

PUBLIC RECORDS POLICY

The City of Pensacola is dedicated to an open and transparent government in accordance with the Florida Public Records Law.

Public records includes all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency.

Public records that contain information that has been designated exempt pursuant to the law shall be redacted at the discretion of the agency. Public records that are deemed confidential pursuant to the law shall be redacted. All redacted records shall contain the statutory citation permitting the exemption and be provided to the requestor in writing.

The City of Pensacola will accept requests for public records in person, by mail, by email, by phone, by fax, and directly via the City's Sunshine Center site.

At no time will the identity of the requestor or reason for the request be required to submit a public records request, nor will the requestor be required to submit their request in writing.

Once a request for a public record has been received, it will be handled in one of the following manners:

1. In person:
 - a) If a request is received in person for a record that is immediately and easily accessible to the City employee taking that request, requires little or no redaction, and can be provided quickly, the record will be provided to the requestor in person at the time it is made following any necessary redaction.
 - b) If the request is not immediately and easily accessible to the City employee at the time the request is made in person, or if the record requires extensive work to gather or redact, then the request shall be forwarded to the Public Records Coordinator (PRC) for processing.
2. If via mail, email, phone or fax:

The request shall be forwarded to the PRC for processing.

- a) In general, requests will be processed in the order received.
- b) Once a request has been received by the PRC and the request is in the public records system, a reference number will be automatically assigned. The PRC will review the request and determine what, if any, records are responsive.
 - i. If there are no responsive records, the requestor will be advised in writing.

- ii. If there are responsive records, the request will be processed in accordance with this policy and Florida Public Records Law.
3. Florida Public Records Law requires requests to be filled within a reasonable time. The goal of the City is to fill a public records request within five (5) days of receipt, if the requestor has provided sufficient information to do so.
4. Fees will be charged in accordance with Florida law as follows:
 - a) Copies
 - Up to 15 cents per one-sided copy for duplicated copies of not more than 14 inches by 8 1/2 inches;
 - No more than an additional 5 cents for each two-sided copy;
 - For all other copies, the actual cost of duplication of the public record; and
 - \$1 per copy for a certified copy of a public record.
 - b) Extensive requests
 - i. As permitted in the Florida Public Records Law, there will be an additional charge for requests that require 30 minutes or longer due to extensive use of information technology resources or extensive clerical or supervisory assistance by City personnel, or both. The charge shall be reasonable and based upon the cost incurred for such extensive use of information technology resources or the labor cost of the personnel providing the service that is actually incurred by the agency or attributable to the agency for the clerical and supervisory assistance required, or both.
 - ii. An estimate will be provided to the requestor, and following a deposit in the amount of one-half of the estimate, the request will be processed. The remainder will be paid upon completion of the request and prior to release of the records to the requestor.
 - c) Inspection and review of requested records at City Hall:
 - i. If a requestor wishes to view identified records and provision of another room or place is necessary to view and/or photograph the public records, the expense of providing the same shall be paid by the person desiring to photograph the public records. Review and redaction fees apply as stated above.
 - ii. The custodian of public records may charge the person making the photographs for supervision services determined by the labor cost of the personnel providing the service.