

## **14. PUBLIC RECORDS REQUEST PROCEDURE**

### **NOTE**

All public record requests are forwarded to the Public Records Officer for resolution, regardless of media (walk-in, phone call, e-mail, request form, letter, or any type of correspondence which outlines their request).

### **PROCEDURE**

- 14.1** The City Manager or designees will review and acknowledge all public records requests (PRRs) before documents are released to the requestor. The City Attorney may be asked for review to ensure compliance with the law.
- 14.2** All available information from the request is logged into the Public Records Request Tracker as soon as received and is assigned a PRR number, which is referenced throughout the various stages of fulfilling the request. Updates are made in the PRR Tracker log as appropriate.
- 14.3** After receipt of a PRR, the Public Records Officer assigns the PRR to appropriate department staff. The Public Records Officer is responsible for the collection of the records from the assigned staff. The Public Records Officer manages the request from the initial receipt of the PRR through the completion and close of the process.

### **14.4 PUBLIC RECORDS OFFICER PROCESS DETAIL**

- A. There is no fee to locate or inspect public records. If the requestor specifies that he or she seeks copies, rather than only inspection of the records, and the estimated cost of copying the records equals \$75 or more, then a 10% copy deposit is collected. The requestor is contacted before the requested copies are made and given a cost estimate and asked to confirm if they still want the copies and when they would be available to pick them up. The 10% deposit is collected prior to copies being made and applies to the records selected for copying by the requestor, not all the records made available for inspection.
- B. If the cost for copies of records is under \$75, no deposit will be collected, regardless of where the copies are made.
- C. If the requestor asks to receive electronic copies of the records requested, the records are scanned in-house by the Public Records Officer. If records are sent out to be scanned, and if the estimate or quote is \$75 or more, a 10% deposit or full payment is collected. The requestor is contacted with a total cost estimate or quote and asked to confirm if they still want them.
- D. The requestor is notified when the copies are ready, or the Public Records Officer e-mails the records to the requestor. The individual making the request pays for the

copies before receiving the records at the reception desk, or pays the balance due for the copies if a deposit was collected.

- E. If the requestor wants to view records only, they can either be viewed at the time of the request if the records are available or, if time is needed to gather records, the requestor is notified when the files are ready for review.
- F. If clarification is needed prior to gathering records for a request, the requestor is contacted by phone or e-mail and asked for additional information.
- G. If gathering the requested records and notifying the requestor that they are available will take longer than 5 business days, the requestor is contacted to acknowledge receipt of the request and provide an estimate of time needed to complete the request.
- H. The date and content of all communication with the requestor (telephone, e-mail, conversation, letter) will be documented and become part of the public records request file.