

Maryland Department of Transportation

Original Date: November 3, 2015

Revised Date: March 23, 2016

Supporting Document No.: MDOT 060.02

Effective Date: April 7, 2016

Supports Policy No.: MDOT 060

Approved by: _____

Deputy Secretary of Policy, Planning, and Enterprise Services

Date: 3/31/16

MDOT PIA Enterprise Procedures

All MDOT PIA requests shall be processed and records produced within ten (10) working days of receipt. Any requests requiring additional time must be approved by the PIA Representative, who shall notify the MDOT PIA Manager in writing at least three (3) working days before the ten (10) working day deadline.

ALL MDOT EMPLOYEES AND CONTRACTORS

Once any MDOT employee receives a PIA request, whether in writing, in person, by telephone, by email, or through the online request form, the PIA time clock starts and deadlines apply. When an employee receives a PIA request, the employee should first encourage the Requester to visit the MDOT PIA webpage and file their request online. If the Requester will not do so, the employee shall do the following.

If in writing:

- Date and sign the letter received at the top.
- Scan the letter and incoming envelope.
- Email the scanned file to the MDOT PIA Manager, MDOT.PIA@mdot.state.md.us, and TBU PIA Representative.

If in person or by telephone:

- Encourage the Requester to submit online or in writing. The employee may complete the online request form on the Requester's behalf.
- Email the MDOT PIA Manager, MDOT.PIA@mdot.state.md.us, and TBU PIA Representative about the request.

If by email:

- Forward the email to the MDOT PIA Manager, MDOT.PIA@mdot.state.md.us, and TBU PIA Representative.

TIMELINES

The following applies to ALL MDOT PIA requests:

- The time clock starts the day after the request is received. For example, if you receive the request on a Monday, from 12:01 am to 11:59 pm, the clock begins ticking on Tuesday.
- 10-day requirements are working or business days only. State holidays do not count as working days. If MDOT is closed due to weather or other reasons for the entire workday, that day does not count. If MDOT has liberal leave or is open a partial workday, that day counts as a full workday for a PIA request.
- 30-day requirements are calendar days. Therefore, all days count whether a weekend, holiday, or if MDOT is closed.

INTERNET QUORUM (IQ)

IQ is a tool to enter, track, archive documents, and provide management reports. While every attempt was made to include due dates and requirements in the IQ workflow, policy always supersedes IQ. If there is a question or concern, contact the MDOT PIA Manager immediately.

PIA Custodians, Representatives, Coordinators, the MDOT PIA Manager, and TSO senior management are provided IQ licenses and access to the IQ PIA workflow. Only these individuals and their backups shall have access to the PIA workflow. Training and materials are provided to these individuals. All other employees requesting information from the IQ workflow, including management reports, will need to work with their TBU PIA personnel.

LETTERS AND SIGNATURES

Any official communications with Requesters should be conducted by the TBU PIA Custodian or Representative. The MDOT PIA Manager may contact the Requester directly as well, if necessary. All phone communications must be followed up with confirmation letters or emails, which must then be uploaded to the case in IQ. All 10-day, 30-day, extension agreement, or cost-related communications must be in writing on letterhead and signed by the PIA Custodian or Representative. The signed letter must be scanned and uploaded into IQ. Scanned letters may be mailed or emailed at the Representative's discretion. Employees other than those named in the PIA policy shall not sign PIA-related letters.

APPROVALS

All PIA requests, including information technology personnel estimates, require approval by the MDOT CIO designee prior to inclusion in the actual estimate or cost. Acquiring this approval is the PIA Representative's responsibility.

All PIA requests of a sensitive nature, high-profile, or with a charge exceeding \$350 must be sent to the MDOT PIA Manager by email along with the cost justification, incoming request, and draft response letter at least three (3) working days prior to the due date. The email should state that a cost verification and language approval is required. The MDOT PIA Manager shall verify all cost justifications and coordinate with TSO senior management for language and estimate approval.

COMMUNICATIONS

See MDOT 060.1 PIA Roles and Responsibilities.

LEGAL ADVICE

Given the tight turnaround times for each PIA Request and the required 10-day letter, PIA Representative should contact their TBU Offices of Attorney General to seek legal advice. If, after receiving legal advice, there are any questions or concerns, the TBU PIA personnel shall contact the MDOT PIA Manager immediately for guidance and resolution.

REPORTS AND PERFORMANCE MEASURES

IQ provides reports that may be run by anyone with IQ access to the PIA workflow.