

**State of Michigan
Records Management Services
General Schedule #34: 9-1-1 Call Centers**

All general schedules that are approved for use by Michigan local governments are available online at www.michigan.gov/recordsmanagement.

9-1-1 Call Centers should also refer to the following general schedules that supplement this general schedule:

- [Administrative Records](#)
- [Financial Records](#)
- [Human Resources Records](#)
- [Non-Record Materials](#)

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Item #	Record Series Title	Record Series Description	Retention Period	Approval Date
34.001	Annual Reporting Records	These records document the annual activities and events during the past year. They may include, but may not be limited to, reports containing statistical information regarding number of runs, type of incidents, financial statements, training attended or held, and other activities.	RETAIN UNTIL: Date created PLUS: 6 years THEN: Destroy	8/26/2025
34.002	AMA (Automatic Mutual Aid) Records	These records document tools used by dispatchers when requesting AMA from other jurisdictions as they are responding to incidents. They may include, but may not be limited to, maps color-coded by township and municipality, and cards containing agency names, emergency service numbers for equipment, and alarm codes.	RETAIN UNTIL: Updated by newer information THEN: Destroy	8/26/2025
34.003	Vehicle Inspection Records	These records document inspections and/or repairs of vehicles owned by the call center. They may include, but may not be limited to, inspection and repair documents containing the date, findings, and inspector.	RETAIN UNTIL: Vehicle is no longer owned THEN: Destroy	8/26/2025
34.004	Budget Files (obsolete)	These records document the development of annual budgets, and contain information about the amount that was requested and eventually approved. They may include, but may not be limited to, proposals, salary information, projected overtime reports, vehicle and equipment needs, and assessments.	Superseded by GS #35.104	8/26/2025
34.005	GIS Change Request Records	These records document change requests submitted to departments that maintain the GIS mapping systems. They may include, but may not be limited to, packets.	RETAIN UNTIL: Date created PLUS: 6 months THEN: Destroy	8/26/2025
34.006	Internal Committee Records (obsolete)	These records document meetings of employees that are internal to the 9-1-1 department. They may include, but may not be limited to, agendas, minutes, recordings, and supporting documentation	Superseded by GS #35.113	8/26/2025
34.007	Communication Training Officer (CTO) Records (obsolete)	These records document evaluations of the job performance of employees. They may include, but may not be limited to, copies of daily reports, daily observations, weekly summaries, incidents reports, and evaluations prepared by the CTO.	Superseded by GS #26.100A	8/26/2025
34.008	Complaint Records (obsolete)	These records document both external and internal complaints that are received about personnel where no disciplinary action was taken. They may include, but may not be limited to, documents describing the problem, investigation documents, and documents about the actions taken.	Superseded by GS #26.110 and 26.111	8/26/2025
34.009	Computer Aided Dispatch (CAD) Data	These records document calls received by the 9-1-1 call center. They may include, but may not be limited to, incident type, who responded, incident number generated, date and time, locations, and course of action.	RETAIN UNTIL: Calendar year ends PLUS: 2 years THEN: Destroy	8/26/2025

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Item #	Record Series Title	Record Series Description	Retention Period	Approval Date
34.010	Contract, Lease, and Agreement Records (obsolete)	These records document an agreement between the agency and anyone else (such as medical examiners, doctors, medical personnel, police services, fire services, ambulance services, students, union labor, training, and vendors).	Superseded by GS #31.104	8/26/2025
34.011	Correspondence Records – General (obsolete)	These records document correspondence received or sent that is not pertinent to an active project, matter, or case being handled by the agency. They may include, but may not be limited to, requests for information that do require administrative action, a policy decision, special compilation of research, analysis, or referral correspondence. This also includes correspondence indexing and tracking tools.	Superseded by GS #35.102	8/26/2025
34.012	Transitory Records (obsolete)	These records document activities that have temporary value and do not need to be retained once their intended purpose has been fulfilled. They may include, but may not be limited to, routine requests for information that require no: administrative action, policy decision, special compilation of research; requests or matters that are addressed by created other records; and reminders.	Superseded by GS #35.125	8/26/2025
34.013	Daily Activity Log Records (obsolete)	These records document the daily activities of the staff. They may include, but may not be limited to, logs and journals.	Immediate destruction	8/26/2025
34.014	Daily Activity Records (obsolete)	These records document the daily activities of the department. They may include, but may not be limited to, packets containing position assignment sheets, dispatch reports, EMS check in sheets, police dispatch duty roster, daily summary, and land line system call details.	Immediate destruction	8/26/2025
34.015	Discovery Order Records	These records document discovery orders received from attorneys for information related to incidents.	RETAIN UNTIL: Date received PLUS: 1 year THEN: Destroy	8/26/2025
34.016	Dispatch Log Records	These records document all radio and telephone transmissions received or transmitted from dispatch, and all calls that the department was sent or dispatched on. They document communications that occurred during a call. They may include, but may not be limited to, logs printed from the CAD (Computer Aided Dispatch) system, and reports sorted by location (ALI) or incoming number (ANI).	RETAIN UNTIL: Calendar year ends PLUS: 2 years THEN: Destroy	8/26/2025
34.017	Dispatch Recordings - All Formats	These records document communications with 9-1-1 dispatchers that are recorded. They may include, but may not be limited to, radio traffic recordings, telephone call recordings, and data received via different media formats (such as text messages or videos).	RETAIN UNTIL: Date created PLUS: 90 days THEN: Destroy	8/26/2025

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Item #	Record Series Title	Record Series Description	Retention Period	Approval Date
34.018	Educational Programs and Emergency Preparedness Training Records	These records document activities where department personnel go into organizations and discuss emergency preparedness, fire safety and/or fire prevention at schools and community organizations.	Superseded by GS #35.124	8/26/2025
34.019	Equipment Inventory Records	These records document equipment that is assigned to the agency, patrol officers, EMS units, and certain fire departments. They may include, but may not be limited to, equipment inventories by vehicle or unit containing the agency name, model number, serial number, and who it was assigned to.	RETAIN UNTIL: Updated by newer information THEN: Destroy	8/26/2025
34.020	Equipment Maintenance and Repair Records	These records document equipment maintenance and repair activities. They may include, but may not be limited to, logs containing date reported, date repair started and completed, description of problem, what was done, who did the work, and any upgrades done at that time.	RETAIN UNTIL: Equipment is no longer in service PLUS: 1 year THEN: Destroy	8/26/2025
34.021	FCC (Federal Communications Commission) Radio Station Authorization Records	These records document the agency's authorization to operate a radio station as required by FCC Form 601. They may include, but may not be limited to, radio frequencies and call signs used by the agency, and the locations of the towers.	RETAIN UNTIL: Authorization expires PLUS: 1 year THEN: Destroy	8/26/2025
34.022	Freedom of Information Act (FOIA) Requests (obsolete)	These records document requests for information and public records maintained by local government agencies. They may include requests for information, correspondence, a copy of the information released, and billing documentation. (MCL 15.233 (2))	Superseded by GS #35.107	8/26/2025
34.023	Grant Records (obsolete)	These records document grants that were applied for, and may or may not have been received. They may include, but may not be limited to, applications, correspondence, financial reports, progress reports and final reports for grants received.	Superseded by GS #35.108 and 35.109	8/26/2025
34.024	Technical Issue Resolution Records	These records document technology issues that are resolved by system technicians. Types of issues include line trouble, hardware information, trunk line problems, non-published numbers, and the names and addresses of callers. They may include, but may not be limited to, logs describing the problem, activity dates, and the resolution.	RETAIN UNTIL: Date created PLUS: 30 days THEN: Destroy	8/26/2025
34.025	Agency Historical Records (obsolete)	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. Please contact the Archives of Michigan prior to disposing of these records.	Superseded by GS #35.122	8/26/2025

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Item #	Record Series Title	Record Series Description	Retention Period	Approval Date
34.026	Incident Activity Records - Monthly Summary Reports	These records document the number of calls received/made for the month and year. They may include, but may not be limited to, summaries, statistics, number 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.), and they are broken down to show activity by department and split to show each shift.	RETAIN UNTIL: Date created PLUS: 7 years THEN: Destroy	8/26/2025
34.027	Incident Activity Records - Worksheets	These records document the number of dispatches by categories (i.e. wreckers, alarms, police, fire department, ambulance, med flights, etc.). They may include, but may not be limited to, tally sheets, and daily summary listings of incidents.	RETAIN UNTIL: Date created PLUS: 60 days THEN: Destroy	8/26/2025
34.028	Incident Recovery Planning Records	These records document the response plans to be used by personnel during and after an emergency. They may include, but may not be limited to, plans containing the responsibilities and activities necessary for recovery from an incident, and contact information.	RETAIN UNTIL: Updated by newer information THEN: Destroy	8/26/2025
34.029	LEIN (Law Enforcement Information Network) Communication Records	These records document messages that are distributed via LEIN. They may include, but may not be limited to, messages about weather, emergencies, or security situation and events.	RETAIN UNTIL: No longer relevant to an active situation or event THEN: Destroy	8/26/2025
34.030	Litigation Files (obsolete)	These records document any litigation that the department or personnel are involved in. They may include, but may not be limited to, depositions, transcripts, decisions, correspondence, data, exhibits, research materials, reports, press releases, media clippings, etc.	Superseded by GS #35.111	8/26/2025
34.031	MSAG (Master Street Address Guide) Records - Change Requests and Misroute Corrections (supersedes item #34.032, 34.035, 34.040)	These records document change requests submitted to the MSAG database provider to keep the data accurate, including additions or deletions of address ranges, streets, and subdivisions, as well as zoning changes and misroute corrections to the PSAP (Public Safety Answering Point). They may include, but may not be limited to, requests submitted, and change verification reports.	RETAIN UNTIL: Change is verified and implmented THEN: Destroy	8/26/2025
34.033	MSAG (Master Street Address Guide) Records - Data Sharing Validation Reports	These records document that MSAG information is supplied to the CAD (Computer Aided Dispatch) system. They may include, but may not be limited to, MSAG reports containing street names, address ranges, communities, entities, ESNs (Emergency Service Number), and exchanges.	RETAIN UNTIL: Superseded by newer report THEN: Destroy	8/26/2025
34.034	MSAG (Master Street Address Guide) Records - Software (obsolete)	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.	Superseded by GS #1	8/26/2025

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Item #	Record Series Title	Record Series Description	Retention Period	Approval Date
34.036	Material Safety Data Sheets (MSDS) Records	These records document hazardous chemicals and contain safety and health information about the chemicals to which employees may be exposed. These sheets, or some record of the identity of the substance or agent, such as the chemical name, if known, where it was used and when it was used must be maintained. Refer to Michigan Occupational Safety and Health Administration (MIOSHA) Part 470 "Employee Medical Records and Trade Secrets" for additional information.	RETAIN UNTIL: Hazardous material is no longer in use or stored on the property PLUS: 30 years THEN: Destroy	8/26/2025
34.037	Meeting Records - Public Body Open Meetings (obsolete)	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, task forces or other legislatively mandated decision-making bodies). They may include, but may not be limited to, approved meeting minutes, agendas, and other supporting documentation. The clerk may retain the official copy of the agenda packets and minutes. If so, the department's copy would be a duplicate non-record.	Superseded by GS #35.116	8/26/2025
34.038	Mutual Aid Agreement Records	These records document agreements executed between the department and other agencies to provide mutual support as needed during a crisis or emergency. They may include, but may not be limited to agreements, and supporting documentation.	RETAIN UNTIL: Agreement is terminated PLUS: 10 years THEN: Destroy	8/26/2025
34.039	National Weather Service Reports (obsolete)	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.	Superseded by GS #1	8/26/2025
34.041	Outside Agency Communication Records	These records document correspondence received from public safety agencies or village, city, township, county, state, and federal governmental agencies and is official in nature. They may include, but may not be limited to, new policies, and updated employee rosters.	RETAIN UNTIL: Necessary follow-up actions are completed THEN: Destroy	8/26/2025
34.042	Overtime Records	These records document overtime used and/or submitted by employees, and are used to resolve any issues with pay.	RETAIN UNTIL: Date created PLUS: 2 years THEN: Destroy	8/26/2025
34.043	Photographs (obsolete)	These records document incidents, crime scenes, natural disasters, accidents, evidence, fire investigations, etc. They may include, but may not be limited to, photographs that are copied from the official incident file.	Superseded by GS #35.122	8/26/2025
34.044	Policy and Procedure Records	These records document internal policies, procedures, directives and orders issued by the Department Head, Chiefs, Commanders, Directors, Administrative Oversight Boards, etc. They may, include, but may not be limited to, official bulletins or guides that are used to convey information to the staff, officers and volunteers.	Superseded by GS #35.118	8/26/2025

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Item #	Record Series Title	Record Series Description	Retention Period	Approval Date
34.045	Press Release Records	These records document press releases issued by the department.	RETAIN UNTIL: Date created PLUS: 1 year THEN: Destroy	8/26/2025
34.046	Program Server Database Backups (obsolete)	These records document backups of databases.	Superseded by GS #1	8/26/2025
34.047	Project Files	These records document projects conducted by the agency. They may include, but may not be limited to, board approval of the project, quotes, purchase orders, invoices, timetables, and correspondence between the agency and vendors.	RETAIN UNTIL: Project is completed PLUS: 3 years THEN: Destroy	8/26/2025
34.048	Promotional Testing Records (obsolete)	These records document testing conducted to determine if an employee is eligible for a promotion. They may include, but may not be limited to, test scores, test sheets, order of ranking, and results of offsite testing.	Superseded by GS #26.105 and 26.122	8/26/2025
34.049	Reference Files (obsolete)	These records and books are documents used as reference material. They may include but are not limited to manuals, catalogs, brochures, etc.	Superseded by GS #1	8/26/2025
34.050	Rotation Assignment Records	These records document the assignment of flights for air ambulance services, wrecker service providers, and ambulance service providers. They may include, but may not be limited to, logs containing the date, time, who it was requested by, location of incident, availability, and operator number.	RETAIN UNTIL: Date created PLUS: 1 year THEN: Destroy	8/26/2025
34.051	Siren Testing Records	These records document the tests performed on the public warning sirens that are used to alert the community of danger. They may include, but may not be limited to, CAD checklists, and spreadsheets with testing data.	RETAIN UNTIL: Date created PLUS: 3 years THEN: Destroy	8/26/2025
34.052	Department General Information Records	These records document general information that is distributed to staff about activities within the department. They may include, but may not be limited to, staff meeting summaries, newsletters, and other documentation about events.	RETAIN UNTIL: Date created PLUS: 2 years THEN: Destroy	8/26/2025
34.053	Third Party Subpoena Records	These records document subpoenas or other court orders that an agency responds to when it is not a party to the litigation, and does not expect to become a party, but is required to produce records or provide witness testimony. They may include, but may not be limited to, subpoenas, orders, correspondence, copies of the produced records, and documentation of redactions for production.	RETAIN UNTIL: Requested records are produced or testimony is provided PLUS: 2 years THEN: Destroy	8/26/2025
34.054	Surcharge Revenue Records	These records document 9-1-1 surcharge returns from telephone companies (landline, VoIP, cellular, and other vendors). They may include, but may not be limited to, check stubs of 9-1-1 surcharge remittances, spreadsheets, and correspondence.	RETAIN UNTIL: Date created PLUS: 6 years THEN: Destroy	8/26/2025

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Item #	Record Series Title	Record Series Description	Retention Period	Approval Date
34.055	Emergency and Disaster Response Training and Exercise Records	These records document who attended training courses in emergency and disaster response that are offered through the agency. They may include, but may not be limited to, rosters containing names and job titles.	RETAIN UNTIL: Date created PLUS: 6 years THEN: Destroy	8/26/2025
34.056	Training Records – Individual Staff (obsolete)	These records document the training staff received, including medical, biological, and radiological hazard training. They may include, but may not be limited to, training schedules, certificates, course descriptions, and receipts.	Superseded by GS #26.100A	8/26/2025
34.057	Training Fund Records	These records document money available and spent from the training fund. They may include, but may not be limited to, data entries in the MiSNAP portal about State 911 Committee (SNC) funds, and spreadsheets with data about non-SNC funds.	RETAIN UNTIL: Date created PLUS: 6 years THEN: Destroy	8/26/2025
34.058	Work Scheduling Records	These records document which employees are working on a particular date and time. They track vacations, time swaps, scheduled unpaid time, etc. They may include, but may not be limited to, work schedules.	RETAIN UNTIL: Date created PLUS: 2 years THEN: Destroy	8/26/2025