

**GENERAL SCHEDULE #34 – Local 9-1-1 Call Centers**

This Retention and Disposal Schedule covers records that are commonly found in Local 9-1-1 Call Centers. The records that are described on the attached pages are deemed necessary (1) for the continued effective operations of Michigan government, (2) to constitute an adequate and proper recording of it's activities, and (3) to protect the legal rights of the government of the State of Michigan and of the people. We, the undersigned, believe that this schedule meets the administrative, legal, fiscal and archival requirements of the State of Michigan.

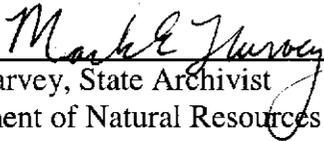


3/1/10

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Steve Leese, President  
Michigan Communication Directors Association

(Date)



5/28/10

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Mark Harvey, State Archivist  
Department of Natural Resources & Environment, State Archives of Michigan

(Date)



4/20/10

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(Date)

**APPROVED**

7/20/2010

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State Administrative Board

(Date)

# General Retention Schedule # 34

## Local 9-1-1 Call Centers

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The Michigan Freedom of Information Act (FOIA) (Public Act 442 of 1976, as amended) defines public records as recorded information “prepared, owned, used, in the possession of, or retained by a public body in the performance of an official function, from the time it is created.

Michigan law (MCL 399.5 and 750.491) requires that all public records be listed on an approved Retention and Disposal Schedule that identifies the minimum amount of time records must be kept to satisfy administrative, legal, fiscal and historical needs. Records cannot be destroyed unless they’re listed on an approved Retention and Disposal Schedule. These schedules are not official until the Records Management Services, the State Archives of Michigan and the State Administrative Board approve them. There are two types of schedules that local government agencies may use alone or in conjunction with each other:

A “**general schedule**” will cover records that are common to a particular type of government agency. General schedules may not address every single record that a particular agency may have in its possession. General schedules do not mandate that any of the records listed on the schedule be created. However, if they are created in the normal course of business, the schedule establishes a minimum retention period for them.

Any record that is not covered by a general schedule must be listed on an “**agency specific schedule**” . An agency-specific schedule will address records that are unique to a particular government agency. Items listed on agency-specific schedules always supersede items listed on general schedules. Agency-specific schedules only address the specific records of the agency named on the schedule, and may not be used by another agency. Agencies must complete a DMB-43 (available at RMS Website), print, sign and return original to Records Management Services.

Government agencies may want to use a combination of schedules. An example of this would be to adopt General Schedule # 34 for 9-1-1 Call Centers. Then if the government agency still has a specific record series that they are considered the “office of record” of that is not covered on this schedule (or any of the other general schedules) they would submit an agency specific schedule for that particular record series. Once the agency specific schedule is authorized by the state, the local government agency could utilize the schedule in conjunction with the general schedule to meet their destruction needs. This would allow a local government agency to have a comprehensive retention and disposal schedule in place with minimal effort on their part.

Please note: The “office of record” refers to the local government agency that is responsible for maintaining the official record. For example, the local government’s human resources office is usually the official record keeper for all personnel records. These records are covered by General Schedule #26. The local government’s business/finance office is usually the official record keeper for all financial records. These records are covered by General Schedule #31. As a result, the 9-1-1 Call Centers is not required to retain these types of records, because they are duplicates that are used for reference purposes only (see General Schedule #1) and can be disposed of when they are no longer needed. If the 9-1-1 Call Centers is the official record keeper, it should follow the retention periods listed on the schedules mentioned in this paragraph.

Records can exist in a wide variety of formats, including paper, maps, photographs, digital images, e-mail messages, databases, etc. The retention periods listed on this general schedule do not specify the format that the record may exist in because each government agency that adopts this schedule may choose to retain its records using different formats. Government agencies are responsible for ensuring that their records are properly retained and remain accessible during the entire retention period. Various laws identify acceptable formats for retaining public records; agencies are responsible for understanding and complying with these laws. Please consult with your attorney or Records Management Services if you need additional information.

**General Retention Schedule # 34**  
**9-1-1 Call Center Retention Schedule**

| Item Number | Series Title and Description   | Total Retention |
|-------------|--|-----------------|
| 34.001      | <p>Annual Reports</p> <p>This is a copy of the annual report submitted each year to document what activities and events have taken place. It may or may not include statistical information regarding number of runs, type of incidents, financial statements, training attended or held and other various department activities.</p>  | PERM            |
| 34.002      | <p>AMA (Automatic Mutual Aid') Cards &amp; Maps</p> <p>These cards and maps are used by the dispatcher to request AMA (Automated Mutual Aid) for departments responding to incidents. The maps are typically color coded by township and municipality in conjunction to the cards. The cards contain agency name, emergency service numbers for equipment and alarm codes.</p>   | SUP             |
| 34.003      | <p>Apparatus/Vehicle Inspections</p> <p>These records document the monthly inspections and/or repairs of equipment as required by R408.17461, Part 74 of the General Industry Safety Standards. Information gathered documents the date, findings, who performed inspection, etc.. These records shall be maintained for the life of the apparatus. ACT = Life of Equipment</p>  | ACT             |
| 34.004      | <p>Budget Information</p> <p>These records are used to develop annual budgets. They identify the amount that was requested and eventually approved. The documents may include proposals, salary information, projected overtime reports, vehicle and equipment needs/assessments.</p>  | CR+6            |
| 34.005      | <p>Centerline Change Request to GIS Department</p> <p>This packet is submitted to the GIS Department to make changes to the centerline mapping system as needed. It may include a spreadsheet describing road/address, community, and what change needs to be made and supporting documentation such as screen prints, maps &amp; aerial photos highlighting what changes to make. These are copies and used to verify corrections have been made. CR+0/6 = 6 months</p> | ACT             |

**General Retention Schedule # 34**  
**9-1-1 Call Center Retention Schedule**

| Item Number | Series Title and Description  | Total Retention |
|-------------|---|-----------------|
| 34.006      | <p>Committee Records</p> <p>These documents are from the various internal committees associated with the department, such as the awards committee. They may include membership lists, agendas, supporting documentation, minutes, reports, etc.</p>   | CR+2            |
| 34.007      | <p>Communication Training Officer (CTO) Observations</p> <p>This document is used to evaluate new employees or those being considered for promotion and document their performance. It is completed by the Communication Training Officer (CTO) and typically reviewed and signed by the employee and/or supervisor. They may include copies of daily reports, daily observations, weekly summaries, incidents reports, etc</p> | CR+2            |
| 34.008      | <p>Complaints</p> <p>These records document any complaints filed against department personnel and include both external and internal complaints involving agency personnel. It states the problem, action that was taken and results of investigation.</p>  | CR+2            |
| 34.009      | <p>Computer Aided Dispatch (C.A.D.) Database</p> <p>This database is used to stored information associated with calls made to the call center. It documents the date, time, locations and course of action.</p>   | SUP             |
| 34.010      | <p>Contracts</p> <p>These contracts document an agreement between the agency and anyone else. Note: These are not Mutual Aid Agreements. They may be contracts used for services such as medical examiners, doctors, medical personnel, police services, fire services, ambulance services, students, union labor, training and vendors. EXP = Date contract expires</p>  | EXP+6           |
| 34.011      | <p>Correspondence – General</p> <p>These records include various correspondences received and/or created that does not pertain to a specific issue. If it does pertain to a specific issue it should be filed with other relevant records. This correspondence is typically arranged chronologically or by correspondent name.</p>  | CR+2            |

**General Retention Schedule # 34**  
**9-1-1 Call Center Retention Schedule**

| Item Number | Series Title and Description   | Total Retention |
|-------------|--|-----------------|
| 34.012      | <p>Correspondence – Transitory</p> <p>These records contain information of short term interest and have no documentary value or administrative value. They do not set policy, establish guidelines or procedures. Examples include routine request that require no administrative action, invitations, meeting notifications and similar records. ACT = Until no longer relevant, these need not be retained more than 30 days after receipt.</p>  | ACT             |
| 34.013      | <p>Daily Activity Logs (Journals)</p> <p>These records document the daily activities of the department or its staff.</p>   | CR+2            |
| 34.014      | <p>Daily Activity Packet</p> <p>This record is a packet of information that includes position assignment sheets, dispatch reports, EMS check in sheets (who’s working what), police dispatch duty roster (prepared before and updated during shift), daily summary, and land line system printouts that detail caller name, number, time and address.</p>  | CR+2            |
| 34.015      | <p>Discovery Orders</p> <p>These are copies of discovery orders submitted by attorneys for information related to incidents.</p>   | CR+1            |
| 34.016      | <p>Dispatch Log</p> <p>These computer logs are reports that are printed from the C.A.D. (Computer Aided Dispatch) system. These records are logs of all radio and telephone transmissions received or transmitted from dispatch and document any/all calls that the department was sent or dispatched on they are used to document communications that occurred during a call. These are not dispatch recordings. These may or may not include reports sorted by location (ALI) or incoming number (ANI). The report summarizes the type of call, who responded, incident number generated, date and time. They are used to support incident reports and various activities. These may need to be retained for a longer period of time if used as an index for retrieving incident reports, but should not be retained any longer than the 10 years needed for that purpose.</p> | SUP             |

**General Retention Schedule # 34**  
**9-1-1 Call Center Retention Schedule**

| Item Number | Series Title and Description   | Total Retention |
|-------------|--|-----------------|
| 34.017      | <p>Dispatch Recordings</p> <p>These records document the actual communications made through dispatch. These recordings are stored either electronically or on another media. The recordings contain incoming and out going telephone and radio traffic. Typically these are rotated every 30 days and re-recorded over. Recordings of major events may be pulled from the rotation and used for litigation, training, etc.. CR+0/1 = 30 days</p>         | CR+0/1          |
| 34.018      | <p>Educational Programs/Emergency preparedness – Schools, Community, Etc..</p> <p>These records document activities where department personnel go into organizations and discuss emergency preparedness, fire safety and/or fire prevention. ACT = While Relevant</p>  | ACT             |
| 34.019      | <p>Equipment Inventory</p> <p>These records document what equipment is assigned to the agency and may or may not include equipment inventories by vehicle or unit. They are also used to track equipment units used by patrol officers, EMS units and certain fire departments. It typically contains agency name, model number, serial number, and who it was assigned to. The inventory is updated as equipment is added, replaced or disposed of.</p> | SUP             |
| 34.020      | <p>Equipment Maintenance/Repair Log</p> <p>This document is a running log of equipment repairs. It contains information regarding date reported, date repair started/completed, description of problem, what was done, who it is assigned to, and any upgrades done at that time. EVT = Date taken out of service</p>  | EVT+1           |
| 34.021      | <p>F.C.C. Radio Station Authorization</p> <p>This record documents what frequency and call signs are to be used by the Agency and the locations of the towers as required by FCC 601 requirement.</p>  | EXP + 1         |

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**9-1-1 Call Center Retention Schedule**

| Item Number | Series Title and Description   | Total Retention |
|-------------|--|-----------------|
| 34.022      | <p>Freedom of Information Act (FOIA) Requests</p> <p>This file will document any requests for information or public records. They may include requests for information, correspondence, a copy of the information released, and billing information.</p>   | CR+1            |
| 34.023      | <p>Grant Records</p> <p>These records may contain but not be limited to the application, correspondence, financial reports, progress reports and final reports for grants received. The grants may include, but are not limited to training grants, equipment grants, federal grants, matching grants, etc. ACT = Until grant is closed out by grantor.</p>  | ACT+7           |
| 34.024      | <p>Hard Copy System Event Log</p> <p>These print outs document line trouble, hardware information, trunk line problems, non- published numbers, name and address of callers and is produced from the server. These issues are resolved by system technicians and are used as a snapshot of system to determine what may have caused the problem. CR+0/1 = 30 days</p>  | CR+0/1          |
| 34.025      | <p>Historical Records</p> <p>These records document the agencies' history and are used primarily as reference material. They are typically "pulled" from the record series after it has met its' retention period and is transferred into this category. The agency will determine what "Historical" is. Examples may include but are not limited to photos, newspaper clippings, documents of historical importance, etc.. ACT = While of reference value to the department. Please contact the Archives of Michigan prior to disposing of these records.</p> | ACT             |
| 34.026      | <p>Incident Activity Monthly Summary Reports</p> <p>These 9-1-1/Emergency Management reports summarize the number of calls received/made for the month/year. They are broken down to show activity by department and split to show each shift. They may include summaries, statistics, # of runs, injuries, charts, graphs, and other various reports that summarize the number of dispatches by categories (i.e. wreckers, alarms, police, fire department, ambulance, med flights, etc).</p>   | CR+7            |

**General Retention Schedule # 34**  
**9-1-1 Call Center Retention Schedule**

| Item Number | Series Title and Description   | Total Retention |
|-------------|--|-----------------|
| 34.027      | <p>Incident Activity - Worksheets</p> <p>These 9-1-1/Emergency Management records contain tally sheets for each shift that documents the number of dispatches by categories (i.e. wreckers, alarms, police, fire department, ambulance, med flights, etc). Also included in this series is the daily summary listing total incidents for the day. This summary may contain but not be limited to incident #, caller name, time received/dispatched, incoming location, phone number, and disposition. These records support the reports listed in the “Incident Activity Summary Reports“ record series. CR+0/2 = 60 days</p>  | CR+ 0/2         |
| 34.028      | <p>Incident Recovery Plans</p> <p>These files document the response plans to be used by personnel during and after an emergency. The plans typically define and document the responsibilities and activities necessary for recovery from an incident as well as key contact information.</p>   | SUP+2           |
| 34.029      | <p>LEIN Messages</p> <p>These records consist of weather, emergency or security broadcast issued through the Law Enforcement Information Network. ACT = while relevant</p>   | ACT             |
| 34.030      | <p>Litigation Files</p> <p>These files document any litigation that the department or personnel are involved in. They may include depositions, transcripts, decisions, correspondence, data, exhibits, research materials, reports, press releases, media clippings, etc. ACT = until case is closed.</p>  | ACT+10          |
| 34.031      | <p>MSAG (Master Street Address Guide) Change Requests/Misroute Corrections</p> <p>These documents are typically copies of electronic requests submitted to the software database provider requesting changes to information in its database. These requests typically include MSAG changes, additions, and deletions from the MSAG coordinator of a 9-1-1 center. These requests also include misroutes’ misroutes occur when a 9-1-1 call routes into the wrong PSAP (Public Safety Answering Point). This could be due to technical reasons or because an address was entered incorrectly into the system by a telephone vendor. A misroute file would include a request from a 9-1-1 telecommunicator or another PSAP to the MSAG coordinator to notify the software database provider (Intrado) that a misroute occurred. ACT = Until Verified</p> | ACT             |

**General Retention Schedule # 34**  
**9-1-1 Call Center Retention Schedule**

| Item Number | Series Title and Description   | Total Retention |
|-------------|--|-----------------|
| 34.032      | <p>MSAG (Master Street Address Guide) Reference Documentation</p> <p>These files include information received from village, city, township, county, state, or federal government departments regarding changes in address ranges, new streets, new subdivisions, changes in public safety agency responders, etc. ACT = while relevant</p>   | ACT             |
| 34.033      | <p>MSAG (Master Street Address Guide) — Reports</p> <p>This record series covers reports produced by the MSAG software and requested annually that may contain but not be limited to street name, address range, community, entity, ESN (Emergency Service Number) and exchange. It is used as a quick reference tool to verify information that is being supplied to the CAD (Computer Aided Dispatch) system.</p>  | SUP             |
| 34.034      | <p>MSAG (Master Street Address Guide) - Software</p> <p>This records series covers the data in the software that is used to maintain address locations associated with phone numbers and communicates with the CAD (Computer Aided Dispatch) system to verify location. The software is often maintained offsite by a third party vendor.</p>  | SUP             |
| 34.035      | <p>MSAG (Master Street Address Guide) Verification Reports</p> <p>These reports are completed to verify that address corrections, misroutes, or any other issue related to the MSAG database have been resolved by the database service provider. Actual test calls may be completed by a caller or the corrections may be verified by checking the service provider database (Intrado) and the ALI/ANI information in theCAD system. A report is then completed that states the results of the test call and/or database query. ACT = Until Correction Verified</p> | ACT             |
| 34.036      | <p>Material Safety Data Sheets (M.S.D.S.)</p> <p>The records document information about the product manufacturer, composition, physical and chemical properties, identification of hazards, fire hazard, accidental release measures, handling and storage, first aid measures, toxicology, ecological information, disposal and transport considerations, as required by 29 CFR 1910.1200 and the General Industry Safety and Occupational Health Standard, Part 92, Hazard Communication. ACT = While material is in use or stored on property.</p>                | ACT             |

**General Retention Schedule # 34**  
**9-1-1 Call Center Retention Schedule**

| Item Number | Series Title and Description  | Total Retention |
|-------------|---|-----------------|
| 34.037      | <p>Meeting Minutes</p> <p>These records document the official activities of public bodies that are subject to the provisions of the Open Meetings Act (such as official governing boards, commissions, committees, administrative oversight boards, advisory boards, tasks force, or other legislatively mandated decision making bodies). These records include original (sometimes signed) meeting minutes, agendas, audio/visual recordings, and other supporting documentation. M.C.L. 38.509 of P.A. 78 of 1935 requires these to be maintained for minimum of 10 years. However, agencies are encouraged to retain these records permanently for legal and historical purposes. Agencies can contact the Archives of Michigan for assistance if they do not have space or appropriate facilities to retain these records permanently.</p> | CR+10           |
| 34.038      | <p>Mutual Aid Agreements</p> <p>These are agreements executed between the department and other agencies to provide mutual support as needed during a crisis or emergency. ACT = While the agreement is in place.</p>  | ACT+10          |
| 34.039      | <p>National Weather Service Reports</p> <p>These reports consist of testing announcements, severe weather watches, and severe weather warnings. They typically are only of use until the inclement weather has passed by and no other issues arise. ACT = While Relevant</p>  | ACT             |
| 34.040      | <p>Notifications from Townships &amp; Municipalities</p> <p>These are notifications sent from Townships &amp; Municipalities when they become aware of new streets, subdivisions, or future zoning changes. They are used to preemptively make changes to the GIS system before an error occurs. ACT = While Relevant</p>   | ACT             |
| 34.041      | <p>Outside Agency Communications</p> <p>This is correspondence received from public safety agencies or village, city, township, county, state, and federal governmental agencies and is official in nature. Some examples would be new policies enacted, updated employee rosters, etc. ACT = While Relevant</p>  | ACT             |

**General Retention Schedule # 34**  
**9-1-1 Call Center Retention Schedule**

| Item Number | Series Title and Description   | Total Retention |
|-------------|--|-----------------|
| 34.042      | <p>Overtime Equalization Records</p> <p>These records document overtime used/submitted by employees. It is used to resolve any immediate issues with pay.</p>  | CR+2            |
| 34.043      | <p>Photographs</p> <p>These are photographs of incidents, including crime scenes, natural disasters, accidents, evidence, fire investigations, etc. and are typically maintained in the incident file until the retention period has been met. This record series allows departments to withdraw photos after the retention period for the records series has been met. The photos may then be used for training or documenting historical incidents for future reference. ACT = While relevant to the department</p>                  | ACT             |
| 34.044      | <p>Policies, Procedures and Directives</p> <p>These records document internal policies, procedures, directives and orders issued by the Department Head, Chiefs, Commanders, Directors, Administrative Oversight Boards, etc... They may also contain official bulletins or guides that are used to convey information to the staff, officers and volunteers. When modified or superseded only one "official" version should be maintained to avoid accidental use of outdated information. The remaining copies can be destroyed.</p> | SUP+6           |
| 34.045      | <p>Press Releases</p> <p>These records document press releases issued by the department.</p>   | CR+1            |
| 34.046      | <p>Program Server Data-Base Backup</p> <p>These tape backups contain the statistical data from the system software. These systems are typically set up to dump data approximately every 4 to 10 hours depending on how full the system is. These tape backups provide a snapshot of the system that is used to provide information for the statistical reports. The backups are performed daily and the tapes are reused every 7 days. CR+0/.25 = 7 days</p>   | CR+0/.25        |

**General Retention Schedule # 34**  
**9-1-1 Call Center Retention Schedule**

| Item Number | Series Title and Description  | Total Retention |
|-------------|---|-----------------|
| 34.047      | <p>Project Files</p> <p>These records contain documentation on minor and major projects. These records may include documentation of a board's approval of the project, quotes, copies of purchase orders, invoices, timetables, e-mail or letter correspondence between the agency and vendors, etc. ACT = Until project is completed</p> | ACT+3           |
| 34.048      | <p>Promotional Results</p> <p>These records contain information associated with test scores, test sheets, order of ranking, results of offsite testing, etc. ACT = While test are active</p>  | ACT             |
| 34.049      | <p>Reference Files</p> <p>These records/books are documents used as reference material. They may include but are not limited to manuals, catalogs, brochures, etc. ACT = while relevant.</p>  | ACT             |
| 34.050      | <p>Rotation Logs</p> <p>These logs track the assignment of flights for air ambulance services, wrecker service providers, and ambulance service providers. They document the date, time, who it was requested by, location of incident, availability, and operator number.</p>  | CR+1            |
| 34.051      | <p>Siren Test</p> <p>These document the test performed on the public warning sirens that are used to alert the community of danger.</p>   | CR+3            |
| 34.052      | <p>Staff Meeting Summary/Department Newsletter</p> <p>These documents are summaries or newsletters of staff meetings and other various departmental events. They are used as a tool to distribute general information.</p>  | CR+2            |

**General Retention Schedule # 34**  
**9-1-1 Call Center Retention Schedule**

| Item Number | Series Title and Description  | Total Retention |
|-------------|---|-----------------|
| 34.053      | <p>Subpoenas</p> <p>These are copies of subpoenas received to appear in court or requesting for information.</p>  | CR+1            |
| 34.054      | <p>Surcharge Revenue Documentation</p> <p>These files may include original, receipted 9-1-1 surcharge returns from telephone companies which may include landline/VoIP/cellular/other vendors, check stubs of 9-1-1 surcharge remittances, if provided, spreadsheets, and any related correspondence. These returns are original and are receipted for auditing purposes.</p> | CR+6            |
| 34.055      | <p>Training/Exercise Rosters</p> <p>These records document the names and titles of those attending training courses offered through the agency.</p>   | CR+6            |
| 34.056      | <p>Training – Individual Staff</p> <p>These records are used to document what training staff has received. They may contain medical/biological/ radiological hazard training, training schedules, certificates, course descriptions and receipts. ACT = While employed by the department.</p>   | ACT+6           |
| 34.057      | <p>Training Fund</p> <p>These records document money available and spent from the training fund.</p>  | CR+6            |
| 34.058      | <p>Work Schedules</p> <p>These records document the work schedule showing who is on duty when. It is used to track vacation request, time swapping, and scheduled unpaid time gone of employees.</p>  | CR+2            |

**State of Michigan**  
**Records Management Services**

**Frequently Asked Questions About General Schedules**

**Q: What is a public record?**

**A:** The Michigan Freedom of Information Act (FOIA) ([MCL 15.231-15.246](#)) defines public records as recorded information “prepared, owned, used, in the possession of, or retained by a public body in the performance of an official function, from the time it is created.”

**Q: Are all records considered to be “official” records?**

**A:** No. General Schedule #1 addresses the retention of “nonrecord” materials. These documents are broadly defined as drafts, duplicates, convenience copies, publications and other materials that do not document agency activities. These materials can be disposed of when they have served their intended purpose. Government agencies need to identify the “office of record” when multiple offices possess copies of the same record. The “office of record” is responsible for following the retention period that is specified, duplicates do not need to be retained. A more comprehensive definition can be found in the approved schedule (available online at [http://www.michigan.gov/documents/hal\\_mhc\\_rms\\_GS1\\_local\\_110758\\_7.pdf](http://www.michigan.gov/documents/hal_mhc_rms_GS1_local_110758_7.pdf)).

**Q: Are the retention periods that are listed on general schedules minimum amounts of time that a record should be kept?**

**A:** Yes. General schedules authorize, but do not require, public officials to dispose of records after the expiration of the assigned retention period. Local situations may require retention beyond the periods listed, and nothing prevents a government agency from retaining records longer than the specified period of time. If records are kept for less than the amount of time listed, the agency can be penalized for unlawful destruction of records. In addition, if records are kept too long, they can waste valuable storage space, and they can become a liability to the agency if it receives a FOIA request, or if it becomes involved in litigation.

**Q: Does my government agency have to follow a general schedule?**

**A:** Records cannot be lawfully destroyed without the authorization of an approved Retention and Disposal Schedule. The purpose of a general schedule is to ensure that all government agencies are following consistent retention practices, and to

prevent individual agencies from having to develop an agency-specific schedule. However, if your government agency does not want to follow an approved general schedule, it would need to get an agency-specific schedule approved. [Note: agency-specific schedules always supersede a general schedule.] Internal policies do not have the force of law that an approved Retention and Disposal Schedule has.

**Q: What is an agency-specific schedule?**

**A:** Agency-specific schedules are Retention and Disposal Schedules that only apply to the agency listed on the document. They are intended to cover records that are unique to that specific agency. Records that are listed on an approved general schedule should not be listed on an agency-specific schedule, unless the agency has a unique situation that justifies a different retention period than the one everyone else is following. The instructions and forms for agency-specific schedules are available online at <http://www.michigan.gov/recordsmanagement/>.

**Q: What should my government agency do if we create a record that is not listed on the general schedule?**

**A:** The general schedule covers records that are common to most government agencies. However, general schedules do not claim to be inclusive of every record that all agencies create. Records that are not listed on general schedules cannot be destroyed without the authorization of an approved agency-specific schedule.

**Q: What should my government agency do if we do not create a record that is listed on the general schedule?**

**A:** Nothing. General schedules do not mandate that any of the records listed on the schedule be created. However, if they are created in the normal course of business, the schedule establishes a retention period for them.

**Q: What do the codes in the Total Retention column mean?**

**A:** The **retention codes** that appear on the schedule are used to establish how long records are retained by the creating agency before they are destroyed. Retention codes determine how destruction dates will be automatically calculated by Versatile (Versatile is the records management software that is used by Records Management Services to manage the retention of records), and the date upon which the calculation will be based. Definitions of these codes can be found in the Records Management Manual that is available online at <http://www.michigan.gov/recordsmanagement/>.

**Q: What do the numbers in the Total Retention column represent?**

**A:** In addition to the retention code, a period of time, years and/or months, can be used in the calculation of the retention period. Years are expressed as whole numbers, and months are expressed as fractions. For example, the fraction "0/6" would represent 6 months. The retention code plus the period of time results in a mathematical formula that is used to determine a disposal date.

**Q: Do the general schedules only cover paper records, or do they cover databases and other electronic records too?**

**A:** Records can exist in a wide variety of formats, including paper, maps, photographs, digital images, e-mail messages, databases, etc. The retention periods listed on the general schedules do not specify the format that the record may exist in, because each government agency that adopts the schedule may choose to retain its records using different recording media. Government agencies are responsible for ensuring that their records, regardless of format, are properly retained and remain accessible during this entire retention period. Various laws (including the Records Reproduction Act) identify acceptable formats for retaining public records; agencies are responsible for understanding and complying with these laws.

**Q: Do the general schedules cover e-mail?**

**A:** Yes. Many of the record series that are listed on the general schedules may originate as e-mail. Those e-mail messages need to be retained for the period of time specified by the schedule. For more information about e-mail retention, please check out the online guide at <http://www.michigan.gov/recordsmanagement/>.

**Q: Can records be microfilmed or digitally imaged?**

**A:** Yes. The Records Reproduction Act (MCL 24.401-24.406) regulates the reproduction of public records by Michigan government agencies at all levels. This law requires the Records Management Services to promulgate technical standards to ensure the continued accessibility and usability of records that are microfilmed or digitized throughout their retention period. The standards are also intended to help state and local governments ensure the integrity and authenticity of their records. The Records Management Services administers competitively bid master contracts for microfilming and imaging services. State agencies and local governments are eligible to use these contracts to receive these services. More information is available online at <http://www.michigan.gov/recordsmanagement/>.

**Q: How can I determine which records that are listed on the general schedules contain confidential information that should not be released to the public?**

**A:** Select records series that are listed on the general schedules may be exempt from public disclosure, in accordance with the provisions of state and federal laws. Please consult with your attorney if you need additional information.

**Q: Is there an appropriate way to destroy records that contain confidential information?**

**A:** Yes. Some public records contain sensitive or confidential information. These records should not be placed in a regular trash or recycle bin when they are destroyed. It is important that government agencies ensure that these records are destroyed in a manner that prevents the inappropriate release of the information. The State of Michigan administers a master contract with a vendor that complies with the state's requirements for confidential destruction of records. Government agencies that are interested in using this contract should contact the vendor: Rapid Shred, Attention: Scott Dennis, 616-735-2900. Confidential electronic records should be destroyed in accordance with the U.S. Department of Defense "Standard Industrial Security Program Operating Manual" (DoD 5220.22-M).

**Q: Who is responsible for ensuring that Retention and Disposal Schedules are followed?**

**A:** The Michigan Penal Code (MCL 750.491) establishes misdemeanor penalties for disposing of records without the authorization of an approved Retention and Disposal Schedule. Government agency directors are responsible for ensuring that relevant staff are aware of the provisions in the schedule and follow them. The Records Management Services does not audit agencies and assess penalties. However, courts may penalize agencies for failing to follow an approved Retention and Disposal Schedule.

**Q: What should I do if I have suggestions for revising a general schedule?**

**A:** Contact the Records Management Services at (517) 335-9132.