

Information About Public Information Act

*The Public Information Act guarantees the public access to information maintained by a government agency. It is our policy to provide you with the fullest possible access to public information. If you wish to request records under the Texas Public Information Act, please refer to the following requirements and guidelines.

Requests for public information must be made *in writing*. Your request should include your name, address, and as much description as you can provide regarding the records you are requesting.

Telephone requests are not considered public information requests.

One of the changes to the Public Information Act (the "PIA") as a result of the 2019 Texas Legislative Session is the creation of section 552.235 of the Government Code. Section 552.235 requires the Office of the Attorney General (the "OAG") to create a public information request form for use by Texas governmental bodies. The PIA requires governmental bodies, **who allow requestors to use this form, to post the form on their website.

Governmental bodies may download the [Public Information Request Form](#).

If you have questions about the OAG's Public Information Request form, please contact the Open Government Hotline at (512) 478-6736 or toll free at 1-877-673-6839.

Use of this form is allowed for cities to use but it is not required for a city to use this form.

City of Plantersville Rules of Procedure

***SECTION 5. WRITTEN CORRESPONDENCE

5.1. Citizens may direct written questions or comments, other than agenda requests, to the Mayor or to an Alderman by: (1) mail to City of Plantersville, PO Box 374, Plantersville, TX 77363, or (2) email to the official city email addresses listed on the City of Plantersville website at www.cityofplantersville.net.

5.2. Citizens should expect a timely acknowledgement of a mailed letter after receipt by the City and acknowledgement of an e-mailed message within three (3) business days.

5.3. Public Information requests will be handled according to the TPIA. Public Information requests **must be submitted in writing** (TCG 552.301). A request made by email or facsimile transmission must be sent to the officer for public information (the Mayor).

5.4. The City has no control over how long it takes letters mailed using the U.S. Postal Service to be received by the City or by the City's correspondents. The City also recognizes that emails depend on the internet and internet reliability is less than perfect in our area. The City does not represent that Internet service for email and the Web site will be uninterrupted or error-free. The City makes no representations about the suitability, reliability, availability, timeliness, or accuracy of the internet for the Web site or emails. Requests must be in writing but it is strongly recommended that one call the Board Member to whom you mailed or emailed your request to verify that it was received by that person. We will make every effort to respond in a timely manner to all correspondence.