



ARIZONA DEPARTMENT OF TRANSPORTATION POLICIES AND PROCEDURES

MGT-9.01 Communicating with Constituents

Effective: January 27, 2009
Supersedes: None
Responsible Office: Communication and
Community Partnerships, 602-712-8025

Next Review: January 27, 2011
Transmittal: 2009 - January
Page: 1 of 7

1.01 PURPOSE

To provide direction to employees who receive requests for information or documents from constituents and to provide guidance for those employees who are authorized to respond in order to ensure a prompt and accurate response, by appropriate personnel to all Inquiries and Public Records Requests that are received.

1.02 SCOPE

This policy applies to all ADOT employees and directs responses to Authorized Responders.

1.03 AUTHORITY

Arizona Revised Statutes [A.R.S. §28-363\(A\)\(3\)](#) requires that the Director provide for the assembly and distribution of information to the public concerning department activities. [ARS §41-1346](#) and [§41-1347](#) establish standards and procedures for the management, acceptable storage and disposition of agency records. [A.R.S. § 39.121 et seq](#) provides for the inspection and/or copying of public records.

1.04 BACKGROUND

This policy was developed to provide guidance on the proper procedures for responding to requests from constituents

1.05 DEFINITIONS

Authorized Responder	ADOT employees who have been authorized to respond on behalf of ADOT to certain types of Inquiries or Public Records Requests.
Contact ADOT/Envoy	An online communication tool that facilitates management of constituent Inquiries and responses to them in a timely and consistent manner while tracking Issues and providing reportable data.
Constituent Services Officer (CSO)	An ADOT employee in Communications and Community Partnerships who is responsible for the compiling and reporting of constituent inquiries or issues that are received through the Director's office or through Contact ADOT Envoy.
Inquiry	A request for information or query from an outside person or entity that requires no analysis and is not a Public Records Request.
Issue	A concern; matter that is in dispute; a point of debate or controversy; problem or dilemma.
Public Records Request	Any request made to ADOT from an outside person or entity to inspect and/or copy records, documents, printouts, photographs, videos, or other materials not otherwise available on the ADOT internet site.

1.06 POLICY

- A. Each Division or area listed on Attachment 1 will identify those employees who are authorized to respond to Inquiries and Public Records Requests on behalf of ADOT. Contact information for Authorized Responders is on Attachment 1. Contact information shall be updated as necessary without formal policy review procedures.
- B. It is the responsibility of each employee who is not an Authorized Responder to promptly direct any Inquiry or Public Records Request to the appropriate area identified on Attachment 1 for response by an Authorized Responder.
- C. Responses to all constituents must be polite, professional, to the point and based on factual information. [ARS §41-770](#) defines discourteous treatment of the public as a cause for discipline or dismissal.
- D. All responses in writing or email shall be edited prior to being released to the constituent. This includes, but is not limited to, checking for correct spelling, grammar and the use of acronyms.

1.07 INQUIRIES

- A. Inquiries that are received by an employee who is not an Authorized Responder should be directed, as follows:

Type of Document Received	Responsible Office
Complaints regarding life safety or property damage	Risk Management
Contracts, bids or requests for proposals	Procurement
Drivers' licenses, vehicle titles and registration records, revenues collected by MVD	Motor Vehicle Division
Email through Envoy	Contact ADOT
Financial inquiries or reports	Financial Management Services
Financial Inquiries regarding revenue collected by MVD	MVD
Highway Expansion and Extension Loan Program (HELP)	Financial Management Services
Highway construction, design, maintenance	Risk Management
Legislative or Congressional inquiries	ADOT Government Relations Office
Media Inquiries	Communication & Community Partnerships
Personnel Information or any employee related information	Human Resources, in conjunction with Public Records Request Coordinator
Public Records	Public Records Request Coordinator
Traffic Operations Center (TOC) Inquiries	TOC Public Information Officer

Use of Facilities

MVD: Solicitation Request
Coordinator

If uncertain about where to direct Inquiry

Constituent Services or Risk
Management

B. A record should be made of the Inquiries received. Inquiries about Issues should be forwarded to the Constituent Services Officer for tracking on the Contact ADOT/Envoy system. This ensures that there is one area that compiles and reports on Issues.

C. Any inquiries, media or otherwise that involve potential or pending litigation shall be coordinated with ADOT Risk Management and the appropriate assigned legal counsel.

1.08 PUBLIC RECORDS REQUESTS

A. All Public Records Requests should be in writing or confirmed in writing. Approved records request forms, such as the motor vehicle records request form, shall be utilized when required. A written public records request should include the following:

1. Whether the records are for a commercial or non-commercial purpose.
2. Name and contact information of the requester, if available.
3. Identification of the specific documents sought.
4. Specify any time restrictions for a response, such as a pending court date.

B. Authorized Responders should keep a written record of each Public Records Request that includes the date of the request, the date received by the Agency (if different), the name and contact information of the requestor, the documents or records requested, whether or not the request is for a commercial purpose, a due date (if listed) and the date of the response.

C. AUTHORIZED RESPONDERS

Document/Request Type(s)

Authorized Responder(s)

Commercial Use Requests

MVD
Public Records Request
Coordinator
Risk Management

Contracts, requests for proposals, requests for bids

Procurement

Custodian of Records for claims and litigation –
including Subpoenas, Subpoena Duces Tecum and
Requests for Production of Documents for Records
kept by Motor Vehicle Division

MVD

All other Subpoenas, Subpoenas Duces Tecum and
Requests for Production of Documents.

NOTE: Any employee receiving any of these documents must note on the document the date and time received and whether it was received by mail or served in person. It should be forwarded immediately to either MVD or Risk Management.

Risk Management

Document/Request Type(s)	Authorized Responder(s)
Driver licenses, vehicle titles and registration records – In compliance with the Federal Driver's Privacy Protection Act (18 U.S.C. § 2721-2725) and Arizona Revised Statute § 28-455 - Release of personal information; fees Section (C), special Motor Vehicle Record Request Form required. Subpoenas requesting these records.	Motor Vehicle Division
Highway construction, design, maintenance and related information and documentation - In accordance to ADOT Policy SUP-4.01 , must be in writing and state why the information is being requested and its intended use.	Risk Management
Legislative or Congressional inquiries	Government Relations Office
Media Requests	Communication & Community Partnerships
Personnel Information or any employee related information	Human Resources, in conjunction with Public Records Request Coordinator
Publication of various reports, studies and manuals for agency and public use – various fees are charged.	Facilities Management and Support Group (FM&SG), Engineering Records
For prices and brochure	Engineering Records Publications
Solicitation Requests (for use of ADOT property)– form is required to be completed and returned to Solicitation Request Coordinator.	Solicitation Request Coordinator
Questions regarding documents – uncertain as to where documents should be forwarded.	Public Record Request Coordinator
Traffic Records	Risk Management
Voluminous Records –Records that take extensive time for searching, redacting and copying should be coordinated with the Public Request Coordinator Or Risk Management.	Public Record Request Coordinator or Risk Management
D. Any public records request where the request is in the furtherance of any type of claim or litigation, regardless of the involvement of the state, shall either be forwarded to Risk Management for response or the response will be coordinated with Risk Management.	
E. Any public records request by media or otherwise that involve potential or pending litigation shall be coordinated with Risk Management and the appropriate assigned legal counsel.	

1.09 PROCEDURE FOR RESPONDING TO PUBLIC RECORDS REQUESTS

- A. "Routine," "simple" requests – a notation will be made on the request reporting the date of the request, the date the request was fulfilled and the identity of the person who handled the request. A log of the requests should be kept or they may be forwarded to the Constituent Services Officer for recording.
- B. The public records law requires that the copies be furnished "promptly." Some requests, by their nature, require extensive employee time for searching, redacting and/or copying and cannot be delivered "promptly." In coordination with the Public Record Request Coordinator or Risk Management the following procedure will be conducted.
- C. An initial response will go out no later than 7 business days from the stamped receipt date acknowledging receipt of the request and giving an estimated time frame for when the documents should be available.
- D. If the initial estimate of time cannot be met, a second letter should be sent on or before the original estimated completion date, giving the revised estimate and reasons for the delay
- E. When the records are available for inspection and/or copying, an additional letter will be sent detailing the records that have been found that satisfy the request and the cost for the copies.
 - 1. If a document is being withheld, the title, date and general description of the document being withheld must be listed along with the reasoning for withholding the document in the response to the constituent.
 - 2. If information is redacted from a document, reasoning should be provided to the constituent/requester as to why the information has been redacted.
 - 3. A copy of documents, photos, CD's or other items released to the public shall be kept in either paper or electronic means to include the original request and any correspondence created in the course of completing the public records request for three years.
 - 4. A non-redacted original should be retained in case of a court-ordered in camera review.
- F. While most documents and other matters maintained by a state agency are public documents and subject to inspection and copying by the public, there are types of documents and certain information in the **documents that may be restricted**. In some instances, the document may not be released to the public. Guidelines will be developed for all Authorized Responders to ensure consistency and accuracy in responses .
- G. Authorized Responders shall log all public records requests into the Public Records Shared Database.

1.10 FEES

- A. MVD has a fixed fee for motor vehicle record requests that is set by administrative rule.
- B. MVD and Risk Management have a fee that is set by statute (A.R.S. § 12-351) for documents provided in response to a civil subpoena.
- C. For other non-commercial requests the fees are:
 - 1. for normal sized documents, \$.25 cents per page;
 - 2. for data copied to a compact disc, \$15.00 per disc;
 - 3. or copies of video or audio tapes, \$20 per tape;
 - 4. or oversized documents or other materials, a reasonable fee for the cost of the time, equipment, materials and personnel used in producing the copies should be charged.

- D. For commercial requests, in accordance with A.R.S. [§39-121.03](#), the fee shall include the following:
1. A portion of the cost to the public body for obtaining the original or copies of the documents, printouts or photographs.
 2. A reasonable fee for the cost of time, materials, equipment and personnel in producing such reproduction.
 3. The value of the reproduction on the commercial market.

1.11 CORRESPONDING POLICIES

- A. [SUP-4.01](#) Public Requests for Information and Documentation of Highway Construction, Design and Maintenance
- B. [ITM-8.01](#) Electronic Mail (email) Policy
- C. [MGT-9.09](#) Records Retention and Disposition Schedule.

ATTACHMENT 1

Contact Information for Authorized Responders

Constituent Services Officer

Communication and Community
Partnerships
206 South 17th Avenue, Room 101
Mail Drop 118A, Phoenix, AZ 85007
(602) 712-8111
[Contact ADOT](#)

Government Relations Office

602-712-7412
206 South 17th Avenue
MD 140A
Phoenix, AZ 85007

Motor Vehicle Division

PO Box 2100
Phoenix AZ 85001-2100
MD 500M
Email – mvdinfo@azdot.gov
Phoenix: 602-255-0072
Tucson: 520-629-9808
Elsewhere in Arizona: 800-251-5866

Public Record Request Coordinator

206 South 17th Avenue
MD100A
Phoenix, AZ 85007
602-712-7919
jgeyser@azdot.gov

Solicitation Request Coordinator

1801 West Jefferson
MD500M
Phoenix, AZ 85007
602-712-7966

Facilities Management and Support Group (FM&SG)

Engineering Records
1655 West Jackson
Room 175 MD112F
Phoenix, AZ 85007
602-712-8216
Or Fax 602-712-3235

Human Resources

206 South 17th Avenue
MD171A Room 163
Phoenix, AZ 85007
602-712-8188

Procurement

1739 West Jackson
MD100P
Phoenix, AZ 85007
602-712-7211

Risk Management

1324 N. 22nd Avenue
MD 030P
Phoenix, AZ 85009
602-712-7327

Traffic Operations Center

TOC Public Contact Person
2302 West Durango
MD PM02
Phoenix, AZ 85009
602-712-6086