

# FRUITLAND SPECIAL SERVICE DISTRICT

## Public Access & Appointment Policy

### 1. Purpose

The purpose of this policy is to establish clear guidelines for public access to the Fruitland Special Service District (FSSD) office. Due to limited staffing, operational demands, and the need to secure sensitive records and equipment, the District regulates walk-in access and provides customer service primarily by appointment.

### 2. Office Hours and Availability

The District office is staffed during posted office hours. However, the front door may remain locked for security and operational reasons.

District staff are available to assist customers through the following methods:

- **Phone:** (435) 548-2399
- **Email:** [judy@fssdutah.gov](mailto:judy@fssdutah.gov)
- **Online:** [www.fssdutah.gov](http://www.fssdutah.gov)
- **In-person:** By appointment
- **Billing drop box:** Available for payments or forms
- **Or Ring Door Bell**

### 3. Appointment Requirement for In-Person Services

To ensure staff availability and maintain operational efficiency, **all in-person visits require an appointment** except during scheduled public meetings.

Appointments may be made by contacting the District office by phone or email. The District will make reasonable efforts to schedule appointments promptly.

### 4. Public Meetings

This policy does **not** restrict access to any public meeting held under the Utah Open and Public Meetings Act (OPMA).

When a public meeting is scheduled, the District office will be open to the public for that purpose only.

### 5. Access to Public Records (GRAMA)

This policy does not limit public access to records under the Government Records Access and Management Act (GRAMA).

Records may be requested electronically or by submitting a GRAMA request form via email, mail, or the office drop box.

If a requester wishes to inspect records in person, an appointment will be scheduled at a mutually convenient time.

## **6. Safety and Security**

For the safety of staff, protection of District equipment, and confidentiality of sensitive information:

- Office doors may remain locked during business hours
- Staff may limit access to certain areas
- Only authorized personnel may enter operational or administrative spaces

These measures align with common practices in small public utility offices statewide.

## **7. ADA Accommodations**

The District complies with the Americans with Disabilities Act (ADA).

Individuals requesting accommodations for appointments or meeting attendance may contact the District Clerk at [judy@fssdutah.gov](mailto:judy@fssdutah.gov) or (435) 548-\*\*\*\*\*

## **8. No Impact on Customer Service**

This policy is intended to ensure orderly and efficient operations.

Customers will continue to receive timely, professional assistance through phone, email, scheduled appointments, and online services.