
Schedule No. **17**

**Local Government
9-1-1 PSAP
Records Schedule**

**Adopted by the Local Government
Records Committee, Oct. 2007
Last Revised Sept. 2016**

Our thanks the state of Oregon for permission to use their Administrative Rules for 9-1-1 / Public Safety Answering Points (166-200-0145) as a template to adapt to meet our state and local requirements.

MONTANA LOCAL GOVERNMENT RETENTION AND DISPOSITION SCHEDULE

Before You Shred, Think Ahead

Introduction to Public Records Management

All public records have a specific value—whether administrative, fiscal, legal, historical, transitory (short-term) and whether created internally or received from an outside source. Some of them are so vital to government operation, that they must be preserved for perpetuity or protected to ensure continuity. Every local government entity is legally required to manage its public records in an orderly and systematic way.

Disposition & Destruction of Public Records

There are two different legal procedures that must be followed before it disposes of its public records. The first relates to records under ten years old. The second process relates to documents exceeding the ten-year retention limit.

- **Records Under Ten Years:** *Montana Local Government General Schedules* dictate how long a record must be kept before destruction or transfer. Before any action is taken, the agency must complete the *Request for Records Disposal or Transfer Authorization* form and submit it to the Montana Department of Administration, Local Government Services Bureau, P.O. Box 200547, Helena, MT 59620-0547. A template disposal form is located at [Request for Records Disposal](#). [Instructions](#) for completing the form are also available.

Once approved by the Local Government Services Bureau and the Montana Historical Society, the form will be returned to you. You may then dispose of approved items ***that are not ten years old or older***. Complete and file the form after adding destruction completion signature and date.

- **Records Over Ten Years:** If there are records older than 10 years the process changes because by [Law 2-6-1205, MCA](#) non-confidential records must be held for 60 days before they are destroyed. The 60-day notice alerts entities like Montana Historical Society-State Archives, colleges/universities, historical museums, genealogy societies, and the general public who may want to obtain those documents.

To activate the 60 day notice complete the *Request for Records Disposal or Transfer Authorization* [form](#) and submit it to the Local Government Services Bureau. The Bureau then sends it to the Montana Historical Society who will forward the Request to the Secretary of State Records & Information Management (RIM) Division. The items will be posted on the Local Government Records list-serve for the 60-day notice period.

If you are contacted during the 60-day period, it must transfer the record(s) to the requesting party in the priority order shown in MCA 2-6-1205. The requesting party is required to pay all costs associated with the transfer. If no one has requested the

records after the 60-day period, they can be destroyed or deleted and the Request should be signed off by the person conducting final removal.

The Local Government Records Committee recommends that each local government agency adopt a policy to manage multiple requests for the same record(s).

Technical Assistance

All requests for technical assistance should be emailed to SOSLocalGovtRecCom@mt.gov.

MONTANA LOCAL GOVERNMENT RETENTION SCHEDULE

DEPARTMENT: COUNTY 9-1-1 PUBLIC SAFETY ANSWERING POINT (PSAP)

ITEM	RECORD TITLE AND DESCRIPTION	RETENTION TIME	COMMENTS
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|----|--|-------------------------------|------------------------------|
| 1. | BRIEFING RECORDS:
Records that document internal communication between supervisors and shift workers on different shifts, to alert them to problems, issuers, or activities. Records may include but are not limited to briefing logs, teletype or electronic messages, bulletins from other agencies | 7 days | NO RM60*
REQUIRED |
| 2. | DATA MANAGEMENT SYSTEM RECORDS:
Records that document specific incidents when a call is received by the 9-1-1/ PSAP service area. Information may include but is not limited to address data, response unit assignments, response codes, responsible person data, and related documentation. | Until superseded or obsolete. | NO RM60*
REQUIRED |
| 3. | DISPATCH INCIDENT RECORDS:
Records that document specific incidents when a call is received by the 9-1-1/ PSAP and subsequent response activities. Information may include but is not limited to caller's name, address, and telephone number; details of incident or complaint; call taker/dispatcher name; which agency responded and when; and incident disposition. Additional information received through an enhanced system is the Automatic Number Identification and Automatic Location Identification (ANI/ALI) which includes the telephone subscriber name, subscriber's telephone number, and subscribers telephone service location. | 2 years | NO RM60*
REQUIRED |
| 4. | ENHANCED 911 SERVICE PLANS:
Records that document the planning, development and implementation of enhanced 9-1-1/ PSAP systems. Plans and any subsequent amendments are required to be submitted to the Montana Department of Administration for approval. The plan may be periodically revised and updated. Records may include but are not limited to preliminary and final plans, drafts and worksheets, correspondence, and to other records described in MCA 10-4-101-126 | | |
| | a. Approved plans and amendments | a. 5 years after superseded | NO RM60*
REQUIRED |
| | b. Preliminary plans, drafts, worksheets, and supporting material | b. Until approved | |

*RM60 is a records disposal request form issued by the Local Government Records Committee. "No RM60 required" means that the records do not need to be submitted to the LGRC disposal subcommittee for approval before being disposed unless the records are over 10 years old.

#17 Local Government 9-1-1 PSAP

To access other County Retention Schedules go to the Secretary of State website at <http://sos.mt.gov/records/local>, Records Management
Date 09/16

MONTANA LOCAL GOVERNMENT RETENTION SCHEDULE

DEPARTMENT: **COUNTY 9-1-1 PUBLIC SAFETY ANSWERING POINT (PSAP)**

ITEM	RECORD TITLE AND DESCRIPTION	RETENTION TIME	COMMENTS
5.	<p>MASTER 24 HOUR AUDIO TAPES/RECORDS: Document recorded incoming emergency and non-emergency calls; law enforcement, fire, and emergency medical services dispatches; radio activity; and 9-1-1/PSAP calls. Tapes are maintained on a 24 hour basis.</p>	12 months	<p>Note: Specific recordings of incidents may warrant longer retention for legal reasons. NO RM60* REQUIRED</p>
6.	<p>MASTER STREET ADDRESS GUIDE (MSAG) MAINTENANCE FORMS: Records document the 9-1-1/ PSAP’s notification to the phone service provider about the addition of new streets or revisions to existing streets on the MSAG. The MSAG is maintained by the phone service provider or its independent contractor. Forms are usually maintained by the agency’s MSAG Coordinator. Information may include but is not limited to new or updated address, customer, and responder information.</p>	2 years	NO RM60* REQUIRED
7.	<p>OPERATIONAL LOGS: Records document chronological tracking of activities related to 9-1-1/ PSAP operations. Records may include but are not limited to radio logs, telephone logs, tow logs, and criminal background check request logs.</p>	1 year	NO RM60* REQUIRED
8.	<p>PREMISE INFORMATION RECORDS: Records document information about specific premises or locations that emergency responders need to know in advance of arrival at an incident site. Information may include but is not limited to hazardous materials storage locations, whether building plans were submitted to the fire department, unique information about building a such as utility shut-offs, and related documentation.</p>	2 years or until renewed, superseded, or expired, whichever is sooner.	NO RM60* REQUIRED
9.	<p>PUBLIC RECORDS DISCLOSURE REQUEST RECORDS: Records document requests for disclosure of public records and provides a record of the agency’s response. Records may include but are not limited to requests for disclosure, types of records requested, request logs, approvals, denials, copies of petitions to legal counsel for review of denials or disclosure, legal counsel orders to grant or deny disclosure, correspondence, and related documentation.</p> <p>a. approved request records b. denied request records</p>	<p>a. 2 years b. 2 years after last action</p>	NO RM60* REQUIRED

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MONTANA LOCAL GOVERNMENT RETENTION SCHEDULE

DEPARTMENT: COUNTY 9-1-1 PUBLIC SAFETY ANSWERING POINT (PSAP)

ITEM	RECORD TITLE AND DESCRIPTION	RETENTION TIME	COMMENTS
10.	QUALITY ASSURANCE RECORDS: Records document the evaluation, analysis, and assessment about the performance and quality of services provided by the 9-1-1/ PSAP system. Records may include but are not limited to system evaluations, system performance reports, satisfactions surveys and questionnaires, quality improvement reports and recommendations, quality assurance committee minutes, and related documentation. a. survey instruments b. other records	a. 2 years or until summary report is completed, whichever is sooner b. 2 years	NO RM60* REQUIRED
11.	STATISTICAL REPORTS: Records document the compilation of statistical data about the actions and activities of the 9-1-1/ PSAP system. Data may be compiled on a daily, weekly, monthly, quarterly, and/or annual basis and may be used for analysis, evaluation, and budget development purposes. Information may include but is not limited to data about response times, number of calls received and dispatched, and responses by individual agency. a. Data instruments used to compile statistics b. Daily and weekly reports c. Monthly and quarterly reports d. Annual reports	a. Until report completed b. Until compiled into monthly reports c. 1 year d. 10 years	b. and c. NO RM60* REQUIRED d. Offer to Archives
12.	SYSTEM ERROR/MALFUNCTION RECORDS: Records document 9-1-1/ PSAP electronic system errors or malfunctions and subsequent corrective action. Records may include but are not limited to enhanced system error reports, trouble logs, work orders, correspondence, and related documentation.	2 years	NO RM60* REQUIRED

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