

116 Security and Release of Records and Information

116.3 OUTSIDE AGENCY REQUESTS FOR RECORDS

The Department recognizes requests from other agency should be processed in a timely manner. Therefore, these requests are received and processed by the Department directly.

116.3.1 SUBMISSION OF OUTSIDE AGENCY REQUESTS FOR RECORDS

Outside agencies must use their agency letterhead to submit a request for records. Additionally, requests sent via email must come from a government email address, i.e., .gov, .org. Each request must identify the specific record sought. Requests and subpoenas can be submitted in the following manner:

- (a) In person at APD Headquarters located at 715 E 8th Street, Austin;
- (b) By email to agency.requests@austintexas.gov;
- (c) Faxed to (512) 974-6662;
- (d) Mailed to Central Records, Austin Police Department, P.O. Box 689001, Austin, Texas 78768-9001; or
- (e) In any manner to any employee of the Austin Regional Intelligence Center (ARIC).

116.3.2 RECEIVING OUTSIDE AGENCY REQUESTS FOR RECORDS

If an employee, other than an ARIC employee, receives an outside agency request for records, that employee is responsible for forwarding the request to Central Records for processing. Emailed requests shall be forwarded to agency.requests@austintexas.gov.

116.3.3 AGENCIES DIRECTLY ASSISTING WITH AN INVESTIGATION

If an outside agency that is directly assisting with the criminal investigation of an offense requests a copy of the offense report, then the investigator may send the report to the requesting agency once the following steps have been completed:

- (a) Verify that the person receiving the report is an authorized agent of the agency that is making the request.
- (b) Confirm that the agency requesting the report is directly assisting with the criminal investigation.
- (c) Document in the GO Release Tracking the sharing of the offense report.