

Public Records Request Procedure

Description

The purpose of this procedure is to outline the process of handling the public records requests (PRR) by staff of the Transportation Planning Branch (TPB).

Responsibility

NCDOT Public Records Manager (PRM) – currently Sophia Spencer, works with the TPB Public Records Contact on the processing of the PRR

TPB Staff Engineer – acts as TPB Public Records Contact on the processing the PRR and assists the TPB Engineer with timely completion of the request

TPB Engineer – responds to the PRR in timely manner following the procedure below

Scheduling and Time Constraints

Acknowledgement of receipt of the PRR must be sent within **three (3)** business days of receiving the PRR. The PRR should be completed within **ten (10)** business days of receiving the request.

Procedure

Step	Action
1	<p>Determine if the Request is subject to the Public Records Request process</p> <p>Public Records Requests (PRR) could be received by email, fax, mail, telephone, online Contact Us request, walk-in request or during a public meeting.</p> <p>Public Records Requests that are subject to this process include requests by:</p> <ul style="list-style-type: none"> ➤ Media ➤ Legislators ➤ Law firms/ lawyers ➤ Advocacy groups ➤ Related to controversial projects or law suits ➤ Announced as official public request from citizen(s) ➤ Certified materials ➤ Requires an interpretation or opinion. <p>Request that may not be subject to this process include:</p> <ul style="list-style-type: none"> ➤ Information available online ➤ Information that has already been published/distributed publicly ➤ Simple requests for information that is readily available and can be emailed. <p>Note: Please consult with TPB Staff Engineer if you are unsure whether the request is subject to this process.</p>
2	<p>Initiate the process for a new PRR</p> <ul style="list-style-type: none"> • When possible, direct all requestors to the NCDOT Public Records Request web page or email publicrecords@ncdot.gov. The request will be received by the NCDOT Public Records Manager (PRM) and sent to the TPB Staff Engineer for

	<p>distribution to the appropriate unit.</p> <ul style="list-style-type: none"> • If the requestor does not want to or cannot enter information on the web page, any TPB staff can enter information for the requestor on their behalf on the NCDOT Public Records Request web page. • If the request was sent to TPB in written form (by email, fax or mail), ensure that all necessary information is provided (there is no need to enter it into the Records Request web page): <ul style="list-style-type: none"> ➤ Name of the requestor ➤ Contact information (address, email or phone number) ➤ Records requested ➤ How they want to receive the request • Immediately notify NCDOT Public Records Manager (PRM) and TPB Staff Engineers about receiving the PRR. Also inform the TPB Staff Engineers if you anticipate the request will require more than 4 hours to complete. <p>Note: The PRM or TPB Staff Engineers must send acknowledgement of receipt of the request within three (3) business days of receiving the PRR.</p>
3	<p>Log new PRR into the online data base (by TPB Staff Engineer)</p> <ul style="list-style-type: none"> • Go to Inside NCDOT Public Records Request page to see all the logged requests https://inside.ncdot.gov/Teams/PRR/default.aspx • Click on the blue box to enter new Public Records Request • Fill in the electronic request form (1- Initial Request and 2- Custodian and Status Information); provide as much information about the request details as possible. After filling in the form, click on the gray button to Send E-mail Notification the requester, PRM and TPB Staff Engineer that request have been logged into the system. This fulfills the requirement to acknowledge the receipt of the PRR.
4	<p>Fulfill the PRR</p> <ul style="list-style-type: none"> • The TPB Engineer will identify the records that have been requested, in consultation with the supervisor or unit head as appropriate. The TPB Engineer will gather the records requested and prepare them for distribution. • The TPB Engineer will send gathered information to the PRM for distribution to the requestor and CC: the TPB Staff Engineer to let them know that the request has been fulfilled so they may complete entry of information into the online data base. <p>Note: Response to the request should be completed within ten (10) business days of receiving the PRR.</p>
5	<p>Complete the PRR (by TPB Staff Engineer)</p> <p>Fill in the electronic request form (2- Custodian and Status Information) with the status and the date the request has been completed.</p>

Policy, Regulatory, and Legal Requirements

[Public Records Policy](#)

Resources

[NCDOT Public Records Requests](#) webpage

Background

NCDOT believes strongly in transparency and providing access to public documents for citizens, members of the media and other organizations.

Record of Revision

The information contained in this procedure is deemed accurate and complete when posted. Content may change at any time without notice. We cannot guarantee the accuracy or completeness of printed copies. Please refer to the online procedure for the most current version. Contact TPB Staff Engineer with all the questions about this procedure.

Version	Section Affected	Description	Effective Date

Flowchart