

# Alabama 9-1-1 Board Public Records Request Policy and Procedures

## I. Purpose

This policy has been established by the Alabama 9-1-1 Board to provide citizens with public record requests to have an understanding of applicable laws protecting sensitive information. This policy and procedure provide an awareness of the process including the completion of forms and fees associated with accessing Alabama 9-1-1 Board information.

## II. Definitions

- A. Standard request. A public records request that seeks one or more specifically and discretely identified public records that the agency determines would take less than eight hours of staff time to process considering the time needed to identify and retrieve any responsive records and to redact or take measures to withhold legally protected information. A standard request should require no or minimal clarification by the requester.
- B. Time-intensive request. A public-records request that the agency determines would take more than eight hours of staff time to process considering the time needed to identify and retrieve any responsive records, including the request, is vague or overly broad—and any time needed to redact or take other measures to withhold legally protected information.

## III. How to request Alabama 9-1-1 Board public records

- A. A public records request form must be submitted in order to access public records. This form can be found at the [www.al911board.com](http://www.al911board.com) or by calling 334-440-7911.
- B. The public records request form can be submitted by using the online form on the website, emailing the form to [public.records@al911board.com](mailto:public.records@al911board.com), or by mailing or hand-delivering the form to the Alabama 9-1-1 Board, 1 Commerce Street, Suite 620, Montgomery, Alabama 36104.
- C. The Alabama 9-1-1 Board shall notify the requester in advance of any likely fees and shall withhold any substantive response until receipt of agreement for payment is provided. The requester may opt not to pay the fee and thus not receive any substantive response.

## IV. Response time

- A. Standard requests:
  - 1. The Alabama 9-1-1 Board shall acknowledge the request within two business days of receiving it and shall be prepared to provide a substantive response of fulfilling or denying the request within 15 business days of acknowledging receipt.

2. Although the response time can be extended in 15-business-day increments upon written notice to the requester, the Alabama 9-1-1 Board will process a standard request as expeditiously as possible in light of the requester's time constraints, the agency's workload, and the nature of the request.

B. Time-intensive requests:

1. The Alabama 9-1-1 Board shall acknowledge the request within two business days of receiving it and shall notify the requester within 15 business days after the acknowledgment that the request qualifies as a time-intensive request.
2. The Alabama 9-1-1 Board shall notify the requester of any likely fees and allow the requester to withdraw the time-intensive request and submit a new request that is not a time-intensive request. If the requester elects to proceed with his or her time-intensive request, the agency shall be prepared to provide a substantive response fulfilling or denying the request within 45 business days after the requester elected to proceed with his or her time-intensive request. The response time can be extended in 45-business-day increments with written notification to the requester.

V. Fees

A. Document retrieval and preparation

1. The Alabama 9-1-1 Board may elect to charge a standard, minimum fee of \$20.00 per hour for time spent locating, retrieving, and preparing records for production.
2. There will be no charge for legal review or redaction necessary to withhold legally protected information.

B. Per-page fees

1. A per-page fee of \$.50 for copies produced on standard 8.5x11 paper may be charged at the discretion of the Alabama 9-1-1 Board.
2. There will be no per-page fee for documents provided electronically.

C. Actual costs

1. The Alabama 9-1-1 Board may charge for any actual costs incurred while processing or responding to a public records request (examples- flash drive or other hardware necessary for electronically producing records, for special paper sizes, for costs associated with searching electronic databases, etc.).

2. The requester will be informed of these costs in advance of being charged.

**VI. Agency public records coordinator**

The Alabama 9-1-1 Board Executive Director shall serve as the agency's public records coordinator with the duties of being the lead agency employee responsible for coordinating agency responses to public records requests as set forth in this policy, monitoring email address established for public records requests, and responding to public records requests.

**VII. Email accessibility**

The email address for public records requests is:  
[public.records@al911board.com](mailto:public.records@al911board.com)

**VIII. Agency public records webpage**

- A. The Alabama 9-1-1 Board shall establish an agency public records request webpage.
- B. The public records request webpage will include the following content:
  1. Public records request policy,
  2. Directions for submitting a public records request,
  3. What to expect when submitting a public records request, and
  4. Contact information, including the public records request email address, for any public records request related questions.

## Attachment A: Summary of Response Times

	What is it?	Is a request form required? Are fees required?	When will the Alabama 9-1-1 Board respond?
Standard Request	<ul style="list-style-type: none"> <li>• Seeks one or more clearly identified documents.</li> <li>• Alabama 9-1-1 Board determines it would take <b>less than 8 hours</b> of staff time to process, including redaction of legally protected information.</li> <li>• A standard request should require no or minimal clarification by the requester.</li> </ul>	<ul style="list-style-type: none"> <li>• A request form is required.</li> <li>• A standard, minimum fee of \$20.00 per hour for time spent locating, retrieving, and preparing records for production may be charged at the discretion of the Alabama 9-1-1 Board.</li> <li>• A per-page fee of \$.50 for copies produced on standard 8.5x11 paper may be charged at the discretion of the Alabama 9-1-1 Board</li> <li>• Any actual costs incurred while processing or responding to a public records request (ex. flash drives for electronically producing records, special paper sizes, etc.) may be charged at the discretion of the Alabama 9-1-1 Board.</li> <li>• The requester will be informed of these costs in advance of being charged.</li> </ul>	<ul style="list-style-type: none"> <li>• The Alabama 9-1-1 Board will acknowledge receipt within 2 business days.</li> <li>• The Alabama 9-1-1 Board will be ready to provide a substantive response 15 days later.</li> <li>• The Alabama 9-1-1 Board may extend this time in 15 business day increments by giving written notice to the requester.</li> </ul>
Time Intensive Request	<ul style="list-style-type: none"> <li>• Alabama 9-1-1 Board determines it will take <b>more than 8 hours</b> of staff time to process, including redaction of legally protected information.</li> </ul>	<ul style="list-style-type: none"> <li>• A request form is required.</li> <li>• A standard, minimum fee of \$20.00 per hour for time spent locating, retrieving, and preparing records for production may be charged at the discretion of the Alabama 9-1-1 Board.</li> <li>• A per-page fee of \$.50 for copies produced on standard 8.5x11 paper may be charged at the discretion of the Alabama 9-1-1 Board</li> <li>• Any actual costs incurred while processing or responding to a public records request (ex. flash drives for electronically producing records, special paper sizes, etc.) may be charged at the discretion of the Alabama 9-1-1 Board.</li> <li>• The requester will be informed of these costs in advance of being charged.</li> </ul>	<ul style="list-style-type: none"> <li>• The Alabama 9-1-1 Board will acknowledge receipt within 2 business days.</li> <li>• Within 15 business days later, the Alabama 9-1-1 Board will allow the requester to submit a new request.</li> <li>• Within 45 business days later, the Alabama 9-1-1 Board will be ready to provide a substantive response.</li> <li>• The Alabama 9-1-1 Board may extend in 45 business day increments by giving written notice to the requester.</li> </ul>

**Attachment B: Public Records Request Form**

**Public Records Request Form**

1 Commerce Street, Suite 620 • Montgomery, AL 36104  
(334) 440-7911 • www.al911board.com



Please complete all information in the fields provided (type or print). Completed forms may be submitted by email to [public.records@al911board.com](mailto:public.records@al911board.com) -or- by mail or in-person to Alabama 9-1-1 Board, Attn: Public Records, 1 Commerce Street, Suite 620, Montgomery, AL 36104.

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

**I request (to):**

- Inspect** the following public records of the Alabama 9-1-1 Board. I agree that I will not cause harm or damage to any public record. I agree that these records will not be removed from Board office premises at any time, and that review is subject to limitations as follows: Access to public records will be provided during normal office hours of 8:00 am to 4:30 pm. Every effort will be made to provide public records within a reasonable time. Records can be inspected in the office of the Alabama 9-1-1 Board. It is requested that citizens inspecting public records refrain from eating, drinking, and smoking in areas where such records are being inspected. The Alabama 9-1-1 Board will determine reasonable limitations on the number of citizens who may inspect records at one time so as not to disrupt the work of the employees of the Alabama 9-1-1 Board.
- Copies** of the following public records of the Alabama 9-1-1 Board. I understand that I will be required to pay reasonable fees as determined by the Alabama 9-1-1 Board. I am willing to pay up to \$\_\_\_\_\_ in processing fees without prior notice by the Alabama 9-1-1 Board.
- Electronic Copies** - If available, please provide electronic copies of documents. I understand that electronic documents will likely be provided in PDF format.

The Alabama 9-1-1 Board reserves the right to require inspection before copies are provided.

**Document(s):**

**Description of document(s) requested** \_\_\_\_\_

\_\_\_\_\_

**Reason for request** \_\_\_\_\_

\_\_\_\_\_

*The Alabama Open Records Act and related case law allows public organizations to require a reason be provided to show a direct, legitimate interest in the specific document(s) requested. Statements should communicate a direct interest in the specific materials requested (i.e. "I am a student doing a paper on..." ) and should not be general statements of entitlement (i.e. "I am a taxpayer" or "It is a public document." )*

**The requestor(s) will be notified:**

- 1) Within 2 business days acknowledging receipt of the request.
- 2) Of the estimated costs associated with completing the request.\*
- 3) If the request is considered to be a time intensive request, requiring more than 8 hours of staff time to process.
- 4) In writing if an extension is necessary to process the request.
- 5) Upon completion of the request.

\*Estimates exceeding \$50 will require a deposit of half the estimated amount

Signature \_\_\_\_\_ Date \_\_\_\_\_

