

Charron, Jean A.

From: Lund, William N <William.N.Lund@maine.gov>
Sent: Wednesday, January 25, 2017 4:50 PM
To: Charron, Jean A.
Cc: Schutz, Sigmund D.
Subject: RE: FOAA Request

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In response to your request:

- 1) The Bureau of Consumer Credit Protection is a small agency (14 people in total), so our procedure is likely less complex than in other, larger agencies. We receive, on average, no more than one FOAA request each month.
- 2) Certain types of communications always come to me – communications from the Governor’s office, communications from reporters, communications from legislators, and FOAA requests. All staff members know that in whatever format such requests are received (e-mail, regular mail or other means), they are forwarded directly to me.
- 3) Understanding the requirements of the law, I respond immediately to the requester, acknowledging the request, providing the requested information if it is readily available, and if it’s not available, then indicating when it will be available.
- 4) If fulfilling the request would take a substantial amount of time or resources, I provide an estimate of costs that would be incurred in responding to the request. Many requesters ask for a cost estimate only if the cost is likely to exceed a stated amount (*e.g.*, \$100).
- 5) My administrative assistant retains the original request, and provides reminders to me of pending deadlines.
- 6) All requests that have been responded to, are maintained in a single area of files for ease of access and reference, should subsequent questions about compliance arise.
- 7) I usually include information about FOAA requests in my weekly report to the Commissioner. In addition, the bureau provides more formal quarterly reports, and a year-end report, tracking the number of requests and how long it took staff to respond to the requests. The majority of FOAA requests to our agency are completed within 5 days.

I trust this is responsive to your request for information.

■ Will Lund

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From: Charron, Jean A. [<mailto:JCharron@preti.com>]
Sent: Wednesday, January 25, 2017 4:31 PM
To: Lund, William N
Subject: FOAA Request

This message was sent securely using ZixCorp.

Please find attached Attorney Schutz's letter.

Thank you,
Jean

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