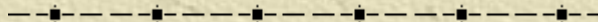




PSAP Manager Training

9-1-1 Records Retention

December 10, 2009



Oregon Administrative Rules
9-1-1 Records Retention

City Government

OAR 166-200-0145

County or Special District

OAR 166-200-0145

Rules Overview

- ✦ Briefing Records
- ✦ Data Management System Records
- ✦ Dispatch Incident Records
- ✦ E9-1-1 Service Plans
- ✦ MSAG Maintenance Forms
- ✦ Master 24-hour Audio Files
- ✦ Operational Logs
- ✦ Premise Information Records
- ✦ Quality Assurance Records
- ✦ Statistical Reports
- ✦ System Error/Malfunction Records

Briefing Records

Internal Communications

- Supervisor & Shift Workers
- Staff to Staff (on different shifts)
- Briefing Logs, Teletype Messages, Bulletins
- **Minimum Retention: 7 Days**

Data Management System Records

- ✦ Information used to update database to provide and direct incident response
 - Address Data
 - Response Unit Assignments
 - Response Codes
 - Responsible person data
 - **Minimum Retention: Until superseded or obsolete**

Dispatch Incident Records

- ✦ Documents relating to a specific incident and subsequent response activities.
 - Caller's name, address, telephone number
 - Details of incident or complaint
 - Calltaker/Dispatcher name
 - Agency who responded and when
 - Incident Disposition
 - **Minimum Retention: 2 years**

E9-1-1 Service Plans

- ✦ Planning, development, implementation of E9-1-1 records
 - Approved plans and amendments
 - **Minimum Retention: 5 years after superseded**
 - Preliminary plans, drafts, worksheets, etc.
 - **Minimum Retention: Until OEM Approval**

MSAG Maintenance Forms

✦ Notifications to LEC regarding additions/changes to:

- Streets
- Addresses
- Customer Information
- Responder Information
- **Minimum Retention: 2 years**

Master 24-hour Audio Files

✦ Recorded incoming audio on a 24 hour basis:

- 9-1-1 Calls
- Non-Emergency Calls
- Dispatches
- Radio activity
- **Minimum Retention: 7 months**

Operational Logs

- ✦ Chronological tracking of activities related to PSAP operations.
 - Radio Logs
 - Telephone Logs
 - Tow Logs
 - Criminal Background Check request Logs
 - **Minimum Retention: 1 year**

Premise Information Records

- ✦ Incident specific premise/location information given in advance of responder arrival.
 - Hazardous Materials Storage
 - Building plans on file at Fire Department
 - Building info; utility shut-off
 - **Minimum Retention: 2 years or until renewed, superseded, or expired; whichever is sooner.**

Quality Assurance Records

- ✦ Evaluation, analysis, and assessments regarding the performance & quality of service provided by PSAP.
 - System Evaluations
 - System Performance reports
 - Satisfaction Surveys
 - Questionnaires
 - **Minimum Retention: 2 years or until a report is completed**

Statistical Reports

- ✦ Statistical data about the actions & activities of a PSAP.
 - Response times
 - Number of calls received & Dispatched
 - Agency Responses
 - **Minimum Retention:**
 - Daily & Weekly: Until compiled into monthly reports
 - Monthly & Quarterly: 1 Year
 - Annual Reports: 10 Years

System Error/Malfunction Records

- ✦ Electronic systems errors or malfunctions and subsequent corrective action.
 - Enhanced error reports
 - Trouble Logs
 - Work Orders
 - Correspondence
 - **Minimum Retention: 2 years**



Questions