

Municipal Services Public Records Fees

Matt McLean

City Clerk/Municipal Services Manager

Three approaches for Council

Option	Approach	Main tradeoff
1. Statutory fees	Keep current tools	Limited cost recovery
2. Fee study	Adopt documented actual costs	More cost documentation
3. NextRequest	Invest in records software	Recurring budget commitment

Option 1: Continue statutory fees

Statutory category	Maximum default rate
Paper copies / requested printed pages	$0.15 per page
Paper pages scanned	$0.10 per page
Electronic files or attachments uploaded	$0.05 per four files
Electronic transmission	$0.10 per GB

Option 2: Adopt the fee study

$4.00

For each request

For the first 15 pages
Each additional page would be $.35/page

What the City can recover

Eligible production work

Copying final records

Scanning paper pages

Uploading and transmitting copies

City-funded work

Searching and locating

Privilege review and redaction

Request administration

Five minutes costs the City $4.30

Cost factor	Confirmed value
Loaded hourly compensation	$51.56
Routine copying and delivery	5 minutes
Calculated labor cost	$51.56 × 5 ÷ 60 = $4.30
Proposed routine charge	$4.00

The time log supports the five-minute estimate

Release	Recorded minutes	Labor cost
C26-136	9.05	$7.78
C26-138	4.53	$3.90
C25-044	4.83	$4.15
C26-119	2.70	$2.32
Average	5.28	$4.54

How a requester would see the fee

Electronic delivery	Eligible time	Proposed charge
Small delivery	2 minutes	$1.72
Routine installment	5 minutes	$4.00
Longer delivery[1]	10 minutes	$8.30
No copies provided	None	$0.00

A large email request

5,559

electronic emails

17 installments
327 emails each

167.5 total staff hours

The fee recovers less than 1% of staff cost

$8,636.30

total staff cost

$68

proposed fee revenue

17 routine installments × $4.00

0.79% cost recovery

Physical scanning remains a separate category

Paper pages run through the scanner

Study option	Charge
First 15 scanned pages with routine delivery	$4.00 total
Each additional scanned paper page	$0.35
Example: 25 pages and one routine delivery	$7.50 total

Option 3: NextRequest software

Quoted Standard Plan

Unlimited staff users
Up to 10 administrator/publisher users
Up to 2 TB storage

Included capabilities

Review and redaction tools
Payments (maybe)
IT and compliance features

NextRequest: two-year budget commitment

Period	Amount
Year 1 subscription after discount	$5,394.00
One-time implementation	$1,500.00
Year 1 total	$6,894.00
Year 2 with stated 5% uplift[1]	$11,327.40
Calculated two-year total[1]	$18,221.40

Software value depends on time saved

Year 1

134 hours

about 2.6 hours per week

Year 2

220 hours

about 4.2 hours per week

Direction requested from Council

1. **Continue statutory fees**
2. **Advance the fee study for adoption**
3. Software evaluation and funding (likely next budget)

Adoption steps

Before implementation

- Legal review of the fee structure
- Notice and public hearing
- Adoption and publication