

Records Retention Schedules for 9-1-1 Centers

Record Title	Description	Retention	Legal Citation	Retention Classification
911 Emergency Call Recordings	Digital or analog recordings of emergency calls handled by the 911 center	3 years		Temporary - Short Term
Emergency Dispatch Logs	Record of emergency calls received over radio and logged at time of dispatch	3 years		Temporary - Short Term
Radio Control Logs	Record of the first official report of a fire or incident from incoming radio calls	4 years		Temporary - Short Term
Radio Dispatch Logs	Recorded information received through incoming radio calls	3 years		Temporary - Long Term
Radio Dispatch Reports	Reports of all alarms called into a fire station	3 years		Temporary - Short Term
False Alarm Reports	Reports of public safety officer response to a false alarm (or prank call)	3 years		Temporary - Short Term
Policies and Procedures	Standard operating practice for business processes	Permanent. Retain 1 copy		Permanent
Reports, Annual	Yearly summaries of activities	Permanent		Permanent
Reports, Periodic	Quarterly and other narrative reports (not annual) that describe agency functions and activities	3 years		Temporary - Short Term
Reference Files	Copies of records, publications, and other materials used to answer routine inquiries and questions	Retain for useful life		Transitory
Open Records Act Requests and Correspondence	Inquiries from members of the public requesting access to information under the Georgia Open Records Act (O.C.G.A. 50-18-70 et.seq.)	7 years	O.C.G.A. 9-3-24	Temporary - Short Term
Attorney's Opinions	Interpretations of the law and an agency's compliance with the law	Permanent		Permanent
Automatic Alarms Test and Maintenance Records	Test and maintenance work performed on automatic fire alarm systems	5 years		Temporary - Short Term
Street Number Location Records	Easy reference source to locate an address	Retain for useful life		Transitory
Records Schedules, Record Copy	Records retention schedule approved by resolution/ordinance; may be filed with other resolutions/ordinances	Permanent	O.C.G.A. 50-18-99; 50-18-102	Permanent
Records Transmittal Records	Records documenting the transfer of agency records into the custody of a records center facility	5 years after disposition of transferred records	O.C.G.A. 9-3-32; 16-8-4; 50-18-80; 50-5-146	Temporary - Short Term
Records Schedules, Reference Copies	Copies of approved agency records retention schedules	5 years after superseded	O.C.G.A. 50-18-99; 50-18-102	Temporary - Short Term
Destruction Records	Records documenting the destruction of agency records	7 years	O.C.G.A. 9-3-24	Temporary - Short Term
Emails, Policy and Program	Messages documenting the formulation and adoption of policies and procedures and the management of agency programs or functions; examples - case file management, constituent correspondence, periodic reports, budget documents	Identify functional content (financial, administrative, etc.) and consult relevant common schedules		

Email Messages	Text documents which are created, stored, and delivered in an electronic format; email is a communication tool, equivalent to paper, microfilm, etc. in status; retention of email is decided by the CONTENT not format of the record	Transitory; Administrative Support; or Policy and Program	O.C.G.A. 45-6-1; 50-18-70(a)	
Emails, Administrative Support	Messages of a facilitative nature created or received in the course of administering programs; examples - correspondence, daily/weekly activity reports, appointments	Identify functional content (financial, administrative, etc.) and consult relevant common schedules		Temporary - Short Term
Emails, Transitory	Messages of short-term interest with no documentary or evidential value; examples - routine requests for publications; transmittal letters; agency event notices (holidays, parties, charitable campaigns)			
Telephone and Fax Machine Contact Logs	Lists of telephone and fax machine contacts and related data	Retain for useful life		Transitory
Telephone Return Message Records	"While You Were Out" message slips and related data	Retain for useful life		Transitory
Calendars	Desk calendars and other scheduling media	Retain until no longer useful		Transitory
Network and PC Password and Security Identifications	Records document the issuance or selection of a network password and the administration of security on an agency's network	4 years	O.C.G.A. 16-9-93g(4)	Temporary - Short Term
Computer System Documentation	Hardware and software manuals and program coding	5 years and migration of all permanent records to new system		Temporary - Short Term
Equipment and Network Usage Documentation	Policies and procedures for appropriate use of agency equipment and software	4 years after superseded	O.C.G.A. 16-9-93g(4)	Temporary - Short Term
Computer Inventory Records	Records documenting the assignment of a specific computer to an individual as well as an inventory of the software licensed for that computer; also may include IP address or mailbox assigned to the individual	4 years after computer removed from service or staff leaves agency	O.C.G.A. 16-9-93; 45-11-1; 50-5-51; 50-5-80; 50-5-146	Temporary - Short Term
System Architecture Documents and Wiring Schemas	Records documenting the location of wiring and the design of the overall agency network environment	3 years after obsolete or replaced	O.C.G.A. 9-3-33	Temporary - Short Term
Equipment Records	Include purchase orders, warranties, operation manuals and service contracts for all computer hardware and software	4 years after disposition of equipment	O.C.G.A. 9-3-32; 16-9-93; 50-5-51; 50-5-80	Temporary - Short Term
Inventories	Listing of holdings	Retain until superseded		Transitory