



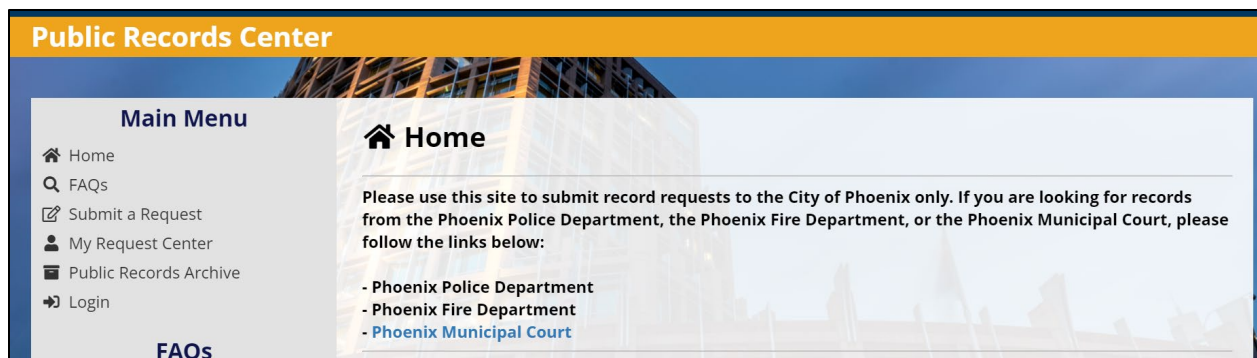
City of Phoenix

Using the New Public Records Request System

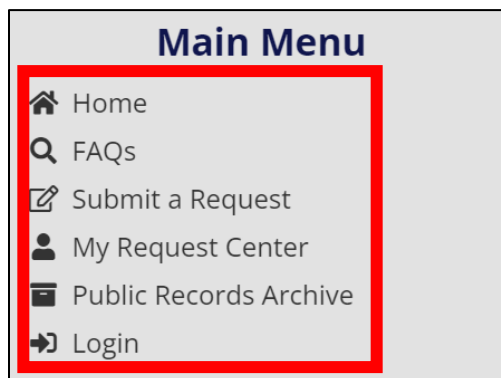
Welcome to the new City of Phoenix Public Records Request Center. This system will allow you to submit a request for all public records except those that fall under Municipal Court, Fire, and Police. The new system comes with some exciting features that let you manage and track your requests in the **My Records Center**, communicate with the City, and find records that are already available online.

Getting Started

1. Once on the **Home Page** of the Public Records Center, locate the **Main Menu** in the upper lefthand corner of the page.



2. The **Main Menu** tab allows you to select your action item.





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- a. Alternatively, if you scroll down on the home page, you will see *tiles* with similar options.

- Phoenix Municipal Court

FAQs
See All FAQs

Where can I find information regarding financial, Sky Harbor and Google Transit?

Where can I find information on Environmental Site Assessments?

Where can I find public safety and court records?

How do I locate Public Meeting Notices and Results?

Will I be charged for a public records request?

Open Data Portal
Search the City of Phoenix Open Data Portal.

Submit Records Request
NOT for Police, Fire or Court Records

My Request Center

Trending Topics

3. Select **Submit a Request** under the main menu or **Submit Records Request** in the tiles shown above.

Create an Account

This system will require you to set up an account the first time you submit a request. You can create an account or login to your account if you are revisiting the site. Please note, if you forget your password, you can request a **password reset** through the system.

Login

If you have used this service previously, please log in. If this is your first online request, please create an account and provide as much contact information as possible. By creating an account, you will have the ability to track and monitor your public records requests. All communication from the agency will be sent directly to your email account.

Email Address:*

Password:*

Submit

[If you don't know or have forgotten your password, click here.](#)

New User? Click below to create a new account.

Create Account



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1. To create your account, simply click "Create Account" and fill in the fields below.
 - a. Fields with red * need to be filled in.

My Information

Please complete as much information as possible. It will provide additional ways to contact you about your requested records, along with more ways to receive documents.

Email Address:*

Title:

First Name:*

Last Name:*

Phone:

 - - - - Ext.

Address 1:

2. Once the applicable fields are filled in, scroll down to the bottom, fill in the CAPTCHA code, and click submit.

Enter CAPTCHA code:

Submit

3. Now that your account has been created, you will receive the following message to check your email account associated with the email address you entered for your generated password.

Your account has been created and your password sent to the email address you provided. Retrieve your password and click below to login.
[Click here to return to the login page.](#)
[Click here to return to the home page.](#)



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4. An email will arrive from cityofphoenixaz@govqa.us containing a link to *Click to set a password.*

Dear [REDACTED]

Thank you for registering with the Records Center. Please log in to the Records Center to update any contact or password information and to track the progress of your request.

Login: [REDACTED]

Click to set password: [REDACTED]

This is an auto-generated email and has originated from an unmonitored email account.
Please DO NOT REPLY.

5. Type in your own password you want to use to access your account in the future.
- a. Fill in both fields with the same password.

New Password :*

Password Confirmation :*

Send

Please enter a new password.

A valid password must be at least 5 characters in length.

Please consider adding at least 1 non-alphanumeric character for further security.



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How to Submit a Public Records Request

1. Login to your account.

Login

If you have used this service previously, please log in. If this is your first online request, please create an account and provide as much contact information as possible. By creating an account, you will have the ability to track and monitor your public records requests. All communication from the agency will be sent directly to your email account.

Email Address:*

Password:*

2. Click **Submit a Request**.

b. Whenever you login to your account, **My Request Center** is your home page.

Main Menu

- Home
- FAQs
- Submit a Request**
- My Request Center
- Public Records Archive
- Logout

FAQs
See All FAQs

Where can I find information

My Request Center

Login here to check the status of requests you have submitted or to update your customer account information.

[View My Requests](#)
Click above to access requests submitted.

[Edit Customer Account Information](#)
Click above to access and update your customer account information.

[Logout](#)
Logged in as jonathon.neitzel@phoenix.gov



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3. The *New Request* screen populates.

New Request

Logged in as:
[REDACTED]

Public records are documents or pieces of information that are not considered confidential and generally pertain to the conduct of government.

Type of Requester:*

Purpose of Request:*
 Commercial
 Personal / Noncommercial

City Department:*

City department you are requesting records from.


4. Select the *Type of Requester* you fall under.

Type of Requester:*

Purpose of Request:*

City Department:*

Describe the Record(s) Requested:*

Powered by 

- Please Choose --
- Attorney or Law Firm
- Company or Organization
- Current or Former Employee
- Individual
- Labor Union
- Media

5. Select your *Purpose of Request*.

Purpose of Request:*
 Commercial
 Personal / Noncommercial



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6. Select the Department you want a response from.
 - a. If desired department is not found, or multiple departments are needed, select *Other/Multiple/Unknown*.

City Department:*
Describe the Record(s) Requested:*

– Please Choose –
– Please Choose –
Aviation Department
City Clerk Department
Community & Economic Development
Equal Opportunity Department
Housing Department

7. Type in the fields to *Describe the Record(s) Requested*, as well as the *From Date* and *To Date* for a time frame to search.

Describe the Record(s) Requested:*

Please be specific with your request to narrow our search and respond to you quickly and efficiently.

From Date:*

To Date:*

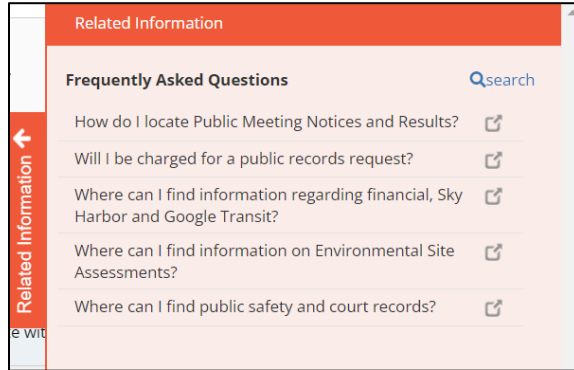
MM/DD/YYYY format or select date with drop-down arrow.

MM/DD/YYYY format or select date with drop-down arrow.



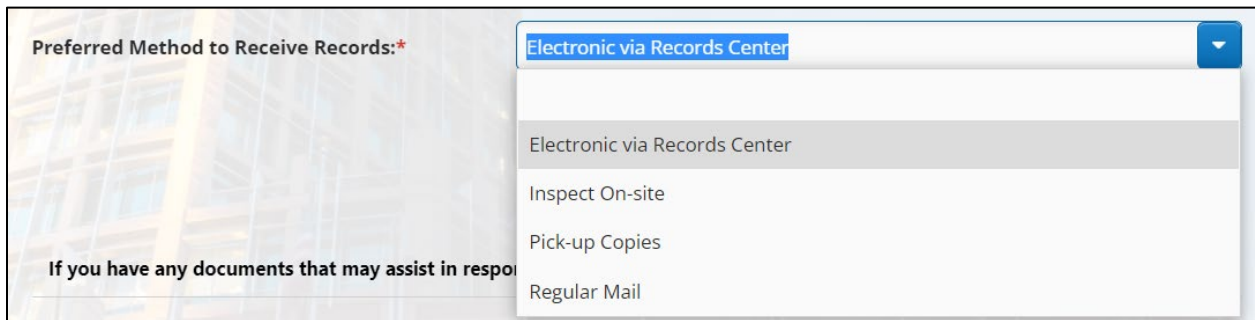
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- a. Note: after submitting your *Describe the Record(s) Requested* you may see an FAQ pull up to the right of the screen to assist you in finding the records or information that may already exist online.

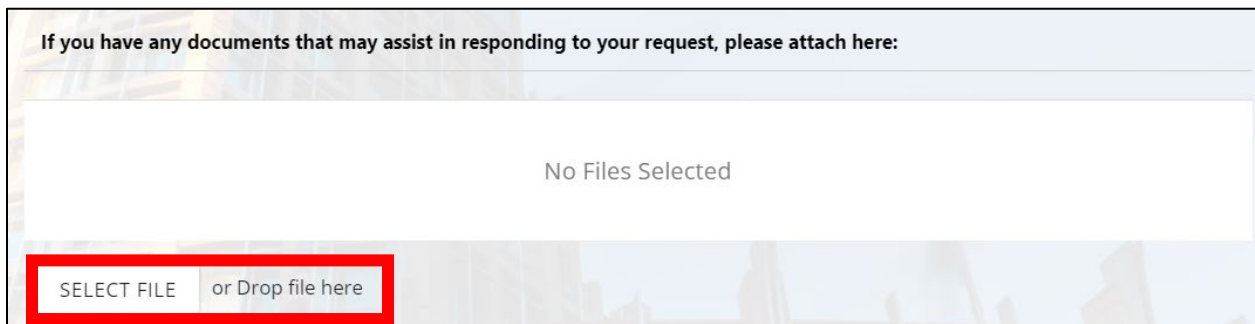


8. Select your *Preferred Method to Receive Records*.

- a. This website can now share records through your account's *Records Center*. Any record that is available in electronic format can be shared through your account.



9. Upload any reference documentation you would like to use to assist in our response.





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10. Enter CAPTCHA code in the field and click **Submit**.

A screenshot of a CAPTCHA verification interface. At the top, it says "Enter CAPTCHA code:". Below this is a grid of 10 characters: E, C, H, T, R, A, S, followed by a refresh icon and a volume icon. Below the grid is an empty input field. At the bottom are two buttons: "Submit" with a checkmark icon and "Cancel" with an X icon.

11. After submission, the screen will confirm your request has been submitted.

A screenshot of a web page titled "New Request" with a pencil icon. It shows "Reference No:" and "Logged in as:" followed by redacted black boxes. The main text reads: "Thank you for your interest in public records of City of Phoenix. Your request has been received and is being processed in accordance with ARS §39-121. Your request was received on April 25, 2023 and given the reference number [redacted] for tracking purposes. Your request will be forwarded to the relevant department(s) to locate the information you seek and to determine the volume and any costs associated with satisfying your request. You will be contacted about the availability and/or provided with copies of the records in question." A red box highlights the sentence: "You can monitor the progress of your request in 'My Request Center'".

12. You will also receive a confirmation email.

- a. Note: in both confirmation messages, it refers you back to the **My Request Center** to view your request status and more.

A screenshot of an email header and body. The header features the City of Phoenix logo and name. The body starts with "Dear [redacted]". The main text reads: "Thank you for your interest in public records of the City of Phoenix. Your request has been received and is being processed in accordance with ARS §39-121. Your request was received on April 25, 2023 and given the reference number [redacted] for tracking purposes. Records Requested: [redacted] Your request will be forwarded to the relevant department(s) to locate the information you seek and to determine the volume and any costs associated with satisfying your request. You will be contacted about the availability and/or provided with copies of the records in question. You can monitor the progress of your request at the link below and you'll receive an email when your request has been completed. City of Phoenix". A red box highlights the footer text: "To monitor the progress or update this request please log into the Public Records Center [u8387778.ct.sendgrid.net]".



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How to View the Status of a Request

1. Log back into your account and click the **My Request Center** link under the Main Menu.

Public Records Center

Main Menu

- Home
- FAQs
- Submit a Request
- My Request Center**
- Public Records Archive
- Logout

Home

Please use this site to submit record requests to the City of Phoenix only. If you are looking for records from the Phoenix Police Department, the Phoenix Fire Department, or the Phoenix Municipal Court, please follow the links below:

- Phoenix Police Department
- Phoenix Fire Department
- Phoenix Municipal Court

2. Click **View My Requests**.

Public Records Center

Main Menu

- Home
- FAQs
- Submit a Request
- My Request Center**
- Public Records Archive
- Logout

My Request Center

Login here to check the status of requests you have submitted or to update your customer account information.

View My Requests
Click above to access requests submitted.

Edit Customer Account Information
Click above to access and update your customer account information.

3. View your progress as shown below.

My Requests

Public Records Request 16 minutes ago

Reference No. [Redacted]
Description [Redacted]
Status : Assigned

Requester Name [Redacted]

In Progress



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How to Message the City About a PRR

1. Click **My Request Center** under the **Main Menu**.
2. Click **View My Requests**.
3. Click **Details**.

The screenshot shows the 'My Requests' section of a web application. At the top, there is a header with a magnifying glass icon and the text 'My Requests'. Below this, a card displays a 'Public Records Request' made '25 minutes ago'. The card includes a progress indicator with three circles, the first of which is checked and labeled 'In Progress'. The card also shows a 'Reference No.' and 'Description' (both redacted), a 'Status: Assigned', and a 'Requester Name' (redacted). A 'Details' button is located at the bottom of the card and is highlighted with a red rectangular box. At the bottom of the page, there are navigation arrows and the number '1'.

4. Here you will find all the details of your PRR.

The screenshot shows the 'Details' page for a PRR request. The background features a blurred image of a city building. The page contains the following information:

- Request Type:** Public Records Request
- Primary Requester E-Mail:** [Redacted]
- Reference No.:** [Redacted]
- Status:** Assigned
- Public records are documents or pieces of information that are not considered confidential and generally pertain to the conduct of government.**
- Type of Requester:** [Redacted]
- Purpose of Request:** [Redacted]
- City Department:** [Redacted]
- Describe the Record(s) Requested:** [Redacted]
- From Date:** [Redacted]
- To Date:** [Redacted]



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5. Scroll down and you will see all historical communications. Click **New Message**.

The screenshot shows an email interface. At the top left, there are two buttons: "New Message" (highlighted with a red box) and "Return to List". To the right is a "Print Messages (PDF)" button. Below the buttons, the email header shows "On 4/25/2023 8:30:47 PM, CityOfPhoenixAZ Support wrote:". The main body of the email features the City of Phoenix logo and a message that reads: "Dear [REDACTED], Thank you for your interest in public records of the City of Phoenix. Your request has been received and is being processed in accordance with ARS §39-121. Your request was received on April 25, 2023 and given the reference number [REDACTED] for tracking purposes. Records Requested: [REDACTED]".

6. Type in your **Message**, **Attach a file** (if needed), and **Send** message.

The screenshot shows a form for submitting a public records request. The "Request Type" is set to "Public Records Request". The "Reference No." and "Primary Requester E-Mail" fields are redacted. The "Message:" field (marked with an asterisk) contains the text "Please provide the status to my request," and is highlighted with a red box. Below the message field is an "Attach a File:" section with the text "No Files Selected". At the bottom of this section is a button labeled "SELECT FILE" followed by "or Drop file here", which is also highlighted with a red box. At the very bottom of the form, there are two buttons: "Send" (highlighted with a red box) and "Cancel".



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7. A confirmation page will pull up confirming message was sent.

Public Records Center

Main Menu

- Home
- FAQs
- Submit a Request
- My Request Center
- Public Records Archive
- Logout

Your message has been sent.
[Return to My Requests](#)

8. You may visit the request details again in your *My Request Center* to see the last message you sent/received.

New Message X Return to List

Messages **3** Print Messages (PDF)

On 4/25/2023 9:12:45 PM, [Redacted] wrote:

Please provide the status to my request

How to Respond to a Clarification Request From the City

A clarification request will be communicated through your email and to your account. You can reply via *email* or directly *from your account*.

Responding by Email

Please respond above this line

City of Phoenix

RE: PUBLIC RECORDS REQUEST of April 25, 2023, Reference # [Redacted]

Dear [Redacted]

The City of Phoenix received your public records request, dated April 25, 2023, for the following information:
Description from Original Request
[Redacted]

If you would like the City of Phoenix to proceed with your request, please provide clarifications within five business days from 04/25/2023. Otherwise, the City of Phoenix will consider your request withdrawn.

You may submit additional information by responding to this email.

Upon receipt of your clarification, the City of Phoenix will further respond to your request as required by Arizona public records law, including providing you with an estimate of costs associated with producing the requested records.



City of Phoenix


1. To respond, simply reply to the received email (above the *Respond above this line* line) or click **New Message**, fill out the *Message* field and hit **Send** to respond.

E-mail:

Subject RE: [Records Center] Public Records Request : [REDACTED]

This is my clarification to my request.

--- Please respond above this line ---



Responding through your account: ([My Request Center](#)>[My Requests](#)>[Details](#))

New Message**X Return to List**

Messages **4** Print Messages (PDF)

✓ On 4/25/2023 9:20:00 PM, CityOfPhoenixAZ Support wrote:

Subject: [Records Center] Public Records Request :: [REDACTED]
Body:
RE: PUBLIC RECORDS REQUEST of April 25, 2023, Reference # [REDACTED]
Dear [REDACTED]
The City of Phoenix received your public records request, dated April 25, 2023, for the following information:
Original Description of Records
[REDACTED]

If you would like the City of Phoenix to proceed with your request, please provide clarifications within five business days from 04/25/2023. Otherwise, the City of Phoenix will consider your request withdrawn.
You may submit additional information by responding to this email.
Upon receipt of your clarification, the City of Phoenix will further respond to your request as required by Arizona public records law, including providing you with an estimate of costs associated with producing the requested records.
If you have any questions or need additional information, please reply to this email.
Sincerely,
Human Resources Connection Center

Human Resources Department



City of Phoenix

2. Select **New Message** and provide clarifications and or additional information.

Request Type: Public Records Request

Reference No: [REDACTED]

Primary Requester E-Mail: [REDACTED]

Message:* This is my clarification to my request.

Attach a File: No Files Selected

SELECT FILE or Drop file here

Send Cancel

3. Both responses, shown in the example below, are now recorded in the database for future reference:

- a. **NOTE:** Text in red box is only a placeholder to show where clarification is recorded. Text should be specific to your request to help identify the record(s) you need.

New Message Return to List

Messages 6 Print Messages (PDF)

On 4/25/2023 9:46:28 PM, [REDACTED] wrote:
This is my clarification to my request.

On 4/25/2023 9:42:05 PM, [REDACTED] wrote:
TO: "CityOfPhoenixAZ Support"[cityofphoenixaz@govqa.us]
This is my clarification to my request.

4. Now the PRR liaison can continue processing your request.



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How to Determine if You are Being Charged for Records

1. You will receive an **email message** and a **notification message** to your account portal.

E-mail:

RE: PUBLIC RECORDS REQUEST of April 25, 2023, Reference # [REDACTED]

Dear [REDACTED]

The City of Phoenix received your public records request, dated April 25, 2023, for the following information:

Original Request Description
[REDACTED]

In response to your request, City of Phoenix staff has compiled records responsive to your request. The cost for these records is as follows:

Fees Charged: Scanned pages - per page: \$21.00
Fees Waived: 0.00

Total: \$21.00

Please send a check or stop by during payment hours Monday through Friday, 9am to 4 pm to pay for your records:

City of Phoenix-HR Connection Center
[251 W. Washington St.](#)
[Phoenix, AZ 85003](#)

Account: (My Request Center>My Requests>Details)

New Message

Messages 7

On 4/25/2023 10:06:01 PM, CityOfPhoenixAZ Support wrote:

Subject: [Records Center] Public Records Request :: [REDACTED]

Body:
RE: PUBLIC RECORDS REQUEST of April 25, 2023, Reference # [REDACTED]
Dear [REDACTED]
The City of Phoenix received your public records request, dated April 25, 2023, for the following information:
Original Request Description
[REDACTED]

In response to your request, City of Phoenix staff has compiled records responsive to your request. The cost for these records is as follows:

Fees Charged: Scanned pages - per page: \$21.00
Fees Waived: 0.00
Total: \$21.00

Please send a check or stop by during payment hours Monday through Friday, 9am to 4 pm to pay for your records:
City of Phoenix-HR Connection Center
251 W. Washington St.
Phoenix, AZ 85003

If you have any questions or need additional information, please reply to this email.

Sincerely,
Human Resources Connection Center
Human Resources Department



City of Phoenix

1. **IF you are required to pay a fee for your records**, the message will contain instructions on how to pay and the amount to be paid to the city.
2. Dependent on applicable and preferred delivery options, your records will be disbursed to you via hard copy or electronically.

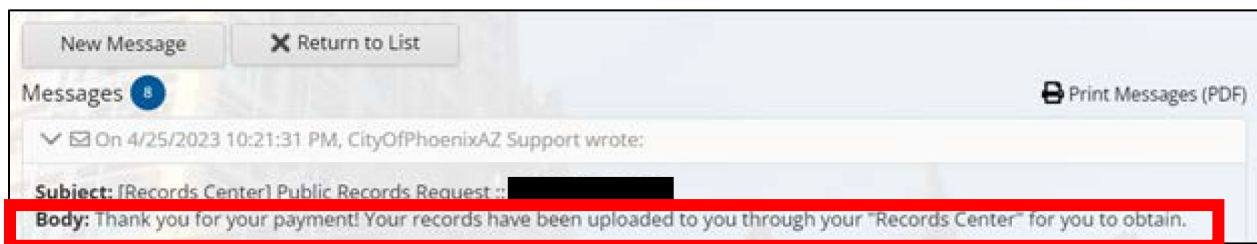
How to Determine if Your Request is Complete

1. You will receive an email and a message to your account.

E-mail:



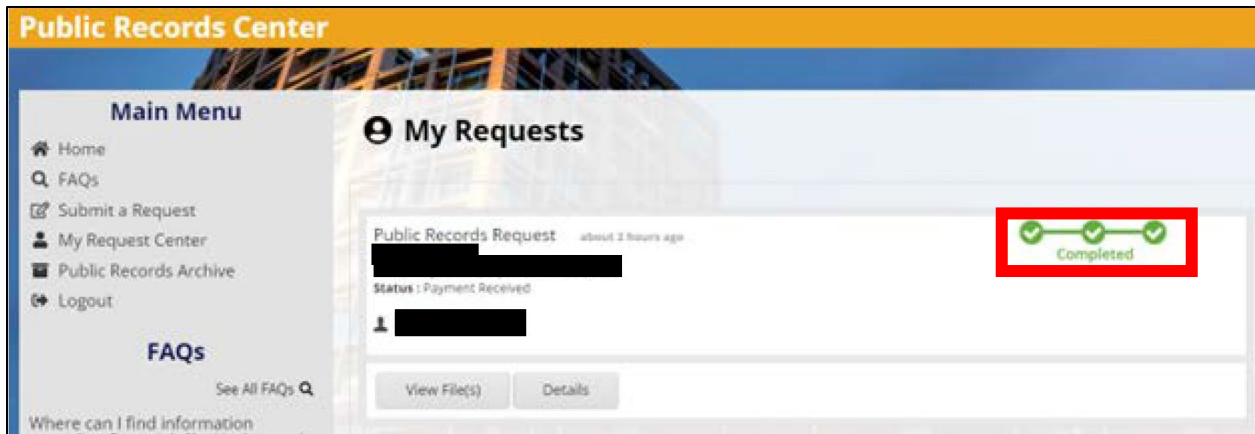
Account: (My request center>My Requests>Details)



2. You will also see the request is completed in your **My Request Center**.



City of Phoenix

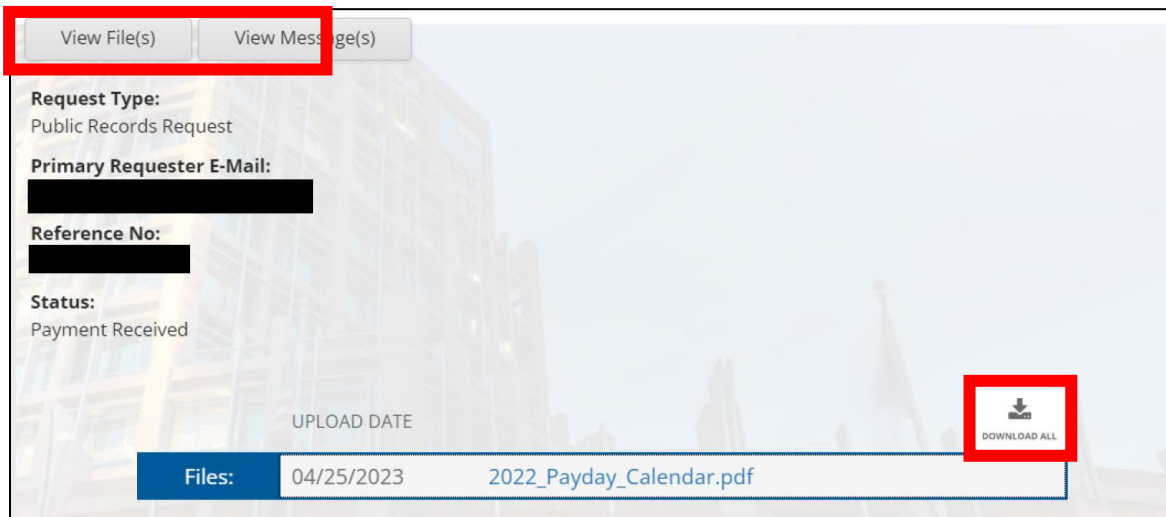


3. If you elected to receive records through the **Records Center**, and the city can offer this option for the requested records, you will see the **View File(s)** button shown next to “Details” on your request.



4. Click **View File(s)**.

5. Find and click the file name or **DOWNLOAD ALL** button to retrieve the City’s response.



6. If another delivery method is preferred by you or required by the city, additional messages will be provided to explain the process of how to obtain your records.

**Public Records Requests may still be submitted in person at the City of Phoenix Clerk’s Office.
Phoenix City Hall | 200 W. Washington Street, Phoenix, AZ 85013**

Thank You