participation	38.89%	7
In person (indoors or outdoors)	22.22%	4
Total Respondents: 18		

Q16 If you sought to comment on a public meeting during the COVID-19 emergency, have you encountered issues that prevented you from doing so satisfactorily?

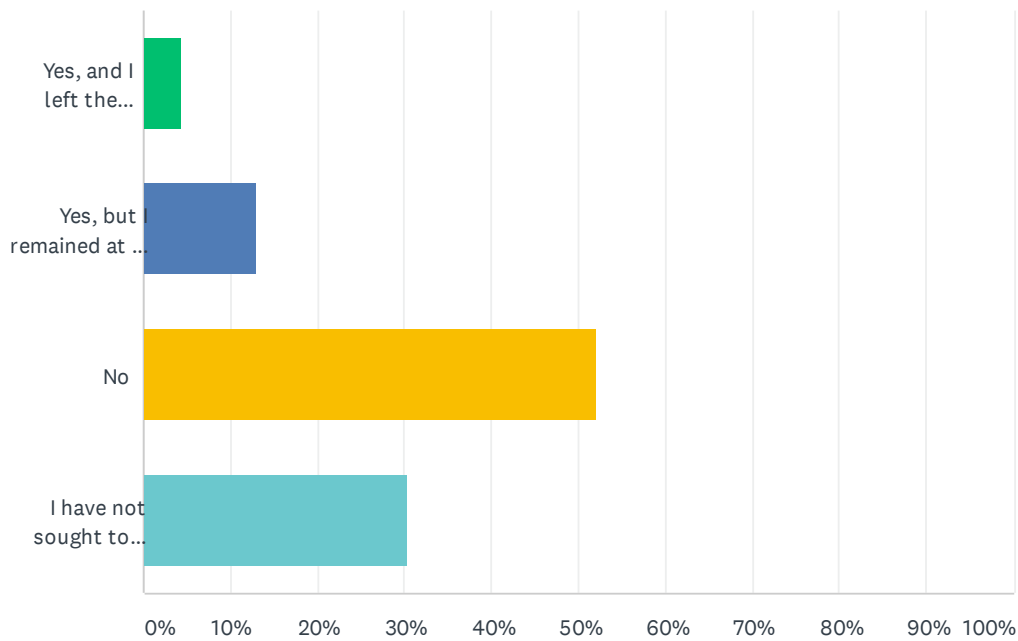
Answered: 23 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes, more than once	43.48%	10
Yes, once	17.39%	4
No	8.70%	2
I have not sought to comment on a meeting held by an agency	30.43%	7
TOTAL		23

Q17 At any point during the COVID-19 emergency, have you felt safety precautions taken by an agency at a public meeting were insufficient?

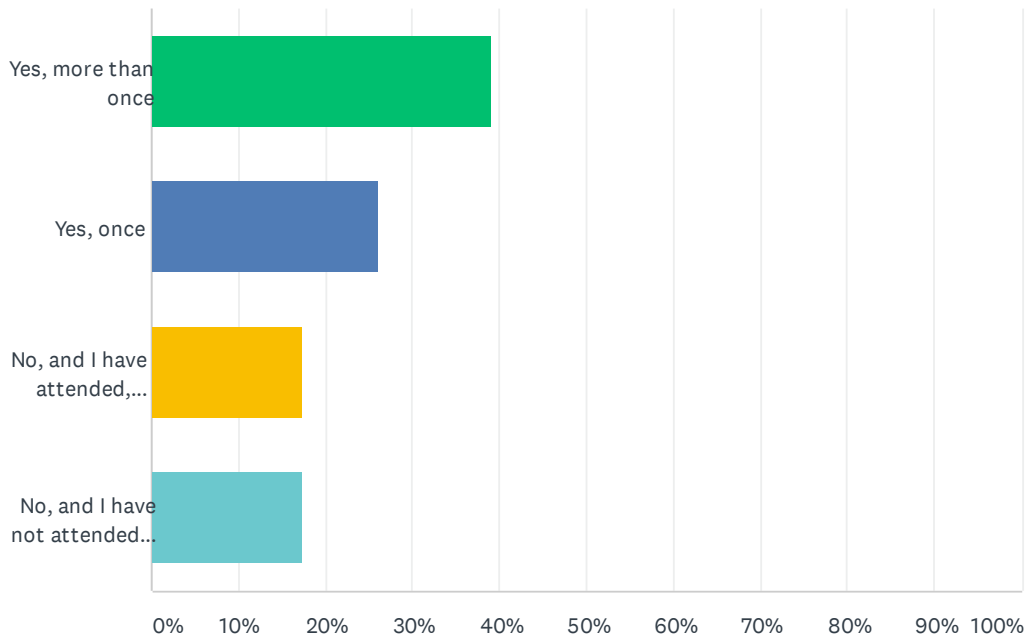
Answered: 23 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes, and I left the meeting or did not attend	4.35%	1
Yes, but I remained at the meeting	13.04%	3
No	52.17%	12
I have not sought to attend, view, or listen to a public meeting	30.43%	7
TOTAL		23

Q18 Have you voiced concerns about compliance with The Sunshine Act with an agency during the COVID-19 emergency?

Answered: 23 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes, more than once	39.13%	9
Yes, once	26.09%	6
No, and I have attended, viewed, or listened to a public meeting during the COVID-19 emergency	17.39%	4
No, and I have not attended, viewed, or listened to a public meeting during the COVID-19 emergency	17.39%	4
TOTAL		23

**Q19 Please share any comments or concerns you have regarding the
Sunshine Act.**

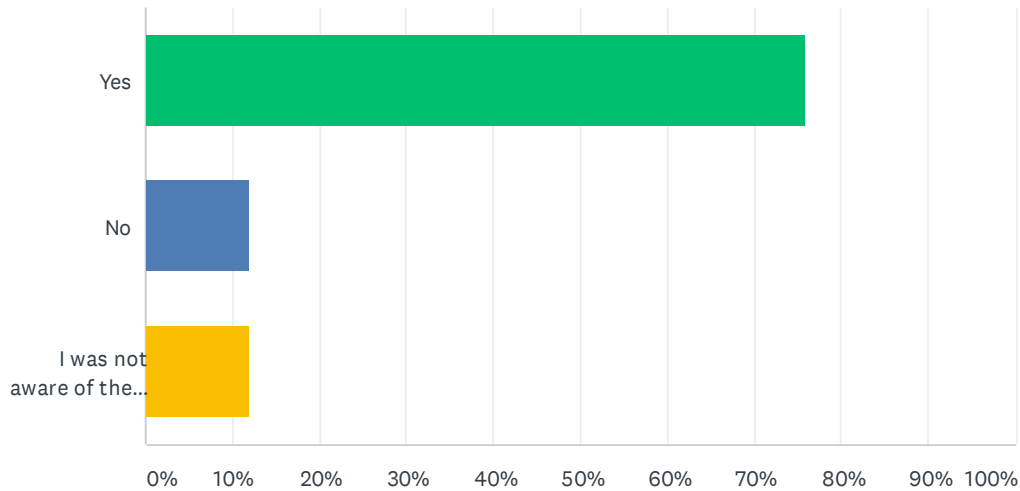
Answered: 15 Skipped: 11

Office of Open Records - COVID-19 Survey for Requesters

#	RESPONSES	DATE
1	A borough agency ignored the OOR guidelines for required council meetings and locked out the public stating that the media representative was sufficient for attendance	11/14/2020 1:11 AM
2	The penalty should be more severe.	11/13/2020 10:35 PM
3	My experience is that I had to educate the municipality - Exeter Borough - Luzerne County - on the requirement to ensure videoconferenced meetings were open to the public rather than requiring the public to provide written questions in advance of the meeting.	11/13/2020 7:00 AM
4	My local agency never responds. Ever. Even with affirmed and consented county court orders and contempt charges. I live in a corrupt county with a judge that legislates from the bench, despite local rules and law.	11/13/2020 1:04 AM
5	The Twp. redacted comments made by a Commissioner in a public Zoom meeting so that they did not appear in the written minutes. Then removed the ZOOM meeting video immediately when the minutes were posted to their web page. The act does not cover this, I checked. It should.	11/12/2020 5:34 PM
6	My county commissioners regularly convene via video connections but leave the public and the reporters with phone connections only. While that may meet the letter of the law, it's highly ineffective. It's also ineffective that the elected leaders decline to respond to public comment -- which seems to be much easier while conducting meetings in cyberspace.	11/12/2020 4:22 PM
7	Lawrence County Commissioners failed to read comments or questions via email when the public was not allowed to attend in person. LC also changed a public participation policy without proper notification during the government building closure.	11/12/2020 2:32 PM
8	My RepublicanTownship kept its offices open throughout the Covid situation. They have had meetings in public for the vast majority of the Covid situation. They have also processed RTK requests as usual during the entire pandemic. On the other hand, the Democrat School Board shut its offices down and refused to process RTK requests for months. They stopped in person meetings and instituted video conference meetings that were the subject of multiple technical difficulties and inability to observe the Board members during the meeting. Even though the District's offices have been re-opened for months, the Board refuses to go back to in-person meetings and appear to be milking this pandemic.	11/12/2020 1:30 PM
9	As always, this law needs significant revisions to be fully effective for agencies AND citizens/media. I understand the frustrations of agencies and certainly understand the frustrations of citizens/media.	11/12/2020 11:01 AM
10	Some agencies are trying to have it both ways, having councils/boards meet in person while the public watches on Zoom. But it's hard to see and hear when the computer camera is trying to show the entire board instead of a single person.	11/12/2020 10:57 AM
11	City of Johnstown fails to follow the intent and purpose of the Sunshine Act, and I believe fails to make available full details of proposed legislative actions before official actions is taken.	11/12/2020 10:51 AM
12	too many agencies are still holding large meetings in person where everyone knows more than 25 people will attend. This keeps those with health concerns away.	11/12/2020 10:39 AM
13	Local governments and school districts are not all equipped or have the resources to comply with the spirit of open meetings.	11/12/2020 10:32 AM
14	The public agency does not follow its own policies relative to how long one can comment and there is a blatant refusal to answer questions from the public whether at the meetings or in written manner.	11/10/2020 10:14 PM
15	Lower Southampton supervisors are not allowing individuals to comment during meetings which well Held via teleconference. The public is only allowed to participate via telephone listening only and they have to submit emails prior to the meeting and they are not allowed to comment when they do not take comments during the meeting even before voting on items	11/10/2020 8:55 PM

Q20 Have you found the guidance posted on the OOR website regarding Right-to-Know Law and Sunshine Act procedures during the COVID-19 emergency website to be sufficient?

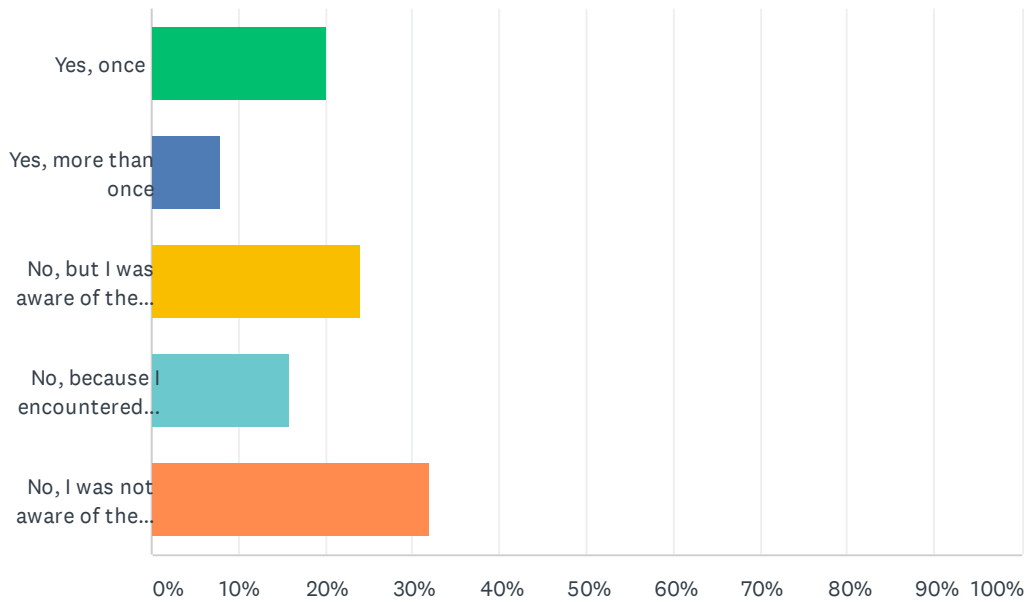
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	76.00%	19
No	12.00%	3
I was not aware of the guidance on the OOR website	12.00%	3
TOTAL		25

Q21 During the COVID-19 emergency, have you attended any of the OOR's online webinar training sessions?

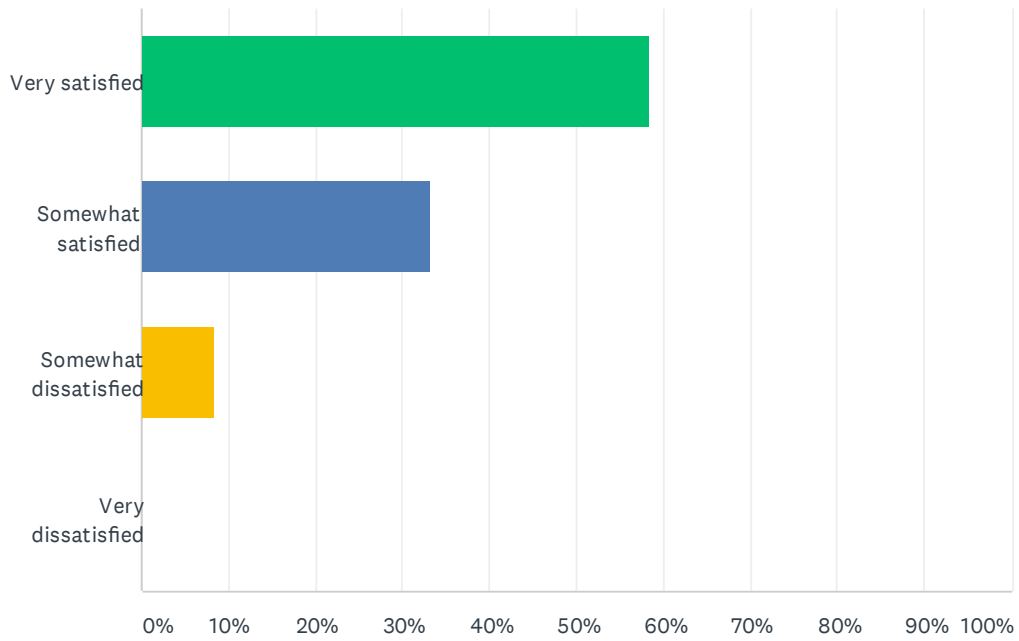
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, once	20.00%	5
Yes, more than once	8.00%	2
No, but I was aware of the trainings	24.00%	6
No, because I encountered technical difficulties attempting to attend	16.00%	4
No, I was not aware of the trainings	32.00%	8
TOTAL		25

Q22 If you attended any of the OOR's webinar training sessions, how satisfied were you with the content?

Answered: 12 Skipped: 14



ANSWER CHOICES	RESPONSES	
Very satisfied	58.33%	7
Somewhat satisfied	33.33%	4
Somewhat dissatisfied	8.33%	1
Very dissatisfied	0.00%	0
TOTAL		12

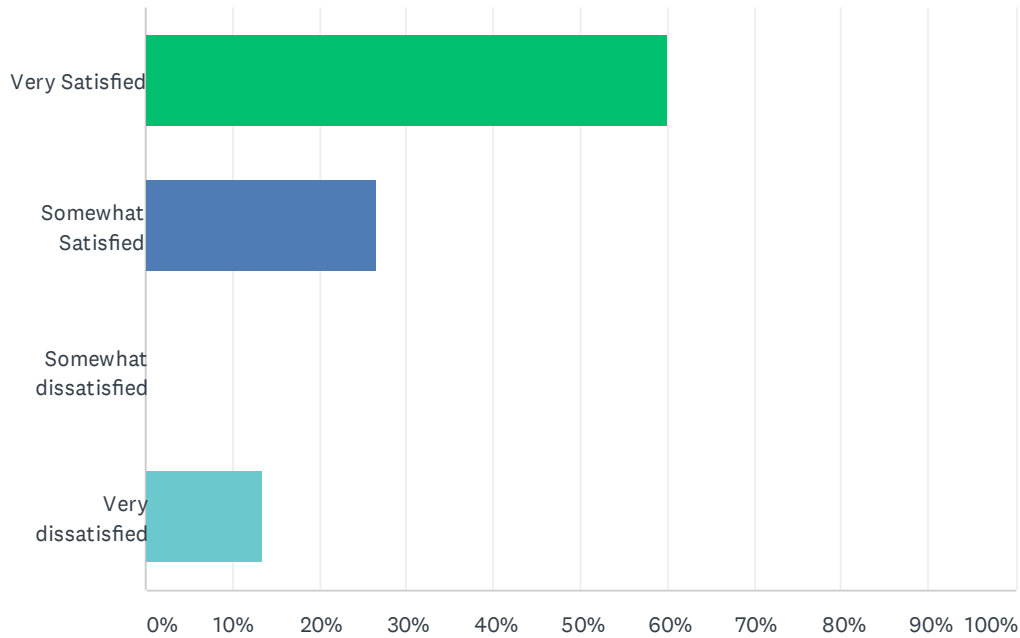
Q23 Are there specific topics you would like to see covered in an OOR webinar training?

Answered: 12 Skipped: 14

#	RESPONSES	DATE
1	Specifics about requiring boroughs to appoint a deputy open records officer when the primary appointed officer takes days off, sick leave, or is unavailable to respond to RTKL requests within the 5 days.	11/14/2020 1:11 AM
2	Why having the RTK process we must keep government transparent.	11/13/2020 10:35 PM
3	N/A	11/13/2020 7:00 AM
4	What to file pro se if you win an appeal. Mandamus or Petition to enforce? I would love to get out of my local yocal crony county court system!	11/13/2020 1:04 AM
5	I would like to see training relating to video and written records of meetings. What is legal and what is not legal.	11/12/2020 5:34 PM
6	Reiterate the importance of open records and availability to such records more so now then ever.	11/12/2020 2:38 PM
7	Affidavits submitted by agencies.	11/12/2020 2:32 PM
8	I tried to attend the Webinar and was unable to with my personal conferencing software. The webinar required a business software program that I could not obtain and/or pay for. I would suggest switching to zoom or other public platform	11/12/2020 1:30 PM
9	It would be helpful if OOR could survey citizens, media and agencies to determine the most significant concerns regarding the Sunshine Act.	11/12/2020 11:01 AM
10	How citizens should handle violations of the Sunshine Act and Right to Know Law, as well as the fact that just because a record or meeting CAN be kept from the public doesn't mean it MUST be.	11/12/2020 10:57 AM
11	I attended trainings before COVID. They were great. They were responsive and I had individual follow up after the training with staff. 10/10	11/12/2020 10:32 AM
12	Responsibility and accountability, transparency of the ORO, RTK attorney, and any other public elected or appointed official	11/10/2020 10:14 PM

Q24 If you have sought guidance directly from the OOR on an issue during the COVID-19 emergency through the OOR’s web form, email, mail, or phone, how satisfied have you been with the OOR’s response?

Answered: 15 Skipped: 11



ANSWER CHOICES	RESPONSES	
Very Satisfied	60.00%	9
Somewhat Satisfied	26.67%	4
Somewhat dissatisfied	0.00%	0
Very dissatisfied	13.33%	2
TOTAL		15

Q25 Please share any additional comments or concerns about any of the topics addressed in this survey.

Answered: 12 Skipped: 14

#	RESPONSES	DATE
1	To elaborate on #6 in this Q&A- I received 30-day extensions less often not because they were rapidly complying but opposite. Agencies have completely disregarded any sense of deadline or need to request for extensions. With COVID-19 as an excuse for everything now, they feel that by sending an email when request is submitted saying that there are delays due to COVID-19 is sufficient to not comply with any deadline. This is still ongoing months after we went into Green phase.	11/16/2020 11:35 AM
2	I am very satisfied. Especially when I file an appeal. the RTK attorneys are very fair. I trust their decisions.	11/13/2020 10:35 PM
3	N/A	11/13/2020 7:00 AM
4	Too much to share over my smart phone. Unfortunate that local agencies have greater access to the OOR than requesters have... I'll just shut up now.	11/13/2020 1:04 AM
5	Really feel like the public is being forgotten -- or cast aside -- during public meetings that are convened through advanced technology. Same goes for court hearings. Very discouraging.	11/12/2020 4:22 PM
6	FD deadlines are being extended by the OOR without the requester's permission when agencies allege COVID disruptions without providing any evidence.	11/12/2020 2:32 PM
7	OOR has been great. Agencies, less so.	11/12/2020 1:52 PM
8	I appreciate what the OOR did during the pandemic and how it held agencies accountable to providing records to the public. You have a tremendous staff and leadership	11/12/2020 1:30 PM
9	Your survey assumes the respondent is frequent user of the RTKL. I made a request only one time as a citizen.	11/12/2020 11:24 AM
10	Thanks for all of the efforts on behalf of OOR!	11/12/2020 11:01 AM
11	Most of the places I make requests have done their best during covid. The places where I had delays were the same places that I had dealt with and 30 day extensions, and appeals before covid. A bigger concern I have witnessed is the lack of access for public meetings. Participants are often not able to be vocal or do not have the equipment technology to participate. There are some areas where internet access and public resources within an agency/boro are serious barriers. I wish there was more enforcement on this issue.	11/12/2020 10:32 AM
12	There is no way to validate or verify that ALL public documents are provided to the requester. There must be notarized sworn affidavits from all public officials who provides documents and information. The law must be changed to include the ORO answer questions relative to the requested public documents.	11/10/2020 10:14 PM