



# PUBLIC RECORD REQUEST POLICY

**PM-62-29**

Section: 62-00, MISCELLANEOUS PERSONNEL POLICIES

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## I. PURPOSE & SCOPE

The purpose of this policy is to establish uniform measures for handling public information requests to ensure that responses are handled in a consistent, timely, and accurate manner.

This policy applies to all employees and appointees in all City Divisions, its Boards and Agencies regardless of classification or status, and includes all programs that are paid through or receive Federal Grant and/or contract funds; hereinafter collectively referenced as employee.

## II. POLICY

All requests for public records, documents, or information, whether by the media or the public, which are not authorized by the Mayor's Communication Office to be released under the regular course of business, must be directed to the Public Records Requests Office. This includes informal requests for information, such as "How many properties have been condemned by the City since 2013?" or requests for statistical data. Examples of records authorized for release under the regular course of business include reports such as accident reports and offense reports.

This policy is important not only for the sake of consistency and accuracy, but is also necessary to be compliant with Tennessee law. Public records requests themselves are also a matter of public record, so the Public Records Request Office must be in a position to track and respond to such requests.

## III. PROCEDURE

### A. MAKING THE REQUEST

Public Records Requests ("PRR") may be requested in three ways:

1. Via the PRR Office's website at:  
<http://www.memphistn.gov/Government/LawDivision/PublicRecordsRequest.aspx>
2. Via email to: [OpenRecordsRequests@memphistn.gov](mailto:OpenRecordsRequests@memphistn.gov)
3. By calling the PRR Office at 901-636-6511



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## **B. RESPONSE TIMEFRAME AND STATUS UPDATE**

1. Under most circumstances, the PRR Office will respond to requests within 7 business days of submission.
2. Employees should direct inquiries about the status of a request to the PRR Office's website, where the status is available for viewing.
3. Employees may contact the Mayor's Communication Office for requests the employee deems urgent.

## **III. RESPONSIBILITY**

Employees who violate this policy will be subject to disciplinary action. The nature and degree of the violation will be factors in determining whether discipline will be imposed and the severity of any such discipline, up to and including termination of employment.