

SEVIER COUNTY OPEN RECORDS POLICY

1. Anyone requesting access to or copies of public records must show a valid Tennessee Driver's License or other government issued identification containing an address prior to accessing the requested records or information.
2. An "Inspection/Duplication of Records Request" form is to be filled out by the records custodian. If the requestor brings the form in, the form should be filled out in total. Otherwise the records custodian is to fill in the form. The form can be found at www.tn.gov (Office of Open Records Counsel). Forms are also available at Sevier County Records Management.
3. If the records requested are not readily available, within seven(7) business days the records custodian will reply as follows:
 - a. Allow access to the requested records;
 - b. Deny the request in writing with the legal basis for the denial cited;
 - c. Provide, in writing, the reasonable and/or necessary time needed to produce the requested records.
4. If a record contains confidential information or information that is not open for public inspection, the records custodian shall prepare a redacted copy prior to providing access. If questions arise concerning redaction, the records custodian should coordinate with counsel or other appropriate parties regarding review and redaction of records. The records custodian and the PRRC may also consult with the OORC (if the governmental entity is a state agency) or with the Attorney General. Whenever a redacted record is provided, a records custodian should provide the requestor with the basis for redaction. The basis given for redaction shall be general in nature and not disclose confidential information.
5. When copies of documents are requested, the records custodian will assess a charge of fifteen(15) cents per page for each standard 8 ½ x 11 or 8 ½ x 14 black and white copy produced or any other charge provided by law. A records custodian may assess a requestor a charge for a duplex copy that is the equivalent of the charge for two (2) separate copies. If a public record is maintained in color and the record can be produced in color, and the requestor requests a color copy, a records custodian may assess a charge of fifty (50) cents per page. Citizens are entitled to receive an estimate of reasonable costs to produce copies. Pursuant to Tennessee law, a records custodian may require payment for the requested copies or duplication prior to the production of copies.
6. If the actual costs are higher than those reflected above or if the requested records are produced on a medium other than standard paper, the records custodian may develop its own charge.
7. Outside vendor expenses to produce copies of requested records because the custodian is legitimately unable to produce the copies in his/her office may be recovered from the requestor.

8. If the records custodian is assessed a charge to retrieve requested records from archives/records management or any other entity having possession of requested records, the records custodian may assess the requestor the cost assessed the government entity for the retrieval of records.
9. No outside duplicating equipment or supplies may be brought into Sevier County Government offices for purposes of making copies of public records.
10. A records custodian is permitted to charge the hourly wage of the employee(s) reasonably necessary to produce the requested record when the time spent locating, retrieving, reviewing, redacting and reproducing the records exceeds one hour. In calculating the charge for labor, the records custodian shall determine the number of hours each employee spent producing a request. The records custodian shall then subtract the one hour from the highest paid employee in determining the total amount of labor that can be charged.
11. Requests to view public records may be submitted in-person, or by telephone, fax, mail or email if the government entity uses those methods to transact official business. Written requests for records that are mailed will be accepted if they are certified or have some other proof of delivery. The mailed written request must provide a notarized copy of a valid Tennessee driver's license or other government issued identification containing an address.
12. This policy excludes requests for records from the Register of Deeds Office and Sevier County Ambulance Service.
13. All records requests must be submitted to Sevier County Records Management/Archives Department at:

126 West Bruce Street

Sevierville, Tn. 37862