

CITY OF AVON PARK

SOP 100-1

PUBLIC RECORDS REQUEST POLICIES AND PROCEDURES

Section 1. PURPOSE:

The purpose of Standard Operating Procedure (SOP) 100-1 is to establish a written procedure for handling requests to review and/or copy the public records of the City of Avon Park, as defined in Chapter 119 of the Florida Statutes. The SOP in no way supersedes or supplements the Florida Statutes, but is merely intended to provide a simplified guideline for the general public and city staff to facilitate handling a public records requests. If any part of this SOP conflicts with Florida Statutes, the applicable statute takes precedence.

Section 2. OFFICE OF PRIMARY RESPONSIBILITY:

The office of primary responsibility for public records requests is the office of the Records Clerk located on the second floor of City Hall at 110 E. Main St., Avon Park, FL 33825. The primary point of contact within the office of the Records Clerk is the Records Clerk. If the Records Clerk is unavailable, contact should be made with the City Manager's Secretary, or if it is a request for personnel information, the office of the Human Resource Specialist.

The Office of the Records Clerk is also charged with periodic review of this SOP and maintaining its currency with Florida Statutes.

Section 3. HOURS OF AVAILABILITY

Public records of the City of Avon Park will be made available for review/copying during the normal operating hours of the City of Avon Park. Currently these hours are Monday through Friday, with the exception of holidays observed by the City, from 8:00 a.m. to 5:00 p.m.

Section 4. CONDITIONS OF REVIEW

The City shall make available an appropriate location for the review of public records, which will allow adequate opportunity for the review without unreasonable intrusion upon the day-to-day operation of the City. The review shall be supervised at all times by the Records Clerk or designee. At no time will public records be allowed to be taken outside the control of the Records Clerk, or other City staff. The Records Clerk or a member of the staff will make the requested copies.

The requestor is not required to provide a written request. Where extensive research or copies of multiple documents are requested and will take extensive time to produce, a point of contact may be requested for notification purposes, but will not be required.

Section 5. RESPONSE TIME

In most cases, a public records request will be acted upon as soon as possible; however, in cases where the request involves large numbers of paper copies, extensive research, retrieval from a storage area, or large numbers of audio recordings, the office of the Records Clerk, or designee, shall respond to the request promptly and in good faith.

Section 6. COST OF COPIES

The cost of paper copies shall be \$.15 per copy for one-sided copies, \$.20 for two-sided copies, and \$1.00 for certified copies. CDs \$5.00. City of Avon Park employees will not be charged for copy requests of their own personnel file; however, they are subject to the costs listed for all other copies.

Section 7. EXTENSIVE DEFINED; PAYMENT TERMS

"Extensive" is defined to mean that it will take more than 1 hour to locate, review for confidential information, copy and refile the requested material.

If the nature or volume of public records to be copied requires the extensive use of information technology resources or extensive clerical or supervisory assistance, or both, the City shall charge a service fee based on the hourly salary rate (less benefits) of the employee who was assigned to handle the request.

Payment for copies can be made at the time of the request. A deposit of half the estimated cost shall be requested for extensive records requests. In no case will the City bill the requestor after the copies have been made. Requests for copies to be mailed or faxed will be honored; a billing address is required. The cost of mailed or faxed copies will be the same as those received in person at the office of the Records Clerk (or the designee), plus cost of mailing. For copies of 100 pages or more that are to be mailed or faxed and billed, a deposit of half the estimated cost shall be requested before copying or faxing.

Cheryl Tietjen
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(863)452-4413 (Fax)

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