



(817) 293-0525 (Main)
(817) 551-9495 (Fax)
www.evermantx.us

CITY OF EVERMAN

212 N. Race St.
Everman, TX 76140

Office of the City Manager

Public Information Requests Management Policy

1. Purpose

The purpose of this policy is to establish a uniform, centralized process for receiving, documenting, assigning, reviewing, and responding to requests for City records.

All requests for records or information received by any City official, employee, department, office, board, commission, volunteer, contractor, or agent must be immediately forwarded to the Office of the City Secretary for review and entry into the City's Public Information Request Management System.

The City will administer requests in accordance with the Texas Public Information Act, Chapter 552 of the Texas Government Code, and other applicable laws.

2. Policy Statement

It is the policy of the City of Everman to provide prompt, fair, consistent, and lawful access to public information.

No individual department or employee may independently process, deny, close, or release records in response to a public information request unless specifically authorized by the City Secretary or the City's designated public information coordinator.

The Office of the City Secretary shall serve as the central coordinating office for all requests and shall oversee each request from initial receipt through final release or closure.

3. Scope

This policy applies to:

- All City departments, divisions, offices, boards, commissions, and programs
- All elected and appointed officials
- All full-time, part-time, temporary, seasonal, and volunteer personnel
- Contractors or third parties who maintain records on behalf of the City
- Records stored on City-owned or personal devices when the records concern official City business
- Requests received through email, mail, hand delivery, telephone, voicemail, text message, social media, online forms, in-person communication, or any other method

A written request delivered through an authorized method may trigger the City's legal duties under the Texas Public Information Act. The City nevertheless requires employees to forward all records-related requests, including oral or informal requests, so the City Secretary can determine how the request should be handled.



(817) 293-0525 (Main)
(817) 551-9495 (Fax)
www.evermantx.us

CITY OF EVERMAN

212 N. Race St.
Everman, TX 76140

Office of the City Manager

4. Definitions

A. Public Information Request

Any communication seeking access to, inspection of, or copies of records or information maintained by or for the City. A request does not have to cite the Texas Public Information Act or use any particular wording to be treated as a potential public information request.

B. Public Information

Information written, produced, collected, assembled, or maintained in connection with the transaction of official City business, regardless of its physical form, location, or the device on which it is stored. This includes qualifying electronic communications maintained on City-owned or personal devices.

C. PIR Management System

The City's Microsoft 365 and SharePoint-based system used to record, assign, track, process, secure, review, and close public information requests.

D. City Secretary

The City Secretary or an employee formally designated to coordinate public information requests on behalf of the City.

E. Responsive Record

A record that falls within the subject matter, date range, individuals, locations, or categories described in the request.

5. Receipt and Immediate Forwarding of Requests

A. Mandatory Forwarding

Any City official or employee who receives a request for records or information shall immediately forward the request to:

Office of the City Secretary
publicinformation@evermantx.net

Forwarding should occur immediately upon receipt and shall not be delayed until the employee has searched for records, spoken with a supervisor, or determined whether records exist.

When possible, the employee shall forward the original communication, including:

- The complete email or written request
- The date and time received
- The requester's name and contact information
- Any attachments
- The method by which the request was received



CITY OF EVERMAN

212 N. Race St.
Everman, TX 76140

Office of the City Manager

- Any clarification provided by the requester
- The name of the employee who received it

B. Requests Received in Person or by Telephone

When a person orally asks for records, the employee shall:

1. Treat the communication as a potential records request.
2. Obtain the requester's name and contact information, when voluntarily provided.
3. Record a clear description of the records being requested.
4. Promptly send the information to the Office of the City Secretary.
5. Advise the requester that written submission may be required for formal processing under the Texas Public Information Act.

Employees shall not discourage a requester from making a request or require the requester to explain why the records are wanted.

C. Requests Received Through Personal or Informal Channels

A request received through a City employee's personal email, text message, social media account, voicemail, or other informal channel must still be promptly forwarded when it reasonably seeks City records.

D. No Independent Departmental Response

Departments may provide routinely available information, forms, schedules, or public webpages as part of normal customer service. However, when a person asks to inspect, obtain, search for, compile, or receive copies of City records, the request must be forwarded to the City Secretary before records are released.

6. Initial Review and Entry into the PIR Management System

Upon receipt, the Office of the City Secretary shall:

1. Review the communication to determine whether it is a public information request.
2. Preserve the original request and proof of receipt.
3. Enter the request into the Public Information Requests master list.
4. Record the requester's name, email address, request description, date received, lead department, and other required information.
5. Confirm or assign the appropriate status.
6. Allow the system to generate the official request number.
7. Confirm the request is specific enough to allow for proper processing
8. Confirm that the internal due date and statutory action date have been calculated.
9. Confirm that the request folder, Department Responses folder, and Final Release folder have been created.



(817) 293-0525 (Main)
(817) 551-9495 (Fax)
www.evermantx.us

CITY OF EVERMAN

212 N. Race St.
Everman, TX 76140

Office of the City Manager

10. Confirm that the requester acknowledgement and department assignment notifications were sent.
11. Determine whether charges may apply . If cost exceeds \$40, the City Secretary will formally notify the requester of the cost estimate and must gain approval within 10 days before proceeding.

The City shall use the date the request was received through an authorized method when calculating applicable statutory deadlines.

7. Assignment to Departments

The City Secretary shall identify the department or departments reasonably likely to possess responsive records.

The PIR Management System shall create a Department Assignment for each assigned department and provide authorized department personnel with access to:

- Their Department Assignment item
- The applicable request folder
- The records associated with that request
- The Department Assignment Instructions
- Department employees shall not be granted access to unrelated department assignments or unrelated PIR folders. Each department shall maintain a primary and backup employee responsible for responding to PIR assignments.

8. Department Responsibilities

Upon receiving an assignment, the assigned department shall:

1. Review the request immediately.
2. Begin the records search without waiting until the internal due date.
3. Search all locations reasonably likely to contain responsive records.
4. Contact other employees who may possess responsive records.
5. Upload all potentially responsive records to the assigned PIR folder.
6. Preserve the original content, metadata, attachments, dates, and formatting of records.
7. Enter relevant information in the Department Notes field.
8. Notify the City Secretary of questions, delays, confidentiality concerns, or possible legal issues.
9. Select No Responsive Records only after conducting a thorough search that revealed no Responsive Records.
10. Change the assignment status to Complete only after all required work is finished.

Department heads are responsible for ensuring their departments cooperate fully and promptly with the City Secretary's Office.



(817) 293-0525 (Main)
(817) 551-9495 (Fax)
www.evermantx.us

CITY OF EVERMAN

212 N. Race St.
Everman, TX 76140

Office of the City Manager

9. Search Requirements

The search for responsive information must be reasonable, thorough, and conducted in good faith.

Depending on the request, departments may be required to search:

- Employee email accounts
- Shared mailboxes
- Network drives
- SharePoint and Microsoft 365 locations
- Department databases and software systems
- Paper files
- Archived or stored records
- Mobile devices
- Text messages
- Personal devices or accounts used to conduct City business
- Records maintained by City contractors or service providers

Employees shall not omit a record merely because it appears confidential, embarrassing, sensitive, privileged, or exempt from disclosure. The City Secretary and legal counsel shall determine whether the record may be released.

10. Internal Due Dates and Reminders

The internal due date is the department's deadline to complete its search and upload records. It is established before the statutory action date to allow sufficient time for:

- Completeness review
- Duplicate removal
- Redaction
- Cost calculation
- Legal review
- Attorney General submissions
- Preparation of the final response
- Release to the requester

The PIR Management System shall send automated reminders for open department assignments that are due today or overdue. Failure to complete an assignment by the internal due date shall be immediately reported to the department head and City Secretary.



CITY OF EVERMAN

212 N. Race St.
Everman, TX 76140

Office of the City Manager

11. Completion of Department Assignments

When a department changes an assignment status to Complete, the system shall record the completion date. When all assignments related to a request are complete, the system shall move the master request to Ready for Final Review and notify the City Secretary.

An assignment may not be marked complete merely because the department believes another department may possess the requested records.

12. Final Review

The City Secretary shall review all completed department submissions to determine:

- Whether the search appears complete
- Whether all likely departments have been assigned
- Whether further clarification is needed from the requester
- Whether duplicate or unrelated materials should be removed
- Whether confidential or excepted information is present
- Whether legal review is necessary
- Whether a ruling from the Office of the Attorney General is required
- Whether the City possesses no responsive records

The City Secretary may return an assignment to a department for additional searching or clarification.

13. Legal Review and Attorney General Rulings

Requests involving potentially confidential, privileged, proprietary, sensitive, law enforcement, personnel, medical, security, or otherwise protected information shall be referred for legal review when appropriate.

When the City seeks to withhold information and no applicable previous determination authorizes withholding, the City Secretary, in coordination with legal counsel, shall take the steps required by law, including requesting a ruling from the Office of the Attorney General within the applicable deadline.

The City Secretary, in coordination with legal counsel, shall be responsible for:

- Preparing the ruling request
- Identifying applicable exceptions
- Notifying the requester
- Notifying affected third parties when required
- Submitting records or representative samples
- Tracking all ruling deadlines
- Processing the records in accordance with the ruling



(817) 293-0525 (Main)
(817) 551-9495 (Fax)
www.evermantx.us

CITY OF EVERMAN

212 N. Race St.
Everman, TX 76140

Office of the City Manager

Departments shall immediately provide any information requested by the City Secretary or legal counsel for this purpose.

14. Prompt Response and Production

The City shall promptly produce public information that is not confidential or otherwise excepted from disclosure. Promptly means as soon as possible under the circumstances, within a reasonable time, and without delay. If the City cannot produce the responsive records within 10 business days, the City shall provide written notice to the requestor detailing a reasonable date and time when the records will be available.

Within the applicable statutory period, the City shall take one or more of the following actions:

- Release the requested information or in the instance of requesting an Attorney General ruling, release any responsive information that is not the subject of the request for AG opinion.
- Notify the requester when the information will be available
- Request an Attorney General ruling
- Notify the requester that no responsive information was located
- Notify the requester that information is being withheld under an applicable law or previous determination

15. Preparation of Final Release

After completing the final review, the City Secretary shall:

1. Confirm that all responsive records approved for release are located in the Final Release folder.
2. Confirm that required redactions have been applied.
3. Confirm that withheld information is supported by law, a previous determination, or an Attorney General ruling.
4. Confirm that any required charges have been addressed.
5. Confirm that the requester's delivery information is accurate.
6. Change the master request status to Released only when the release package is ready.

The Final Release flow shall verify that release documents are present before sending the requester a records link.

16. Release Blocked Safeguard

If a request is changed to Released but no documents are present in the Final Release folder and the request is not marked No Responsive Records, the system shall:

- Change the status to Release Blocked
- Prevent a release email from being sent
- Notify the City Secretary or designated administrator



(817) 293-0525 (Main)
(817) 551-9495 (Fax)
www.evermantx.us

CITY OF EVERMAN

212 N. Race St.
Everman, TX 76140

Office of the City Manager

- Keep the request open until the issue is corrected

This safeguard is intended to prevent an incomplete or empty release from being sent to a requester.

17. No Responsive Records

When all assigned departments have completed a reasonable search and no responsive records are located, the City Secretary may mark the request No Responsive Records.

The system may then send the requester a written response confirming that the City did not locate records responsive to the request. A no-records response may not be based solely on an employee's assumption or an incomplete search.

18. Final Release to Requester

Only the Office of the City Secretary, or another employee specifically authorized by the City Secretary, may release records in response to a PIR.

The final response shall be delivered through the PIR Management System or another approved method.

When records are released electronically:

- The requester shall receive an official response email.
- The response shall include the request number.
- The response shall include a secure link to the Final Release folder or files.
- The link may be assigned an expiration period.
- The Date Closed shall be recorded by the system.

Department employees shall not independently email, mail, or hand records to the requester.

19. Request Statuses

The City may use the following statuses within the PIR Management System:

- New
- Assigned
- Waiting on Requester
- Ready for Final Review
- Legal Review
- Ready for Release
- Released
- Closed
- On Hold
- Release Blocked

The City Secretary shall determine the appropriate status and may update it as the request progresses.



CITY OF EVERMAN

212 N. Race St.
Everman, TX 76140

Office of the City Manager

20. Statutory Deadline Monitoring

The PIR Management System shall monitor open requests based on the Statutory Action Date.

Automated notices shall include:

- Due Tomorrow: reminder to the Records Clerk or designated PIR coordinator
- Due Today: urgent reminder to the Records Clerk, with escalation to the City Manager
- Overdue: daily escalation until the request is properly addressed, released, or closed
- The Records Clerk and City Secretary shall review the Statutory Deadlines at Risk dashboard view each business day.

21. Dashboards and Access

A. Executive Dashboard

Provides authorized executive users with an overview of request volume, status, deadlines, blocked releases, and departmental performance.

B. Records Clerk Dashboard

Provides the City Secretary's Office with operational access to active requests, department progress, legal review, final review, release readiness, and statutory deadlines.

C. Department Dashboard

Provides department employees with access only to assignments and request folders for which they have been granted specific permission.

Navigation audience targeting may be used to reduce confusion and display role-appropriate dashboard links. Audience targeting is a navigation feature and shall not replace list, item, folder, or library permissions.

22. Security and Confidentiality

All personnel shall protect records contained in the PIR Management System. Employees shall:

- Use only authorized City systems
- Access only records necessary for assigned duties
- Upload records only to the proper request folder
- Avoid sharing PIR links with unauthorized persons
- Avoid using personal cloud-storage services
- Avoid forwarding records to personal email accounts
- Immediately report accidental access or disclosure
- Preserve all original City records in accordance with retention requirements

Access permissions shall be based on job responsibilities and the specific request assigned.



(817) 293-0525 (Main)
(817) 551-9495 (Fax)
www.evermantx.us

CITY OF EVERMAN

212 N. Race St.
Everman, TX 76140

Office of the City Manager

23. Records Retention

The request, correspondence, assignments, uploaded documents, release package, legal review materials, cost records, and closing documentation shall be maintained in accordance with the City's records retention schedule and applicable law.

No employee may destroy, delete, alter, or dispose of responsive records after a request has been received, even if the record would otherwise be eligible for routine destruction.

24. Employee Training

Employees whose duties include receiving, searching for, reviewing, or responding to public information requests shall receive training regarding:

- Recognizing a records request
- Immediate forwarding requirements
- Use of the PIR Management System
- Search obligations
- Preservation of electronic records
- Department completion procedures
- Confidentiality and security
- Prohibition against independent release

The City shall display any public information notice or sign required by law in appropriate locations.

25. Prohibited Conduct

Employees shall not:

- Ignore or delay forwarding a request
- Direct a requester away from the City Secretary without forwarding the request
- Ask why the requester wants the records
- Require the requester to identify an exception or statute
- Delete or alter potentially responsive records
- Conceal the existence of records
- Conduct an intentionally incomplete search
- Mark an assignment complete before the search is finished
- Release records directly without authorization
- Make independent decisions regarding confidentiality or withholding
- Use an unofficial system to manage a request
- Retaliate against a requester for making a request
- Shall not request additional identifying information of the requester so long as there has been some form of identifier (i.e. e-mail address, first name only, etc.) in accordance with state law



(817) 293-0525 (Main)
(817) 551-9495 (Fax)
www.evermantx.us

CITY OF EVERMAN

212 N. Race St.
Everman, TX 76140

Office of the City Manager

26. Failure to Comply

Failure to follow this policy may expose the City to missed deadlines, loss of statutory protections, complaints, litigation, penalties, or unauthorized disclosure of confidential information.

Violations may result in corrective or disciplinary action consistent with City policy and applicable law.

27. Responsibility and Administration

The City Secretary is responsible for administering this policy, maintaining the PIR Management System, coordinating training, monitoring compliance, and recommending procedural updates.

Department heads are responsible for ensuring that employees within their departments:

- Promptly forward all requests
- Complete assigned searches
- Meet internal deadlines
- Preserve responsive records
- Cooperate with the City Secretary and legal counsel

28. Questions

Questions concerning whether a communication constitutes a public information request or how a request should be processed shall be directed to:

Office of the City Secretary
City of Everman
publicinformation@evermantx.net

When in doubt, employees shall forward the communication to the City Secretary rather than attempt to decide independently whether the request must be processed.