



## ADMINISTRATIVE POLICIES AND PROCEDURES

Policy: Open Records Request Policy

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Prepared By: Human Resources

Approved By: City Manager

Legal Review: City Attorney's Office

### POLICY: OPEN RECORDS REQUEST POLICY

- I. **PURPOSE:** To ensure that Public Information Requests are received and processed throughout city departments in a consistent and timely manner in accordance with the Texas Public Information Act.
- II. **DEFINITIONS:**
  - A. **Public Information Request (Request):** A request made by a member of the public for recorded information in any medium including but not limited to: paper, film, electronic, tape.
  - B. **Open Records Coordinator (ORC):** The City Attorney's Office employees responsible for the intake, dissemination, compilation and delivery of the requested items.
  - C. **Departmental Open Records Coordinator (DORC):** A department employee responsible for receiving, reviewing, gathering and supplying the collected materials to the ORC. Each department will assign a DORC. The appointee shall hold a position within the department that is responsible for handling information requests and is recognized among the staff as having the administrative authority to fulfil the assignment.
  - D. **Backup Departmental Open Records Coordinator:** A department employee who meets the DORC requirements and will act in the absence of the DORC.
  - E. **GovQA:** The city's internal electronic open records system used to log and track the progress of public information requests and responses.
- III. **PROCEDURES:**
  - A. The PIC will forward the Request, via GovQA, to the respective DORC and include the date by which the materials are to be provided.
  - B. The DORC is to acknowledge receipt of the Request via GovQA. Should the DORC be out of the office for more than one day, they shall input their absence and select their backup in GovQa and notify the ORC that the backup DORC is to be contacted in their absence.
  - C. The DORC coordinates the collection of the information among the appropriate department staff.

- D. The DORC tracks the progress of collecting the materials and meeting the submittal due date. It is the DORC's responsibility to notify the ORC through GovQA of any conflicts that preclude the department from meeting the submittal due date. This notification is to be made as soon as the DPIC become aware of the situation.

The DORC is to make copies of the pertinent materials and submit them to the PIC on or before the submittal date.

**APPOINTMENT OF DORC:** DORCs shall notify the ORC of any change in the DORC or backup DORC as soon as they become aware of the change. The ORC will review and update the DORCs and backup DORC list annually.

APPROVED BY:

  
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TOMAS GONZALEZ, City Manager

DATE: 9/21/2017