



**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](mailto: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](mailto: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.