



## Records Request Frequently Asked Questions

A.R.S. §. 39-121.03 requires a “public body” maintain public records and make them available for examination or copying during regular office hours (A.R.S. §. 39-121.03). *Gilbert Fire Department office hours are Monday-Thursday, 7 am – 6 pm, excluding holidays.*

### ***Non-Commercial Purpose***

There is no charge for examination of records but a Public Record Inspection & Reproduction Request form must be completed. Fees are charged for public records in accordance with the schedule for Public Records Request Fees.

*The name of the person requesting records for a non-commercial purpose is optional.* Mail requests include a copy charge and postage costs. Each individual request will be billed to you at the time the request is released.

### ***Commercial Purpose***

Requests for copies, printouts and photographs of public records for a *commercial purpose* (any purpose in which purchases can reasonably anticipate monetary gain from direct or indirect use of the public record) must fill out the Fire Department Commercial Use Public Records Request form with a certified statement setting forth the commercial purpose for which the records will be used and the form must be notarized.

### **Who can get a copy of a report?**

Medical records can only be obtained by the individual who is the patient, an official court order or a medical release. Any person may receive a redacted copy of a fire incident report.

### **How do I get a report?**

Fill out the form and email the request. If we require additional information, (ex. Proof of identification, payment etc.) we will contact you by telephone or email.

### **What if I don't know all the information about the call?**

Give us as much information as you can and we will try to locate it, if we are still having trouble we will contact you for more details. We typically need the date, location and time of the incident.

### **How long does it take to get a report?**



A typical report takes 3-5 business days to process once we get your request. Fire reports with investigations may take longer based on the case status.

**Why do you only charge for certain reports?**

We charge you for the costs of the CD or paper if we are required to burn it to a disk or print it out. If we can send it electronically we do not need to charge you.

**Who do I call if I have questions, have not received my report or I think something is missing from the report?**

Call the Gilbert Fire Department Administration at 480-503-6300.

**I have my report, what are all the black lines?**

Reports are redacted according to Town Policy and State Law. The information is normally protected due to case information or identity theft potential.