

## **PUBLIC REQUESTS FOR ELECTRONIC INFORMATION**

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### **SUMMARY**

Requests by the public for electronic information are processed by the Public Information Office of the Information Technology Department (ITD) in accordance with Florida Statute 119. Citizens are billed for the cost of providing the information before completion of the request. This procedure outlines the steps for requesting computerized data.

### **PROCEDURE**

1. Citizens can view the information available through Public Services on the ITD website at <http://www.miamidade.gov/technology/> and can submit their request via fax or e-mail at [publicaccess@miamidade.gov](mailto:publicaccess@miamidade.gov). Requests for electronic information are to be made in writing. Once received, the request is logged by date received so that a cost estimate can be prepared.
2. Citizens are contacted within seventy-two hours and advised if the request can be satisfied, the timeframe needed to do the work, and the cost for completing the request. Receipt of payment is required before any work commences. The Public Information Office will make every attempt to provide information in the requested form and format.
3. Once the request is completed, arrangements are made for the information to be sent or picked up by the requestor, together with an invoice of the charges. Charges are payable by credit card or check made out to the Board of County Commissioners.

Service Requests and problems reported by Public Information customers are tracked by the IT Service Center until they are completed or resolved.

### **CONTACT(S):**

#### **Division/Department**

Information Technology Department/ Public Information Office