The Texas Public Information Act ("TPIA") is a state statute found in Chapter 552 of the Texas Government Code that gives the public the right to request access to government information. As a public education entity serving the State of Texas, Keller ISD must comply with the TPIA. The TPIA does not require the school to create new information, do legal research, or answer questions. The TPIA does not require the school to produce information that does not exist at the time the request is made. To ensure that Keller ISD fully complies with the TPIA, the following procedures have been established:

1. When any employee receives a written request for information, the head of the receiving department or campus principal will forward the request to the Communications Department within 24 hours of receipt (or the first day of business following a weekend or non-working day). If the department head or campus principal is not immediately available when a request is received, the lead department or campus administrator will serve as the immediate custodian of the request.
2. If a request for information is made verbally, the individual receiving the request will ask the requestor to put the request in writing. Requests received by fax or electronic mail are considered written requests.
3. The Communications Department is to distribute each request for information to (1) the Superintendent, (2) the School Attorney, and (3) all individuals, department supervisor, and campuses that may have documents responsive to the request. The Communications Department will provide all parties with a due date by which documents must be provided to her in order to comply with statutory deadlines. That date will be not more than six (6) District business days after the date the request was received by the District. The Communications Department is to utilize the attached form in distributing this information to individuals, departments, and campuses. The Superintendent, Superintendent's Administrative Assistant, and School Attorney will receive a copy of each request and corresponding form.
4. All individuals, department supervisor, and campuses are required to do a reasonably exhaustive search for documents and information on or before the due date. If responsive documents are identified, a photocopy of those documents must be provided to the Communications Department on or before the due date. If no responsive documents are identified, individuals who received the request from the Communications Department are expected to make that fact known to the Communications Department by the due date. Failure to cooperate with the gathering of documents responsive to records requests may result in disciplinary action.
5. If a Public Information Act request seeks electronic information, the Communications Department will immediately contact the technology department to ensure that responsive information is not purged from any computer system.
6. If the documents responsive to a request are so voluminous that the documents cannot be reasonably gathered on or before the due date (generally more than 50 pages) or the request will require more than one hour of personnel time to complete, the individual with such responsive documents is to contact the Communications Department immediately. The Communications Department will make arrangements for a test to determine how many pages are responsive to the request and the estimated cost to the requestor.
7. If information cannot be produced to the requestor within ten (10) business days, the Communications Department will notify the requestor of the fact in writing and provide a date and time by which the documents will be ready for production.
8. If information responsive to a request will require a charge greater than $40 or a charge is twenty percent (20%) over a provided estimate, the Communications Department will provide the requestor with an itemized estimate of all charges as is required under the TPIA.

9. The Communications Department will track the progress of each request received. The Communications Department is responsible for ensuring that all requests are handled by statutory deadlines.
10. The Communications Department will work closely with the School Attorney to ensure all requests are handled in accordance with policy and the Texas Public Information Act.
11. Requested information that is excepted from required production under the TPIA must be presented to the Communications Department. Any information reasonably believed to be excepted from required disclosure will be forwarded to School Attorney. School Attorney will prepare a request to withhold documents to the Office of the Attorney General. Requestor will be copied on written communication to the Office of the Attorney General but will not receive any exhibit attached to the correspondence. When a response is received from the Office of the Attorney General, School Attorney will notify the Communications Department of required action, if any.
12. Once all information has been gathered and returned to the Communications Department, the Communications Department will write a letter stating what information will be accompanying their request and if any fees are due. All fees will be calculated in accordance with the TPIA and board policy GBAA(Exhibit). Once all fees are paid, the information will be delivered certified mail, return receipt requested or may be picked up at the Keller ISD Education Center Communications Department.
13. The Communications Department will ensure that all requests for information are maintained in an organized fashion and maintained for at least one calendar year. The Communications Department will file responsive documents produced to the requestor and all related correspondence with each request.
14. The Communications Department will maintain a database of how many requests for information any one individual or organization has filed and how many pages of responsive documents have been produced to any one individual or organization during each school year.
15. Requests for records from a parent and/or guardian regarding his or her own child, including requests for cumulative files, discipline records, and special education records, are not controlled by this regulation and should be handled in accordance with Board Policies FL(Legal) and FL(Local). Producing campuses will ensure that produced student records do not contain personally identifiable confidential information of other students.
16. Any request for test protocols from any individual or organization, including parents and guardians, will not be produced. The Communications Department will notify School Attorney of any such requests.
17. Requests for documents from individual researchers, college students, professors, or others who identify themselves as seeking records for academic or research purposes will be handled in accordance with this administrative regulation.
18. Requests for lists of students or employees will be handled in accordance with this administrative regulation. If such lists are required under a contract with a vendor signed by authorized District personnel, the Director of Information Services will provide the lists to the requesting party after:
    a. Verifying the validity of the contract,
    b. Removing all student information the District is not authorized to release (i.e. information protected by the Family Educational Rights and Privacy Act (FERPA)), and
    c. Ensuring personal information of employees who have requested that their information be withheld is removed by agreement with the vendor. If the vendor will not agree to allow the District to withhold personal information of employees, the information will be submitted to the School Attorney and permission to withhold the information will be requested from the Office of the Attorney General.

CONTACT: Chief Administrative Officer	GBAA (Legal), GBAA (Exhibit), FL(Legal), FL(Local)