

**PUBLIC INFORMATION PROGRAM: ACCESS TO PUBLIC INFORMATION
GBA (REGULATION)
CONTACT: CHIEF OF STAFF AND COMMUNICATIONS**

REQUESTS FOR INFORMATION

Persons desiring to review or obtain documents maintained by the District and classified as Public Information may submit their requests, in writing, through one of the District's designated methods.

Public information requests may be submitted through the following official channels:

- Public records request portal, NextRequest
- Designated District email address
- U.S. mail
- In-person delivery

All requests received through these channels are considered official requests under the Texas Public Information Act, Texas Government Code Chapter 552. Requests received outside or the public records portal will be entered into the District's centralized request management system by the Public Information Administrator.

Requests will be handled in the order in which they are received. Requests received after 5:00 p.m. or on District-designated nonbusiness days will be logged as received on the next District business day.

Requests should reasonably identify the document, documents, or information requested. Requests will be processed in accordance with applicable statutory timelines and requirements.

PUBLIC INFORMATION ADMINISTRATOR

The Superintendent's designee serves as the Public Information Administrator and is responsible for the day-to-day management of public information requests.

The Public Information Administrator is responsible for:

- Logging and tracking all requests;
- Requesting clarification or narrowing when needed;
- Routing requests to appropriate departments or campuses;
- Establishing internal deadlines;
- Issuing required legal notices;
- Preparing cost estimates and updated estimates;
- Coordinating record collection and production;
- Managing inspection appointments; and

- Maintaining documentation of all request activity.

DEPARTMENTAL RECORD DESIGNEES

Departments and campuses are responsible for conducting thorough searches for responsive records.

Departmental and campus designees must meet internal deadlines established by the Public Information Administrator and provide complete and accurate records responsive to the request.

PROCESSING OF REQUESTS

Requests will be handled in accordance with the Texas Public Information Act and applicable Attorney General rules. Records will be produced promptly, as defined by law. When practicable, records will be provided in electronic format.

All requests, regardless of submission method, will be processed through the District's centralized request management system. The system will be used to track deadlines and compliance requirements, document communications with requestors, maintain records of cost estimates and payments, and document fulfillment of requests.

CLARIFICATION OR NARROWING OF REQUESTS

If a request is unclear or overly broad, the District may request clarification or narrowing from the requestor. Processing timelines will follow statutory guidance related to clarification or narrowing requests.

INSPECTION OF RECORDS

If a requestor chooses to inspect records, or if inspection is more cost-effective, an appointment will be scheduled.

Records will be made available in a designated District location. Persons inspecting documents may do so only in a designated inspection area, with a District employee available for assistance. Documents may be inspected during regular District business hours or at another time scheduled by the Public Information Administrator.

FEES

Charges for labor, materials, copies, and overhead will be calculated in accordance with Texas Attorney General cost rules and applicable provisions of Texas Government Code Chapter 552. A schedule of charges for requested copies of records will be made available to persons requesting records.

When estimated charges exceed the legal threshold, the District will provide a written, itemized estimate before additional work is performed. The estimate will include information required by law, including the availability of any less expensive method for viewing or receiving the information, when applicable.

The District may require a deposit or bond as permitted by law. The District may also provide updated cost estimates when necessary. Payment must be made through approved electronic or business office processes.

All fee practices will align with Texas Government Code Sections 552.2615, 552.263, and related statutes.

UNPAID BALANCES

Processing of requests may be suspended until required deposits are received or outstanding balances from previous requests are paid, as permitted by law.

The District may require payment of outstanding balances from previous requests before processing new requests in accordance with applicable law.

DOCUMENTS UNAVAILABLE

If requested documents are in active use, in storage, or otherwise unavailable at the time of the request, the Superintendent or designee will notify the requestor in writing and provide a date and hour when the records will be available for inspection or production.

If the requested documents cannot be made available within the time required by law, the Superintendent or designee will provide written notice in accordance with the Texas Public Information Act.

DESIGNATED INSPECTION AREA AND HOURS

Persons inspecting documents may do so only in a designated inspection area, with a District employee available for assistance. Documents may be inspected during regular school hours.

PERSONNEL TIME TRACKING

When applicable under Texas Government Code Section 552.275, personnel time will be tracked.

Required cumulative time statements will be provided with applicable responses in accordance with law.

COPY LIMIT

The Superintendent or designee may limit the number of pages that can be copied and supplied during a person's visit if the number of copies requested is beyond the reasonable capacity of the available personnel, equipment, or technology. Copies in excess of the number available during a single visit may be produced later, mailed, or provided electronically, as appropriate and in accordance with law.

ADMINISTRATIVE PROCEDURES AND FORMS

The District may develop and maintain standard request forms, workflow procedures, fee guidance documents, and public-facing instructions for requestors. These materials will be aligned with state law and Attorney General guidance.

PUBLIC ACCESS GUIDANCE

To support transparency and consistency, the District will maintain public-facing guidance regarding public information requests.

This guidance may include:

- An explanation of fee structures and legal thresholds;
- An overview of request timelines;
- A description of inspection versus copies; and
- Instructions for submitting effective public information requests.

Approved – May 2026