



Policy & Procedure for Examination or Copying of Records

General Policy:

It is the policy of the City of Indianola Iowa to meet all reasonable requests for information and documents within the constraints of Iowa Code Chapter 22. This policy should be read in harmony with those provisions of Iowa Code Chapter 22 in effect at the time of the request.

The City of Indianola recognizes the right of the public to access public records maintained by the City in accordance with state law. When the City responds to requests to inspect or copy records, costs are incurred by the City. This policy is adopted to balance these competing interests, to establish an orderly and consistent procedure for responding to public records requests and to support the adoption of a fee schedule designed to reimburse the City for the actual costs incurred in responding to public records requests.

Custodian of Records:

Requests for public records should be directed to the respective lawful custodian of such records. The following is contact information for each respective department and their custodian.

Department	Custodian	Location	Phone Number
Fire Department	Fire Chief	110 N. 1st Street	515-961-9405
Police Department	Police Chief	110 N. 1st Street	515-961-9400
Library	Library Director	207 N. "B"	515-961-9418
Park and Recreation	Director of Park & Rec.	2204 W 2nd.	515-961-9420
All other City Departments	City Clerk	110 N. 1st Street	515-961-9410

General Procedure:

This policy is not intended to preclude verbal responses to routine requests for information. In addition, under certain circumstances, documents may be provided without a written request. Those circumstances may include:

- Documents made generally available to the public at public meetings
- Subject to approval by the City Manger, a specific department may establish separate departmental policy to allow verbal requests for public records maintained by that department which are routinely requested by the public as part of the department's normal course of operations.

This policy does NOT apply to Indianola Municipal Utility records, police department accident reports, medical and fire reports or fire investigation reports, which are subject to separate polices.



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Written Request:

All parties requesting any City records are asked to complete and submit a written Request for Examination and Copying of Public Records Form, to allow the City to promptly and accurately respond. Written requests are not limited to the attached form but use of the form is highly encouraged to ensure sufficient clarity of public records requests. The City reserves the right to seek clarification of any public records requests before responding to the request. The City reserves the right to deny any public records request if the request is sufficiently vague or unclear that the City cannot reasonably determine what records have been requested.

Inspection:

Parties requesting the inspection of public records may do so at a date and time during the regular business hours of the designated lawful custodian, or, if no such regular hours are established, from 9:00 a.m. to noon and from 1:00 p.m. to 4:00 p.m., Monday through Friday, excluding legal holidays. In-person inspection may be conducted in an on-premise room as arranged by the custodian. No original public records or documents can be removed from the premises at which they are stored.

Timing of Response:

The custodian of the requested records will attempt to fill record requests in a timely manner within fourteen (14) working days, unless the records are subject to consideration for exemption from disclosure as confidential under Chapter 22. Reasonable delay for the purpose of determining whether a confidential record should be available for inspection and copying to the person requesting the right to do so shall not exceed twenty (20) calendar days. Such records may include, but are not limited to: medical records, personnel or employee-related files, documents concerning litigation or claims, and/or names and addresses of complaints. Any request for public records which could be exempt from disclosure under the conditional exemptions in Iowa Code Section 22.7 shall be referred to the City Attorney for review and response.

Electronic Media Requests:

All open record requests that are responded to by electronic media shall be provided in a format that prevents the document from being altered.



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Estimated Costs and Prepayment

The person requesting the information shall be provided a bill, which shall be paid before the photocopies will be released. If the cost of responding to a request is estimated to exceed \$10.00, the person requesting the records will be provided with an estimate of costs, which the person will need to agree to pay prior to the copies being made. If the cost of responding to a request exceeds \$50, the person requesting the records will need to pay the estimated costs prior to the copies being made. If the actual costs incurred by the City to respond to a records request are less than the amount of any required prepayment, the overpayment will be refunded promptly to the person or entity making the prepayment. If the actual costs incurred by the City to respond to the request are more than the amount of prepayment, the City shall charge the requestor for all additional costs.

Fee Schedule:

If the number of photocopies does not exceed twenty-five (25) pages, or if staff time for responding to the request does not exceed thirty (30) minutes, the following fee schedule shall apply:

- Fees for photocopies: \$.25 per page for black and white copies and \$1.00 per page for color copies.
- A fee for records provided on a USB flash drive is \$10.00

If the number of pages to be copied exceeds twenty-five (25) pages, or if the staff time involved in providing the records exceeds thirty (30) minutes, the following additional fee schedule shall apply:

- Hourly rate for clerical time needed to make photocopies or copying to a USB flash drive is \$25.00 (prorated to the nearest fifteen (15) minutes).
- Hourly rate for professional staff time – Effective hourly rate of staff member for time needed to produce or review the documents (prorated to the nearest fifteen (15) minutes).
- Routinely prepared or bound reports – Actual cost to produce.
- Special requests for records mapping requests, and other non-traditional methods of providing information may incur additional costs.

The City reserves the right to adjust the above fee schedule in the event of unanticipated costs.

Unless otherwise prohibited by law, the City may, at the City's discretion, furnish copies of requested records without charge or at a reduced fee if the City determines that the waiver or reduction of fees is in the public interest.



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Request:

Description of Record Requested:

Requester Identification

Name of Requester

Address*

Telephone No.

Signature

* This information is not required but will be used to provide a response and / or in the event clarification is needed.

For Clerk's Use Only:

Date: _____ Fee: _____ Receipt # _____

Received by: _____