

Public Records Availability & Procedures

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Regular Business Hours / Availability: Monday through Thursday, 9 AM to 3 PM

The Spencer Council on Aging Records Access Officer (RAO) shall at reasonable times and without unreasonable delay permit inspection or furnish a copy of any public record not later than (10) business days following the receipt of the request, provided that:

1. The request reasonable describes the public record sought;
2. The public record is with the possession of the Department;
3. Payment of a reasonable fee, if any, is received.

Requests may be made in person (verbally), in writing, by mail, facsimile or email. A written request is not required but is recommended.

The Records Access Officer, to the extent feasible, shall provide the public record in the requestor's preferred format, or, in the absence of a preferred format, in a searchable, machine readable format.

The actual cost of reproducing the record or any storage device may be charged to the requester. Single and double-sided black & white paper copies or printouts shall not exceed \$.05 per copy/print page. If mailing of the records is requested the RAO shall charge the lowest cost available for such mailings, at the discretion of the requestor.

As a community with a U.S. Census determined population of less than 20,000 persons the RAO, pursuant to 950 CMR 32.07 (2) (m) 2., may assess a fee for all time required to search for, compile, segregate, redact, reproduce and/or mail the records request. The RAO may, therefore, include an hourly rate not to exceed the lowest hourly rate of the person in the CoA Office able to complete the records request up to the maximum rate of \$25 per hour.

If fees are being assessed the RAO shall provide a written, itemized, good faith estimate of any fees that may be charged to produce the records being requested within ten business days. The estimated fee shall be paid in advance of the RAO completing the records request. Any differences in the estimated fee, less than or greater than the good faith estimate, shall be reimbursed or collected, respectively, prior to releasing the records request.

Records Available:

Some records, such as confidential records are not available under the law.

CoA Agendas and Meeting Minutes

If any questions contact the Spencer Council on Aging 508-885-7546