



VILLAGE OF WHISPERING PINES

ADMINISTRATIVE PROCEDURES



Number: 2-2	Effective Date: 11/9/18	Revised Date: N/A
Section: Operations		Page 1 of 2 (1 Attachment)
Subject: Public Records Request		
Approved by Village Manager: Richard M. Lambdin <i>RML</i>		

I. PURPOSE

The Village of Whispering Pines (VWP) strives to provide prompt and efficient access to public records, in accordance with the North Carolina Public Records Act (NC General Statute § 132).

The purpose of this policy is to establish VWP procedures for receiving, processing, and responding to requests for public records.

II. PROCEDURES

- A. The Public Records Request form (Attachment A) will be used to request public records, including; but, not limited to agendas, minutes, resolutions, ordinances, agreements, and other public records made or received in connection with the transaction of public business by the Village.
- B. Any person (Requestor) may request to inspect or receive a copy of a public record, excluding records exempt from disclosure by law.
- C. Completed Public Records Requests will be submitted to the Village Clerk.
- D. The Village Clerk will fulfill the request or forward the request to the appropriate department.
- E. Routine requests should normally be fulfilled within three (3) business days. If fulfilling a routine request will require more than three (3) business days, the Requestor will be notified and provided with an estimated timeframe for the request to be fulfilled.
- F. Non-routine requests that require extensive use (more than 30 minutes) of staff time to research and prepare will be reviewed within three (3) business days to determine an estimated timeframe and cost to fulfill the request.

1. The Requestor will be notified and provided with an estimated timeframe and estimated cost for the request to be fulfilled.
 2. The cost associated with fulfilling the request will be considered a “Special Service Charge” and will account for the staff labor time (estimated as the time to fulfill the request multiplied by the hourly staff rate) and/or the extensive use of information technology resources necessary to satisfy the request.
 3. The Requestor will be required to pay a deposit of 50% for the Special Service Charge.
 4. Upon receipt of the deposit, the appropriate staff will begin processing the request.
 5. When the request has been fulfilled, the Requestor will be notified that the records are available for pick-up and the amount due for the balance of the Special Service Charge.
 - a. If the total cost is less than the deposit, the difference will be refunded to the Requestor.
 - b. If the total cost is more than the deposit, the additional cost will be paid by the Requestor before the records are released.
- G. The Village Clerk will notify the Village Manager upon receipt of any non-routine public record requests or any other requests that might have future implications for the Village, such as complaints, disputes, or threatened litigation.
- H. The Village Attorney will be consulted when necessary to review and provide guidance in responding to requests.