



**Public Perceptions
Research Report**

April 2016

ICO
Information
Commissioner's
Office for Bermuda

METHOD

Global Research & Strategy Group Ltd. used Computer Assisted Telephone Interviewing (CATI) to interview a representative sample of 400 Bermuda residents aged 18 years and over.

The data was weighted to be representative of Bermuda's population on the following factors: gender, age, parish and education.

The aim of the research was to provide insights into the following areas:

- Public awareness of PATI and the Information Commissioner's Office
- Public awareness of the rights that PATI gives everyone regarding access to information held by Bermuda authorities
- Public understanding of the term "Bermuda public authority"
- Whether residents have requested information from Bermuda public authorities in the past
- Whether residents would like to make such requests in the future
- Whether residents believe in PATI and that it will be respected by public authorities

The results will assist the Information Commissioner's Office in understanding the marketing and public education needed to ensure that the public are aware of, and understand the importance and role of PATI.

KEY FINDINGS

Public Requests: Past & Future

- Ten percent had asked for a copy of recorded information that a public authority holds prior to April 2015.
- The most popular places that residents recalled requesting information from included the Registrar General and the Bermuda Police Service.
- Twenty-two percent said that they were likely to request information from a Bermuda public authority compared to 55% who were unlikely to do so.

Public Awareness

- Seventy-two percent had heard of the PATI Act compared to 28% who had not heard of it.
 - Residents aged 45-54 years were more likely to recall hearing about the PATI Act, while residents aged 18-34 years were least likely to have heard about it.
- Thirty-seven percent had heard of the Information Commissioner's Office for Bermuda compared to 61% who had not heard of it.
 - Residents aged 18-34 years were less likely to have heard of the Information Commissioner's Office for Bermuda.
- Fifty-two percent had heard of the PATI Office.
 - Residents aged 45-54 years were more likely to have heard of the PATI office. Residents aged 18-34 years were less likely to have heard of it.

Function of Information Commissioner's Office of Bermuda

- Fifty percent of residents were aware that the Bermuda Information Commissioner's Office informs people about their rights to get copies of information held by public authorities, 46% were aware that it makes sure that public authorities comply with the PATI Act, and 28% were aware that the office issues legally binding decisions to public authorities concerning the release of information.
 - Residents aged 18-34 years were less likely to be aware of all functions.

Confidence in PATI

Just over three quarters of residents (76%) agreed that public authorities will become more open and accountable as a result of the PATI Act and 53% believed that the PATI Act would be useful to them.

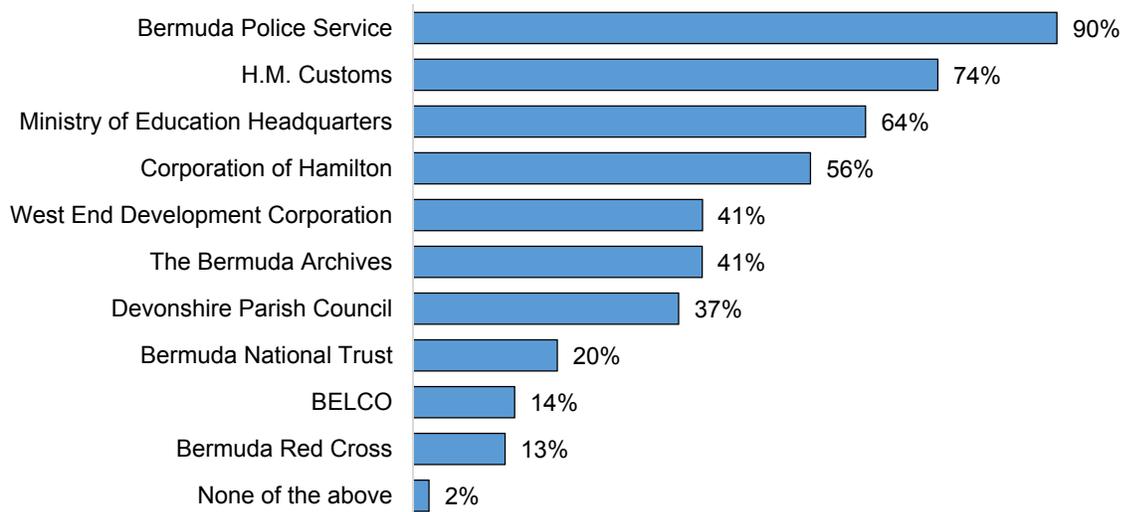
Conclusions/Next Step

- Residents were fairly aware of the PATI Act.
 - Awareness of the PATI Office, the Information Commissioner's Office for Bermuda and the functions served by the ICO were low especially amongst residents aged 18-34 years.
 - A modest proportion of residents believed that they would request information from a Bermuda public authority and that the PATI Act would be useful to them.
- ❖ *By building a greater awareness of residents' rights to access public information and how such information can positively serve them, the Information Commissioner's Office for Bermuda can ensure that residents are benefitting maximally from the PATI Act.*

DETAILED FINDINGS

Q1: Which of the following organizations that I am going to read out to you would you say is a public authority?

The chart shows that residents were most likely to believe that the Bermuda Police Service was a public authority (90%), followed by H.M. Customs (74%) and the Ministry of Education Headquarters (64%).



Residents aged 18-24 years were less likely to believe that the Bermuda Police Service (75%) and H.M. Customs (55%) were public authorities.

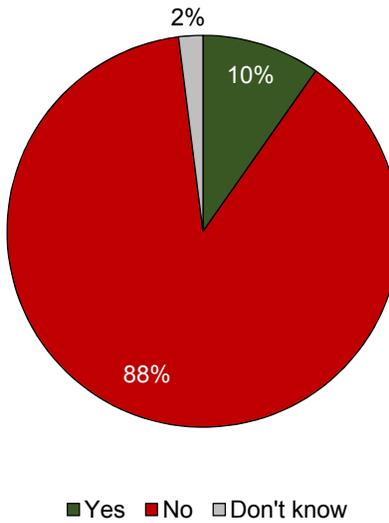
Q2: Can you think of any other organizations that are public authorities?

As shown in the table below, the top three organizations that residents also believed were public authorities were Bermuda Government/Government Departments, Bermuda Fire Service and Bermuda Hospitals Board.

Total Number of Responses		296	
Bermuda Government/Government Departments	36%	PATI Commission	1%
Bermuda Fire Service	9%	Airport Authority	1%
Bermuda Hospitals Board	9%	Regulatory Authority	1%
Corporation of St George's	7%	Postal Services	1%
Bermuda Land Development Corporation	5%	Bermuda College	1%
Bermuda Regiment	5%	ROC	0.3%
Bermuda Monetary Authority	4%	Cablevision	0.3%
Bermuda Tourism Authority	4%	WOW	0.3%
Prisons/Dept. of Corrections	3%	Bermuda Bar Council	0.3%
Quangos	3%	Bermuda Medical Board	0.3%
Bermuda Library/National Library	3%	Gaming Commission	0.3%
Bermuda Health Council	3%	House of Commons	0.3%
Parish Councils	2%	Lefroy House	0.3%
Bermuda Courts/Magistrates Court/Supreme Courts	2%		

Q3: Prior to April 2015, did you ever ask for a copy of recorded information that a public authority holds (by information I do not mean things such as phoning a hospital for visiting hours or checking the availability of a book from your local library, but copies from the records or documents that a public authority might hold)?

Ten percent had asked for a copy of recorded information that a public authority holds prior to April 2015.



Q4: Can you please name the public authority(ies) that you requested information from?

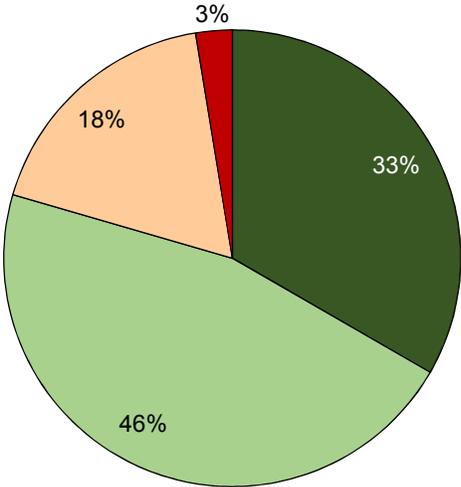
The most popular places that residents recalled requesting information from included the Registrar General and the Bermuda Police Service.

Total Number of Responses	39
Registrar General	21%
Bermuda Police Service	15%
Department of Statistics	10%
Government of Bermuda Archives	10%
Immigration/Customs	8%
Planning Department	8%
Bermuda Hospitals Board	5%
Transport Control Department	5%
Attorney General	3%
Bermuda National Library	3%
Environmental Protection	3%
Financial Assistance	3%
Land Tax	3%
Supreme Court Registry	3%
Tax Commissioners Office	3%

Q5: Thinking about your most recent request made before April 2015, which of the following best describes the response that you received?

Seventy-nine percent stated that they received either a very positive response (33%) or a satisfactory response (46%).

Twenty-one percent stated that they received an unsatisfactory (18%) or poor (3%) response.

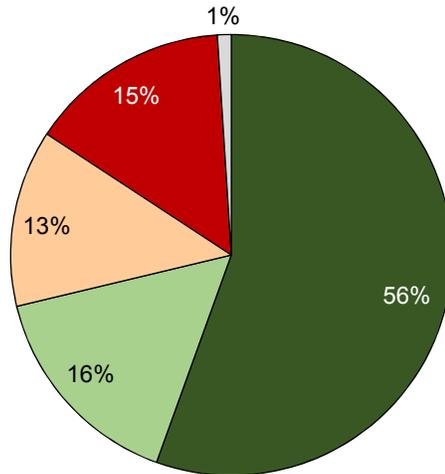


- Very positive, I got information I asked for promptly
- Satisfactory, I was given the information but it took some time
- Unsatisfactory, they replied but I didn't get the information I requested
- Poor, they didn't reply to my request

Q6: Have you ever heard of the PATI Act?

Seventy-two percent had heard of the PATI Act compared to 28% who had not heard of it.

Residents aged 45-54 years (81%) were more likely to recall hearing about the PATI Act, while younger residents aged 18-24 years (35%) and 25-34 years (59%) were least likely to have heard about it.



■ Yes, definitely ■ Yes, I think so ■ No, don't think so ■ No definitely not ■ Unsure

Q7: The PATI Act came into effect in April 2015. To the best of your knowledge, what rights do you think the Act entitles you to?

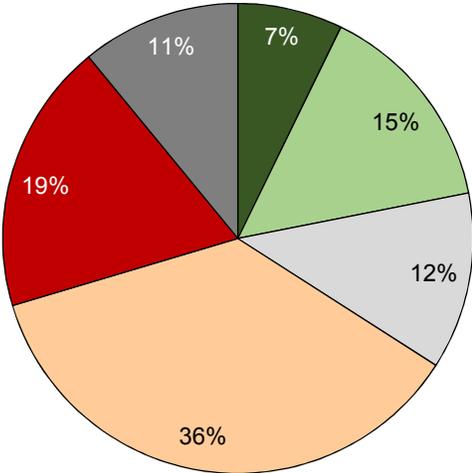
Twenty-one percent said that they were unsure what the PATI Act entitled them to.

Residents were most likely to believe that the PATI Act entitled them to information about Government / Government funded organizations or access to any documents of a public nature/public records.

Total Number of Responses	400
Information about Government and Government funded organizations	27%
Access to any documents of a public nature/public records (information that is not confidential)	26%
Allows people to request information/certain documents	10%
See how much is being collected and spent; award of contracts	6%
Requesting information about public bodies	5%
Provides access to any information in my name	1%
Access to information about what is happening in Bermuda	1%
Assistance with Government information	1%
Historical information that is not readily available	1%
General questions requested about companies (financial information, planning)	1%
Assistance with obtaining Government documents (licenses, passports)	1%
The ability to investigate things when they don't go right	1%
Ability to search files and documents	0.3%
Immigration information	0.3%
Don't Know/Unsure	21%

Q8: How likely are you to ask for information from a Bermuda public authority next year?

Twenty-two percent said that they were likely to request information from a Bermuda public authority compared to 55% who were unlikely to do so.

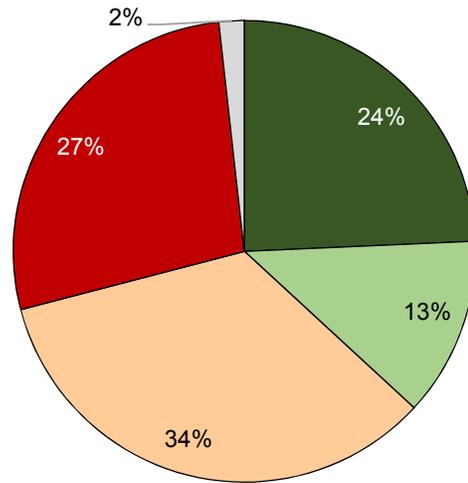


■ Very likely ■ Quite likely □ Neither / Nor ■ Quite unlikely ■ Definitely unlikely ■ Unsure

Q9: Have you ever heard of the Information Commissioner's Office for Bermuda?

Thirty-seven percent had heard of the Information Commissioner's Office for Bermuda compared to 61% who had not heard of it.

Residents aged 18-24 years (22%) and 25-34 years (25%) were less likely to have heard about the Information Commissioner's Office for Bermuda.



■ Yes, definitely ■ Yes, I think so ■ No, I don't think so ■ No, definitely not ■ Unsure

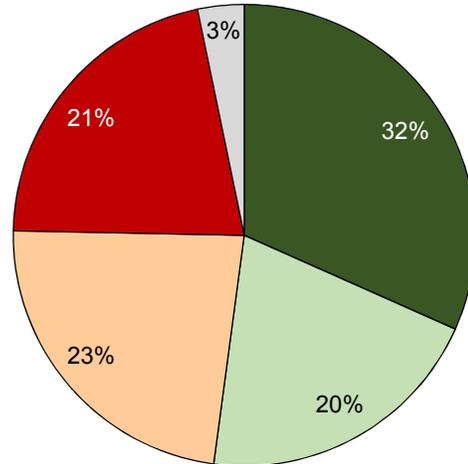
Q10: Where do you recall seeing/hearing about the Information Commissioner's Office for Bermuda?

The most popular places where residents recalled hearing about the Information Commissioner's Offices for Bermuda were The Royal Gazette (33%), in the news (14%) or on local TV (8%).

Total number of responses		180	
The Royal Gazette	33%	Can't recall	3%
The news	14%	Conversations	2%
Local TV	8%	ZBM news	2%
The media (did not specify)	8%	PATI Information Officer	1%
At work	6%	Family member/friends	1%
During launch of PATI/PATI Information Sessions	5%	House of Parliament	1%
Bernews	4%	Corner of Parliament & Reid	1%
Radio	4%	Alaska Hall	1%
gov.bm/Government press release	3%	Public Forum	1%
Social Media/Internet/Facebook	3%		

Q11: Have you heard of the "PATI" Office?

Fifty-two percent had heard of the PATI Office. Residents aged 45-54 years (64%) were more likely to have heard of the PATI Office. Residents aged 18-24 years (12%) and 25-34 years (43%) were less likely to have heard of the PATI Office.



■ Yes, definitely ■ Yes, I think so ■ No, I don't think so ■ No, definitely not ■ Unsure

Q12: I am going to read out a list of duties that may be carried out by the Bermuda Information Commissioner's Office. How aware would you say that you are that these duties are in fact carried out by the Bermuda Information Commissioner's Office?

Residents were more likely to believe that the Bermuda Information Commissioners Office:

- Informs people about their rights to get copies of information held by public authorities (50%).
 - Residents aged 18-24 (24%) and 25-34 years (34%) were less likely to be aware
- Makes sure that public authorities comply with the PATI act (46%)
 - Residents aged 18-24 (19%) and 25-34 years (27%) were less likely to be aware

Residents were least likely to believe that the Information Commissioner's Office issues legally binding decisions to public authorities concerning the release of information (28%). Residents aged 18-24 years (6%) and 25-34 years (17%) were the least likely to be aware of this function.

	Aware	Neither / Nor	Not Aware	Don't Know
Telling people about their right to get copies of information held by Bermuda public authorities.	50%	8%	35%	7%
Making sure that public authorities comply with the PATI Act.	46%	9%	37%	8%
Investigating complaints when people don't get the information they request from public authorities.	43%	10%	39%	8%
Providing information about public services.	38%	14%	40%	9%
Hearing appeals when people do not receive requested information from public authorities.	32%	12%	47%	9%
Issuing legally binding decisions to public authorities concerning the release of information.	28%	12%	50%	10%
Dealing with requests to amend a personal record held by public authorities.	21%	15%	55%	9%

Q13: I am going to read out some statements about the PATI Act and ask you to tell me how much you agree or disagree with each statement. Even if you aren't aware of this Act, it's your impression that I am interested in. As a result of the PATI Act...?

Residents were more likely to agree that public authorities will become more open and accountable as a result of the PATI Act (76%).

Fifty-three percent believed that the PATI Act would be useful to them.

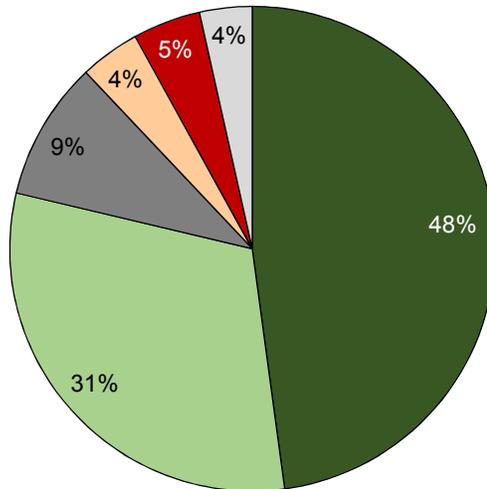
	Top 2	Agree strongly	Agree slightly	Neither / nor	Disagree slightly	Disagree strongly	Don't Know
Public authorities will become more open and accountable.	76%	35%	41%	8%	6%	4%	6%
Members of the public will have more confidence in the decisions made by public authorities.	62%	25%	37%	16%	11%	5%	6%
This Act will be useful to me.	53%	25%	28%	23%	5%	4%	15%
Public authorities will find a way round the Act and won't provide any information they don't want to.	52%	19%	33%	15%	17%	10%	6%
No one will bother to use the rights provided by the Act.	25%	4%	21%	19%	29%	21%	7%

Q14: The PATI Act gives Bermudians and Bermuda residents a right to access records held by public authorities. How important is this right to you?

Seventy-nine percent of residents felt that the rights given by the PATI Act were important to them.

Residents aged 45-54 years were more likely to believe that these rights were important to them (86%).

Residents aged 18-24 years (66%) and 25-34 years (71%) were less likely to believe that they were important.



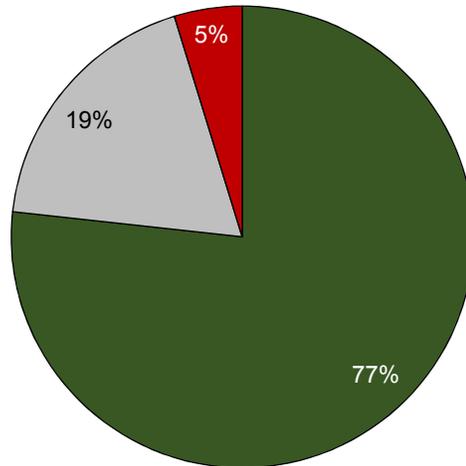
- Very important
- Somewhat important
- Neither / nor
- Somewhat unimportant
- Not at all important
- Don't Know

Q15: Which of the following best describes your opinion of the PATI Act?

Seventy-seven percent believed that creating and enforcing the PATI Act is a very important public investment.

Residents aged 45-54 years (85%) and 55-64 years (84%) were more likely to believe in the importance of the investment.

Residents aged 18-24 years (56%) and 25-34 years (70%) were less likely to believe in it.



- I believe that creating and enforcing the PATI Act is a very important public investment.
- Don't Know
- The PATI Act is not important and the public funds required for creating and enforcing PATI should be spent elsewhere.