

# **WORKFORCE SOLUTIONS TEXOMA POLICIES & PROCEDURES**

## **CHAPTER 15 OPEN RECORDS**

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### **15.1 The Public Information Act**

Texas law gives the public the right to access government records and government officials may not ask why they are wanted. All government information is presumed to be available to the public. Certain exceptions may apply to the disclosure of the information. Governmental bodies shall promptly release requested information that is not confidential by law or information for which an exception to disclosure has been sought.

### **15.2 Procedures to Obtain Information**

- Submit a written request via mail, email or in person to Workforce Solutions Texoma. See 9.6 below for procedures request contact information.
- Include enough description and detail about the information requested to enable the Workforce Solutions to accurately identify and locate the items requested.
- Cooperate with the Workforce Solutions reasonable efforts to clarify the type or amount of information requested.

### **15.3 Information to be Released**

If Workforce Solutions cannot produce the information within 10 working days the public information officer will notify you in writing of the reasonable date and time when it will be available.

Requestor must keep appointments to inspect records or pick up copies or risk losing the opportunity to see the information.

### **15.4 Cost of Records**

- You must respond to any written estimate of charges within 10 days of the date the governmental body sent it or the request may be deemed withdrawn.
- If estimated costs exceed \$50.00 Workforce Solutions will require a bond, prepayment or deposit.
- Requestor must make a timely payment for all mutually agreed charges. A governmental body can demand payment of overdue balances exceeding \$100.00, or obtain a security deposit, before processing additional requests from you.

### **15.5 Information That May Be Withheld Due to An Exception**

- By the 10th business day after you file your request, a Workforce Solutions Texoma must:
  1. request an Attorney General opinion and state which exceptions apply;
  2. notify the requestor of the referral to the Attorney General;
  3. notify third parties if the request involves their proprietary information.

- Failure to request an AG opinion and notify the requestor within 10 business days will result in a presumption that the information is open unless there is a compelling reason to withhold it.
- Requestors may send a letter to the Attorney General arguing for release, and may review arguments made by the governmental body.
- The Attorney General must issue an opinion by the 65th working day from the day you made the request.
- Governmental bodies must release information determined by the Attorney General to be open or file suit within 30 calendar days, and they may not ask the Attorney General to "reconsider" an opinion.

## **15.6 Procedures Request Contact Information**

To request information from Workforce Solutions Texoma, please contact:  
Carlotta Doolittle, Public Information Officer

You may send your request:

By mail to: 5904 Texoma Parkway, Sherman, TX 75090

By e-mail to: [carlotta.doolittle@twc.state.tx.us](mailto:carlotta.doolittle@twc.state.tx.us)

By fax to: 903-957-7413

In person at: 5904 Texoma Parkway, Sherman, TX 75090