



**DOUGLAS COUNTY**  
**ADMINISTRATIVE POLICIES AND PROCEDURES**

<b>TITLE</b> Public Requests for Information Technology (IT) & Geographic Information Systems (GIS) Maps/Data	<b>Approval Date</b> 7/1/97
<b>POLICY CUSTODIAN</b> Information Technology	<b>Revision Date</b>

**PURPOSE:** To ensure adequate access to Information Technology (IT) and Geographic Information Systems (GIS) data and map information and allow for reasonable cost recovery for providing such data and information.

**DEPARTMENT RESPONSIBLE:** Information Technology

**DEPARTMENT(S) AFFECTED:** All

**POLICY:**

The goals and objectives of this policy are as follows:

1. To centralize GIS services and ensure appropriate access to GIS data, products, and services for county departments and offices and non-county agencies and individuals.
2. To comply with the Colorado Public Records Act, as well as meet consumer demands for IT and GIS data, products, and services.
3. To provide reasonable and timely access to automated data.
4. To ensure that all requests for data, products, and services are treated uniformly and fairly.
5. To ensure reasonable recovery of costs related to the development and maintenance of county data, particularly GIS data, when appropriate.
6. To protect taxpayers' investment in IT and GIS systems and data.
7. To protect Douglas County's proprietary control of data and the County's lease agreements.
8. To allow for flexibility in providing access to data and facilitating data exchanges for the benefit of the County.

Pursuant to §24-72-205(3) & §24-72-205(4), C.R.S., the County shall require fees for requests from the public for data or information systems output in a reasonable amount. The amount of such fees for maps and/or data requested of the Douglas County Information Technology (IT) and Geographic Information Systems (GIS) office shall be in an amount not

to exceed the actual costs of manipulating the requested data and generating the requested document, but may include the actual incremental costs of providing the electronic services and products, as well as a reasonable portion of the costs of building and maintaining the data.

Charges for data, products, and services may include (1) the proportionate share of costs to build and maintain the data; (2) costs to manipulate the data and generate the requested document; and (3) costs of materials for generating the requested document (e.g., mylar, plotter ink, tapes, etc.)

The County makes no guarantee regarding the accuracy, completeness of any data, product, or information provided at the request of the organization or individual.

The Chief Information Officer shall have the authority to waive said fees if the electronic services and products are to be used for a public purpose. However, in general, Douglas County departments will not be charged for data or service requests.

#### PROCEDURES:

Douglas County departments or offices requesting data, products, or services from Information Technology (IT) or Geographic Information Systems (GIS) shall submit a Service Request to the GIS. The Service Request should specify the data, documents, or services requested. Non-county agencies or individuals requesting data, products, or services shall submit a written request to GIS. Such written requests should indicate the purpose for/use of the request and provide specific details on the data, product, or service requested.

The GIS Division shall be the only agency within the County authorized to charge fees for GIS-related data, products, or services. Fees will be determined based upon a pricing schedule, developed in accordance with this policy and approved by the Board of County Commissioners. Standard products and services will be charged a fee based on a standard price/rate. Custom products will be charged based on an hourly rate reflecting the amount of time and materials required to manipulate the data and generate the requested product. Requests for data in a digital format shall be subject to a separate contract and/or leasing agreement, with the terms and conditions to be negotiated between the parties. Such agreements shall be based on the County's proprietary control of the data, current lease agreements and contracts, and costs of providing the data or services requested.

IT & GIS will make every attempt to process requests in the order in which the requests are received, pending availability of resources. However, because resources are limited, in order to ensure that all requests are processed fairly and in a timely manner, general prioritization of requests will be as follows:

1. Documents or products that are requested pursuant to the open records statutes
2. Requests from county departments for available or standard products, services, or digital data.
3. Requests from other governmental agencies or non-profit organizations for available or standard products, services, or digital data.
4. Requests from the private sector or other individuals and the general public for available or standard products, services, or digital data.
5. Requests from county departments for custom products and/or services.
6. Requests from other governmental agencies or non-profit organizations for custom products and/or services.
7. Requests from the private sector or other individual and the general public for custom products and/or services.

Because of limited resources, the county may determine that requests for custom products not subject to the open records statutes shall not be honored, unless and until resources are identified to fulfill such requests.