



pennsylvania
OFFICE OF OPEN RECORDS

OOO RTKL Request Policy
Effective October 2, 2024

Authority

The Office of Open Records (“OOO”) adopts this policy pursuant to Section 504(a) of the Right-to-Know Law, 65 P.S. §§ 67.101-67.3104 (“RTKL”). This policy, in conjunction with the [OOO Public Access Policy](#), governs access to the records of the OOR.

Definitions

All of the definitions set forth in the RTKL are incorporated in this policy by reference.

Business day. The regular business hours of the OOR are Monday through Friday from 9:00 am to 5:00 pm. Business days exclude Saturday and Sunday and a weekday where the OOR is closed.

Submitting a RTKL Request to the OOR

The OOR has designated an Open Records Officer to respond to RTKL requests. The contact information for the OOR’s Open Records Officer is:

Janelle Sostar, Open Records Officer

Mail:

Office of Open Records
333 Market Street, 16th Floor
Harrisburg, PA 17101-2234

In Person:

Office of Open Records
333 Market Street, 16th Floor
Harrisburg, PA 17101-2234

Email: RTK-OOR@pa.gov

Phone: 717-346-9903

Fax: 717-425-5343

Formal Written Requests

Requests to the OOR must be made on either the OOR's Standard Right-to-Know Law Request Form (PDF copy can be found [here](#)) or by using the OOR's Online Form, found at <https://www.openrecords.pa.gov/RTKL/RequestForm.cfm>. We encourage requesters to use the OOR's Online Form.

Completed copies of OOR's Standard Right-to-Know Law Request Form may be submitted to the OOR's Open Records Officer via email, mail, facsimile, or in person, using the contact information set forth above.

To allow the OOR to locate responsive records and determine whether those records are public, requests for records should be specific and concise and identify as precisely as possible the records sought. Requesters should retain a copy of the request for their files, as a copy of the request may be necessary should a requester appeal the OOR's response.

Requests for OOR records should be addressed to the OOR's Open Records Officer. If a request is addressed to another agency's open records officer, the request will be considered misdirected and improperly filed with the OOR.

Informal Written Requests

The OOR may respond, in its discretion, to informal written requests (e.g., a request which does not indicate that it is seeking records under the RTKL, a request made on Twitter, a request made in a comment on the Executive Director's blog, a request made in a comment on the OOR's YouTube channel, etc.). However, such requests may not be reviewed on a daily basis and will not be processed as a request submitted under the RTKL and subject to the RTKL's deadlines and remedies.

Verbal and Anonymous Requests

The OOR may, in its discretion, respond to verbal and anonymous requests for records in as timely a manner as possible. However, requesters submitting verbal and anonymous requests for records may not pursue the remedies available to a requester under the RTKL. 65 P.S. § 67.702.

Date of Receipt

Requests will be date-stamped on the date in which they are received by the OOR's Open Records Officer or the individual designated as Open Records Officer in their absence.

Response Period

The OOR has five business days to respond to a request for records under the RTKL. The OOR is permitted to take an additional 30 days to respond to any request for the reasons set forth in Section 902 of the RTKL, 65 P.S. § 67.902. If the OOR invokes an extension, the OOR will inform the requester in writing as required by the RTKL.

The requester may agree, in writing, to extend the OOR's response period. The requester must agree to the extension during the initial five business day response period or during an extension invoked by the OOR.

OOR Response

The OOR may grant a request in its entirety, partially grant and partially deny a request, or deny a request in its entirety. The final response of the OOR will be in writing. Should the OOR fail to issue a response within the applicable response period, the request is deemed denied.

Granting access to records

The OOR may grant a request for records by issuing a response: (1) granting access to inspect OOR records during the OOR's regular business hours; (2) sending copies of responsive records to the requester; and/or (3) notifying the requester that the record is available on the OOR's website or another publicly accessible website.

Denying or partially denying access to records

Should the OOR deny or partially deny a request for records through redaction or otherwise, the OOR will inform the requester of the denial or partial denial in writing and inform the requester that the OOR does not possess the responsive record or, if the information is exempt from public access, provide a citation to the relevant legal basis for withholding the requested information.

Fees

The OOR will charge duplication and certification fees consistent with the [OOR Fee Schedule](#). The OOR may, in its discretion, choose to waive some or all of the fees owed on a case-by-case basis.

RTKL Appeals

To challenge the denial or deemed denial of a request for OOR records, an appeal may be filed by completing the official OOR Appeal Form available on the OOR website: <https://www.openrecords.pa.gov/Appeals/HowToFile.cfm>. An appeal may also be filed via postal mail, email, or fax using the following contact information:

Liz Wagenseller
Executive Director
Office of Open Records
333 Market Street, 16th Floor
Harrisburg, PA 17101-2234
Email: openrecords@pa.gov
Fax: 717-425-5343

An appeal must include a copy of the request and the OOR's response. More information is available on the OOR website: <https://www.openrecords.pa.gov/Appeals/HowToFile.cfm>

Additional Information

Additional information regarding the RTKL and the request and appeal process, including the [OOR Citizen's Guide](#), [Agency Guides](#), the [OOR Public Access Policy](#), and related forms, are available on the OOR website at <https://www.openrecords.pa.gov>. If you require further assistance, call 717-346-9903.



City of Meadville
Crawford County, Pennsylvania

Open Records / Right to Know Policy

Open Records Officer

Maryann Menanno
894 Diamond Park
Meadville, PA 16335

Phone: 814-724-6000
Fax: 814-333-3353

Requests for Records shall be submitted in writing to Open Records Officer by:

- Email to right-to-know@cityofmeadville.org **OR**
- Fax to above number: **OR**
- Mail or Delivery to: Meadville City Building
894 Diamond Park
Meadville, PA 16335

Between the hours of: 9:00am - 4:00pm, Monday - Friday

Please use the attached form

Fees: The following fees will be payable for copies of public records for delivery of the records:

Record Type / Delivery Method	Fee
Black & White Copies (first 1,000)	Up to \$0.25 per copy.
Black & White Copies (beyond 1,000)	Up to \$0.20 per copy.
Color Copies	Up to \$0.50 per copy.
Specialized Documents	Up to actual cost.
Records Delivered via Email	No additional fee may be imposed.
CD / DVD	Up to actual cost, not to exceed \$1.00 per disc.
Flash Drive	Up to actual cost.
Facsimile	Up to actual cost.
Other Media	Up to actual cost.
Redaction	No additional fee may be imposed.
Conversion to Paper	Up to \$0.25 per page.
Photographing a Record	No additional fee may be imposed.
Postage	Up to actual cost of USPS first-class postage.
Certification	Up to \$5.00 per record.

Response

The Open Records Office will respond in consultation with the Solicitor, as appropriate, in accordance with the requirements of the Right to Know Law. Requests shall be reviewed as soon as possible, and a response shall be made within five (5) business days. Whenever feasible, a records inspection (if requested) or copies of the records requested shall be made available within five (5) business days. If access to certain records is denied, the response will indicate the reasons.

Appeals

If a written request is denied or deemed denied, the requestor may file an appeal in writing to:

Liz Wagenseller
Executive Director
Office of Open Records 333
Market Street, 16th Floor
Harrisburg, PA 17101-2234
Email: openrecords@pa.gov
Fax: 717-425-5343

Appeals of requests for criminal records shall be made to:

Paula Digiacomio, District Attorney
Crawford County Judicial Center
359 East Center Street
Meadville, PA 16335-2602

An appeal shall be filed within fifteen (15) days of the mailing date of the City of Meadville's response or with fifteen (15) business days of the deemed denial. The appeal shall state the grounds upon which the requestor asserts the record(s) is/are a public record and shall address any grounds stated by the City for delaying or denying the request.



Standard Right-to-Know Law Request Form

Please read carefully. Complete this form and retain a copy of **both** pages; this copy may be required if an appeal is filed. You have 15 business days to appeal after a request is denied or deemed denied. More information about the RTKL is available at <https://www.openrecords.pa.gov>. In most cases, a completed RTKL request form is a public record.

SUBMITTED TO AGENCY NAME: _____ (Attn: AORO)

Date Request Submitted: _____ Submitted via: Email U.S. Mail Fax In Person

PERSON MAKING REQUEST:

Full Name: _____

Company (if applicable): _____

Please send response via: Email U.S. Mail

If you wish to obtain records that only exist in hard copy, or must be provided on an electronic storage device, you may be required to provide a mailing address to the agency. See Section 703.

Email: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____ Telephone: _____

How do you prefer to be contacted if the agency has questions? Telephone Email U.S. Mail

By checking this box, I affirm that my full name and contact information is true and correct, and that I am a legal resident of the United States. I understand that failure to check this box may result in the denial of my request and the dismissal of any appeal filed with the Office of Open Records.

RECORDS REQUESTED: Provide as much detail as possible, including subject matter, time frame, and type of record sought. RTKL requests must seek records, not ask questions. Use additional pages if necessary.

Form continues on page 2. Retain a copy of both pages.

RECORDS REQUESTED (continued):

DO YOU WANT COPIES? Yes, printed Yes, electronic No, in-person inspection

Records shall be provided in the medium requested if they exist in that medium; otherwise, they shall be provided in the medium in which they exist. See Section 701. Your request may require payment or prepayment of fees. View the [Official RTKL Fee Schedule](#) for more details.

I understand that my request may incur fees. Notify me before further processing if fees will be more than \$100 (or) \$_____.

Do you want [certified copies](#)? Yes (may be subject to additional costs) No

ITEMS BELOW THIS LINE FOR AGENCY USE ONLY

Tracking: _____ Date Received: _____ Response Due (5 bus. days): _____

30-Day Ext.? Yes No (If Yes, Final Due Date: _____) Actual Response Date: _____

Request was: Granted Partially Granted & Denied Denied Cost to Requester: \$_____

Appropriate third parties notified and given an opportunity to object to the release of requested records.

Retain a copy of both pages of this Form.