



The City of Phoenix Police Department has implemented a new online Public Record Request System effective **May 14, 2019**.

With this new system, the City is providing the public with a portal to submit, track, pay, and retrieve record requests online.

To submit your request online follow the steps listed below.

**Step One**

Go to the PHX at Your Service website at:

[www.phoenix.gov/atyourservice](http://www.phoenix.gov/atyourservice)



**Step Two**

Click on this button to get started.



**Step Three**

Create an online account using your Twitter, Google, or personal email address.



**Step Four**

Select from the available forms listed on the site (up to 5 requests per form):

- Incident Report - **\$5.00**
- Traffic Accident Report - **\$5.00**
- On Body Camera Audio/Video - **\$4.00**
- Photographs - **\$4.00**
- Recorded Interview - **\$4.00**
- Surveillance Video - **\$4.00**
- 911 Recording - **\$16.50**
- Calls for Service – **No Cost**
- Crime Statistics – **No Cost**
- Federal Clergy Act – **No Cost**

**Step Five**

Complete the details required for each item requested.

**Step Six**

Complete the payment process for your request(s).

**Step Seven**

You will receive a confirmation email for your payment and submission of your request(s).

**Step Eight**

Once your request is completed you will receive an email to download your request. To download, login to your online account and go to **'My Police Service Requests'** under your profile.



Profile

My Companies

**My Police Service Requests**

My Police Service Invoices

City of Phoenix At Your Service

## FAQ's

### **Why do I have to pay upfront for my request when I submit it online?**

Paying up front allows us to streamline the process in fulfilling the request more efficiently and in a timely manner. If a refund is due, you will be notified accordingly.

### **How long will it take to process my request?**

Each request is processed in the order it was received and processing time depends on the type of request.

### **How can I check the status of my request?**

You can check the status of your request by logging on to your online account and go to 'My Police Service Requests'.

### **What if I need to request more than five items?**

If you need to request more than five items, you will need to return to the Portal and submit a separate request for those additional items.

### **What if the item I need is not listed on the Portal?**

If the item you need is not listed on the Portal, you will need to come in to our office during normal business hours to request the item(s) needed.

## Who We Are

### **About Us**

The Code Enforcement Unit of the Phoenix Police Department processes police public record requests, fingerprint processing, alarm permits for both business and residential, loud party permits, and vehicle impounds for the City of Phoenix. Over 77,000 police records requests are received each year.

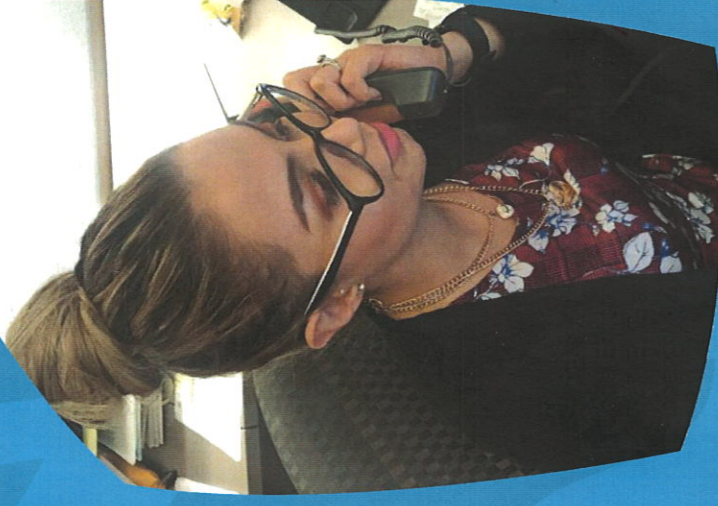
### **Contact Us**

1717 E. Grant Street, Suite 100  
Phoenix, AZ 85003  
Phone: (602) 534-1127  
Office Hours: Monday – Friday  
8am - 4pm



PHOENIX POLICE DEPARTMENT  
Code Enforcement Unit  
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# Public Record Requests



City of Phoenix



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