City of Austin Public Records Center (City Departments)

Access the Public Records Center to submit a public information request.

URLs:
http://www.austintexas.gov/public-information-request
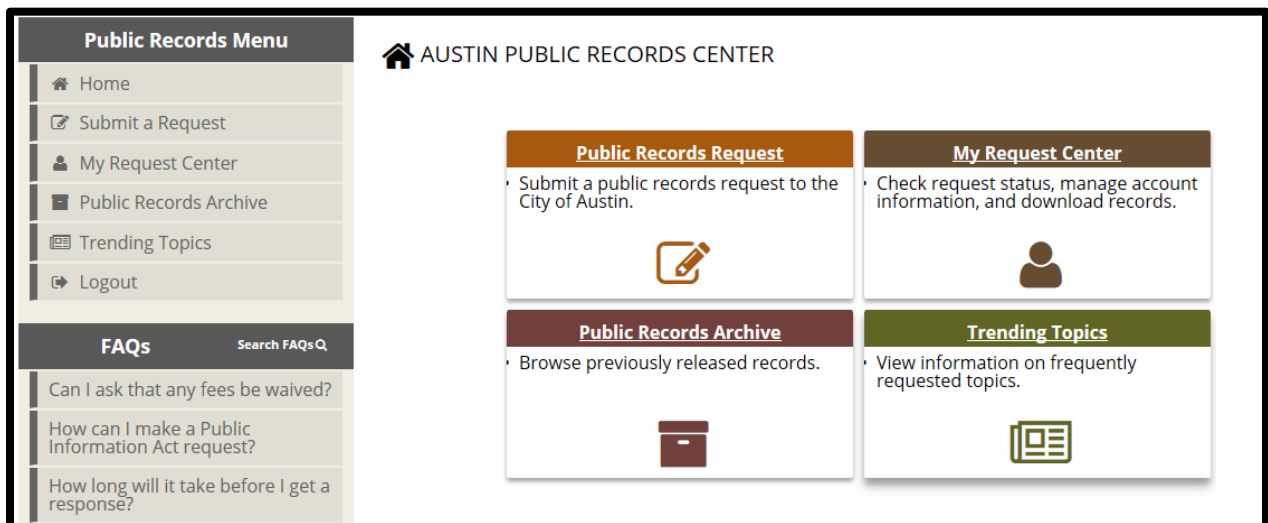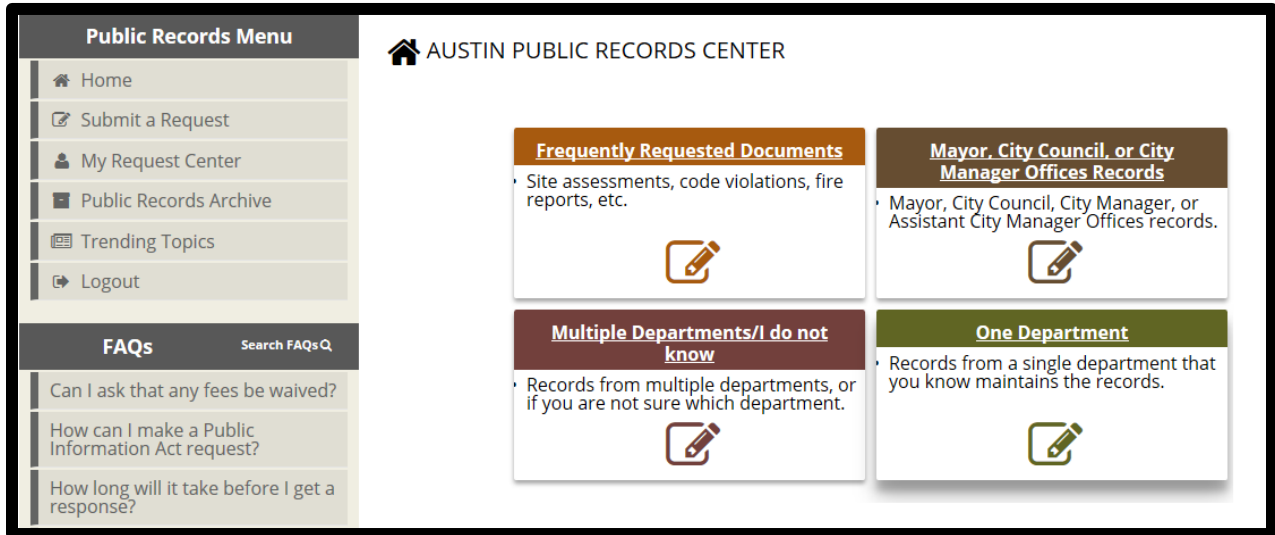http://www.austintexas.gov/pir

1. Select the **City of Austin Records** if you are seeking records of City departments.


2. Select **Public Records Request**.

3. Choose which area you are targeting for your request: Frequently Requested Documents, Mayor, City Council or City Manager Office Resources, Multiple Departments/I do not know or One Department.

Create a Customer Account or Log In

4. Click the Create Account button to create an account. If you already have an account, simply login. Forgot your username/password? Select "**CLICK HERE**" in the paragraph to recover.
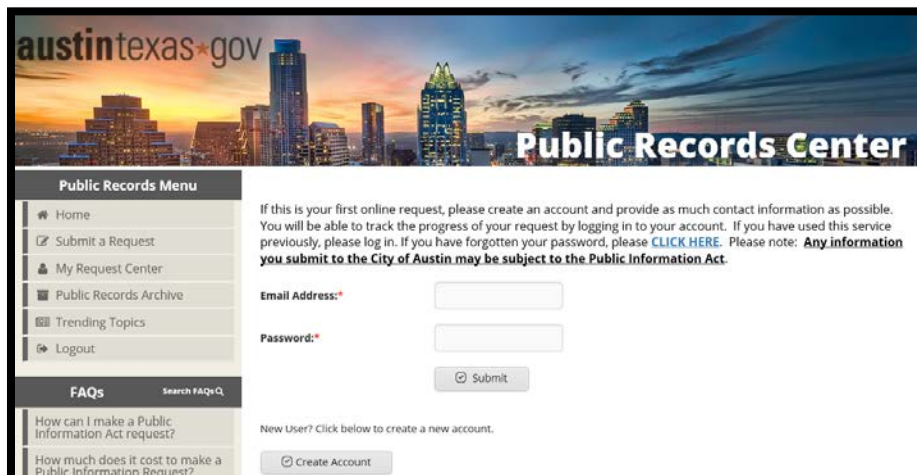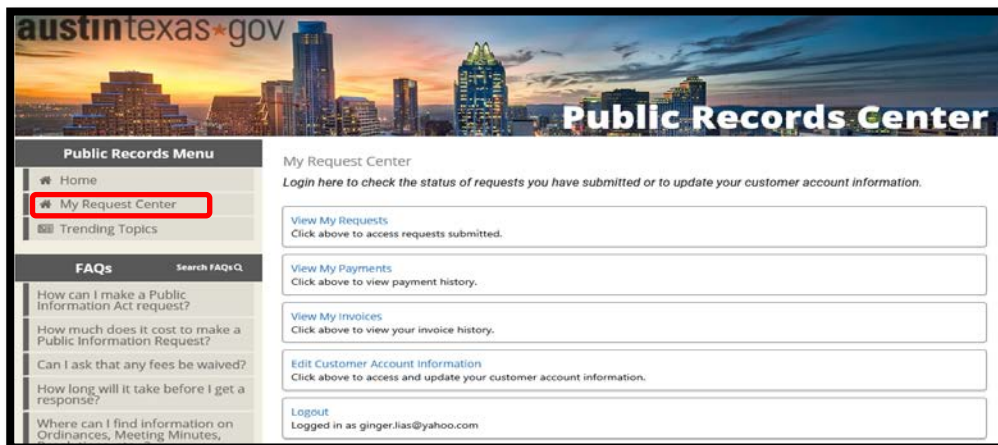
Submit a Request

5. Fill out the form with as many details as possible regarding the records you are requesting.

6. Accept the Terms and Conditions

7. Enter the CAPTCHA Code

8. Click the Submit Button

   ** Once the submit button is clicked, an onscreen confirmation message is provided. A confirmation email is sent to the provided email address.

My Request Center

Once you log in, you can use the My Request Center to check the status of submitted invoices, view any outstanding invoices and edit customer account information.

View My Requests

View the history of submitted requests. Each request has a status bar on the right side of the screen. The full details of the request can be found on the left side of the screen by clicking the details button.
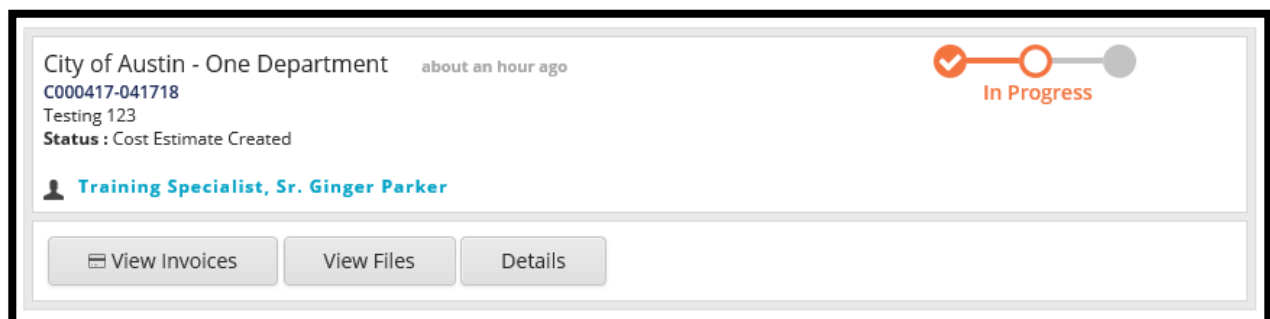
Send a Message

Click the details button, then, click the "New Message" button to send a message to the public information request team.

Pay Invoices

If a request has an associated invoice, click the "View Invoices" button. Then select the invoice link and see the associated fees for this request. There are options to Print or Download a PDF version of the invoice. To provide payment, click the "Make Payment" button.

Released Files

If files have been made available in response to your request, click on the view file button to access the files. You may also download a copy of the PDF files.

Using FAQs, Public Records Archive and Trending Topics

FAQs, Public Records Archive and Trending Topics are all designed to help you quickly obtain information and save time by proactively providing information to the public in an easy to find location.

Public Records Archive

The Public Records Archive publishes information requests previously received by the City of Austin. Click the Public Records Archive link and perform a keyword search to locate useful documents.

Trending Topics

Trending Topics proactively provide current information to the public and allows insight to topics that are currently happening within the City of Austin.

FAQs

FAQ's may answer your questions about public information requests, charges or where to find certain documents online.

View all FAQs in the panel on the lower left of the navigation bar.