

# Pawtucket

FIRST TWO VISITS:

Nov. 5

Nov. 17

“Pawtucket was by far the most discourteous school department I encountered. I arrived at the superintendent’s office and spoke with the secretary. I was told that the policy manual was currently in the process of being updated and was not available at the moment. The policy manual, prior to this year, was last updated in 1965. When I asked for the school budget, I was told that I needed to speak to the business administrator but that he had left. I asked if she could get the information for me, but she replied that it needed to be photocopied and she was busy at the moment. She told me to come back the next day and that she would ask the business administrator’s secretary for the documents. The next day, I went back after calling her and agreed on a time of 12:30. She left before I arrived there. The other secretary made me wait for more than 20 minutes while she talked on the phone, and then gave me the information.”

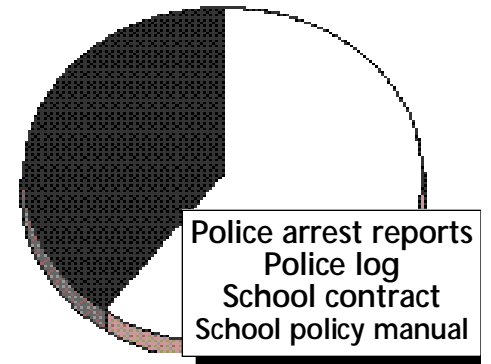
### School Committee Minutes:

- Readability: Average
- Thoroughness: Average
- Layout: Average
- Legal Compliance: Partial

### City/Town Council Minutes:

- Readability: Average
- Thoroughness: Good
- Layout: Poor
- Legal Compliance: Full

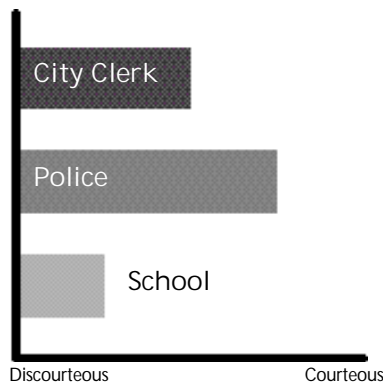
### Documents Not Received



Forty percent of the requests for public documents in Pawtucket were denied, and the overall demeanor rating for employees encountered across the city was the lowest in the state. The Pawtucket Police provided none of the information requested, answering the request to inspect the log with a swift and curt “no.” The person requesting the arrest reports and brutality reports was told that only journalists could receive access to such information. Even the School Department was rated “very discourteous” - by far the lowest rating of any school department in the state. The School Department required a written request for access to the minutes and agendas, and two visits were required in order to see the contract settlement, which was eventually denied. In 70 percent of the encounters in Pawtucket, requests for public documents were met with questions about the identity of the person and about the reason for wanting the information.

One notable exception to these experiences came with the Tax Assessor, who was very courteous and readily provided the materials requested.

### How We Were Treated



### Comparison: Cities/Towns

