

GLO PUBLIC INFORMATION REQUESTS FAQs

What is the Public Information Act?

The Public Information Act (the Act), previously known as the Texas Open Records Act, is Chapter 552 of the Texas Government Code. The Act provides a means for citizens to inspect or copy government records. It also provides a means for governmental entities to withhold records that fall under one or more of the exceptions enumerated in the Act.

How do I make a request for public information?

The request must be in writing and must be addressed to the GLO. The request must be in writing and may be presented in person or sent by regular mail or e-mail, to the following only:

In person: 1700 N. Congress, Austin.

By mail: P. O. Box 12873, Austin, TX 78711-2873

By email: PIALegal@glo.texas.gov

What should I write in my public information request?

There is no “magic language.” However, your request should be clear enough for us to be able to identify the information you want.

What information may I request?

You may request any information you want; however, the information must be already in existence and it must be in the GLO’s possession or the GLO must have a right of access to it.

How long does the GLO have to respond to my request for information?

We are required to respond “promptly.” However, if we are unable to provide the information in 10 business days, we must certify that fact and provide a date when the information will be made available. For purposes of the Act, weekends, Federal & State holidays, and agency-declared “Skeleton Crew days” are not “business days.”

Will charges be assessed for copies and labor time?

Charges are allowed by the Act and must be calculated in accordance with the rules promulgated by the Office of the Attorney General (OAG). If the estimated charges will exceed \$40, the GLO must provide a statement of estimated charges and the opportunity to modify your request. If the estimated charges will exceed \$100, the GLO may require payment of a deposit before any work is done.

When may the GLO refuse to release the information I request?

If the GLO believes the requested information falls under one or more of the Act’s exceptions to release, the GLO will refer the request and the responsive information to the OAG and will proceed when the OAG issues a ruling stating how to handle the information.