

CARLOS LEÓN/APD PUBLIC RECORDS EMAIL CHAIN

**On 6/25/2021 2:34:32 PM, Carlos wrote:**

Per <https://www.austintexas.gov/faq/how-do-i-obtain-police-report>,

“...Reports can be purchased at the Main Police Headquarters, located at 715 E 8th Street. Reports are 10 cents a page and only the public portion is available for purchase from the report sales office. This is the same report that can be obtained from visiting the APD Incident Report Database. Report Sales new hours of operation are Monday through Friday, 8:30 a.m. - 4 p.m.”

Therefore, this Friday (6/25/21) during business hours I went to Main Police Headquarters, located at 715 E 8th Street, to pay in person the \$32 for Invoice ID 15131, re: R058821-051721. However, when I got there, I saw that building is CLOSED TO THE PUBLIC. Through the outside push button intercom I spoke with someone who identified himself as “Rodriguez.” He communicated there was NO way for me to pay Invoice ID 15131 in person at Main Police Headquarters, located at 715 E 8th Street, though your website says I can. He also did NOT provide any in-person payment options, though I specifically asked him for such options. When I asked him when the building would reopen, he said to contact the City Manager and City Council.

Yet, Texas Government Code 658.005 (a) says “...Normal office hours of a state agency are from 8 a.m. to 5 p.m., Monday through Friday...The offices of a state agency shall remain open during the noon hour each working day with at least one person on duty to accept calls, receive visitors, or transact business.”

Because the Covid-19 health threat has subsided so much Governor Abbott signed Executive Order 36, preventing any local governmental agency or official from requiring anyone to wear a facial covering (effective May 18, 2021), there must exist an in-person way for me to pay Invoice 15131 and get a printed receipt of payment, as well an electronic copy, that is also e-recorded on your e-system. Not only does your electronic payment portal require a Visa, Mastercard, or Discover card number, but says a “convenience” fee may also be debited as soon as payment as made. That’s ridiculous. I’m NOT paying any unnecessary, non-explicit “convenience” fee or any unnecessary fees associated with purchasing and/or using such a card.

Therefore, I went straight to OPEN City Hall and spoke in person with Mr. Kelly (his first name), the City’s Public Information Request Manager, about these problems. I also spoke in person with employees of the City Clerk’s office to try creating a solution where I could pay either one of them or Kelly \$32 in cash in person, have them officially process the transaction, and print me the official receipt.

I am NOT going back to the CLOSED TO THE PUBLIC Main Police Headquarters, located at 715 E 8th Street. Paying in person at OPEN City Hall would be much easier. Expect me to check back with Mr. Kelly (and/or) City Clerk’s office later this afternoon DURING OPEN BUSINESS HOURS, for the in-person payment City Hall solution.

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**On 6/28/2021 9:58:17 AM, Carlos wrote:**

Following up on my 6/25/21 2:34:32 PM message to you:

City Clerk staff and Mr. Kelly (his first name), the City's Public Information Request Manager, have communicated to me they cannot process my \$32 invoice payment at this time. City Clerk staff recommended I contact you, APD Public Records Center, to figure out an in-person payment solution.

As of 6/28/21 at 9:50 AM, two different places on the APD Public Records Center website still say I can pay in person:

1) <https://www.austintexas.gov/faq/how-do-i-obtain-police-report>

2) [https://apd-austintx.govqa.us/WEBAPP/\\_rs/\(S\(yrgmileedjjqd0k3t1snevtz\)\)/AnswerDetail.aspx?sSessionID=70114210252ETLGSMHFUXXRGGHED\[TDULOFXQDF&inc=137&caller=%7e%2fFindAnswers.aspx%3ffilter%3d%26txtCriteria%3dpay%26pi%3d1%26sSessionid%3d70114210252ETLGSMHFUXXRGGHED%5bTDULOFXQDF](https://apd-austintx.govqa.us/WEBAPP/_rs/(S(yrgmileedjjqd0k3t1snevtz))/AnswerDetail.aspx?sSessionID=70114210252ETLGSMHFUXXRGGHED[TDULOFXQDF&inc=137&caller=%7e%2fFindAnswers.aspx%3ffilter%3d%26txtCriteria%3dpay%26pi%3d1%26sSessionid%3d70114210252ETLGSMHFUXXRGGHED%5bTDULOFXQDF)

Therefore, respond to my message ASAP with an in-person payment solution to follow the law.

I have documented all this for my records.

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**On 6/28/2021 10:19:17 AM, Carlos wrote:**

Invoice INV21-R058821-1.pdf says in writing:

“If you agree to accept these charges, you may:

c. Bring check or money order payable to "City of Austin" to our office at 715 E. 8th Street.”

Follow the law. Provide me a specific, viable in-person payment option ASAP.

This is all being documented.

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**On 6/28/2021 1:21:56 PM, Carlos wrote:**

Following up on my 6/28/21 10:19:17 AM message to you, recall that my 6/25/21 2:34:32PM message to you documented that the “...office at 715 E. 8th Street” is physically CLOSED TO THE PUBLIC, though state law [Texas Government Code 658.005 (a)] requires it to be open during business hours Monday – Friday to receive visitors and transact business. In addition, because Texas Government Code 552.223 requires you to treat all requests for information uniformly without regard to the position or occupation of the requestor, if you fail to provide me a specific, viable in-person payment option,

you are NOT uniformly treating my request for information. At this point, an in-person payment option at OPEN City Hall would work. This is all being documented.

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**On 6/28/2021 2:14:40 PM, Austin Public Records Center wrote:**

**Subject:** [Austin Public Records Center] :: R058821-051721

**Body:**

Mr. Carlos,

We can accept an in-person payment on a Monday or a Wednesday between the hours of 9:00 AM and 2:00 PM. We will need to know a specific timeframe, so that we can ensure someone is there to receive the payment.

Open Records

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**On 6/30/2021 4:30:44 PM, Carlos wrote:**

Re: your 6/28/21 2:14:40 PM message to me

Plan on Wed. July 7, 2021 between 11 am and noon.

But first, tell me:

- 1) the exact address of where to go to process the in-person payment then and there,
  - 2) who will be there to process the in-person payment, then provide an official paper receipt showing #Invoice ID 15131, re: R058821-051721 paid, and
  - 3) how and when will you provide the actual video footage after the \$32 is paid.
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**On 7/1/2021 8:40:56 AM, Austin Public Records Center wrote:**

**Subject:** [Austin Public Records Center] :: R058821-051721

**Body:**

Tika Marshall will be there to accept the payment and a receipt will be provided. The location is the Austin Police Department, 715 E. 8th Street. You will need to let the security guard know that you are there to make a payment to Tika Marshall with Open Records.

Once the payment is received we will process the videos. When they are completed, we can mail the videos, if you like. If not, we will email you and schedule a pick-up time for a Monday or Wednesday between the hours of 9:00 am and 2:00 pm.

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