

Public Records Request Frequently Asked Questions

Q: Do I need to fill out a form to make a request?

A: No. However, to ensure that all requested information is provided, and to quickly and accurately produce the requested records, we recommend use of the form.

Q: How long will it take to get the information I'm requesting?

A: ADOT makes every effort to respond to requests as quickly as possible. If the request is very large in scope, spans multiple offices, or requires additional preparation or review, it may require more time to process. Records are not always readily accessible. Electronic and hard copies are maintained statewide in dozens of ADOT offices and on multiple servers, and most permanent and long term records are eventually compiled and stored in our central Phoenix office. We appreciate your patience. Your request is a priority for our staff, and we will respond as quickly and accurately as possible.

Q: Are all records, public record?

A: Most information is public and therefore subject to release. However some information is considered to be confidential, as outlined in state law. All information is considered public record, with three exceptions:

- Confidentiality
- Personal privacy
- "Best interest of the State"

In addition, as custodians of confidential information we are obligated to protect such information as:

- Social Security numbers
- Dates of birth
- Medical Records
- Any other personal identifiers

Additional information may be considered confidential and protected from release depending upon the specific information requested, other statutory exceptions, and the circumstances surrounding the request.

Q: Can I request that a document be converted into electronic format?

A: Arizona's Public Records Law only requires The Arizona Department of Transportation to provide documents that are kept in the normal course of business in the format that it is used. We are unable to complete custom programming or extract information to create a new record.

Q: Can I come and inspect documents?

A: Records are open to inspection during regular business hours. The Custodian of Records will coordinate a meeting with you as soon as practical. It is prohibited to alter or remove contents of any record file. You may take notes or flag pages to be copied. Requesters are authorized to scan or photograph the records utilizing their personal equipment during the on-site inspection. You will be notified in advance of the fee to produce the records, and payment must be made in advance.

Q: What are the fees for public record and when is payment due?

A: We will notify you of any invoice incurred with your request and payment in advance is required prior to our mailing responsive records.