

Agenda Item | cover sheet

for consideration by the Apex Town Council

Item Type: CONSENT AGENDA
Meeting Date: December 09, 2025

Item Details

Presenter(s): JP Parris, Public Records Coordinator
Allen Coleman, Town Clerk

Department(s): Town Clerk's Office

Requested Motion

Receive as information an update on the Public Records Program and provide direction as appropriate.

Approval Recommended?

TBD

Item Details

The Office of the Town Clerk has five core function areas including Records Management, Advisory Board Administration, Government Relations, Constituent Services, and Executive Support. The Records Management division is where the Town's public records program resides and is governed by Chapter 132 of the North Carolina General Statutes. In addition, the Town Council has adopted Record Retention Schedules that provide additional guidance related to records maintenance.

Over the last several years, the department has implemented new processes to streamline and improve operational efficiency. In doing so, this has enabled the department to track performance and establish standards for core functions. Below is a chart which illustrates the number of public records the Town receives, minus those specifically related to police.

Year	Total Requests	Percent Increase from Prior Year
2023	171	N/A
2024	217	26.9
2025	308*	41.9

In Fiscal Year 2024-25, the Town authorized an additional full-time position to assist with the maintenance and management of the Town's public records program. The additional position has helped tremendously in the daily coordination of the public records program.

As we continue in a state of process evaluation and improvement, municipalities and counties across North Carolina were surveyed about their public records program. The attached memo provides an in-depth review of key findings and recommendations. Many jurisdictions have designated software to assist with the management of the program and adopted policies which allow a special service charge to be assessed on "extensive use of supervisory or clerical assistance".

As the Town of Apex continues to provide exceptional service balanced with increases in workload, the department seeks guidance in the following areas as we continue through this policy development:

- A. Direction on a Public Records Policy
- B. Direction on the utilization of a Special Service Charge for Extensive Requests
- C. Allocation of Funds (Budget Amendment) to support a Public Records Software Program

Attachments

- NB1-A1: Public Records Policy and Practices Evaluation Memo
- NB1-A2: PowerPoint Presentation - *to be provided at the meeting*

