Town Council Agenda Item Report

Agenda Item No. 10.a
Submitted by: Kayla Bertling
Submitting Department Administration
Meeting Date: November 24, 2026

SUBJECT
Policy for Applying a Special Services Charge to Public Records Requests

Recommendation:
Approve policy and amend fee schedule

Updates/History of Briefing:
NA

Executive Summary and Background Information:
Staff proposes a policy to consistently and fairly apply the NCGS § 132-6.2.(b) allowed 'Special Services Charge' for extensive public records requests. Council will hear about the changing public records landscape and staff's recommendation to keep operations resilient as technology changes.

The proposed rates for FY2027 would be $25.06 per hour for clerical work, $35.26 per hour for IT work, and direct costs for third-party costs. The proposed extensive threshold would trigger the hourly fees after the first two (2) hours of work.

Advisory Board/Committee Review:
None

Insert Date of Advisory Board/Committee Review:

Advisory Board/Committee Recommendation and/or Vote:
None

Potential Options:
Approve policy and amended fee schedule; direct changes; or do not adopt.

Staff Recommendation:
None

ATTACHMENTS

- 2026-411-0 PRES Special Services Fee.pdf
- 2026-411-0 ATTH 01 Public Records Request Special Services Charge Policy.pdf