Meeting #10

June 27, 2016

COUNCIL ON OPEN DATA

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Welcome and Introductions

- Update on Barney Krucoff
- Changes in GIO's Office

News Items & Updates

- Future Dates for Council Meetings – minimizing scheduling conflicts
- Governor Hogan's new Statewide Service Initiative
- Improved Search on data.maryland.gov – More relevant and faster results
- Updated links to MD iMAP layers on data.maryland.gov
- Highlights from other Open Data and GIS programs

Public Information Act (PIA)

- Council's 2015 Annual Report Recommendations for 2016 – PIA and Statewide Data Resources Inventory
- Existing PIA practices – Changes to law effective October 1st 2015
- Existing PIA practices – Agency by agency
- Possibility of tracking all agencies' PIA metadata as Open Data
- Possibility of tracking all agencies' PIA full responses as Open Data

Permitting and Licensing Data

- Council's 2015 Annual Report Recommendations for 2016 – Agencies are asked to begin publishing full records on individual permits and licenses as Open Data
- First steps – Possibility for pilot project
- Considerations for Personally Identifying Information (PII)

News Items & Updates

Future Dates for Council Meetings

- The legislation says there are 37 members
- At least two meetings per year required
- Designate two meetings per year as "required" or "official semi-annual meeting"
- At one of the official meetings, vote on a schedule for the interim meetings
- Different days and times so we don't exclude anybody for each one?
- Suggested Official Meetings schedule
    - Nov or Dec (annual report due to Legislature Jan 5)
    - May or June (6 months from other meeting
    - Avoid July/August and Thanksgiving and Christmas seasons

Governor Hogan's Statewide Service Initiative

Governor Larry Hogan Launches Customer Service Initiative

June 9, 2016

Administration Launches Customer Service Promise; Key Principles to Serve as Basis for Interactions between State Employees and Constituents

ANNAPOLIS, MD – Governor Larry Hogan today launched the Customer Service Initiative, a continuous program designed to foster improvements in customer service across Maryland state agencies. The initiative, which goes into effect immediately, focuses on three core deliverables: a renewed focus on a strong service culture in state agencies; improved customer service training for state employees; and the establishment of new service performance metrics, which will allow the administration and all Marylanders to track improvements in customer service over time.

← *Screenshot from Governor's Office website*

THE CUSTOMER SERVICE PROMISE

The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.

- **Timely and Responsive:** We will be proactive, take initiative and will try to anticipate your needs.

- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement State policies and procedures.

- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.

- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.

- **Resolution:** We will inform constituents clearly and concisely and provide assistance in a timely manner.

CHANGING
Maryland
for the Better

For more information on the State of Maryland's customer service program, or to submit a suggestion, please contact maryland.gov/customerservice.

Improved Search on data.maryland.gov

- The search catalogue on http://data.maryland.gov was reengineered and redesigned by vendor
- Changes went into effect about two weeks ago
- The improvements address a number of long-standing issues
    - Relevance of results is improved (no longer is the number one search result always 'FY12 Funding Payments Data')
    - Speed of searching is improved
    - Results no longer overflow on the right side of the page
    - Tags/keywords, as well as date of last update, are now shown directly in search results
    - Improved and streamlined design

Improved Search on data.maryland.gov

One large drawback

- Dataset icons are no longer included in the catalogue.
  - DoIT had uploaded hundreds of icons for Open Data and GIS resources
  - Repeatedly discussed this issue with the vendor
  - The icon graphics are only viewable in each dataset's dedicated metadata page

Is this a priority for the Council?

  - DoIT recommends this is not a priority

<u>Updated links to MD iMAP Layers on data.maryland.gov</u>

- Links to all MD iMAP layers in the data catalog on data.maryland.gov
- Data resides only on MD iMAP
- **New:** GIO has updated all layers on MD iMAP to show the full name of each map service and each map layer,
  - **Old MD iMAP Layer Title:** *Parcel Points*
  - **New MD iMAP Layer Title:** *Maryland Property Data – Parcel Points*
- The layer URLs changed at the same time
- GIO is now in the processing of updating the http://data.maryland.gov links to point to the new MD iMAP layers.
- **<u>Notice</u>**: On http://data.maryland.gov, the old (broken) links to MD iMAP will be taken down in one month (July 27th)
- GIO will be publishing an Open Data dataset showing the old links' updated URLs
- Users who bookmarked the old links can easily find the new ones

Highlights from other Open Data and GIS Programs

- [Los Angeles](#)
  - Deployed 100 Gbps (gigabits per second) system for researchers and students to access data on its two Open Data Portals
  - This access speed is key for developing on public data sources which are reported in near to real-time – [and Los Angeles has many](#).
  - **Discussion:** Could a similar approach help Maryland's colleges and universities make better use of Maryland's Open Data Portal and MD iMAP datasets?
- MIT Media Lab
  - Launched [Data USA](#), a set of dashboards
  - Automatically generates detailed data visualizations using Open Data from all 50 states
  - Much of the source data is from the U.S. Census.
  - [Maryland's Data USA page can be found here](#)
  - Serves as a useful supplement to our state-produced Open Data resources

Follow Up Item: Center for Public Integrity Report

- Maryland gets a "D" overall (that is above average) http://www. publicintegrity.org/2015/11/03/18822/how-does-your-state-rank-integrity

- Two meetings ago (Nov. 2015), we discussed whether and how the Council wished to respond.

- GIO and multiple state governments were on a call with the Center for Public Integrity on Feb. 17th

- All states concerns with the accuracy, fairness, and methodology of the Center for Public Integrity's report

- The Center agreed with many of the recommendations on the call. Some of the results of that call were:

  – The research for next year's report will attempt to use more government resources – not just journalists and non-profits

  – There will be a draft report with a commenting period

  – States will be able to provide links to any resources

Public Information Act (PIA)

Council on Open Data Recommendations and Goals—2016
• The Office of the Attorney General (OAG) and DoIT should leverage new provisions of the PIA to encourage agencies to identify additional datasets for publication as open data.
• DoIT, with input from the council, should report on the costs and benefits of a potential statewide Public Information Act (PIA) tracking database.

Council's 2015 Annual Report Recommendations for PIA for 2016

- The above table shows the Council's CY2016 recommendations for the Public Information Act (PIA).
- The first recommendation deals with changes to the PIA which went into effect October 1st 2015 and how the Open Data Portal can be leveraged to met new legislative requirements
- The second recommendation is for this group to analyze the possibility of a statewide PIA response tracking database as Open Data

Existing PIA practices – Changes to law effective October 1st 2015

- Among the many changes to the Public Information Act which went into effect on October 1st, 2015 was *Chapter 350 (S.B. 444)*
  - *Designation of Immediately Available Records.*
- The Office of the Attorney General (OAG)'s summary of the new PIA changes states that this change
  - "…requires all official custodians to designate types of records that are to be made **available to any requester immediately upon request**
  - maintain a list of such records. GP § 4-201(c).
- Maryland's Open Data Portal and MD iMAP have the potential to allow agencies to fulfill this legislative requirement by proactively publishing frequently requested data as Open Data
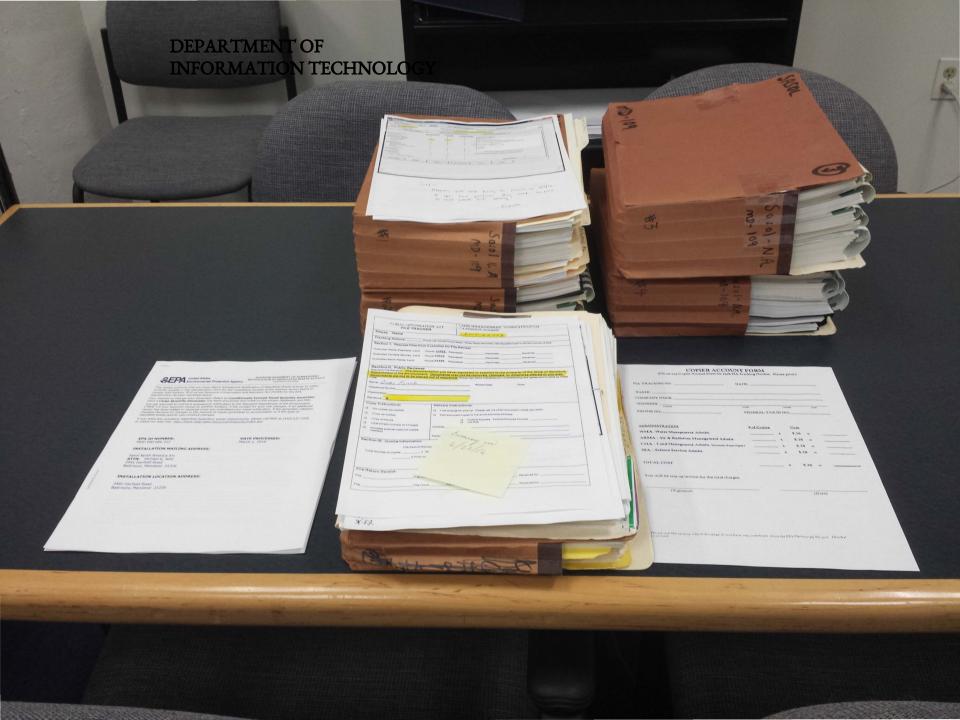
<u>Existing PIA practices – Agency by agency</u>

- State agencies currently have disparate approaches and databases for tracking and responding to Public Information Act (PIA) requests
- Attendees representing state agencies were asked to collect
  - data on your agency's volume of PIA requests
  - Timeliness of PIA responses
- Not requesting data besides what is already being tracked

Existing PIA practices – Agency by agency - Discussion

- Maryland Department of the Environment's (MDE's) Council representative, Andrew Gosden, will present on MDE's PIA response process and show several examples of the agency's responses.
- (From pre-meeting ask) What is each agency's annual number of PIA requests received?
- (From pre-meeting ask) What is each agency's success rate in responding to PIA requests on-time (i.e., within 30 days of submission)?
- What other measures related to PIA does each agency track?

DEPARTMENT OF
INFORMATION TECHNOLOGY

MD-109   3-A

REPORT

Sasol North America Inc.

Semi-Annual 2006 Ground Water
Monitoring Report

Sasol North America, Inc.
Baltimore, MD

15 December 2006

Environmental Resources Management

ERM.

PUBLIC INFORMATION ACT
FILE TRACKER

State: Hann
Tracking Number:

Section I. Request Files from Custodian for File Review:

Custodian Name Stephanie Land   Phone x3442
Custodian Fatima Group, Land   Phone x3562
Custodian Kevin Fields Land   Phone x3480

Section II. Public Reviewer

Name Gene Finch
Telephone Number
Organization
Signature

Copy Instructions:
Delivery Instructions:

Section III. Invoice Information

File Return Receipt:

COPIER ACCOUNT FORM

FIA TRACKING NO.   DATE:

NAME:
COMPANY NAME:
ADDRESS:

PHONE NO.   FEDERAL TAX ID NO.

ADMINISTRATION

	# of Copies		Cost
WMA - Water Management Admin.		×	$.36 =
ARMA - Air & Radiation Management Admin.		×	$.36 =
LMA - Land Management Admin.		×	$.36 =
SSA - Science Services Admin.		×	$.36 =
TOTAL COST			$.36 =

You will be sent an invoice for the total charges.

(Signature)   (Date)

United States
Environmental Protection Agency

NOTIFICATION OF REGULATED WASTE ACTIVITY

DEPARTMENT OF
INFORMATION TECHNOLOGY

Water Management
Administration

[MDE PIA Landfill](#)

[MDE PIA Energy](#)

[MDE PIA Consultant #1](#)

[MDE PIA Consultant #2](#)

Possibility of tracking all agencies' PIA metadata as Open Data

- The Council has previously discussed tracking PIA responses from all agencies in the Open Data Portal
  - focus on tracking information about the responses and response process, i.e., tracking response metadata
- Previous meeting: The Council agreed that DoIT should proceed as a pilot agency for this project. DoIT has since expressed concerns, however, about serving in this role.
- Recommendation from annual report: Recognizing that a statewide PIA tracking database (metadata alone or responses as well) is a significant IT undertaking, that Council recommended that this year, we "…should **report** on the costs and benefits…" of such a database (emphasis added)

Possibility of tracking all agencies' PIA metadata as Open Data (cont.)

- How should these costs and benefits be compared in this recommended report?
    - This analysis will require data on agencies' PIA request volume
    - Time spent logging metadata in the Open Data Portal will be proportional to the number of responses logged.
    - Many benefits would be difficult or impossible to quantify, e.g., the benefit of the public's improved ability to access this information?
    - Any additional direct or secondary costs, besides the time required to log metadata in the Open Data Portal?
    - PIA Ombudsman Lisa Kercher
    - DoIT recommends including a statewide PIA metadata tracking database in the next Annual Report
- [Code For America's open source public record requests tool](#)

Draft List of Metadata Elements for a Statewide PIA Tracking Database

1. Full name of responding state agency or office
2. Acronym of responding state agency or office
3. Contact information for responding state party (address, city, state, ZIP, phone number, email)
4. Name of request submitter (PIA requests are considered public information)
5. Date of request submission
6. Date of response deadline (date from #5 plus 30 days)
7. Date of response
8. Brief description of documents or information requested
9. Public response (approved/under review/denied)
10. Fee charged for production of response (yes/no, and dollar amount, if applicable)
11. Additional comments (optional)

Possibility of tracking all agencies' PIA full responses as Open Data

- The Council has repeatedly and mostly unanimously rejected this idea at previous meetings
- Given Governor Hogan's Statewide Service Initiative and new PIA requirements, DoIT recommends pursuing the PIA Tracking using metadata
- DoIT also recommends deferring the action to capture full PIA responses & performing cost/benefits until the results of the PIA Metadata Tracking can be assessed

Permitting and Licensing Data

Council on Open Data Recommendations and Goals—2018

- Departments engaged in permitting and compliance, including but not limited to Department of Labor Licensing and Regulation (DLLR), the Department of Health and Mental Hygiene (DHMH), and Maryland Department of the Environment (MDE) should make more information available as open data.

Publishing Permitting and Licensing Data as Open Data

- The Open Data Portal is sorely lacking in individual-level data, which is different from aggregate-level data in that it shows individual records, e.g., individual permits, tickets, or licenses.
    - Example: Howard County Open Data: ['Building, Electrical, Fire, Grading, Mechanical, Plumbing & Sign Permits: 2010 – Present'](#)
- DoIT can assist in developing upload capabilities to the Open Data Portal.
- Agencies are asked to scrub or exclude fields which contain Personally Identifiable Information (PII).

Questions/Comments

- Priorities for next meeting?
  - Action Items?