

Chapter 552 of the Texas Government Code, also known as the Public Information Act gives the public the right to access certain government records. The PIA also establishes procedures that governmental bodies must follow when responding to Open Records request.

### **How to Make an Open Records Request**

The following tips may help you make a successful request:

1. Your request must be in writing
2. Include your complete contact information, especially an e-mail address
3. Describe the documents, records or data.
4. We ask that your request be specific and include the date ranges, if possible. We will work with you to clarify and narrow your request so that we can locate the records you are seeking be clear and concise.
5. We are not allowed to ask you why you want the information. However, we may ask you to clarify your request if we are uncertain as to what you want, and we may discuss the scope of your request and may be narrowed if your request is broad or for a large information.
6. Public information is available, at a minimum, to the public during the District's normal business hours.
7. The Public Information Act does not require to answer questions, perform legal research or comply

## **What Happens After You Submit a Request?**

1. We respond to requests in the order that they are received. The Public Information Act allows agencies up to ten (10) business days to respond to your request. The response could be that we release parts or all records, we have no records responsive to your request, clarification is needed, we have estimated charges, we believe the records are confidential and have requested the Office of the Attorney General for a ruling on the records, or we need additional time to compile, or manipulate the date/records.
2. Please be aware that records rarely exist in just one place. Different departments and a different number of employees may need to locate and compile responsive records. Sometimes we must resolve questions about the request before we begin locating the responsive documents. Keep in mind that it may take longer to locate, compile, and redact all records especially when a request is large in scope.
3. Some of our records contain information that may be confidential and excepted from public disclosure. Some types of information that the PIA or the Office of the Attorney General (OAG) has said are confidential include, but are not limited to, the following:
  - Information that may identify a student (unless you have a right of access)
  - Social Security Numbers of a living person
  - Credit reports, access codes, account numbers
  - Personal e-mail addresses of members of the public
  - Certain financial or medical information
  - Home addresses, phone numbers, and family member information of school district employees
  - Certain trade secret or proprietary information submitted by companies

### **How to Submit Your Request**

You may use our Open Records Request Form-[Word](#)/[PDF](#)

#### **By email**

E-mail your request to [irma.padilla@robstownisd.org](mailto:irma.padilla@robstownisd.org)

#### **By Fax**

Open Records Coordinator 361-767-6600, Ext. 2005

#### **By Mail or In person**

Open Records Coordinator  
Robstown ISD  
801 N. First Street  
Robstown, Texas 78380

### **Are There Charges for Requesting Records?**

We use the [guidelines for copy charges](#) based on estimated average costs to governmental bodies across the state.