

Fee Schedule for Police Record Requests



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Records Request Overview

Records can be requested in the following ways:

- Online via the Town Website/Next Request Portal.
- Over the phone.
- In person.

In order to better serve our customers and save paper/resources, we will offer electronic delivery of ALL requested records.

- We will make arrangements for individuals who need a different delivery method.

Frequently requested items:

- Police reports – This includes arrest documentation, supplements, and approved attachments.
- Accident reports
- Body Worn Camera (BWC)
- 911 and/or dispatch audio
- Photos associated to a case
- Premise histories

The life of a records request:

Perception



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Customer

I would like to get a copy of the police report I was involved in last week at a friend's house.

I don't have the address but I know they live in Queen Creek.

I need this today.

Records Staff

Let me get that for you.

- We find the case.
- Records downloads the report.
- Takes out social security numbers.
- Converts to PDF, and emails right out.

The life of a record request

Reality

In order to fulfill this simple request, Records staff must do the following:

- Utilize the RMS and/or search CAD to locate the correct report.
- Check the case type, case status, and involved individuals to determine redaction levels and who needs to review the case.
- Utilize Adobe Pro to apply redactions which align with State Law and our redaction policy.
- Depending on the type of case, this report may need to be reviewed by Detectives, a Records Supervisor, and/or the PIO.
- The report is then uploaded into our Records Request system and electronically disseminated.
- Proactive follow up from the Records staff occurs when a request will take longer than the estimated time.
- The request has its own workflow within the Next Request system. It is tracked with notes for statistical purposes and to help find bottlenecks.



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Body Worn Camera



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- Body worn camera (BWC) is one of the most requested items.
- In most cases, every officer who arrives on scene has BWC footage. This means multiple videos are uploaded for every case.
- Each BWC request results in the following:
 - Hours of video attached to an incident. Even if it only lasted a few minutes.
 - Staff must watch every minute of this footage and apply audio/video redactions where needed.
 - Often times the footage must be watched multiple times to ensure proper redaction.
 - Detectives, the PIO, and the Records Supervisor could be called for further review before the video can be released.



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We have a responsibility to our customers

- ARS 39-121.01 - Any person may request to examine or be furnished copies, printouts or photographs of any public record during regular office hours or may request that the custodian mail a copy of any public record not otherwise available on the public body's website to the requesting person.
- The Records Department is the liaison between the customer and the information they seek. Individuals come to our department because they need some kind of assistance. We are there to help by listening to determine what information they need, then fulfilling that request with speed and accuracy



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Turnaround Time - For certain requests, individuals should be able to visit our lobby and have the requested report emailed to them before they leave.

Why turnaround time is important:

- The service provided by the Records Department sets the tone for QCPD. We will be evaluated on the speed in which we can fulfill a request.
- Our customer's time is important and valuable. Customers may have court dates and other deadlines they must abide by and it is our desire to assist by meeting these deadlines when possible.

How to minimize our turnaround time:

- Technology – We will utilize technology wherever possible.
 - Electronic delivery of items
 - Electronic Request System
- Internal workflows that will be continuously re-evaluated for efficiency.
- Request prioritization



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Surrounding Agency Comparisons

	Queen Creek	Gilbert
Report	\$5.00	\$5.00
Audio	\$10.00	\$10.00
Video (BWC)	\$25.00	\$25.00
Photo (electronic)	\$10.00	\$10.00
	Mesa	Chandler
Report	\$5.00 first 50 pages, .20/page add	\$5.00 first 35 pages, .15/page add
Audio	\$10.00	\$10.00
Video (BWC)	\$25.00	\$25.00
Photo (electronic)	\$10.00	\$5.00
	Tempe	Buckeye
Report	\$5.00 first 20 pages, .25 each add	\$5.00-\$15.00 first 21 pages, .20/page
Audio	\$10.00	\$10.00 - 1 hr redaction time, .35/add minute
Video (BWC)	\$10.00	\$25.00 - 1 hr redaction time, .67/add minute
Photo (electronic)	\$10.00	\$20.00 - 20 photos, \$3.35 each add. Photo



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Earning the trust of our community

- We will earn the trust of our community by providing quality service and quick turnaround times.
- Our fees are reasonable and provide an affordable avenue for fulfilling requests.
- Victims will continue to receive their Police Report free of charge. This is in the ARS statute and is the right thing to do.
- We look forward to opening our doors in January and assisting you all with quality service and a smile!



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Questions?