



ADMINISTRATIVE
POLICIES AND PROCEDURES MANUAL

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SUBJECT

REQUESTS FOR RECORDS

SUB-TOPIC

TEXAS PUBLIC INFORMATION ACT

GENERAL DUTIES OF PUBLIC INFORMATION OFFICER, Continued

The Public Information Officer shall treat all requests for information uniformly without regard to the position or occupation of the requestor, the person on whose behalf the request is made, or the status of the individual as a member of the media. The Act provides that U.T. System is not required to accept or comply with a request for information from an individual who is imprisoned or confined in a correctional facility.

The Public Information Officer shall give to the requestor all reasonable comfort and facility for the full exercise of the right granted by the Act.

SIGN

The Public Information Officer shall prominently display a sign in the form prescribed by the Attorney General that contains basic information about the rights of a requestor, the responsibilities of a governmental body, and the procedures for inspecting or obtaining a copy of public information. The officer shall display the sign at one or more places in administrative offices of the institution where it is plainly visible to:

1. Members of the public who request public information in person; and
2. Employees whose duties include receiving or responding to public information requests.

RECEIVING AND REFERRING REQUESTS

All requests for public information should be received in writing. For the purposes of this Act, a written request includes a request made in writing that is sent to the chief administrative officer, the Public Information Officer, or the person designated by the Public Information Officer, by electronic mail or facsimile transmission. Any official or other employee receiving a written request for information should forward it immediately to the Public Information Officer. Email and facsimile requests are not valid unless sent directly by the requestor to the Chief Administrative Officer, Public Information Officer, or his or her designee.

Individuals contacting System Administration with written or verbal inquiries regarding public information held by an institution should be advised to submit their requests in



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writing directly to the Public Information Officer of the appropriate institution.

ROUTINE REQUESTS

When it is clear from the request that requested information is not excepted from required disclosure, the Public Information Officer should respond or coordinate responses to the request, notifying the chief administrative officer as appropriate.

The Public Information Officer should promptly produce public information for inspection, duplication, or both on application by any person.

Public Information Officers comply with routine requests by:

1. providing the public information for inspection or duplication in the offices of the institution; or
2. sending copies of the public information by first class United States mail if the person requesting the information requests that copies be provided by mail and pays the postage and any other charges that the requestor has accrued.

Charges for providing a copy of public information are considered to accrue at the time the requestor is advised that the copy is available on payment of applicable charges.

If the requested information is unavailable at the time of the request to examine because it is in active use or in storage, the Public Information Officer shall certify this fact in writing to the requestor and set a date and hour within a reasonable time when the information will be available for inspection or duplication.

If the requested information can not be produced for inspection or duplication within 10 business days after the date the information is requested, the Public Information Officer shall certify that fact in writing to the requestor and set a date and hour within a reasonable time when the information will be available for inspection or duplication.

A requestor must complete the examination of the information not later than the 10th day after the date the information is made available. If the requestor does not complete the examination of the information within 10 business days after the date the information is made available and does not file a request for additional time as follows, the requestor is considered to have withdrawn the request. The Public