

Public Information Requests Policy & Procedure

Introduction: The Deaf Smith County Appraisal District has the goal of serving the community of Hereford and Deaf Smith County. One of the ways we can do this is by providing public information. It is the appraisal district's policy to provide a suitable copy of public information within a reasonable time after the date on which the information is requested. The appraisal district will treat all requests for information uniformly without regard to the position or occupation of the requestor, the person on whose behalf the request is made, or the status of the individual as a member of the media. The district will give to a requestor all reasonable comfort and facility for the inspection.

The *Texas Public Information Act* requires state and local governments to make information public.

How to Request Public Information: Please send an email (the preferred method of request) to dscad@wtrt.net or a letter addressed to the Chief Appraiser, describing the information you are requesting and the form of delivery you desire. This policy does not authorize a requestor to remove an original copy of a public record from the office.

Please provide as much info as possible so that we can sufficiently respond to your request. The more specific you can be with your request, the more effective our response will be.

Note: The appraisal district has gone to great expense putting much of the property and ownership information on the internet. This can be accessed through **our website** at www.deafsmithcad.org. In addition to property and ownership information, mapping and general information about exemption forms, tax rates, tax calendar and other helpful material can be found there.

Information that will not be provided is information considered to be confidential by law, either constitutional, statutory, or by judicial decision.

Simple requests - A simple request of an appraisal card or tax statement or map being faxed or emailed will be done (usually without charge) within the day.

Public Information Requests Requiring More Than a Nominal Amount of Time – A request requiring time from appraisal district staff and appraisal district resources will need to be made in writing or via an email. The appraisal district may charge up to \$40.00 for these requests.

Extensive Requests Requiring Manipulation of Data - When requests of information require extensive time and resources, the appraisal district will honor the request to the best of our ability. However, due to the larger files and time, more will be charged for these requests and may be charged \$40.00 and up. These requests will need to be made in writing or via an email. Due to the large files and the constraints in email size these file can be sent to your FTP site or burned to a CD and mailed to the requestor.

Response Time for Requests: The appraisal district will respond to your PIA request in 10 business days. Business days do not include weekends and holidays.

The appraisal district may ask the Texas Attorney General's office to decide if the information is confidential. If the government chooses to ask the Attorney General, you will get a letter explaining the process. You will be allowed to explain to the Attorney General why the information is public. The

Attorney General will make a decision and either require the government to produce the documents, or allow it to withhold them.

Electronic medium: The requestor may request a copy in an electronic medium; the appraisal district will provide a copy in the requested medium if district staff has the technological ability to produce a copy of the requested information in the requested medium. Also the district will not purchase any software or hardware to accommodate the request. The appraisal district will not violate the terms of any copyright agreement between the appraisal district and a third party.

If we are unable to comply with a request to produce a copy of information in a requested medium we will provide a copy in another medium that is acceptable to the requestor. Due to security concerns, we will not copy information onto a diskette or other material provided by the requestor, we will use our own supplies and the cost for these items will be included in the requestor's statement.

Requests for Information that Require Programming – if a request would require programming and would result in substantial interference with the districts ongoing operations; the district will provide a written statement (within 20 days) outlining the programming costs, terms and time frame that would be needed to fulfill the request. The requestor will then have 30 days to state in writing that they agree with the terms.