

City of El Paso Open Records Request



October 22, 2013



Open Records Request

- Provides citizens access to public information
- Allows the City to meet State open records rules
- Managed by Communications and Public Affairs Office
- Public Records Coordinator assigned to requests



Open Records Request

New System Implemented

- May 31, 2013 – City launched WebQA online program that allows the community and the City easier access and tracking abilities
- Before each City Department handled their own Open Records Request
- All requests are now handled through the Open Records Coordinator except for Fire and Police



Open Records Request

Open Records Coordinator

- As of May 31, 2013 – 1,075 requests have been processed
- Only 55 letters have been written to the Attorney General

Open Records – Police Department

- As of June 1, 2013 police have processed 1,253 requests
- 417 letters written to Attorney General on behalf of police department



Open Records Request

Common Exceptions

- Information confidential by State or Federal Law (552.101)
- Information confidential by judicial decision
- Personnel information
- Information relating to litigation
- Information relation competition or bidding
- Information regarding location or piece of property
- Certain legislative documents (drafts)
- Attorney – Client Privilege



Open Records Request

Law Enforcement Exceptions

- Pending investigation
- Pending criminal litigation
- Information regarding police officers
- Juvenile law enforcement records
- Records of 9-1-1 calls



Open Records Request

Requesting Public Information Guidelines

- Request must be received in writing and can be done through the following outlets
 - City website (www.elpasotexas.gov)
 - U.S. mail
 - Hand delivered
 - E-mail
 - Fax



Open Records Request

Submitted Requests

- The City must respond to requests as soon as possible
- Open records request needing Attorney General review must be submitted within 10 days of receipt of request
- Timeline begins the first business day after the business day received
- The request is assigned to appropriate department(s)
- Mayor, Council, City Manger notified if request involves information from their area



Open Records Request

Submitted Requests

- Department attaches responsive documents, notifies if records are releasable or need legal review
- Documents requested for legal review are sent to City Attorney's office



Open Records Request

Before requested documents are released

- Requester is notified of payment amount (if appropriate)
- Payment processed by cash, credit card or check
- All fees associated with open records request are in accordance with City Ordinance 014171 and applicable Texas law



Open Records Request

Release of Documents

- Releasable documents are given to requester in preferred method of delivery (e-mail, U.S. mail, pickup in person or review in office)
- Mayor or City Representative given copies of documents involving their area



Open Records Request

Submitting request online

- Visit www.elpasotexas.gov
- Click on “Open Records Request” banner

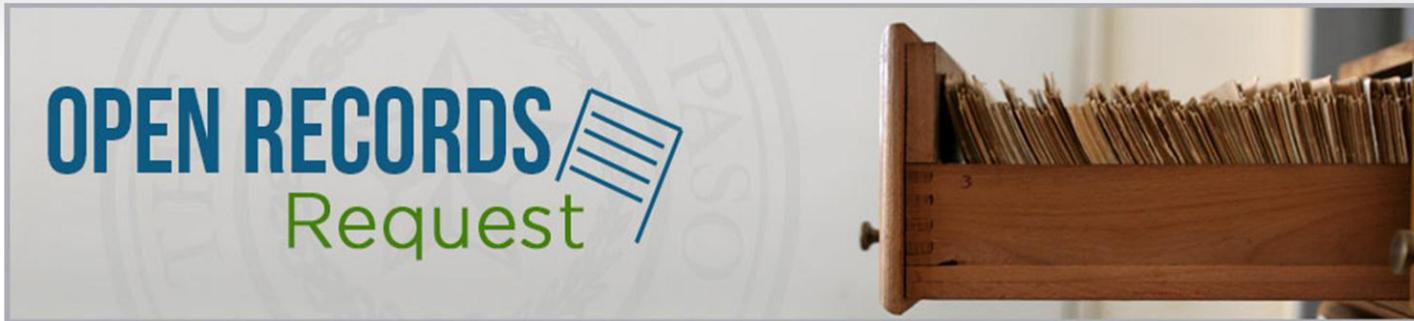
The screenshot shows the City of El Paso website in a Windows Internet Explorer browser. The address bar displays <http://home.elpasotexas.gov/>. The website header includes the City of El Paso logo, operational hours (Mon-Thurs 7:00 a.m. to 6:00 p.m., Closed Fridays), and a search bar. The main navigation menu lists: HOME, ABOUT, NOTICES, GOVERNMENT, RESIDENTS, BUSINESS, VISITORS, DEPARTMENTS, ONLINE SERVICES, MEETINGS, CONTACT US. A large banner for "OPEN RECORDS Request" is prominently displayed, featuring the text "Learn More »" and an image of a wooden filing cabinet. To the right of the banner are two smaller promotional boxes: "WATCH LIVE BALLPARK CONSTRUCTION" and "CHECK OUT THE FULL CITY HALL RELOCATION DETAILS!". Below the banner, the page is divided into several sections: "SERVICE SOLUTION SUCCESS" (describing the city's commitment to customer service), "NEWS" (with sub-sections for "CITY RELEASES UNDISCLOSED DOCUMENTS - UPDATED" and "APPLICATIONS BEING ACCEPTED FOR PSB VACANCIES"), "TV/VIDEO", "PRESS RELEASES", and "HOW DO I?" (listing services like Information/Questions/Concerns, Campaign Finance Report, Google Transit Sun Metro Trip Planner, Parks and Recreation Online Registration, Bicycle Lanes Online, Pay Property Taxes, and Food Estb. Inspections).





CITY OF EL PASO OPERATIONAL HOURS:
Mon-Thurs, 7:00 a.m. to 6:00 p.m. - Closed Fridays

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- ABOUT
- NOTICES
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- RESIDENTS
- BUSINESS
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OPEN RECORDS REQUEST

Welcome to the City of El Paso's Open Records Requests management and tracking system! The service will increase citizen access to public information while allowing the City the ability to meet and exceed all state Open Records compliance rules. With the Public Information Center, individuals go to one central location on the City's website to submit an Open Records request. Requesters have the ability to log into the Public Information Center to track the status of requests, communicate with the City and pick up the requested documents. Requesters will also be able to search for answers to common Open Records questions in the knowledgebase library.

The Communications and Public Affairs Office is responsible for Open Records Requests.
All requests must be made in writing.

FURTHER INFORMATION

Call: (915) 541-4265

PLEASE REMEMBER

The City of El Paso is **closed** on Fridays. Any Open Records Requests submitted on Friday, Saturday, or Sunday will be received on Monday.



**Looking for marriage, birth, death, or divorce records?
Please visit the El Paso County website »**



[Click here to submit a Fire or Police Open Records Request](#)

[Click here to submit or check any other Open Records Request](#)

CITY DEPARTMENTS ON THE WEB





Home > Records

Public Records

County Clerk

District Clerk

Tax Assessor-Collector

500 E. San Antonio
El Paso, Texas 79901
Phone (915) 546-2000
webmaster@epcounty.com

[Assumed Names](#) - Registered "Doing Business As" in El Paso County (County Clerk)

[Birth Indexes](#) - For births in El Paso County (County Clerk)

[Civil Cases](#) - Open and closed civil suits (District Clerk)

[Commissioners Court Meetings](#) - Regular and special posted meetings (County Clerk)

[Criminal Cases](#) - View criminal records (District Clerk)

[Death Indexes](#) - Deaths occurring in El Paso County (County Clerk)

Archives and Records

[Original documents and microfilm preserved](#)





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For Police Department open records request [click here](#)



For Fire Department Open Records Request [Click Here](#)

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Google™ Custom Search



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OPEN RECORDS REQUEST

If you prefer to e-mail, fax, mail, or hand deliver your open records request, you may use the Open Records Request Form provided. [Download Form \(PDF\)](#)

E-Mail Address: OpenRecords@elpasotexas.gov

Fax Number: (915) 541-4866

Physical Address: 300 N. Campbell, 2nd Floor, Communications and Public Affairs, El Paso, TX 79901



Submit Open Records Request

- Click above to make an Open Records request



View My Open Records Requests

- Check status of your previously submitted requests



Search Information About Open Records Requests

- Click to view top questions



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Welcome to the City of El Paso Public Information Center. If you have used this service previously, please log in. If this is your first online request, please create an account. You will be able to track the progress of your request by logging in to your account.

*Email Address:

*Password:

Submit

[Forgot your password?](#)

FIRST TIME USERS CLICK BELOW:

[Create an Account Now](#)





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My Requests

[| Home](#) | [Find Information](#) | [Submit Open Records Request](#)

Login to check the status of any requests you have submitted.

[View My Requests](#)

Click above to access requests submitted.

[Edit Customer Account Information](#)

Click above to access and update your customer account information.





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Search Information About Open Records Requests



Search

Frequently Asked Questions

[How do I request a copy of a divorce, marriage, birth, or death record?](#)

[What will the charges be?](#)

[How do I obtain a copy of a police report, accident report, or Police Records Check for employment?](#)

[How do I make a request?](#)

[What is the status of my request?](#)

[How do I obtain information regarding the Texas Public Information Act?](#)

[When will I receive my records?](#)

[How will I receive my information?](#)

[How are written questions to the City treated under the Public Information Act?](#)

[How do I view the City's Charter/Code of Ordinances?](#)

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Thank You

