

TIPS FOR SUCCESSFUL PUBLIC INFORMATION REQUESTS

1. The GLO accepts Public Information Requests (PIRs) by mail, in person, and by email.
Mail address - GLO – P. O. Box 12873 – Austin, TX 78711-2873
In person – 1700 N. Congress Ave.
Email – PIALegal@glo.texas.gov (the only valid email address for PIRs)
2. Verbal requests are not accepted as the Public Information Act (the PIA) specifies that only written requests trigger the law requirements. An email is sufficient to fulfill the “in writing” requisite. You need not mention the law.
3. Be sure to make your PIR as clear as possible so we can provide you what you want. If the request is not clear, we will request clarification. This will delay fulfillment of the request until we receive a response, and will, in the absence of a response, cause your PIR to be withdrawn on the 61st calendar day after the date we requested clarification.
4. The PIA applies only to information already in existence at the time we receive the request. Additionally, under the PIA, we are not required to answer questions, create documents/information, or do legal research. If the information you seek may exist in the future, you will have to submit a new PIR, as the PIA does not contemplate “standing requests.”
5. We strive to respond to PIRs as promptly as possible; however, all PIRs are done in the order received. Additionally, weekends, Federal and State holidays, and Skeleton Crew days are not considered business days under the PIA.
6. If you believe that the GLO did not respond to your PIR, you may contact the Office of the Attorney General at toll free (877)673-6839, or your local District or County Attorney.