

7.2.ii. Policy

ADMINISTRATIVE SERVICE CHARGES

Trust Council: June 11, 1994

A: PURPOSE:

1. To provide direction to staff in charging for administrative services in response to requests from the public for information.

B: POLICY:

1. Charges

- 1.1. The charges for copying shall be \$.25 per copy with the allowance that the first 10 copies will be provided at no charge. The photocopier meter shall be used to determine and record the number of copies produced.
- 1.2. Charges for staff research and preparation of information shall be \$15 per hour or portion thereof for all preparation time in excess of 15 minutes.

2. Estimating Charges

- 2.1. All requests will be recorded on a standardized request form including the costs quotation as outlined below. The form will be filed for reference purposes.
- 2.2. An estimate of time must be made prior to initiating the work and the lesser of the time quoted or time used will constitute the actual charge. If extenuating circumstances cause the time required to increase, reasons for the increase must be provided to the information requester and a revised estimate made.
- 2.3. The information requester shall be advised of all costs prior to initiation of any copying or preparatory work.

3. Deposit and Payment

- 3.1. A deposit of 50% of estimated costs shall be paid in advance of work being initiated where the estimated costs exceed \$30. Costs based on estimates not in excess of \$30 shall be paid upon completion of the work. In no instance will information be provided to the requester until payment is received in full.
- 3.2. Additional amounts due as a result of revised estimates will be paid by the information requester before work proceeds. An overpayment resulting from the estimated costs exceeding the actual costs shall be refunded to the information requester.

4. Appeals

Disputes or appeals with respect to the quotation of costs shall be referred to the Executive Director. Initiation of work shall not proceed until agreement on costs is reached.