



**TOWN OF JAMESTOWN
PUBLIC RECORDS REQUEST POLICY**

I. PURPOSE

To establish a uniform protocol for responding to requests for Public Records which will ensure that each Requestor receives a full and complete response in a timely manner.

II. PROCESS

Requests for Public Records should be made in writing, and should contain the following information:

1. Date of the Request.
2. Name of the Requestor.
3. Full Address of the Requestor.
4. Telephone Number and/or Email address of the Requestor.
5. A complete description of the requested records.
6. Desired method of obtaining the requested records (inspection at Town Hall, photocopies by mail or pick-up, and email -if possible). Requestors shall be charged for any fees incurred for the mailing of materials.

There is no requirement that the Requestor provide his/her/its name and contact information; however, in the event that the Town has a question or needs clarification concerning a request, such contact information is appreciated. A Public Records Request Form is available for the public's use on the Town Website (www.jamestown-nc.us) and at Town Hall.

Written requests may be sent to the Town via the following methods:

- A) Email to Staff Members
- B) Facsimile: 336-886-3504
- C) In person or via mail at Town Hall, 301 E. Main Street, Jamestown, NC 27282.

Telephone and in-person requests are also accepted at Town Hall and at 336-454-1138 between normal business hours (8:30 AM – 5:00 PM). Such requests shall be transcribed by the staff member receiving the request onto a Request Form to ensure that the request is sufficiently specific for the custodian to know what records are being sought.

Upon receipt of a Public Records Request, the Town shall acknowledge same as soon as practicable. All requests for public records received by the Town shall be forwarded to the Town Manager or their designee to be fulfilled as promptly as possible. The Town will respond to the Requestor by: a) Producing the record; b) denying the request accompanied by an explanation of the basis for denial (in writing); or c) producing the request in part and denying the request in part, accompanied by an explanation (in writing) of the basis of the denial in part.

III. MEDIUM

If the Requestor specifies a format in which the record should be provided, the Town will provide the records in their requested format, if: a) the Town is capable of providing the records in the format requested, and b) the Requestor pays all required fees/costs.

The Town is not required to create or compile a record that does not exist or to provide a record in electronic medium if that record is not kept in electronic medium.

In the event a Requestor chooses to inspect the records at Town Hall, the records will be made available at a time that is mutually agreeable between the Requestor and the Town. The appointment to inspect such records may need to be broken into intervals, possibly over a period of days, so as not to interfere with the daily operations of the Town.

IV. COSTS

Prior to the release of any public record, the Town will collect duplication fees and/or costs. This schedule of costs may be updated by the Town as needed without requiring a readopting of the entire policy by the Town Council. All requests for public records shall be subject to the following schedule of duplication costs:

SCHEDULE

➤ 8.5" x 11" single-sided hardcopy	\$0.10
➤ 8.5" x 11" double-sided hardcopy	\$0.20
➤ 11" x 17" single –sided hardcopy	\$0.20
➤ 11"x17" double-sided hardcopy	\$0.25
➤ Compact Disc	\$1.00
➤ Site Plans, Drawings, Maps, etc.	(See Planning Fee Schedule)
➤ Email attachments (if possible)	No Cost

**Email systems are not reliable methods for transmitting public records, as it may be subject to size limitations, firewall/security issues, and a host of other issues. Therefore, the Town reserves the right to*

alert the Requestor that it is impossible to email the records and may offer alternative methods for providing the records.

- Mailing fees Direct cost
 - Requests requiring assistance of 2 or more hours of a contractor Direct Cost
- *Example - requests requiring the services of an outside contractor may be billed at the contractor's normal hourly rate.*

V. EXTRAORDINARY PUBLIC RECORDS REQUESTS

In the event that any Public Records Request requires extensive use of information technology resources or extensive clerical or supervisory assistance by Town Staff, then the Town of Jamestown may assess a special service charge pursuant to North Carolina General Statutes Section §132-6.2 (b). The Requestor shall be informed of such an additional charge prior to the fulfillment of the Public Records Request by the Town.

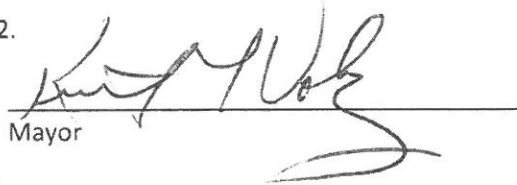
A Public Records Request is deemed extraordinary when, in the Town Manager's opinion, a Request would unreasonably interfere with a Staff member's primary duties or requires the assistance of more than two (2) hours from a contractor engaged by the Town. When the Town Manager deems a Request to be extraordinary, whether on its face, or after the Town's response to the Request has begun, he/she will notify the Requestor of the estimated costs to complete the Request. The estimate shall include: a) estimated costs; b) a conservative estimate of the time necessary to fulfill the request; and c) request for payment of that estimate in advance.

VI. PAYMENT REQUIRED

In the event it is estimated that the duplication or transmission costs applicable to a Public Records Request exceeds \$25.00, the Town, at its discretion, may require the Requestor to deposit a sum equal to 75% of the estimated fee **prior** to fulfillment of the Request. Should a deposit be required, the Town will notify the Requestor of the amount. In the event actual costs are less than the deposit, the Town will refund the sum in excess of the actual costs.

Payment is required **prior** to the release of any public records. The Town reserves the right to require payment for one public records request **prior** to beginning another public records request by the same individual. In the event that public records are not collected by the Requestor within 30 calendar days of notification, the Town will destroy the duplicated records; however, the Requestor is still responsible for the fees. Those fees shall be paid in full prior to the Town begins processing any future requests from that individual.

Adopted this the 15 day of May, 2012.



Mayor

ATTEST:


TOWN CLERK

