

**CITY OF AVON PARK  
SOP 100-1**

**PUBLIC RECORDS REQUEST POLICIES AND PROCEDURES**

**Section 1. PURPOSE:**

The purpose of Standard Operating Procedure (SOP) 100-1 is to establish a written procedure for handling requests to review and/or copy the public records of the City of Avon Park, as defined in Chapter 119 of the Florida Statutes. The SOP in no way supersedes or supplements the Florida Statutes, but is merely intended to provide a simplified guideline for the general public and city staff to facilitate handling a public records requests. If any part of this SOP conflicts with Florida Statutes, the applicable statute takes precedence.

**Section 2. OFFICE OF PRIMARY RESPONSIBILITY:**

The office of primary responsibility for public records requests is the office of the City Clerk located on the second floor of City Hall at 110 E. Main St., Avon Park, FL 33825. If the City Clerk is unavailable, contact should be made with the Human Resources office.

The Office of the City Clerk is also charged with periodic review of this SOP and maintaining its currency with Florida Statutes.

**Section 3. HOURS OF AVAILABILITY**

Public records of the City of Avon Park will be made available for review/copying during the normal operating hours of the City of Avon Park. Currently these hours are Monday through Friday, with the exception of holidays observed by the City, from 8:00 a.m. to 5:00 p.m.

**Section 4. CONDITIONS OF REVIEW**

The City shall make available an appropriate location for the review of public records, which will allow adequate opportunity for the review without unreasonable intrusion upon the day-to-day operation of the City. The review shall be supervised at all times by the City Clerk or designee. At no time will public records be allowed to be taken outside the control of the City Clerk, or other City staff. The City Clerk or a member of the staff will make the requested copies.

The requestor is not required to provide a written request. Where extensive research or copies of multiple documents are requested and will take extensive time to produce, a point of contact may be requested for notification purposes, but will not be required.

**Section 5. RESPONSE TIME**

In most cases, a public records request will be acted upon as soon as possible; however, in cases where the request involves large numbers of paper copies, extensive research, retrieval from a storage area, or large numbers of audio recordings, the office of the City Clerk, or designee, shall respond to the request promptly and in good faith.

**Section 6. COST OF COPIES**

The cost of paper copies shall be \$.15 per copy for one-sided copies, \$.20 for two-sided copies, and \$1.00 for certified copies. DVDs and CDs are \$.50. City of Avon Park employees will not be charged for copy requests of their own personnel file; however, they are subject to the costs listed for all other copies.

**Section 7. EXTENSIVE DEFINED; PAYMENT TERMS**

“Extensive” is defined to mean that it will take more than 15 minutes to locate, review for confidential information, redact lawfully excluded information, copy and refile the requested material.

If the nature or volume of public records to be copied requires the extensive use of information technology resources or extensive clerical or supervisory assistance, or both, the City shall charge a service fee based on the labor costs including benefits of the employee who was assigned to handle the request. If the records requested contain or may contain a substantial amount of information that may be redacted pursuant to law, the City may require that the requestor also pay the cost of legal review to properly evaluate and redact such information.

Payment for copies can be made at the time of the request. A deposit of half the estimated cost shall be requested for extensive records requests. In no case will the City bill the requestor after the copies have been made. Requests for copies to be mailed or faxed will be honored; a billing address is required. The cost of mailed or faxed copies will be the same as those received in person at the office of the City Clerk (or the designee), plus cost of mailing. For copies of 100 pages or more that are to be mailed or faxed and billed, a deposit of half the estimated cost shall be requested before copying or faxing.

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Updated 6/25/2009

Updated 11/29/2010

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