

**METRO WATER RECOVERY
RECORDS & INFORMATION MANAGEMENT**

Standard Operating Procedure 12 – Responding to Open Records Act Requests

Original Issue Date 05/1999	Revision 11	Revision Date 02/21/2023	Approved By <i>Edward A. Steyer</i>	Date 02/21/2023
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INTRODUCTION

Metro Water Recovery (“Metro”) adopted these procedures regarding the handling of Colorado Open Records Act (“CORA”) requests to ensure public access to the records at reasonable times and without unreasonable delay, to protect the integrity of Metro records, to prevent unnecessary interference with Metro staff’s obligation to perform their other public service responsibilities, and to provide for a fee and charge structure in compliance with CORA. All CORA requests shall be coordinated through Records & Information Management (“RIM”) staff.

PROCEDURE

Any person (“applicant” or “requestor”) may request to view public records in the possession of Metro. Metro’s public records custodian (“Records Custodian” or “Custodian”) is the RIM Administrator or his/her designee.

Records Requests

When responding to a request for public records under CORA, Metro will respond within three working days to either (1) inform the applicant of estimated costs associated with responding to the request, (2) inform the applicant if extenuating circumstances exist, (3) request clarification of a request, or (4) provide copies of or allow access to records. The three working-day response time begins the first working day following receipt of the request. A request received (1) after 3:00 pm or (2) on any day Metro’s Records Custodian does not maintain official working hours, will be considered received as of the following working day or when the record custodian maintains official working hours. Metro may add up to a seven-working-day extension if extenuating circumstances apply as described in section 24-72-203(3)(b), C.R.S. Metro will provide all findings of extenuating circumstances to the requestor in writing. If the public records requested are in active use, storage, or otherwise not readily available, the Custodian will inform the applicant of this fact in its response.

Requests should be made with sufficient specificity to identify the requested documents. Broad, general requests will involve more time to find and will likely be more costly because of the additional staff time required to fulfill these requests. Metro may contact the applicant within the three working-day response time to attempt to clarify or narrow a request.

When a substantial request requiring more than one hour of staff time to research, retrieve, and review records is received, Metro will charge the applicant for all staff time involved in the research, retrieval, and review of records in accordance with 24-72-205, C.R.S, and other applicable law. Prior to fulfilling a substantial request, Metro will provide the requestor with a cost estimate that includes the estimated time for staff to research, retrieve and review records. The requestor must approve the cost estimate and make payment in full (or make payment on an arranged advanced deposit) before Metro will begin to fulfill the records request.

Records Inspections

If an applicant wants to review records in-person, the records will be made available for inspection in Metro’s Central Records area on Tuesdays, Wednesdays and Thursdays from 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. No records inspections will be scheduled for Mondays or Fridays. These dates and times for records inspections have been determined based upon the current staffing levels and workload of the RIM Workgroup. The requestor must bring photo ID to view records.