

## Q1 Contact Information

Answered: 253 Skipped: 0

Answer Choices	Responses	
Your Name	100.00%	253
Governmental Entity Name	98.81%	250
Address	98.81%	250
Address 2	24.51%	62
City	99.60%	252
State	99.60%	252
ZIP/Postal Code	99.60%	252
Country	0.00%	0
Email Address	98.81%	250
Phone Number	97.63%	247

Summer Study Survey- Governmental Entity

**Q2 What is your title with your Governmental Entity?**

Answered: 253 Skipped: 0

#	Responses	Date
1	Executive Director	9/23/2015 4:13 PM
2	City Recorder	9/22/2015 11:16 AM
3	Chief Administrative Officer	9/22/2015 7:50 AM
4	Administrator of Elections	9/21/2015 10:47 AM
5	Director of Medical/ Vital Records, Privacy Officer, Custodian of Records	9/17/2015 4:05 PM
6	Legal Affairs Coordinator	9/17/2015 12:36 PM
7	Assistant Director	9/17/2015 8:43 AM
8	Chief of Police	9/16/2015 1:51 PM
9	Assistant City Attorney	9/15/2015 1:57 PM
10	vp administrative services	9/15/2015 12:46 PM
11	School Board Member	9/15/2015 10:22 AM
12	City Recorder	9/15/2015 8:46 AM
13	Business Management Analyst	9/15/2015 8:40 AM
14	I am an attorney who works closely with City Attorney Gino Marchetti.	9/14/2015 3:44 PM
15	Recorder, Office Manager	9/14/2015 1:02 PM
16	Deputy Clerk/Executive Assistant	9/14/2015 10:24 AM
17	CMFO/ Treasurer	9/14/2015 9:39 AM
18	Director of Finance/City Clerk	9/14/2015 9:32 AM
19	Director of Accounts & Budgets	9/11/2015 11:31 AM
20	Interim City Clerk	9/10/2015 1:33 PM
21	City Recorder/CMFO	9/10/2015 1:26 PM
22	Business Manager	9/10/2015 1:11 PM
23	Assistant Executive Director	9/10/2015 12:57 PM
24	City Recorder	9/10/2015 12:22 PM
25	Town Recorder	9/10/2015 8:48 AM
26	Recorder-Treasurer	9/9/2015 4:40 PM
27	Human Resources Director and Benefits Administrator	9/9/2015 3:29 PM
28	city recorder	9/9/2015 3:09 PM
29	Executive Assistant to Mayor	9/9/2015 3:06 PM
30	Professor, formerly Department Chair	9/9/2015 3:01 PM
31	Recorder	9/9/2015 1:01 PM
32	Admin.Assistant	9/9/2015 1:01 PM
33	Town Recorder	9/9/2015 12:35 PM
34	REGISTER OF DEEDS	9/9/2015 11:35 AM

## Summer Study Survey- Governmental Entity

35	Mayor	9/9/2015 11:24 AM
36	Finance Director/City Clerk	9/9/2015 11:02 AM
37	City Recorder	9/9/2015 10:44 AM
38	Public Information Officer	9/9/2015 8:51 AM
39	Mayor	9/9/2015 8:00 AM
40	City Clerk	9/8/2015 4:53 PM
41	Executive Administrative Assistant	9/8/2015 12:49 PM
42	Mayor	9/8/2015 12:01 PM
43	Mayor	9/8/2015 11:14 AM
44	HR Director	9/8/2015 10:35 AM
45	Records Custodian	9/8/2015 10:05 AM
46	Mayor	9/8/2015 9:45 AM
47	Recorder	9/8/2015 9:41 AM
48	City Recorder/Administrator	9/8/2015 9:26 AM
49	Human Resources Director	9/8/2015 9:06 AM
50	Deputy Court Clerk	9/8/2015 8:56 AM
51	City Recorder	9/8/2015 8:31 AM
52	Mayor	9/8/2015 8:19 AM
53	Office Manager	9/8/2015 6:57 AM
54	Mayor	9/8/2015 6:54 AM
55	Records Clerk/IT Coordinator	9/7/2015 9:17 AM
56	Knox County Clerk	9/6/2015 6:27 AM
57	City Recorder	9/4/2015 5:03 PM
58	Administrative Services Director	9/4/2015 2:43 PM
59	Bolivar Housing Authority	9/4/2015 2:43 PM
60	Administrative Secretary	9/4/2015 1:24 PM
61	Office Manager	9/4/2015 1:18 PM
62	Executive Director	9/4/2015 12:57 PM
63	Supervisor of Special Education and Human Resources	9/4/2015 12:27 PM
64	Director of Finance	9/4/2015 12:01 PM
65	Executive Director	9/4/2015 11:01 AM
66	Director, Administrative Services	9/4/2015 10:36 AM
67	Office Manager	9/4/2015 10:17 AM
68	Executive Director	9/4/2015 10:13 AM
69	Finance Director/City Recorder	9/4/2015 10:13 AM
70	Director of Utilities	9/4/2015 9:57 AM
71	Record Custodian/ Support Staff	9/4/2015 9:54 AM
72	Marketing & Public Relations Specialist and Open Records Custodian	9/4/2015 9:39 AM
73	Executive Director	9/4/2015 9:15 AM
74	mayor	9/4/2015 9:01 AM
75	Housing Manager	9/4/2015 8:52 AM

## Summer Study Survey- Governmental Entity

76	Executive Director	9/4/2015 8:49 AM
77	City Recorder	9/4/2015 8:43 AM
78	City Administrator	9/4/2015 8:32 AM
79	Operations Director	9/4/2015 8:29 AM
80	System Manager	9/4/2015 8:09 AM
81	City Recorder	9/4/2015 7:49 AM
82	Mayor	9/4/2015 7:47 AM
83	City Recorder	9/4/2015 7:32 AM
84	Director	9/4/2015 6:18 AM
85	Councilman	9/4/2015 5:36 AM
86	Citu Administrator	9/3/2015 10:15 PM
87	City Administrator	9/3/2015 9:22 PM
88	Mayor	9/3/2015 7:43 PM
89	Alderman	9/3/2015 6:04 PM
90	Director of Human Resources	9/3/2015 5:54 PM
91	City Administrator	9/3/2015 5:46 PM
92	Mayor	9/3/2015 5:19 PM
93	Alderman	9/3/2015 4:53 PM
94	Finance Director	9/3/2015 4:24 PM
95	Administrator of Elections	9/3/2015 4:23 PM
96	City of Oak Ridge	9/3/2015 4:21 PM
97	City Manager	9/3/2015 4:14 PM
98	City Recorder/CMFO	9/3/2015 4:05 PM
99	Mayor	9/3/2015 3:53 PM
100	Mayor	9/3/2015 3:50 PM
101	Director of HR	9/3/2015 3:38 PM
102	City Manager	9/3/2015 3:34 PM
103	General Manager	9/3/2015 3:27 PM
104	Legal Counsel	9/3/2015 3:19 PM
105	Executive Director	9/3/2015 3:00 PM
106	Alderman Ward 6	9/3/2015 2:48 PM
107	City Manager	9/3/2015 2:46 PM
108	Executive Director	9/3/2015 2:39 PM
109	Chief of Police & Fire	9/3/2015 1:52 PM
110	City Administrator	9/3/2015 1:50 PM
111	Director of Exceptional Education	9/3/2015 1:43 PM
112	CMFO/ City Recorder	9/3/2015 1:31 PM
113	City Recorder/Court Clerk	9/3/2015 1:26 PM
114	Cocke County clerk	9/3/2015 1:05 PM
115	Recorder	9/3/2015 12:51 PM
116	City Recorder	9/3/2015 12:20 PM

## Summer Study Survey- Governmental Entity

117	CMFO, City Recorder/Treasurer	9/3/2015 12:19 PM
118	Senior Assoc. Exec. Director and General Counsel	9/3/2015 10:29 AM
119	Assistant District Attorney	9/3/2015 10:25 AM
120	Director of Schools	9/3/2015 9:39 AM
121	Supervisor Minor Sources Branch Air Pollution Control. I am also the Open Records compliance officer for our Section. We have a librarian.	9/3/2015 9:33 AM
122	Executive Director	9/3/2015 9:29 AM
123	City Recorder	9/3/2015 9:28 AM
124	School Board, District 12	9/3/2015 9:25 AM
125	Director of Coffee County Schools	9/3/2015 9:03 AM
126	Director	9/3/2015 8:54 AM
127	County Archivist/Recorder, Public Records Commission	9/3/2015 8:40 AM
128	Office Manager/ Manager	9/3/2015 8:39 AM
129	Administrative Asst. for the Police Dept.	9/3/2015 7:23 AM
130	Collections / Records Clerk	9/3/2015 7:11 AM
131	Archivist/Director	9/3/2015 7:08 AM
132	Clerk to Council	9/2/2015 11:03 PM
133	City Recorder	9/2/2015 5:55 PM
134	Support Services Tech, HR	9/2/2015 4:38 PM
135	City Recorder	9/2/2015 4:37 PM
136	Finance Director and City Recorder	9/2/2015 4:16 PM
137	Deputy Clerk--in number 3 I am but all in the office would be records custodian with the Clerk the main one.	9/2/2015 4:16 PM
138	Deputy	9/2/2015 4:08 PM
139	Communications Director	9/2/2015 3:27 PM
140	Assistant County Attorney	9/2/2015 1:51 PM
141	Administrative Assistant II	9/2/2015 11:22 AM
142	Director of Financial Services/City Recorder	9/2/2015 10:46 AM
143	City Recorder	9/1/2015 1:03 PM
144	City Clerk/Recorder	9/1/2015 11:29 AM
145	Town Recorder/Treasurer	9/1/2015 10:23 AM
146	Assistant Commissioner & General Counsel	9/1/2015 10:10 AM
147	Attorney	8/31/2015 3:05 PM
148	City Recorder	8/31/2015 1:13 PM
149	City Clerk	8/31/2015 9:07 AM
150	City Manager	8/28/2015 4:23 PM
151	General Manager/CEO	8/28/2015 2:19 PM
152	HR Director	8/28/2015 2:09 PM
153	Executive Assistant and Open Records Coordinator	8/28/2015 1:40 PM
154	Civil Service Director	8/28/2015 12:21 PM
155	City Administrator / City Recorder	8/27/2015 4:25 PM
156	City Recorder	8/27/2015 3:53 PM

## Summer Study Survey- Governmental Entity

157	Chief Disciplinary Counsel	8/27/2015 3:44 PM
158	Vice Mayor	8/27/2015 2:35 PM
159	Direcrector ECD	8/27/2015 1:45 PM
160	City Clerk/Deputy City Recorder	8/27/2015 12:38 PM
161	HR/OFFICE MANAGER/FINANCE DIRECTOR	8/27/2015 12:32 PM
162	City Administrator	8/27/2015 12:18 PM
163	TRUSTEE	8/27/2015 8:05 AM
164	Vice President Customer Care	8/26/2015 4:58 PM
165	City Recorder	8/26/2015 8:54 AM
166	Administrative Assistant/City Clerk	8/26/2015 8:17 AM
167	Assistant Executive Director	8/25/2015 9:11 AM
168	HR Coordinator	8/25/2015 9:08 AM
169	Executive Director	8/25/2015 8:46 AM
170	Register of Deeds	8/25/2015 8:36 AM
171	City Recorder	8/24/2015 10:46 AM
172	Director of Accounts and Budgets	8/24/2015 8:13 AM
173	Clerk	8/21/2015 1:46 PM
174	Clerk and Master	8/21/2015 1:18 PM
175	Trustee	8/21/2015 1:06 PM
176	Clerk and Master	8/21/2015 11:26 AM
177	Trustee	8/21/2015 11:09 AM
178	Executive Director	8/21/2015 9:23 AM
179	City Recorder	8/21/2015 8:24 AM
180	County Clerk	8/21/2015 7:45 AM
181	Executive Director	8/20/2015 8:43 PM
182	Sheriff	8/20/2015 4:56 PM
183	circuit court clerk	8/20/2015 4:27 PM
184	Clerk	8/20/2015 3:57 PM
185	RECORDER	8/20/2015 3:00 PM
186	Register	8/20/2015 2:55 PM
187	Circuit Court Clerk	8/20/2015 2:28 PM
188	Director, Human Resources & Affirmative Action	8/20/2015 2:22 PM
189	Register of Deeds	8/20/2015 2:21 PM
190	Register of Deeds	8/20/2015 2:16 PM
191	Fayette County Clerk	8/20/2015 12:54 PM
192	Register of Deeds	8/20/2015 12:42 PM
193	Register of Deeds	8/20/2015 11:51 AM
194	Register of Deeds	8/20/2015 11:44 AM
195	County Clerk	8/20/2015 11:37 AM
196	City Recorder	8/20/2015 10:34 AM
197	public information officer	8/20/2015 9:21 AM

## Summer Study Survey- Governmental Entity

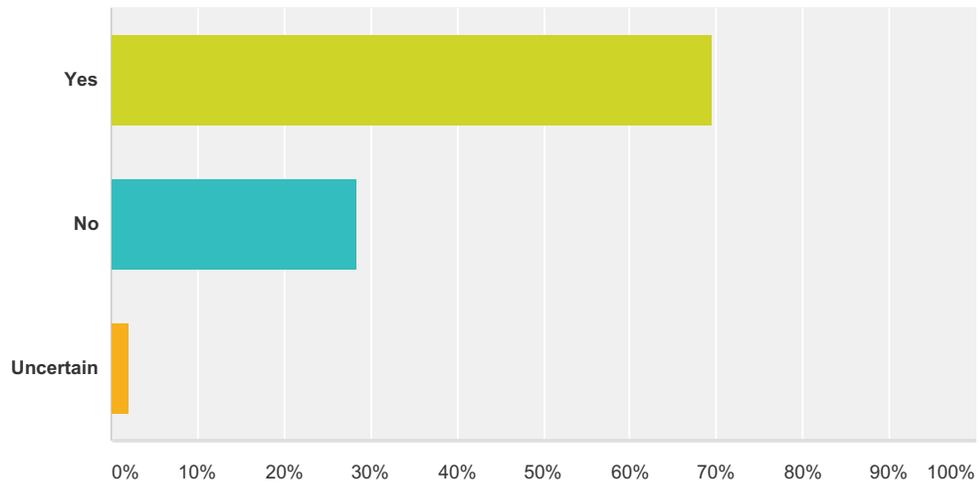
198	Mayor	8/20/2015 9:17 AM
199	Informational Specialist II	8/20/2015 7:57 AM
200	Recorder/Finance Director	8/20/2015 7:38 AM
201	Communications / Community Relations Coordinator	8/19/2015 4:23 PM
202	City Clerk	8/19/2015 11:11 AM
203	Public Information Officer	8/19/2015 10:38 AM
204	City Recorder	8/19/2015 9:30 AM
205	City Recorder/Administrator	8/19/2015 7:29 AM
206	Finance Director	8/18/2015 5:15 PM
207	Mayor	8/18/2015 3:02 PM
208	CITY CLERK/RECORDER	8/18/2015 1:53 PM
209	Town Recorder/CMFO	8/18/2015 1:28 PM
210	Metropolitan Auditor	8/18/2015 1:24 PM
211	City of Elkton	8/18/2015 1:21 PM
212	Deputy Law Director	8/18/2015 12:35 PM
213	CITY RECORDER	8/18/2015 12:32 PM
214	Information Systems Division Manager	8/18/2015 12:13 PM
215	Human Resources and Risk Manager	8/18/2015 11:35 AM
216	Administrative Services Officer 4 Director's Office	8/18/2015 11:18 AM
217	Mayor, CMFO	8/18/2015 10:22 AM
218	Finance Director/Treasurer/City Recorder	8/18/2015 10:18 AM
219	Mayor	8/18/2015 10:10 AM
220	Records Officer	8/18/2015 10:02 AM
221	City Recorder/Treasurer	8/18/2015 9:42 AM
222	City Administrator	8/18/2015 9:34 AM
223	City Recorder	8/18/2015 9:29 AM
224	City Recorder/CMFO	8/18/2015 9:03 AM
225	City Recorder	8/18/2015 8:33 AM
226	City Recorder	8/18/2015 8:25 AM
227	Finance Officer	8/18/2015 8:25 AM
228	City Administrator	8/18/2015 8:12 AM
229	General Counsel	8/17/2015 3:10 PM
230	General Manager/CEO	8/17/2015 1:49 PM
231	HR Administrator	8/17/2015 1:05 PM
232	Purchasing Agent	8/17/2015 12:32 PM
233	Assistant Director of Administration	8/17/2015 12:11 PM
234	Business Manager	8/17/2015 11:32 AM
235	Dickson County Schools	8/17/2015 10:57 AM
236	City Clerk	8/17/2015 9:38 AM
237	Deputy Clerk	8/17/2015 8:34 AM
238	Director of Schools	8/15/2015 8:51 PM

## Summer Study Survey- Governmental Entity

239	General Manager	8/15/2015 8:22 AM
240	County Executive	8/14/2015 10:11 AM
241	City Recorder	8/14/2015 8:39 AM
242	Internal Communications Manager	8/13/2015 3:35 PM
243	Director of Finance	8/13/2015 2:48 PM
244	County Attorney	8/13/2015 2:08 PM
245	Law Director	8/13/2015 12:20 PM
246	Alderman	8/13/2015 10:28 AM
247	HR Director	8/12/2015 2:16 PM
248	Budget & Finance Director	8/12/2015 2:05 PM
249	Assistant General Counsel	8/12/2015 1:58 PM
250	General Counsel	8/12/2015 1:50 PM
251	Director, Public Affairs for the Knox County Schools	8/12/2015 1:32 PM
252	Director of Contracts, Attorney	8/12/2015 12:40 PM
253	Finance Director	8/12/2015 12:40 PM

### Q3 Are you the records custodian for your Governmental Entity?

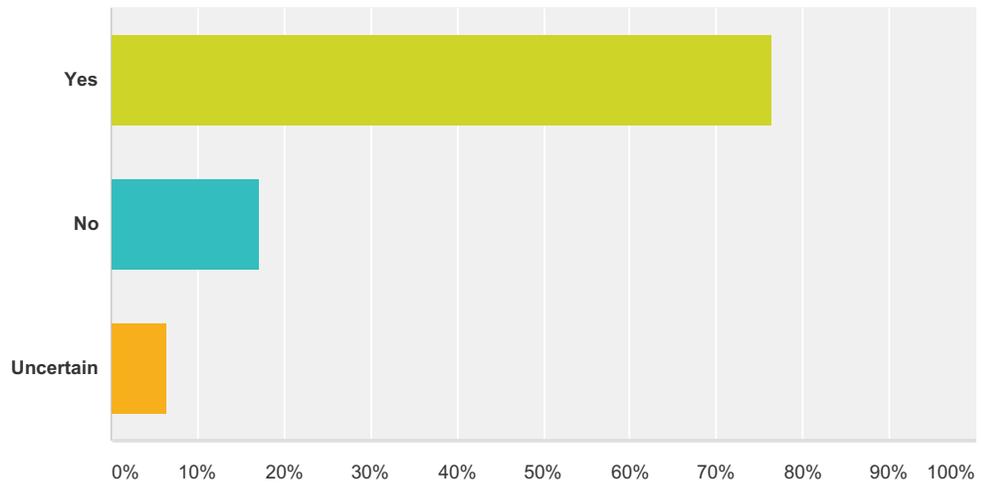
Answered: 250 Skipped: 3



Answer Choices	Responses
Yes	69.60% 174
No	28.40% 71
Uncertain	2.00% 5
<b>Total</b>	<b>250</b>

### Q4 Do you have an adopted rule for public record requests?

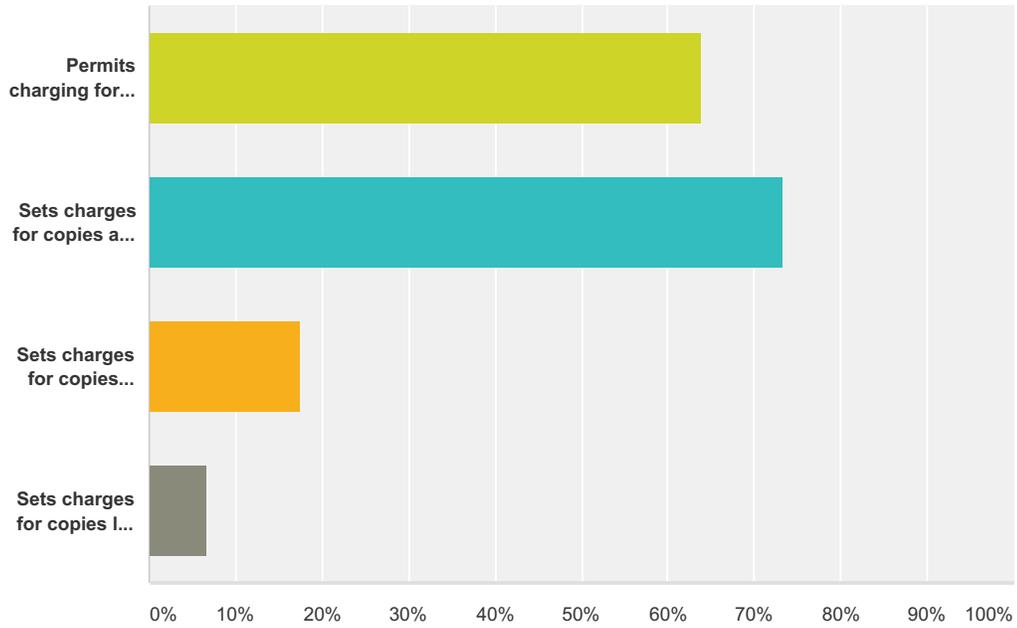
Answered: 250 Skipped: 3



Answer Choices	Responses
Yes	76.40% 191
No	17.20% 43
Uncertain	6.40% 16
<b>Total</b>	<b>250</b>

**Q5 If you have a rule, check all that apply to your rule:**

Answered: 194 Skipped: 59

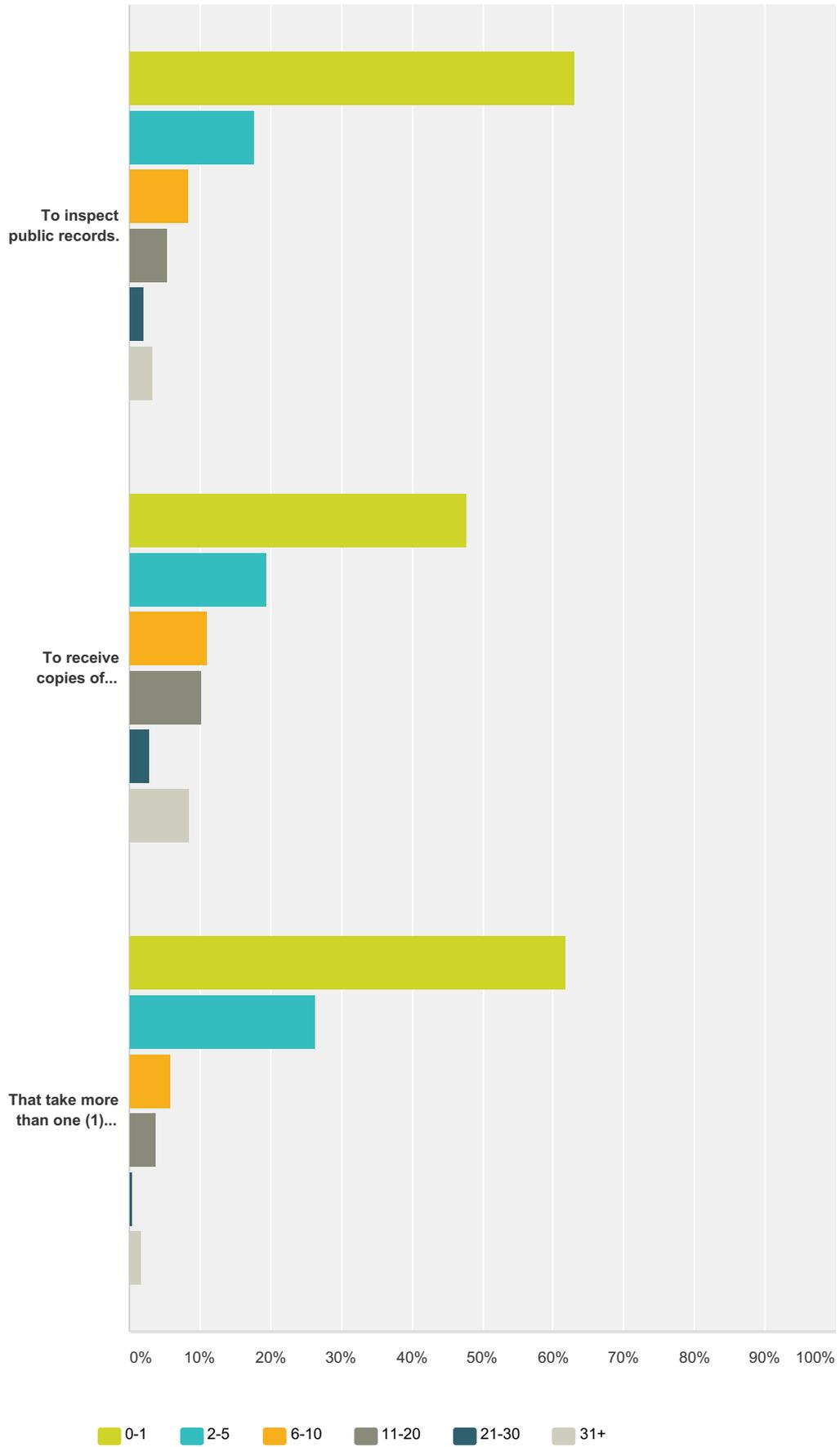


Answer Choices	Responses	Count
Permits charging for labor.	63.92%	124
Sets charges for copies at \$0.15 for black & white and \$0.50 for color.	73.20%	142
Sets charges for copies higher than \$0.15 for black & white and \$0.50 for color.	17.53%	34
Sets charges for copies less than \$0.15 for black & white and \$0.50 for color.	6.70%	13
<b>Total Respondents: 194</b>		

**Q6 Estimate the number of requests per month that you receive:**

Answered: 249 Skipped: 4

# Summer Study Survey- Governmental Entity

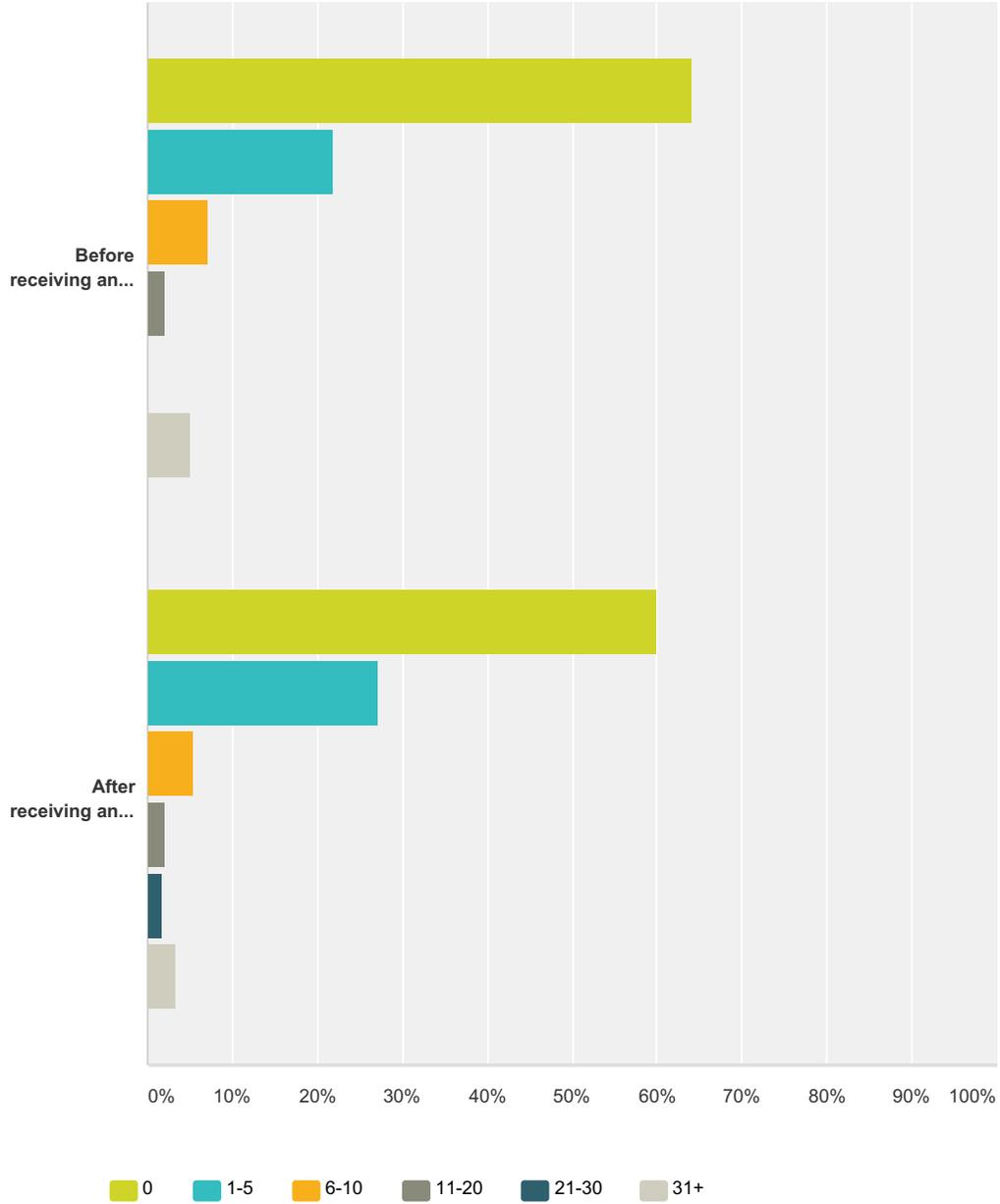


## Summer Study Survey- Governmental Entity

	<b>0-1</b>	<b>2-5</b>	<b>6-10</b>	<b>11-20</b>	<b>21-30</b>	<b>31+</b>	<b>Total</b>
To inspect public records.	<b>63.03%</b> 150	<b>17.65%</b> 42	<b>8.40%</b> 20	<b>5.46%</b> 13	<b>2.10%</b> 5	<b>3.36%</b> 8	238
To receive copies of records.	<b>47.74%</b> 116	<b>19.34%</b> 47	<b>11.11%</b> 27	<b>10.29%</b> 25	<b>2.88%</b> 7	<b>8.64%</b> 21	243
That take more than one (1) hour to prepare, whether for inspection or duplication.	<b>61.86%</b> 146	<b>26.27%</b> 62	<b>5.93%</b> 14	<b>3.81%</b> 9	<b>0.42%</b> 1	<b>1.69%</b> 4	236

**Q7 Estimate the number of requests for copies that you received last year that were changed to requests for inspection:**

Answered: 246 Skipped: 7



	0	1-5	6-10	11-20	21-30	31+	Total
Before receiving an estimate of the cost of copies.	64.05% 155	21.90% 53	7.02% 17	2.07% 5	0.00% 0	4.96% 12	242
After receiving an estimate of the cost of copies.	60.00% 141	27.23% 64	5.53% 13	2.13% 5	1.70% 4	3.40% 8	235

Summer Study Survey- Governmental Entity

**Q8 Please provide specific examples of when a requestor initially requested copies of public records and then changed the request and requested only inspection of the records.**

Answered: 130 Skipped: 123

#	Responses	Date
1	na N/A	9/22/2015 7:50 AM
2	We have not been assessing costs for copies; therefore, requestors have not been likely to change their mind due to cost to copy.	9/21/2015 10:47 AM
3	Mainly requests for Air Pollution, the customer will start out wanting to get a copy, then decide to just review. Once they find what they need in the public record...they often decide to go ahead and obtain an actual copy of the selected pages. Also, please note that we often have to have someone sit with them to answer any questions they may have about the documentation. This also takes staff away from other assigned duties.	9/17/2015 4:05 PM
4	We received a request from a local media outlet for documents. The request involved several hundred pages of documents. When presented with an estimate of the cost, the request was changed to inspect. After review, the requestor asked for less than fifty of the hundreds of documents produced.	9/17/2015 12:36 PM
5	na N/A	9/16/2015 1:51 PM
6	One individual requested eight personnel files of police officers (nearly 2,000 pages). All eight files had to be redacted in accordance with law, which took approximately 10 hours of staff time. The requestor, once given the cost estimate of nearly \$400.00 (inclusive of copy and labor charges), changed his request to inspection only and the City received no compensation for the time spent in preparing the documents.	9/15/2015 1:57 PM
7	na None	9/15/2015 8:40 AM
8	We had a local attorney who send 3 separate requests on May 1, May 2 and May 7th asking for copies of any and all emails from various staff members, contracts, etc., the request was so large that it took several weeks to get it prepared and in total there were 4 boxes of material for him to go through. We sat for a full afternoon as he went through and pulled out items he also tried to take photos of several of the documents and was quite irate when I informed him he could not do that. He pulled out a few things for copies and stated he would be back. However, after talking with the Comptroller's office he was told that he could have asked for the information in an electronic format - he did so therefore we did not get to charge him for any of the copies we had originally had for him nor the labor fee associated with his request.	9/14/2015 10:24 AM
9	One request from an attorney regarding a lawsuit that did not involve the Town.	9/10/2015 8:48 AM
10	Initially requested copies of (1) personnel policy and (budget). When informed charge of .15 per copy changed to inspection.	9/9/2015 4:40 PM
11	na none	9/9/2015 3:09 PM
12	Wanted copy of zoning regulations. Wanted copy of ordinances. Copy of Police Report	9/9/2015 1:01 PM
13	Initially requested copies of all minutes for a specific board and decided to inspect/view only.	9/9/2015 1:01 PM
14	na None	9/9/2015 11:24 AM
15	A citizen asked for a copy of records that took over a week to pull and then decided that this was what they really wanted even though we pulled the requested records. This was around 300 pages, we originally offered her the material that would have best answered her questions. But she refused.	9/9/2015 10:44 AM
16	One requestor wanted to inspect copies of traffic crashes for a several year period then backed out when the cost was estimated. Another wanted statistics on assaults and wanted to review each incident report of assault in an entire year. Both backed out when the cost estimate was given to produce copies. Neither requested inspection only.	9/9/2015 8:51 AM
17	Nothing comes to mind. It's not that frequent.	9/8/2015 4:53 PM
18	Media requested copy of meal ticket. Later, requested to inspect all expenses for board members.	9/8/2015 12:01 PM

## Summer Study Survey- Governmental Entity

19	Disgruntled citizens used to do this frequently. However, now this occurs less frequently. The disgruntled have become happier with the way the government is being run or they have moved away.	9/8/2015 11:14 AM
20	Asking for all backup for financial reports. They then requested to inspect records but failed to show at designated time. They never requested to reschedule.	9/8/2015 10:35 AM
21	Normally these request have been media request for personnel files	9/8/2015 10:05 AM
22	Once informed of charges SmartProcure decided not to move forward with the request for purchase orders dated 01/01/2010 to 09/11/2014	9/8/2015 8:31 AM
23	The volumn of information requested was more than the requester expected.	9/8/2015 6:57 AM
24	Budget and zoning changes	9/8/2015 6:54 AM
25	Primarily requests for personnel files because of the time required to redact personal information.	9/4/2015 5:03 PM
26	Requests normally come in requesting "all information concerning an action" not specific documents. So by the time 2 reams of paper have been copied and a price given then they want to inspect (if they come at all). Then they try to use other means to obtain the information like cell phone pictures, wanting to copy the document themselves, etc.	9/4/2015 2:43 PM
27	<b>na</b> none	9/4/2015 2:43 PM
28	<b>na</b> None	9/4/2015 1:24 PM
29	<b>na</b> None	9/4/2015 1:18 PM
30	A candidate requested copies of a great number of PO's -- when he was told the price for copies he stopped his request	9/4/2015 12:01 PM
31	<b>na</b> N/A	9/4/2015 11:01 AM
32	I was not working here last year. Only 1 this year due to not having funds with him at the time.	9/4/2015 9:54 AM
33	Copies of personnel file requested but after notified of charges, requestor asked to just inspect	9/4/2015 9:39 AM
34	WJHL TV News reporters have no funds to pay for records requests	9/4/2015 9:15 AM
35	<b>na</b> N/A	9/4/2015 8:49 AM
36	<b>na</b> N/A	9/4/2015 8:43 AM
37	<b>na</b> None. Received requests for copies, complied. There was no issue.	9/4/2015 7:32 AM
38	<b>na</b> None	9/4/2015 6:18 AM
39	Information requested on animal pickups, adoptions, calls for service, etc by animal control. The number of documents surprised the person making request and the then inspected the records.	9/3/2015 10:15 PM
40	<b>na</b> N/A	9/3/2015 9:22 PM
41	<b>na</b> none	9/3/2015 7:43 PM
42	I am the HR Director, and I only hold HR records. All other records are held by the City Recorder. A terminated employee wanted a copy of records, and when we estimated the number of pages that would have to be copied, he did not want to purchase them. He instead only wanted to look them over.	9/3/2015 5:54 PM
43	Most of the requests are coming from individuals who have learned the system well enough to request to review records in order to avoid costs.	9/3/2015 5:46 PM
44	<b>na</b> n/a	9/3/2015 4:23 PM
45	Request for 24 months of emails and selectively chose those that were wanted after redaction commitments by staff	9/3/2015 4:21 PM
46	<b>na</b> NA	9/3/2015 4:14 PM
47	<b>na</b> has not happened	9/3/2015 3:38 PM
48	A requestor asked for a rather voluminous copy. When informed of potential charges they decided just to come into the office and inspect records.	9/3/2015 3:27 PM
49	<b>na</b> N/A	9/3/2015 3:00 PM
50	<b>na</b> Unknown	9/3/2015 2:48 PM
51	<b>na</b> N/A	9/3/2015 1:52 PM
52	<b>na</b> NA	9/3/2015 1:43 PM

## Summer Study Survey- Governmental Entity

53	<b>na</b> n/a	9/3/2015 1:26 PM
54	<b>na</b> No examples	9/3/2015 12:51 PM
55	<b>na</b> never	9/3/2015 12:19 PM
56	<b>na</b> n/a	9/3/2015 10:29 AM
57	<b>na</b> none	9/3/2015 10:25 AM
58	One group, META, requested hard copies of a very large encompassing nature that would have required hours of employees and many documents. When they were told the costs as listed above they protested, but dropped the request.	9/3/2015 9:39 AM
59	TVA records request	9/3/2015 9:33 AM
60	If the person requesting to view records does not find what they were looking for and the costs are more than they are willing to pay	9/3/2015 9:28 AM
61	Requested records for inspection (electronic) & minimized search criteria, yet district made copies and did not minimize the search criteria.	9/3/2015 9:25 AM
62	We provide tape recording also, this can be an issue of time and research, we have not allowed inspection of recordings in the past	9/3/2015 8:54 AM
63	<b>na</b> None	9/3/2015 8:40 AM
64	When the customer found out that we charged him for the time it took us after the one hour threshold, for researching the documents requested.	9/3/2015 8:39 AM
65	Our local newspaper, requested copies of all reports for the week, but when was told that we would be adopting a policy and charging they changed to inspection.	9/3/2015 7:23 AM
66	Our records contain sensitive personal information and cannot be inspected. Documents containing personal identifiers (SSN) must be redacted and copied as public inspection would compromise that information.	9/3/2015 7:11 AM
67	<b>na</b> (Not applicable)	9/2/2015 11:03 PM
68	<b>na</b> None	9/2/2015 5:55 PM
69	Once the requestor is informed there is a cost for copies they will change their request to inspection.	9/2/2015 4:37 PM
70	I am sure do not want the copies after the cost is given.	9/2/2015 4:16 PM
71	This happens frequently with requests for personnel records. Ultimately, a request is made for the entire personnel file, the file is prepared, and then the file is then inspected and copies not paid for. This also occurs frequently in our Purchasing Department with requests to review bid information.	9/2/2015 1:51 PM
72	Wanted reports of all PO's issued for four years. Provided cost estimate and they withdrew their request.	9/2/2015 10:46 AM
73	<b>na</b> none	9/1/2015 1:03 PM
74	<b>na</b> N/A	8/31/2015 3:05 PM
75	<b>na</b> N/A	8/31/2015 9:07 AM
76	News reporter requested copies of credit card statements and once they found out the charge they requested to first inspect them instead. (WATE)	8/28/2015 2:19 PM
77	When the cost is more than \$50.00, on occasion we have had the person say they wanted to look at the documents and pick and choose which ones they wanted.	8/28/2015 1:40 PM
78	We are currently producing a request to view the files of 35 police officers. Each file is approximately 250 pages which must be redacted prior to viewing. Upon receiving an estimate of charges, the requesting party opted only to inspect. We have spent 60+ hours redacting the files for viewing and can't charge.	8/28/2015 12:21 PM

## Summer Study Survey- Governmental Entity

79	A requestor made a public records request on January 20, 2015. The Board provided an initial response on January 29, 2015 and on February 23, 2015 sent the requestor an estimated cost for copies of \$549.63. By emails dated May 2, 2015 at 5:24 p.m.; May 5, 2015 at 9:02 a.m. and May 6, 2015, the requestor changed the January 20, 2015 request for copies to a request to examine. At the time of requestor's May 6, 2015 change to inspect records, this same requestor had made 44 public records requests. With respect to many of those requests, the Board of Professional Responsibility had either provided copies of the requested records or provided a response indicating (1) the request is not sufficiently detailed to enable the Board to identify the specific records; or (2) the Board does not have records responsive to the request or (3) the request would require the Board to create a new record. Given the number of outstanding requests and the size and scope of the requests, the Board determined that the request to examine should be made available in installments pursuant to the Best Practices developed by the Office of Open Records Counsel. The first installment was available to the requestor on May 15, 2015. As of the date of this response, i.e. August 27, 2015, the requestor has not reviewed this first installment. The requestor has made 4 additional public records requests since May 6, 2015.	8/27/2015 3:44 PM
80	Happens regularly now that public knows there is no charge for inspection of records.	8/27/2015 2:35 PM
81	I had a reporter request for all the applications and resumes that had been submitted for a position. There were more than 100 that had to be copied, redacted and recopied taking several hours of labor. When he was given the estimate he said he wanted to just look at them instead. I also was told after the fact that he took pictures of them with his phone. So basically he got copies for free with a lot of city time invested.	8/27/2015 12:38 PM
82	Citizen committee figured out requesting viewing cost them less and they could fine tune their copy request without the labor charge. Now requesting records to be viewed at least 4 times per month and then they get copies right after the viewing.	8/27/2015 12:18 PM
83	<b>na</b> not applicable	8/26/2015 4:58 PM
84	Citizen requested copies of training records of employee. After looking at them and not finding what he wanted, he changed his mind about getting copies. Two women came in to Police Department requesting copies of all reports they were involved in. When we told them how much it was going to be they both decided to inspect the reports and write information from the reports instead of getting copies.	8/26/2015 8:17 AM
85	To my knowledge there have no request for public records in this agency in the past year.	8/25/2015 9:11 AM
86	When viewing a deed on the monitor and deciding that a copy was not necessary after reading the document.	8/25/2015 8:36 AM
87	<b>na</b> Did not have any	8/24/2015 10:46 AM
88	<b>na</b> N/A	8/21/2015 1:46 PM
89	One, that I can remember	8/21/2015 1:18 PM
90	Cannot think of one specifically, but have had a few instances where copies were requested to be faxed and after told the cost only wanted them mailed	8/21/2015 11:26 AM
91	I have had an attorney ask for copies of personnel records, which must have personal information redacted, once they know the estimated amount of time and the cost per page it was changed to a request for inspection. We still must copy and redact personal information prior to inspection. So, even for inspection I must copy the document and remove the personal information.	8/20/2015 4:56 PM
92	We had a woman request her entire divorce file. After seeing the size of the file and cost associated with the copies, she decided to only inspect.	8/20/2015 2:28 PM
93	We had 2 employees that wanted their entire personnel file copied; but elected to view only when they were told each file contained more than 100 pages and would cost more than \$10 to be reproduced.	8/20/2015 2:22 PM
94	company needs copies of marriage licenses once or twice a year. Also get requests for copies of business license printouts	8/20/2015 12:54 PM
95	<b>na</b> Not applicable to our office up to this point.	8/20/2015 12:42 PM
96	Most of our records involve searches by professionals who do their own research. A member of the public is provided assistance from staff.	8/20/2015 11:51 AM
97	This is not a problem in our office. It only happens occasionally.	8/20/2015 11:44 AM
98	Request for copies of a complaint file on a teacher that was changed to inspection	8/19/2015 4:23 PM
99	A requestor indicated his initial interest in receiving copies of an electronic disc that contained audio files. Once being advised of the cost of the disc, the requestor amended that request to inspect the records and used a personal recorder to record the audio files (records) that were on the electronic disc during his inspection.	8/19/2015 11:11 AM
100	<b>na</b> N/A	8/19/2015 10:38 AM

## Summer Study Survey- Governmental Entity

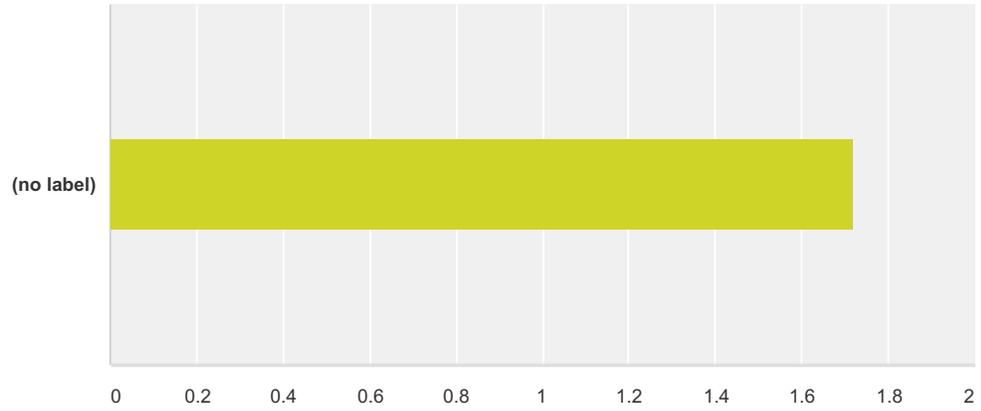
101	Copies of bank records from council person	8/19/2015 7:29 AM
102	na None that I can think of	8/18/2015 5:15 PM
103	na none	8/18/2015 1:28 PM
104	Unknown. I am not the one primarily responding to requests.	8/18/2015 12:35 PM
105	a termed employee requested copies of personnel records of 18 different current and termed employees. Copies were made and redacted that was to be about \$475.00 and 11 hours of work.	8/18/2015 11:35 AM
106	Requested all e-mails of two stormwater employees from 1/1/14 - 4/24/25.	8/18/2015 11:18 AM
107	Requestor asked if there was a fee to inspect public records, they were informed that to look is free but there would be a per copy cost if they wanted a hard copy.	8/18/2015 10:22 AM
108	Requests were withdrawn by the requestor in instances where they were not willing to pay the fee.	8/18/2015 10:18 AM
109	Reporters will frequently do this particularly for large email requests.	8/18/2015 10:02 AM
110	Many have requested copies of entire books, then decided against it when they realize it's not free.	8/18/2015 9:42 AM
111	This usually depends on the volume of material that would need to be copied and the cost to the requestor.	8/18/2015 9:34 AM
112	The only incident was when one person wanted a copy of some archived minutes & then decided to inspect/view them because they were not sure of the date they needed.	8/18/2015 8:33 AM
113	na n/a	8/18/2015 8:12 AM
114	Never	8/17/2015 3:10 PM
115	We always provide the copy electronically unless files are too large. Then we provide CDs. No one inspects them.	8/17/2015 12:32 PM
116	A previous Board member changed her mind to just look at the records when she saw what the cost would be.	8/17/2015 11:32 AM
117	We had a request for all purchase orders and billing statements during a specified time frame.	8/17/2015 10:57 AM
118	request for environmental reports and invoices	8/17/2015 9:38 AM
119	A reporter with a local TV station sometimes makes requests for both copies and inspections. In an effort to be as transparent as possible, we rarely charge for making copies unless the request is of an unreasonable scope. That being the case, we do not often have people change their request from copies to inspection. Furthermore, I don't think that it has been well known (until now) that inspection relieves the requestor of paying for copies. However, governmental entities should not have to rely on obscurity and ignorance as a safeguard against unreasonable requests.	8/15/2015 8:51 PM
120	na None	8/15/2015 8:22 AM
121	There was a period of time prior to last year that a local animal agency made numerous requests, some that were duplicate requests, for documents related to our county Animal Control facility. On at least two occasions, the requestor changed his request after learning the cost for the excessive amount of copies. However, a significant amount of labor had already been required to acquire the number of pages involved with the particular requests.	8/14/2015 10:11 AM
122	A bidder wanted a copy of past years bids. When they were advised of the cost, they came in to inspect the record instead	8/13/2015 2:48 PM
123	When told the number of pages and volume of documents involved. Usually when we make contact and can learn what they need, we can better determine the parameters of the request.	8/13/2015 12:20 PM
124	Employees who were terminated wanted records, but when given the estimate they said they would have their attorney subpoena the information.	8/12/2015 2:16 PM
125	For the records I keep, I haven't had any instance where the requestor did not opt to only inspect.	8/12/2015 2:05 PM
126	I had a request for an entire email archive of an employee that resulted in 27,000 records. The requester then changed his request to inspect-only to avoid charges associated with attorney review.	8/12/2015 1:58 PM
127	One frequent requester asked for ALL email of an employee - 27,000 emails- that must be reviewed for privileged information before release. He does not seek copies.	8/12/2015 1:50 PM
128	We seem to be getting requests for records that span multiple years (such as maintenance/work order reports). These could be literally thousands of pages. When this occurs, a requestor (usually media) will ask to inspect...then pull out what pages they want copies of.	8/12/2015 1:32 PM

## Summer Study Survey- Governmental Entity

129	News outlet requested copies of files containing over 1,000 pages of material (mostly paper files) that would have to be redacted and copied; ECD informed requestor that requestor's deadline could not be met if ECD was required to redact AND copy materials and that materials could be available sooner if no copying required. Requestor agreed to inspect records only.	8/12/2015 12:40 PM
130	None that I am aware of	8/12/2015 12:40 PM

**Q9 Estimate the number of times last year that a requestor failed to inspect or to pick up copies:**

Answered: 245 Skipped: 8



	0	1-5	6-10	11-20	21-30	31+	Total	Weighted Average
(no label)	56.73% 139	28.16% 69	7.35% 18	4.49% 11	0.82% 2	2.45% 6	245	1.72

Summer Study Survey- Governmental Entity

**Q10 Please provide specific examples of when a requestor did not inspect or pick up copies. Please estimate the amount of time and expense incurred in responding to the request.**

Answered: 122 Skipped: 131

#	Responses	Date
1	Copy of Birth Certificates; 5 Minutes, No costs	9/23/2015 4:13 PM
2	A request was made by a local media organization related to all professional development travel records and expenses. Estimated time was approximately 6 manpower hours, plus approximately B&W 50 copies.	9/22/2015 7:50 AM
3	Several for Engineering Services, Air Pollution Control, Pest Management, and Mold. Requestors will submit a request, and we'll notify them that we have the record ready and they don't show up nor do they call us back to reschedule or say never mind.	9/17/2015 4:05 PM
4	Person would call and inquire about records. We would take the time to look the record(s) up and answer question(s) about the records. They advised that this is what they are looking for, we would print the requested record(s) and then no one would ever show up to pick up the record(s).	9/17/2015 8:43 AM
5	na N/A	9/16/2015 1:51 PM
6	One individual requested all employee evaluations for a ten-year period. The department record custodian did not require payment up front. The response to the request was prepared at a cost to the City of \$980.00.	9/15/2015 1:57 PM
7	Part I of request for ten years of documents to be researched/pulled took 20.25 hours and reproduction charges were \$612.60	9/15/2015 8:40 AM
8	As stated in the case above the requestor had asked for several copies but when he was told he could ask for things in an electronic format he never picked up the copies he had originally requested.	9/14/2015 10:24 AM
9	Police Reports, 10-15 min., \$7	9/14/2015 9:39 AM
10	na Did not have any request.	9/10/2015 8:48 AM
11	na n/a	9/9/2015 4:40 PM
12	We had one request last year, and we billed the attorney \$248 for the work, for which they have not paid yet.	9/9/2015 3:29 PM
13	na none	9/9/2015 3:09 PM
14	Police Reports: 5-15 minutes Ordinances: 10-30 minutes	9/9/2015 1:01 PM
15	Unknown why requester failed to pick up copies.	9/9/2015 1:01 PM
16	An Individual will call and want a copy of their Deed or Mortgage. We will make the copy and they never come in and pick up. We now very seldom make the copies ahead of time, because of the number of copies that were never picked up. It usually takes 20-30 minutes to look up information and make copies and we charge \$.25 per page.	9/9/2015 11:35 AM
17	na none	9/9/2015 11:24 AM
18	This requestor moved out of the area. This has happened twice.	9/9/2015 10:44 AM
19	The local newspaper would request copies of personnel files and never come to pay for them, inspect them, or anything.	9/9/2015 8:51 AM
20	Approximately 10 minutes	9/9/2015 8:00 AM
21	Most of our requests are for simple things like accident reports or ordinances.	9/8/2015 4:53 PM
22	Finance reports and personnel file on someone running for office.	9/8/2015 10:35 AM
23	Individuals call regarding receiving copies of incident/accident reports and never come to retrieve them. Cost varies per report.	9/8/2015 10:05 AM

## Summer Study Survey- Governmental Entity

24	A citizen requested an audio copy of a meeting and was told it would cost \$1.00. The copy was made but not picked up. It was destroyed 6 months later	9/8/2015 8:31 AM
25	two to four hours of labor Same for material cost	9/8/2015 6:54 AM
26	Requested copies of arrest records for past two months. Time spent was approximately 1.5 hours and 15 pages copied. Requestor was contacted by phone and was notified one day after request that records were ready for pickup at a cost of \$12.19. Requestor was clear on that but never came by to pick up the records.	9/7/2015 9:17 AM
27	Request to inspect the personnel files of 12 long term employees. Request followed report to the Finance Committee about number of hours spent by Finance Department employees on records request the previous month. Request to inspect every document of every expenditure for a calendar year. Documentation covered \$39 million in expenditures stored in almost 40 bankers boxes. Each document had to be reviewed by hand to redact any personal information as required by law. Requester did not inspect the documents prepared.	9/4/2015 5:03 PM
28	Probably two days for most requests for these times. Again they are normally generic in nature because they are trying to find a needle in a hay stack.	9/4/2015 2:43 PM
29	<b>na</b> zero	9/4/2015 2:43 PM
30	<b>na</b> None	9/4/2015 1:24 PM
31	<b>na</b> N/A	9/4/2015 1:18 PM
32	Request for copy of accident reports not picked up. Estimate of 15 min to pull, copy and redact.	9/4/2015 10:17 AM
33	This year a few, however, we stopped pre printing reports due to that problem.	9/4/2015 9:54 AM
34	Copies of personnel file requested but never picked up with no reason why. These files must be redacted and copied which, in the event of an employee that has been in the district for several years, may take office staff more than an hour to accomplish while still performing normally required duties.	9/4/2015 9:39 AM
35	<b>na</b> N/A	9/4/2015 8:49 AM
36	<b>na</b> N/A	9/4/2015 8:43 AM
37	<b>na</b> N/A	9/4/2015 7:32 AM
38	<b>na</b> none	9/4/2015 6:18 AM
39	I am the HR Director, and I only hold HR records. A local newspaper requested information regarding even employee's name, position, current pay, and potential pay increase. However the reporter never followed up to receive the information. At the time, our software was such that past employee information was not readily available; if a person was not a current employee, they would not appear in the report generated. Thus, recently separated employees who were still subject to the parameters of the request had to be pulled up in a separate effort. Several hours were spent attempting to satisfy the request.	9/3/2015 5:54 PM
40	Very large request concerning engineering contracts and construction inspection. Records retrieved exceeded one box. Partially reviewed asked to retain them for further inspection, but did not return. Many hours taken to gather and maintain these records in a state to allow the individual to review.	9/3/2015 5:46 PM
41	Local Paper Editor had us copy and redact all Fire Chief applications: looked at them for 2 hours and said she would pick up later but never returned...est time 20 hrs. Cost the city \$452 in labor. The paper was not charged. The Editor has also requested documents from our Codes Department and never picked them up on 3 different occasions. Not sure on the time and expense.	9/3/2015 4:24 PM
42	Inmates requesting copies of public documents.	9/3/2015 4:14 PM
43	Occasionally a customer will request a billing history on their account. These are not normally costly items and usually mailed. On occasion a customer will indicate they wish to pick it up but never come in.	9/3/2015 3:27 PM
44	<b>na</b> Unknown	9/3/2015 2:48 PM
45	<b>na</b> N/A	9/3/2015 1:52 PM
46	A legal adult requested a copy all of his educational records, including all special education records. It took over a week to assemble all records, make a copy, and put in reasonable order. the records filled 4, 3-inch, 3-ring binders. He never picked the records up and could not be reached to be reminded of his request.	9/3/2015 1:43 PM
47	<b>na</b> n/a	9/3/2015 1:26 PM
48	<b>na</b> N/A	9/3/2015 12:51 PM
49	<b>na</b> never	9/3/2015 12:19 PM

## Summer Study Survey- Governmental Entity

50	na n/a	9/3/2015 10:29 AM
51	na NA	9/3/2015 9:33 AM
52	na n/a	9/3/2015 9:25 AM
53	estimated time, 3-5 hours	9/3/2015 9:03 AM
54	na NA	9/3/2015 8:54 AM
55	Too numerous to recall. We have a customer who on a weekly basis request repetitious documents from our office. At this time we have to gone to court with him over a disputed bill and he has become disgruntle.This has become a game for him.	9/3/2015 8:39 AM
56	The amount of time to prepare was only 5 minutes or less but the expense was aprpx. \$75 or greater. Most are accident reports and individual incident reports, but each report is 6 pages or more.	9/3/2015 7:23 AM
57	Attorneys request copies and fail to pick them up on a daily basis. Defendants request copies of judgments against them and never pick them up.	9/3/2015 7:11 AM
58	A citizen--known for making open records requests--called to request printed copies of minutes, but never picked them up. It took about 15 minutes and to reasearch the minutes since the requester did not have the date of the minutes in advance.	9/2/2015 11:03 PM
59	na None	9/2/2015 5:55 PM
60	The request is very extensive, the cost is provided and they never inspect or pick up the information.	9/2/2015 4:37 PM
61	People will request copies and we make them for pick up and they don't show.....We usually wait until they show now. If old file we will pull the file...	9/2/2015 4:16 PM
62	One request we had was made for inspection of bid information, the file was duplicated, requestor was notified of the cost. The Requestor then asked if the information was available electronically. It was not. Records were never retrieved. This happens frequently in a variety of records departments of Shelby County Government.	9/2/2015 1:51 PM
63	TV Station requested copies of Electric Dept. expense reports, names and annual compensation of all employees for five years, and electric rates charged to customers for five years. We estimated a charge of \$265. They never responded.	9/2/2015 10:46 AM
64	na none	9/1/2015 1:03 PM
65	Took about 45 minutes	9/1/2015 10:23 AM
66	na N/A	8/31/2015 3:05 PM
67	One man who was mad because his home was condemned came in and asked to inspect all permits issued for a year. We made copies of everything and redacted necessary info. He never came back in.	8/31/2015 1:13 PM
68	na N/A	8/31/2015 9:07 AM
69	One Requester asked for copies of ALL emails to be produced that corresponded between 4 individuals as well as personnel records, over 30,000 emails. This request was broad, time intensive, and very difficult to retrieve all of the emails requested. Once the copies were made requester failed to retrieve documents produced. An approximate of 4 business days total to provide information in addition to fees totaling to about \$7,000 (includes legal fees). Another few community activists who focuses on negativity have also made requests just fishing for something that entails our personnel spending significant time to extract documents to one location and then the requestor just looks and walks off.	8/28/2015 2:19 PM
70	A woman requested a copy of a police officer's file and never came to pick it up.	8/28/2015 2:09 PM
71	We had at least 5 times where the documents were requested and then the person never picked up the documents. This resulted in at least an hour of man power and document and ink costs for copies that were thrown away. We had one particular case where the man requested the documents and didn't show up for 4 or 5 months to get the copies and we had disposed of them by then. He then filled out the open records request again and still has not picked the documents up. He did not provide a good telephone number and no email address.	8/28/2015 1:40 PM
72	We had a request for a large file copy, over 200 pages. We prepared/redacted the file and contacted the individual who requested the file on multiple occasions, for several months, before finally discarding the redacted file.	8/28/2015 12:21 PM

## Summer Study Survey- Governmental Entity

73	In June, 2012, an attorney being prosecuted by the Board requested records totaling 172,000 in number. It was estimated that approximately 16 hours went into gathering, reviewing, redacting and copying the first installment of 3,852 documents available to the requestor. The costs for this first installment of documents was \$921.69. The requestor did come to inspect once. After rescheduling further inspections, the requestor did not return to complete inspecting the first installment of the requested documents. The Board has responded to 138 public records requests in the last five years. An exact amount of pages sent has not been documented. However, in the majority of the responses, the Board requests remittance of payment according to the Schedule of Reasonable Charges. In the 138 requests, only 3 have remitted payment to the Board totaling \$34.05.	8/27/2015 3:44 PM
74	lady asked for all police documents concerning her. cost was approximately \$125.00. never came and picked them up.	8/27/2015 2:35 PM
75	A citizen requested three large personnel files for some fire fighters. It took a couple hours and he was willing to pay for labor and copies. Then he never showed back up.	8/27/2015 12:38 PM
76	A young lady requested all files regarding her and our Police Dept totaling \$125 and never came to pick them up.	8/27/2015 12:18 PM
77	One inspection request took 11 months to compile and included more than 50,000 records. The requestor spend fewer than 6 hours inspecting the records. I don't have an estimated cost, but I know it was expensive because of the amount of time it took to research, compile and redact the records. Inspection is also problematic because most records are electronic. A computer/office space must be made available, and a staff member must instruct the requestor how to review/operate the computer system and stay with the requestor to be certain other records aren't tampered with or accessed.	8/26/2015 4:58 PM
78	To my knowledge there have no request for public records in this agency in the past year.	8/25/2015 9:11 AM
79	Usually phone requests. Amount of time depends on the property being researched. The expenses would revolve around the equipment used and the time the deputy had to use in assisting the citizen. Unable to answer question specifically.	8/25/2015 8:36 AM
80	 none	8/24/2015 10:46 AM
81	Took less than 15 minutes to find the records and make the copies. Cost at 50 Cents per page was less than \$10.00	8/21/2015 1:18 PM
82	a taxpayer need copies of paid taxes back to 1995 to prove he had been paying the taxes. Saidhe would be by the next day to pick them up but never did.	8/21/2015 1:06 PM
83	Had requests for copies of divorce and probate filed that were to be picked up and never were. Time 2 hours	8/21/2015 11:26 AM
84	I have had media ask for personnel records and specific to any disciplinary actions in the record. I assign someone to review the file and determine if the record exist. If we find no information related to the request then they have no desire to inspect or pick up. We usually at a minimum expend an hour reviewing a record, we must read all documents since I cannot disclose personal employee information, juvenile records, or specific addresses to protect victims of a crime. I am restricted to what information that can be released.	8/20/2015 4:56 PM
85	1 hour if it was a request that was several years prior	8/20/2015 4:27 PM
86	Someone wanting a copy of their judgment or final order. It is unusual, but I had a prisoner request a hugh records request, and he never picked it up/\$104.83.	8/20/2015 2:28 PM
87	 n/a	8/20/2015 2:22 PM
88	Normally the requests that take the most time are always picked up. We rarely have anyone not come get their documents at all.	8/20/2015 2:21 PM
89	A request from a citizen for a copy of their deed was made. The citizen asked that we have it ready upon their arrival. They did not ever show up for the copy	8/20/2015 12:42 PM
90	I'm don't know why. They just don't show up occasionally. Very little time and expense incurred by this office.	8/20/2015 11:51 AM
91	Not significant.	8/20/2015 11:44 AM
92	In 2014 the Building and Codes Department received a request that required 3 employees and approximately 3 full days of work for inspection only and the requestor never came in to inspect the documents and because there is no fee our entity lost valuable work time for employees preparing the request for it to never be inspected or reviewed.	8/20/2015 10:34 AM
93	We spent several hours obtaining multiple reports for a citizen. We gave an estimated cost that she agreed to pay. We contacted her several times to pick up the records. We have waited 10 months for her to pick up her records, including audio tapes, photographs and reports. We are still waiting.	8/20/2015 9:21 AM

## Summer Study Survey- Governmental Entity

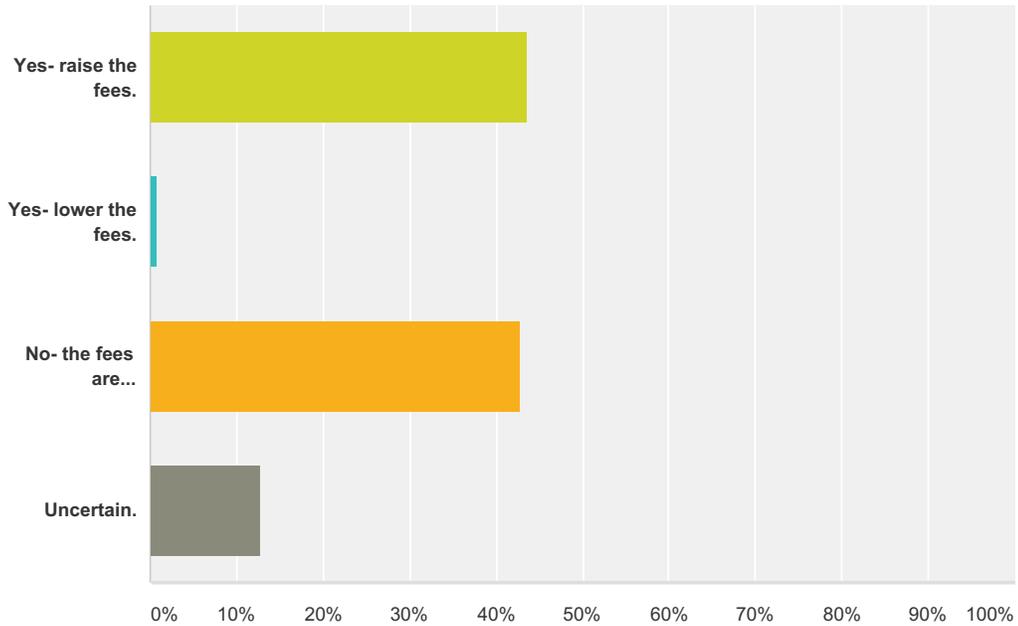
94	An example of a requestor not picking up requested copies of records occurred in 2014 when the City of Oak Ridge received a request for copies of police records beginning in 1995 to 2014 for a specific individual. Staff had spent approximately 3 (billable) hours to process, retrieve, and redact these records totaling \$65.91 in labor charges. Additionally, the record totaled 112 pages and at \$0.15 per page, cost \$16.80 to the requestor. City staff provided a completion letter to the requestor, as well as detailed invoice outlining the cost which totaled \$82.71. Approximately one month later, the requestor advised that they were no longer interested in pursuing this request.	8/19/2015 11:11 AM
95	na N/A	8/19/2015 10:38 AM
96	One instance a request was made and copies prepared and never pick-up. Approx. 1 1/2 Hrs. to prepare	8/19/2015 9:30 AM
97	Several times over the past three years, I would spend hours looking up things for a specific council person and often she would not return to look at them or pick them up.	8/19/2015 7:29 AM
98	na none	8/18/2015 1:28 PM
99	Not last year but the year before. The copies are still here with the file.	8/18/2015 11:35 AM
100	na N/A	8/18/2015 11:18 AM
101	We do not make duplicates until we have confirmation back from the requestor that they are agreeable to covering the estimated fees. We have had no instances of "no shows".	8/18/2015 10:18 AM
102	at least one third of all records are not picked up.	8/18/2015 10:02 AM
103	A former employee requested all records pertaining to his years of employment, which totaled approximately \$70. He never picked it up. It took almost an hour to copy. We only charge labor after one hour.	8/18/2015 9:42 AM
104	We have had this happen to us several times over the years.	8/18/2015 9:34 AM
105	Request copy of zoning code (180 pages) and never picked up- tied up the printer for 30 minutes and \$18.	8/18/2015 9:29 AM
106	Mainly police records, the majority being accident reports & the remainder being domestic violence reports. Estimated staff time: 5 min by PD + 5 min by City Recorder office = 10 min per report x 35+/- not picked up/month x 12 mos. = 4200 min/year / 60 min = 70.0 hours	8/18/2015 8:33 AM
107	Person requested copies of General orders for the police Made all the copies but person never came back to pick them up spent over an hour making the copies.	8/18/2015 8:25 AM
108	na n/a	8/18/2015 8:12 AM
109	Never had that happen	8/17/2015 3:10 PM
110	Estimate about 16 FTE hours are lost at a rate of \$50/hour so \$800 are lost every year as a result of requested but never collected data.	8/17/2015 12:32 PM
111	We often have requests for teacher personnel files who subsequently never pick those up. There is time to copy, then labor to redact information from the file, then recopy.	8/17/2015 10:57 AM
112	It doesn't happen consistently, but it does happen. We have had both reporters and citizens request copies of records but never both to pick them up. Most requests take a minimum of 2 hours to compile. Some take substantially more, involving hundreds of hours by tens of employees, such as an ACLU request for every paper, media, and program presented to parents for the past two years as well as a copy of the sign-in sheets from each school for the past two years. As requested, we sent boxes of documents to their office but never heard anything more about it.	8/15/2015 8:51 PM
113	na N/A	8/14/2015 10:11 AM
114	An attorney office requested copies and then failed to pay or pick the records up.	8/14/2015 8:39 AM
115	One young man requested copies of our visitor's log, which required security to pull from our Lobby Guard system. The requestor failed to acknowledge the response or come view the document requested. This request was minimal in time - probably a couple of hours total for all involved. On a more substantial side, we frequently have media request records and then may not show up to review. The most recent involved a member of media who requested to view travel records, including conference agendas, receipts, itineraries, registration fees, etc. for two employees - one for the past six years and the second for the past two years. After the information was gathered, the reporter never came to view the information. This request took an estimated 6-8 hours of employee time and required two executive level employees, their assistants and myself to prepare. These are just two examples, but there are others.	8/13/2015 3:35 PM
116	Many times persons inquire and then after contact we never hear from them again.	8/13/2015 12:20 PM
117	One individual request took approximately 10 hours to copy and redact just to view. Another example, took a couple of hours to redact electronically to prepare for viewing.	8/12/2015 2:16 PM
118	na n/a	8/12/2015 2:05 PM

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119	attorney requested large number of records - thousands of pages & never picked them up	8/12/2015 1:50 PM
120	We had a citizen place a request to receive copies of emails. We redacted as necessary, ran the copies, and notified the requestor of the charges to be assessed for copies. The documents were never picked up. The charge for copies was \$17.40, and I estimate 2-3 hours of labor to assemble the request.	8/12/2015 1:32 PM
121	 N/A	8/12/2015 12:40 PM
122	 N/A	8/12/2015 12:40 PM

**Q11 In 2008, the Schedule of Reasonable Charges established \$0.15 per page as the charge for letter and legal sized black & white copies and \$0.50 per page for color copies, excluding labor costs. Do you believe these fees should be changed?**

Answered: 252 Skipped: 1



Answer Choices	Responses	Count
Yes- raise the fees.	43.65%	110
Yes- lower the fees.	0.79%	2
No- the fees are appropriate.	42.86%	108
Uncertain.	12.70%	32
<b>Total</b>		<b>252</b>

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**Q12 Please provide comments or concerns with the current law regarding your duties as a records custodian and with the current law regarding inspection and duplication of public records.**

Answered: 148 Skipped: 105

#	Responses	Date
1	My biggest concern is in regard to balancing the right to know public information with the limited staff and manpower available to search and compile such information. The physical cost of time, materials, and focus away from our core mission could be debilitating, if not properly balanced.	9/22/2015 7:50 AM
2	Most of our records requests are during election time. Our election commission is currently reviewing a form I have adapted from the Open Records website for Inspection/Duplication of Records Request to possibly charge for copies and employee labor for over one hour, but not for inspection of records.	9/21/2015 10:47 AM
3	My main concern is having the public understand that it can be very time consuming to review public records for redacting to carefully ensure that we do not release information that should remain private. Just because a record is considered "Public" doesn't mean that it may not contain some data elements that should remain private or confidential.	9/17/2015 4:05 PM
4	Revising the current law to include a cost for inspection of public records would possibly help to alleviate some of the cost and time in responding to overly burdensome and very broad public open records requests. Hopefully, this would also compel requestors to narrow the focus of their requests.	9/17/2015 12:36 PM
5	If you factor in many of the costs to own a copier (paper/toner/maintenance) or the costs to own printers (paper/toner/ink for inkjet/maintenance) these costs continue to rise. We also have maintenance costs related to computers and equipment that store and retrieve the information that is requested.	9/17/2015 8:43 AM
6	City of Brentwood charges mirror the schedule of reasonable charges referenced above but our Police Records policy is to provide the copies free of charge because the hassle of cash accounts and reconciliation and making change is not worth the benefit of charging.	9/16/2015 1:51 PM
7	City staff spend a lot of time redacting files prior to public inspection. This time takes away from employees' other job duties and service to the community, and the taxpayers - not the requestor him/herself - are paying for the fulfillment and preparation of the request. Most members of the public understand that if they don't receive copies, they do not have to pay anything. Although we strongly support and respect the public's right to access to public records, it becomes a burden on the City and its taxpayers to continually fulfill records requests with no reimbursement. We would support the imposition of a similar labor charge to that in place for actual copies.	9/15/2015 1:57 PM
8	One item that has recently come up with the City of Mt. Juliet is disclosure of a private company's financial records. The City desires to see these records prior to allowing such company to operate within the City. We recently advised the City that such records, even if disclosed to the City, would remain private under the Uniform Trade Secrets Act (adopted in TN) based upon a case from earlier this year under the Uniform Trade Secrets Act in New Hampshire that involved a request for inspection. As far as I can tell the Office of Open Records Counsel has not opined as to the effect of the Uniform Trade Secrets Act on such information	9/14/2015 3:44 PM
9	We are also having several requests each month from businesses that are using public records to get information for their business sales and purchase order information.	9/14/2015 10:24 AM
10	I support the change to include inspection for charging a fee. It takes the same amount of time, and in some cases more to locate records and make copies if redaction is required for inspection. Labor cost for an employee to be present at time of review by the public is also a factor. As most municipalities, we operate on minimal staff. If a request is made for a large amount of archived records, job responsibilities of the city's employee retrieving the information has to be delegated to others or goes undone during this process.	9/14/2015 9:39 AM
11	It's just very time consuming on staff. Most of the time you can't the requester the information as it prints from your software programs.	9/11/2015 11:31 AM
12	We do not have many people request public records copy for me to have a good input.	9/10/2015 1:33 PM
13	none at this time.	9/10/2015 12:57 PM

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14	I have received an email request from an out of state consulting firm looking for sureties and bond records. I denied the request due to the company being out of state. I have also received a few other email request for records and I referred them to our website which is very transparent. I would like to see better definition on handling email request from what I will call "consulting firm shopping request".	9/10/2015 8:48 AM
15	A charge for inspection should be allowed since much time is spent pulling, redacting and copying records for inspection only. Also someone has to be present when they are being inspected.	9/9/2015 4:40 PM
16	Attorneys and news media use it to find out whether or not they can profit from it. Very little is done in the true spirit of the freedom of information.	9/9/2015 3:29 PM
17	time consuming	9/9/2015 3:09 PM
18	Concern: No one follows the law, no one cares if timelines are violated, no one responds to requests,,and there is no one outside of the university who cares whether the law is broken or ORA's are responded to. This is a serious legal issue in my book...there is NO ONE to go to for assistance.	9/9/2015 3:01 PM
19	Time limits should be extended for the municipality to comply with request, especially in smaller municipalities with limited staff. Cost should be increased.	9/9/2015 1:01 PM
20	As the Register of Deeds we are the custodian of the Records, but there is no way we can furnish all documents pertaining to an individual or a certain piece of property. That would require a title search. By law we can not perform title searches and we are not licensed or bonded to perform title searches.	9/9/2015 11:35 AM
21	None	9/9/2015 11:24 AM
22	I have a citizen that continuously makes accusation about the records she receives. We are giving her everything she request, but she doesn't really know what she wants. When we attempt to give her the items that would address her questions, she feels as if we are trying to hide things. So we have started giving exactly the things requested which she never understands. Leading her to believe that we are trying to bury her in a mountain of useless info. That she refuses to pay for afterwards.	9/9/2015 10:44 AM
23	The main concern is that there is no difference between producing the records and providing the records. Almost the same amount of time goes into preparing them for inspection. There should be a charge for inspection requests that take more than an hour to complete/prepare. Many times the inspector simply brings a camera or phone and makes their own copies. The time is still spent preparing mass amounts of records.	9/9/2015 8:51 AM
24	I think the law as it currently stands, allowing the records custodian to charge if an hour or more of labor is involved, is sufficient. The records we manage are not ours, but the citizens. They are charged a fee for copies. As a records custodian, it is my job to allow citizens to inspect and my job to find the records they request. They pay my salary. I don't think we have any business charging more than we currently do.	9/8/2015 4:53 PM
25	We are a small office with limited personnel. Very time consuming and expensive to stop office duties to look up records for copying or inspection.	9/8/2015 12:01 PM
26	Almost all records that are made public either as copies or for inspection have to have copies made and redacted. This takes employee time and printing resources. If we charge for one we need to charge for both. However, when it comes to job applications all personal information needs to be redacted or not become public record until the job is placed. And even then applicant qualifications should be the only part of the application that is made available. There is no reason to harm an individual in his current job just because he is applying for a new job.	9/8/2015 11:14 AM
27	It is very time consuming especially when you have pulled and copied all this paperwork and then they do not show up. For some items it is hard to estimate the cost because of the varying size of files.	9/8/2015 10:35 AM
28	We do not charge fees for individual requests of singular reports because the time that it takes to keep with the \$.15 per page isn't worth the hassle. Additionally, while the labor fees permit for time spent after 1 hr, most individuals do not understand that just preparing queries for documentation takes longer than 1 hour and many times the personnel prepping such queries make an hourly rate higher than expected, therefore many times people adjust their request to inspect which still requires the same laborious preparation.	9/8/2015 10:05 AM
29	We currently do not charge for copies or inspection of records, but we have not a large amount of requests. It would be nice to be able to do this should the situation change.	9/8/2015 9:06 AM
30	The same time is taken to redact information if the material is copied and removed from the premises or if only viewed. At no time should the press have access to the names of individuals who have applied for a position within the Municipality for publication. They should receive a copy of individual resumes with qualifications listed but the name should be removed and assigned a number or letter of the alphabet. This would in turn prevent a present employer from learning a member of his/her team has applied elsewhere causing hard feelings and could even lead up to dismissal.	9/8/2015 8:31 AM

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31	We provide inspection of public records per state law. I do not believe we should charge for inspection only. We do have the right to charge for duplicating those records	9/6/2015 6:27 AM
32	Due to voluminous requests, both in the frequency and scope, and in order to protect the integrity of original documents, the city must hire additional staff to assist in preparing documents, and monitoring the inspection. The City did not have sufficient staff to provide for all of the work required to prepare records for inspections. In many instances, in order to provide the records in a timely manner employees are forced to work evenings and/or weekends on regular duties to make up for the time spent on records requests during the work day. The exempt employees are not paid for this additional work. Over a 17 month period, the City received 674 emails from two individuals alone regarding records requests. That is nearly 40 requests per month on average just for two people. Only one of them is a city resident. Each request can take anywhere from 10 to 100 labor hours to prepare. Despite the hundreds and hundreds of labor hours spent preparing records for inspection, the requester is under no obligation to ever show up and inspect even the first page of the records, and in the event they do show up, will thumb through the first few pages for a few minutes then leave. . While the city strongly believes in transparency and access to records, there must be a change in the law to prohibit or minimize repetitive, voluminous requests. If that is through a fee for labor to prepare for inspection, limiting the volume of a single request, limit the the number of monthly request by a single individual, subsequent request be denied until prior requests have been inspected, a time table requiring a minimum time per page be spent reviewing the records prepared or pay a preparation fee, or by some other means, a change is needed.	9/4/2015 5:03 PM
33	Don't really know what can be done. Limits don't work because they just pay someone else to request the documents. I would say we have routine requests from businesses that use the information for sales calls which I do not think that is our roll to provide.	9/4/2015 2:43 PM
34	As Executive Director I review all request for records that may affect resident's privacy.	9/4/2015 2:43 PM
35	Some people use this as a tool to harass "the government" and take great joy in "running the staff around" with requests -- we need some help	9/4/2015 12:01 PM
36	More specifics on what can be released vs. what cannot be released. Most of our requests concern customer accounts, usage, location, etc.	9/4/2015 10:36 AM
37	We now have extra paperwork with everyone having to fill out a form # CT-0445 to receive or inspect our records.	9/4/2015 10:17 AM
38	I feel that municipalities should also charge for inspection of the records. It still takes the Records Clerk the same amount of time and effort to produce records for inspection as it does to produce copies of records. Also it takes time away from his/her duties more with an inspection due to the time it takes to sit with the person inspecting the records.	9/4/2015 10:13 AM
39	I feel that the fee schedule is appropriate. I will note that we do not charge victims for their reports since we are providing them a service. We want to show the victims that we are handling their cases appropriately and encourage inspections to make sure we have all the proper information to help solve their case. Thank you.	9/4/2015 9:54 AM
40	Whether requestors ask to view or pick up copies, redacting of personal information can take a lot of time and also takes away from normal job duties.	9/4/2015 9:39 AM
41	The requests are more extensive. They are requesting data in Excel Spreadsheet or database formats instead of paper copies which requires increased labor costs to process. The data requested contains personal information of employees or suppliers which should be protected to prevent thief of personal information. I feel the State should take a strong stance against sharing data with the public due to concerns for information privacy and protection for employees and suppliers. I have received requests for data to be delivered in database formats so marketing/sales companies can market my data to their subscribers for profit. I feel this type of public records request should be prohibited.	9/4/2015 9:15 AM
42	no comment , im sure what ever changes are made our city will adjust	9/4/2015 9:01 AM
43	None.	9/4/2015 8:43 AM
44	We do not have a copier. It would be time consuming to copy records. However, if requested, it will be taken care of.	9/4/2015 7:47 AM
45	I am happy with the law as it stands now. I would prefer to see the Open Meetings law tightened up.	9/4/2015 7:32 AM
46	Some records requests could be extensive and ongoing. They could take an enormous amount of manpower. I agree with openness but it must be reasonable.	9/4/2015 6:18 AM
47	Please note, I am not the City's "records custodian." I only hold HR records.	9/3/2015 5:54 PM
48	A frequent records requester has learned that they would be subject to limitations due to excessive frequency. They now enlist allies and agents to submit requests while they review the records.	9/3/2015 5:46 PM
49	We have made it policy that all requests be made through the city recorder and it is their responsibility to charge the correct amount and make sure the requests are processed properly.	9/3/2015 4:24 PM
50	Inmate or out-of-state information requests should be allowed to be dismissed by the municipality.	9/3/2015 4:14 PM

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51	We have no issues with specific, business related requests. The problem is voluminous requests that involve a lot of employee time and are merely a "fishing expedition" to find something that can be made public. The intent of these requests is not for business but generally for political reasons.	9/3/2015 3:27 PM
52	It can be time consuming to respond to requests so I do believe a reasonable charge is fair.	9/3/2015 3:19 PM
53	Has not been an issue at this time. However, this situation could change at any time.	9/3/2015 1:52 PM
54	Inordinate amount of time taken away from service delivery to other students to retrieve, copy, and put records in reasonable order, as well a time away from other important staff duties. Cost and time to make copies and inventory items being copied.	9/3/2015 1:43 PM
55	There should be a charge to view the records. It should be treated just like a request for copies except the time for viewing is billable also. You can spend over an hour with the customer as they view records and that has taken you away from your job duties and costing the citizens tax dollars to watch over the viewer.	9/3/2015 1:26 PM
56	No concerns with the law.	9/3/2015 12:51 PM
57	I believe the city should be compensated for time needed to locate and prepare records for inspection whether or not copies are requested.	9/3/2015 12:19 PM
58	Charging for inspection of records may be appropriate for agencies that have numerous requests for large volumes of records. Our agency, however, has not received such requests, so the law as currently stated is sufficient for us.	9/3/2015 10:29 AM
59	The law needs to be amended to allow compliance by making the records available for inspection and copying by the requesting party or their representative. The law needs to be more victim friendly. This law should not allow inspection and copying of personal financial and medical records. This just makes a victim subject to further abuse by exposing them to potential identity theft or embarrassment by having their personal information made public just because they happened to the victim of a crime.	9/3/2015 10:25 AM
60	When I say raise the fees, not the copying charge, but fees that can be charged by having an employee(s) stop their regular job to look up and provide requested records, or make copies and organization, etc. This is great time and effort and should be adequately compensated.	9/3/2015 9:39 AM
61	It works fine there should be no change. There should be no charge for inspecting records.	9/3/2015 9:33 AM
62	I have several civically obsessed persons in Mount Carmel. I am prompt and cooperative with those requests. My problem is my BMA. They get angry with me for providing copies to these people and because of the way they use these copies or this information. I have a hard time getting them to understand that I legally have to provide these records. It is important to involve the taxpayers in matters of the Town.	9/3/2015 9:28 AM
63	the current rules are appropriate. Public records must remain visible. It is troubling to see parents request records related to their children & have information communicated about their very own children redacted. WHY would a school district redact records for a parent that had to do with their very own children? If anything, there needs to be more transparency to parents so they can see what is really happening to their children in public schools.	9/3/2015 9:25 AM
64	It costs us in labor to produce these documents that often don't even get picked up. Often folks request this information just to put our office through the paces of preparing it.	9/3/2015 9:03 AM
65	Due to the time involved in researching tape recordings our department has to spend several hours at times to make tapes, considerations should be made to man hours involved for research. Paper copies are not a big issue	9/3/2015 8:54 AM
66	The public has already paid for the creation and storage of public records. Charging for copies to cover cost of copy machines is reasonable. Charging for inspection of records is not - part of the service. If a request to inspect and copy is extensive, then cost of office labor should figure in, reasonably.	9/3/2015 8:40 AM
67	We believe there should be a charge for inspection as employees have to gather the information just as if the person is receiving copies, and an employee has to sit with the person making the request while they review the information. This takes time away from the employees regular duties resulting in the employee having to work overtime. Also a charge for inspecting records would stop a disgruntle customer from nothing short of harassing the employees on a weekly basis. Please help us by changing the law and allowing us to charge for inspection of records.	9/3/2015 8:39 AM
68	I feel for the general public that just request one report they should not be charged at all, but the lawyers, newspapers and others should be charged for inspection. It takes me apprx. 2 hours to prepare the reports for the them to inspect and then another 1+ for them to inspect.	9/3/2015 7:23 AM
69	The main clarification that the public has with open records request is not having access to the original file due to it containing sensitive data. At that point, we must copy / redact the file and charge the copy fee.	9/3/2015 7:11 AM
70	I need more than seven (7) days to provide the request. I suggest at least 10 to 14 days to provide the information before written notice is required.	9/2/2015 4:37 PM
71	Clerks charge .50 per page per our guidelines is my understanding. We have no color copier.	9/2/2015 4:16 PM

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72	I think we need to be given more time to provide these requests. We still have a day-to-day job that has to be done in addition to these requests. I think the price per copy should be increased. It doesn't account for the maintenance on copiers. I also think we should be able to charge for the first hour spent on the request and recoup all of our costs.	9/2/2015 10:46 AM
73	Depends upon the time involved.	9/1/2015 1:03 PM
74	The amount charged regarding labor is sometimes a very large amount because legal is sometimes involved and department heads who make a considerable amount and that charge is passed on to the customer. Sometimes these amounts are very large.	9/1/2015 11:29 AM
75	I like that they must be a resident of TN	9/1/2015 10:23 AM
76	The ability to inspect public records shouldn't be based on payment of a fee - if an inspection request culminates in duplication of records then a fee is appropriate. Requests for records can be burdensome on agencies, and create work for already over-burdened employees. Public access is very important, however, there should be some consideration given to the time and effort that must be expended on behalf of governmental employees to provide such access. The Agency receives multiple records requests from the same entities on a regular basis, and while these are certainly public records, these requests are incredibly time-consuming for Agency employees, who must devote precious time and resources to reviewing, redacting and reproducing records rather than focusing on performing other duties of their jobs.	8/31/2015 3:05 PM
77	Most people think they can come in at any time and inspect, no matter what I have going on.	8/31/2015 1:13 PM
78	I believe that residents already pay the city for the services we provide them and unless a request is unreasonable the cost should be minimum. I believe that people who live outside the city and do not pay property tax should be charged more for out time and supplies. I believe that public records should be public and we should not charge a fee that would prohibit viewing them or copies of them. I think if there would be a concern of someone have physical access of our original we could have a copy for public viewing and maintain that copy for later use.	8/28/2015 4:23 PM
79	What should change is ability to charge labor for excessive time spent to collect documents for inspection. In many cases, the requestor only looks at the documents or makes minimal copies leaving the utility with stranded costs which the rate payers ultimately bear.	8/28/2015 2:19 PM
80	"customers" prefer to receive in electronic format. I wish there was something we could do about the privacy of applicants for employment.	8/28/2015 2:09 PM
81	I believe that there should be a cost for inspection. We have a rule that we have someone sit with the person while they inspect the documents. This takes away valuable man hours while someone sits with them. I believe they should be charged the same amount for inspection of public records as they would for duplication of public records. Usually inspection requires more work than just duplication of the records.	8/28/2015 1:40 PM
82	Being unable to charge for inspection is extremely burdensome as we spend hours redacting files and there is no limit to how many files we may be asked to prepare. It is currently hindering our ability to perform our other duties. The ability to charge in order to allow us to either hire additional help or to limit individuals from making extraordinary requests simply because there is no charge to do so would be extremely helpful.	8/28/2015 12:21 PM
83	My biggest concern is that if someone requests to just look at information, it takes the same amount of time and expense to pull the information, make a copy, redact anything that needs to be redacted, and make a new copy for the requestor to view. Several times in the past, we will go through this process for a large request and then the requestor will only ask for a copy of one or two pages. Meanwhile, we are having to pull, make a copy, redact and make another copy for sometimes hundreds of pages. It can be a very expensive process for the city. In my opinion, labor over 1 hour should be charged just like we charge when they get actual copies. As far as if the revised law should exclude certain information like minutes, ordinances, resolutions, etc., we send the requestor to our city website to get copies of those since we make all of those items available for free there. If the city makes the documents available on their city website, I don't see a need for a charge. If it's something where the city needs to make copies, then there should be a charge, either labor, copies, or both.	8/27/2015 4:25 PM
84	Although we rarely receive requests for records, it is something that we are concerned could become burdensome in the future. As a small local government, we are already extremely strained on staff and resources. An unreasonable request for information results in a cost to taxpayers, as well as reduced services. There needs to be a common sense approach to open records.	8/27/2015 3:53 PM

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85	<p>The Board respects the public's right to access information and records regarding the attorney disciplinary process maintained by the Board of Professional Responsibility of the Supreme Court of Tennessee. The Board's duty of transparency must be balanced with the Board's competing duty to safeguard confidential information as specified in Tenn. Sup. Ct. Rule 9, Section 32. The Board's concern with the current law is that most requestors of Board records are attorneys being investigated and/or prosecuted by the Board who may be attempting to misdirect, obstruct and/or delay the Board's work. Since 2010, the Board of Professional Responsibility has received 138 public records requests. One-hundred and eighteen (118) of these 138 public records requests were made by requestors and/or their agents being investigated and/or prosecuted by the Board of Professional Responsibility. Many of these requests by attorneys being investigated and/or prosecuted were serial requestors: in 2011-2012, requestor H.M. made 12 public records requests; in 2012-2013, J.R. and/or his agent made 17 public records requests; in 2012-2013, C.R. made 11 public records requests; and in 2012-2015, Y.S. made 52 public records requests. Eight (8) of these 138 public records requests were made by complainants dissatisfied with the Board's investigation of their complaints. Only thirteen (13) of the 138 requests were from the media for public records. Of those 13 media requests, Board staff responded to 8 requests completely by information available on the Board's website. Exorbitant amounts of time spent by Board staff to review documents and respond to requests by vexatious attorneys being investigated and/or prosecuted diverts the Board's resources from accomplishing its mission of protecting the public and assisting lawyers in administering the Court's disciplinary process.</p>	8/27/2015 3:44 PM
86	<p>The law, as it is now, allows for public harassment of government entities rather than providing truly concerned citizens with the information they need or want.</p>	8/27/2015 2:35 PM
87	<p>All the citizens and tax payers should not have to brunt the cost associated for the benefit of services provided to one or two people or special interest groups.</p>	8/27/2015 1:45 PM
88	<p>I honestly don't give many paper copies anymore. Everything is sent by email and expected to be free. I don't mind that so much as just the hours of labor that are put in most of time for nothing. I feel labor over an hour should be charged regardless of the method of delivery.</p>	8/27/2015 12:38 PM
89	<p>Although we did not have any last year, we have had in previous year. It takes a lot of time to pull records, copy, and redact sensitive information. For inspection as well as copying. I think we should be charging for either service.</p>	8/27/2015 12:32 PM
90	<p>We are being inundated with viewing requests costing us time and money that could be better spent serving the citizens of this community. We are being harassed and our state allows are allowing it to take place with open records laws. They need to be fixed right away to protect us as well as them. Other citizens taxes are being used to foot the bill for these ridiculous requests repeatedly. They have every record in city hall in duplicate and it is still not enough.</p>	8/27/2015 12:18 PM
91	<p>NES understands that openness in government is in the best interest of all and is committed to abiding by the public records law in spirit and practice. NES has an established policy and process in place to handle requests and readily provides information requested by the media, law firms, law enforcement, government agencies and individuals. Of the hundreds of records that NES processes on an annual basis, a small number of individuals abuse the privilege of free inspection by submitting broad requests that are burdensome to research, collect and make available for inspection. One request is submitted for inspection, but the request is composed of thousands of records that make up the larger request. Examples include: "all easements and pole numbers in zip code 37072," and "cell phone records for every employee." While the number of requestors who abuse the inspection provision are few, their requests are costly to ratepayers because it takes a large amount of staff time and resources to research, compile, and make the records available in a format suitable for inspection. The requestor spend a fraction of the time reviewing the records that require many hours of staff time to compile. To mitigate the cost to ratepayers, NES suggests not charging labor for inspection requests that are for specific records. For single requests that are, in actuality, composed of thousands of individual records, NES suggests that the first 3 hours of the labor cost to research, collect and make the records available for inspection be free of charge, and that the requestor by charged labor costs to produce the records for inspection after 3 hours. NES has, and will continue, to support the public records law. NES believes that charging for the inspection of broad records requests, that include thousands of individual requests in one, is in the best interest of ratepayers and the public. Thank you for your consideration of this change.</p>	8/26/2015 4:58 PM
92	<p>Requests for police reports and fire reports are the most common. Setting a flat fee for each one (in whole \$\$) would make this charge easier. Human Resources spends alot of time copying, redacting and the reprinting documents; however, they may have to print two copies and can only charge for one page. They usually spend less than an hour on the request so they can't be reimbursed for labor. More time and money are spent on the request than recovered.</p>	8/26/2015 8:17 AM
93	<p>The current law assumes that records are conveniently stored in a filing cabinet waiting to be pulled out and handed to the requesting party. In today's digital world, that is rarely the case. Now, almost all records are stored in databases and the quality of the query determines the quality of the response. It usually takes a knowledgeable person some time to discern the requestors true intent and then ascertain the best way to gather the information from various computer systems. Also, in infrastructure-heavy applications, most of the information is stored in GIS models that are not well-designed for quick look ups in the front lobby.</p>	8/25/2015 8:46 AM
94	<p>I think the commission should do comparison studies in relation to neighboring states and their costs of copies. Citizens tell me we should be charging more.</p>	8/25/2015 8:36 AM

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95	More requests are for electronic information and are coming from research groups. Some requests involve large amounts of time to get the information gathered and very little time for transmitting. I would support charging for the time involved in putting the information together.	8/24/2015 10:46 AM
96	I believe that TN should be more like Alabama for example, The Alabama Supreme Court has ruled that records may not be requested when "the purpose is purely speculative or from idle curiosity." Media interest, however, is a legitimate purpose and not classified as "idle curiosity." I have an individual who goes back and audits the state auditor because he is certain something is going on. He writes numerous letters to the Comptroller, and the Comptroller sends people to research his claims and they find that we are doing nothing wrong. He harasses this office and there is nothing we can do about it. There should be some sort of protection for the office in certain issues such as this. We have been in and out of court and it is crazy.	8/24/2015 8:13 AM
97	I have a concern about open inspection from a standpoing of originals and where they can be viewed. With these vital records, it is hard to open it up and to have someone (an employee) there to make sure all are intact.	8/21/2015 1:46 PM
98	my concern is that my office my need an additional employee just to do research & make copies for people that are just being nosy.	8/21/2015 1:06 PM
99	1st concern is that we have old minute and will books and the concern of them being handled by people that do not treat them properly. 2nd concern is that people come in to inspect records unexpectedly and expect our office to drop everything and assist them with looking up and copying what they need	8/21/2015 11:26 AM
100	I have no problem with the current laws regarding public records.	8/21/2015 9:23 AM
101	Luckily, we do not get a lot of request for open records, but I know some entities do. I would be for legislation that helps these agencies deal with what can be a time consuming/wasting project.	8/21/2015 8:24 AM
102	The records kept in this office are located in an area that requires an employee to get the document/book and bring it to a public area for inspection. Often times this requires multiple trips for the employee and requires a lot of time. Also, older documents are located in another area of our building and again, requires a lot of time to bring them to the public inspection area, with multiple trips being required for the employee. This does take time away from their other office duties.	8/21/2015 7:45 AM
103	In general as a receipt of taxpayer money, you must recognize and accept that most information is a matter of public record and as such is open to inspection. I view this as an essential function of government in its efforts to be transparent. I believe strongly that if you have nothing to hide then you have little concern to worry about these type of requests. In addition, these requests in some instances may serve an important role in keeping the public informed/educated on critical governmental issues/dealings.	8/20/2015 8:43 PM
104	I have experienced requests for records that are broad in nature and not specific to the documents. Some are allowed to hunt for records that may or may not exist. An example of this is when I had a TV news station ask for all videos with traffic stops related to a specialized division of our office. I estimate we had over one-hundred videos to copy and provide. I could not assign someone to watch the hours upon hours of video. We did provide the records related to the request. My concern is that someone gave private or confidential information to law enforcement while on video. This could include social security numbers, driver license numbers, or confidential criminal information to assist us and remain anonymous. I feel the request must be exact and specific to the record requested. Request from law enforcement are not as simple as some government offices. I am responsible for the content released and must review and read each document to ensure it is permissible for release or inspection. My staff is consumed with the daily operations of our office and each time a request is received the normal office duty is put on hold to evaluate and begin the response process. Simply put the person should know the record they need and be specific with their request. If we continue as it currently exist we are allowing some to go on a fishing expedition for records that may not exist.	8/20/2015 4:56 PM
105	At the present moment, I don't charge anything for copies, because \$0.15 per page isn't enough to even bother with printing a receipt. The fees should go back up to at least \$0.25 per page, and regarding charging fees for inspection, I would not feel comfortable asking someone to pay a fee just to look at a document. We are elected officials and that would NOT go over well with my constituents.	8/20/2015 2:21 PM
106	.15 does not cover the charge for looking up the records. It barely covers the cost of the paper	8/20/2015 12:54 PM
107	On question #11 I marked uncertain because there are many different types of records requested. I don't believe there is a one size fits all answer. In some cases the fee should be raised while in others I feel the fee is appropriate as is.	8/20/2015 12:42 PM
108	As public employees, I feel it is our job to help the public gain access to their records free of charge. My staff does not do in-depth searches for people who use the office to make their living. We may assist with copies for a fee and guide the public citizen with their needs. We also do not provide bulk lists for businesses who use gathered data for profit.	8/20/2015 11:51 AM
109	Many of our records are digitally scanned into our system. Generally speaking, accessing for inspection or copying is as simple as a few clicks of a mouse.	8/20/2015 11:44 AM

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110	I would like for requestors to be required to pay an initial clerk (flat) fee when filing their requests. This would ensure that even if the type of request changes that their is a fee collected. Open Records Request are for the most part very labor intensive and require much diligence and on occasion attorney fees that should be considered when charging fees. The labor fee our City adopted in our Ordinance is after the first hour. Thank you for your consideration.	8/20/2015 10:34 AM
111	We are receiving more and more media requests and more attorney requests for investigative reports. We also need a clarification when arrest warrants are made public. One law states the warrant is public after it is served but another law states the arrest warrant is public after being obtained. Also, we need to know what options we have other than keeping the original document.	8/20/2015 9:21 AM
112	Our issue is not so much with the amount charged per page. Those seem reasonable. The issue is with large requests to inspect public records because the enormous amount of time that can be involved. We do not have extra employees available to dedicate all there time to these types of requests. One request we had a few years ago resulted in five boxes of emails that had to be printed, redacted and copied. It took several weeks to complete the request.	8/19/2015 4:23 PM
113	As a records custodian, I would like to see the inspection option eliminated from the Tennessee Public Records Act as a considerable amount of staff resources are still utilized for inspection, and in some cases more, than if the request for records was being processed for copies with no means to recoup expenses or time for performing this function.	8/19/2015 11:11 AM
114	I believe this entire issues comes down to the time it takes to gather, review and redact records. There must be significant weight given to the public's right to review public records. If consideration is given to charging for inspection, I believe it should be done in such a way where it allows at least two-three hours of free labor, and then sets a consistent labor rate (for example \$15 an hour) thereafter. This consistent labor rate should help to prevent excessive charges and/or charging an attorney's hourly rate to review records for inspection.	8/19/2015 10:38 AM
115	Most requestors expect us to immediately provide the requested information even when tell them we have to go to archives in a separate building.	8/19/2015 9:30 AM
116	No concerns - just time consuming when large volumes requested.	8/18/2015 5:15 PM
117	none at this time	8/18/2015 1:28 PM
118	1. The law should allow for an entity to charge for collecting and redacting (as is often necessary) a record, even if all the requester does is view it. The collection and redaction times can be very time consuming, and this cost simply falls on the entity unless the requester is required to pay for it. 2. Our open records laws were written before computers were the primary means of storing information. Our current law requires us to produce a record--even if it doesn't specifically exist--if it can be derived through the manipulation of data or information. This can be a very time-consuming process. Take, for example, a request for the name, race, age, pay, work hours, work location, supervisor's name, and whether or not the employee had any discipline within the last five years, of all employees employed by a large municipality. This information is theoretically obtainable, but would require a great deal of work with different departments, and take an enormous amount of time to produce. If, at the end of the day, the requester only wants to view the information, then there's no way to recoup the large cost in personnel time spent putting such a document together. Before computers stored all such information, we could simply say that we didn't keep such records, or else invite the requester to spend a day--or days--reviewing personnel files. Now, we theoretically have the information stored electronically, but accessing it is not simple. This is especially true when dealing with multiple computer systems whose information does not cross-reference.	8/18/2015 12:35 PM
119	None.	8/18/2015 12:13 PM
120	Last year a citizen was constantly asking for all records on a specific Police Officer every time something would happen. This person didn't like this Officer he would try to talk with the Commissioners over and over to have this officer removed from his position. It was bordering harassment to the officer and effecting his job.	8/18/2015 11:35 AM
121	Can be time consuming but we understand the necessity.	8/18/2015 11:18 AM
122	I feel that the current law is very effective and not only allow's public input,questions, and participation, it also helps to keep government accessible and accountable at no fee to the public.	8/18/2015 10:22 AM
123	The vast majority of our requests come from the media. We have experienced an incredible increase in the number of requests over the past 2 years, with 100% of the increase coming from the media. Their requests are always for electronic copies, in an attempt to avoid fees. Considerable time is still required to pull the electronic copies. If the law were changed to allow us to charge for that first hour of labor, it would be helpful. At times we do revert to the section of the law that addresses numerous requests from the same requestor, as far as charging. Responding to these requests has become extremely burdensome and has prevented us from attending to our other daily tasks. Perhaps a per page fee for electronic copies would also be appropriate, since so many requestors are using this tactic as an attempt to avoid fees. We receive practically zero requests for inspection only.	8/18/2015 10:18 AM
124	I think black and white pages should be 50 cents and color 75 cents. I do feel however that inspection should always be free.	8/18/2015 10:02 AM

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125	Since we have a limited time to provide the copies and we have to take time out of our duties to prepare the information, I feel that we should charge for time total time and collect money up front. Thank you.	8/18/2015 9:42 AM
126	Generally most requests from the public is acceptable and require very little work on our part and low cost to the requestor. Problem area is redacting information from records before a record can be inspected. Another problem we have is the conspirator theorist or anti-government person who abuses the right to request information. Our current laws allow this to happen and requires us to spent much time getting records together. We need some way of relief from such requests. Maybe limiting the number of requests per requestor per year would be helpful.	8/18/2015 9:34 AM
127	Most of our requests are either during election years and politically motivated or they are from people who are in the process of suing the city. Very rarely does a concerned citizen come in and request minutes or information- probably once a year. The labor side is much more time consuming. Most people won't tell you what they are actually looking for so they want everything and either don't show up or take it out of context. I do not respond to questions from parties outside of TN (usually universities) - which are nearly always lengthy and time-consuming surveys.	8/18/2015 9:29 AM
128	To clarify my answer on Question No. 5: Our current charges are .15/page for black & white copies & .25/page for color copies.	8/18/2015 8:33 AM
129	We are a small entity. We don't get many requests to inspect records. The main request we get for inspection is for a Zoning Map. The main request for copies is for police records (accident reports/incident reports).	8/18/2015 8:25 AM
130	give more time to prepare open records	8/18/2015 8:12 AM
131	We rarely have requests. If we do, the copies are usually sent by email.	8/17/2015 3:10 PM
132	We provide digital copies and not hard copy products. The questions are not current with technology. It is the cost of preparing the data not the cost of producing it that needs to be collected.	8/17/2015 12:32 PM
133	The amount of time it takes employees to search for the requested records varies but whatever amount of time that is takes away from their regular duties. It takes the same amount of time to gather the records whether copied or inspected. It could also take the same amount of time to copy or to sit with someone while they inspect the records.	8/17/2015 11:32 AM
134	As a public school system, with all of our information being open for public copying/inspection, we believe charging for labor & copying is a reasonable request.	8/17/2015 10:57 AM
135	We currently have a company requesting reports of all purchase orders issued and related information. They demand that it be sent electronically. We can provide the report fairly easily and are providing it to them through dropbox with a password. The problem is that we have to provide it for free, but they are selling the information to vendors from all over the country who then proceed to contact and harass our department heads. We use a vendor registry, advertise our bids, and put the info on the website. We do not like the information being given out for free and then sold without our permission.	8/17/2015 9:38 AM
136	The majority of records requests that we received are emailed to requestor at no cost.	8/17/2015 8:34 AM
137	The crux of the problem is that it takes the same amount of resources to make a record inspection available as it does to make copies. For an inspection, the records still have to be pulled, reviewed for confidential information, redacted (which requires making a copy, marking out the confidential information, and making a copy of that). We believe in transparency of information and comply quickly when requests are made. Unfortunately, citizens and others occasionally make unreasonable requests out of anger or with the hope of shot-gunning in an attempt to find a needle in a haystack. Such requests consume valuable time and resources that remove folks from their central mission of educating our students. Thanks for asking.	8/15/2015 8:51 PM
138	I have no problem with the public requesting to inspect or receive copies of public records. On at least one occasion, a local attorney requested copies of public records. The request was very general in nature. I sent a photograph of the 3 three foot tall stacks of records he wanted copies of and suggested that he come down and review and then request what specific copies he wanted. We provided him a desk and chair in a space where employees could observe to make sure no damage was done. At the conclusion of his inspection, we made copies of the pertinent records he desired. All was done in a professional and courteous manner. I believe in open records for anyone asking. We do not charge labor rates unless it is a relatively large and time consuming effort that takes away from our primary purpose.	8/15/2015 8:22 AM

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139	A couple of points to the fees. There is not a recommended fee for electronic records, which most of our requests cover. If we have records that are too large for email, we need a fee structure for providing a cd, etc. We have handled this by asking the requestor if they can provide a cd or flash drive for us to save the information on for them. Also, because we only rarely have a request for a document that is a paper document already available and without need of review for redacting, most of our requests involve significant labor even if all they want is to inspect and there is no mechanism to recover a portion of the labor costs. One specific example of this last year was a citizen's group request to receive emails, planning documents and other materials associated with a school improvement plan from multiple employees and members of the Board of Education. Because the request was very broad and general (intentionally so on their part), the number of emails and other documents was lengthy (several hundred) and many were not responsive. All required review and quite a bit of redaction but since they were electronic records, no charges could be made for the time required. Generally, it seems the law is written to cover paper records more so than electronic, which are the norm in our agency.	8/13/2015 3:35 PM
140	We are a small office with limited staffing. Often the request comes at the most critical times in our operation. One request required 152 pages to be pulled and copied. We have not charged for labor in the past without clear guidelines of what a "reasonable" charge should be.	8/13/2015 2:48 PM
141	I am bothered by the fees we cannot charge. One requestor asked to see a large block of personnel files. We had to copy, redact medical, social security numbers, etc, then recopy for the requestor to view. This cost them nothing but takes hours of staff time and county resources.	8/13/2015 12:20 PM
142	Only a damn fool, probably a lawyer, would request someone to pay for public records. The name public records means it belongs to the public, not some sorry politician, bureaucrat or damn lawyer. You have no business charging for public records.	8/13/2015 10:28 AM
143	I believe everyone should have to complete the form to view or receive copies. I think they should have to pay to view, because confidential information has to be redacted just to view.	8/12/2015 2:16 PM
144	The Department spends considerable labor time having records prepared for inspection-only requests. In particular, significant attorney time is lost reviewing records for privilege before they can be released. Allowing agencies to charge for these type of costs would increase the Department's ability to respond to these types of requests appropriately and efficiently.	8/12/2015 1:58 PM
145	There needs to be a charge to inspect records. Staff time is spent both gathering records and supervising inspections. Private individuals are using state resources to gather information & then selling it for profit.	8/12/2015 1:50 PM
146	The volume of open records requests has grown significantly for the school system. I would say that I spend at least 35-40% of my time on records request now (as opposed to 5% when I arrived at the Knox County Schools 6 years ago).	8/12/2015 1:32 PM
147	ECD currently does not have rules that would permit the department to charge for copies of public records. If the department receives a voluminous request, its only recourse is to ask the requestor to narrow the request, but the department can not require the requestor to do so. ECD frequently receives public records requests which require 1-10 hours of staff time for location, redaction, and copying/production of records. Less frequently, ECD receives requests which would require in excess of 10-20 hours of staff time. The amount of staff time required to collect, review, and redact records does not change based on the method of production (inspection vs. copies). Being able to charge for inspection of records could help reduce frequent, voluminous requests that take an inordinate amount of staff time and encourage requestors to be more specific in their requests, and more cognizant of the amount of state resources required to respond to their requests.	8/12/2015 12:40 PM
148	We have received request from out of state vendors for copies of bid documents. When told we only provide documents for residents of TN they usually withdraw the request.	8/12/2015 12:40 PM