



WASHINGTON
Secretary of State
Washington State Archives

Emergency Communications (911) and Dispatch Records Retention Schedule
Version 2.0 (June 2026)

This schedule applies to: Emergency Communications (911) Agencies

Scope of records retention schedule

This records retention schedule authorizes the destruction/transfer of the public records of local government agencies relating to the unique functions of operating emergency services communication systems and dispatching services, personnel, equipment, and facilities for police, fire, medical, or other emergency services. It is to be used in conjunction with the *Local Government Common Records Retention Schedule (CORE)*, which authorizes the destruction/transfer of public records common to all local government agencies.

Disposition of public records

Public records covered by records series within this records retention schedule (regardless of format) must be retained for the minimum retention period as specified in this schedule. Washington State Archives strongly recommends the disposition of public records at the end of their minimum retention period for the efficient and effective management of agency resources.

Public records designated as "Archival (Permanent Retention)" must not be destroyed. Records designated as "Archival (Appraisal Required)" must be appraised by the Washington State Archives before disposition. Public records must not be destroyed if they are subject to ongoing or reasonably anticipated litigation. Such public records must be managed in accordance with the agency's policies and procedures for legal holds. Public records must not be destroyed if they are subject to an existing public records request in accordance with chapter 42.56 RCW. Such public records must be managed in accordance with the agency's policies and procedures for public records requests.

Authority

This records retention schedule was approved by the Local Records Committee in accordance with RCW 40.14.070 on June 3, 2026.

Signed by:

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For the State Auditor:
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This records retention schedule was approved for use by state agencies by the State Records Committee in accordance with RCW 40.14.050 on June 3, 2026.

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Revocation of previously issued records retention schedules

All previously approved disposition authorities for records that are covered by this retention schedule are revoked, including those listed in all general and agency unique retention schedules. Agencies must ensure that the retention and disposition of public records is in accordance with current, approved records retention schedules.

REVISION HISTORY

Version	Date of Approval	Extent of Revision
1.0	November 29, 2012	New sector schedule created from records series imported from version 5.2 of the <i>Local Government General Records Retention Schedule (LGGRRS)</i> , which has been dismantled, and 3 series imported from version 6.0 the <i>Law Enforcement Records Retention Schedule</i> . All disposition authority numbers (DANs) have been assigned a prefix of "EM" and a revision number of "0" (zero). A glossary of terms is located in the <i>Local Government Common Records Retention Schedule (CORE)</i> .
2.0	June 3, 2026	Records series imported from the Communications section of version 8.0 of the <i>Law Enforcement Records Retention Schedule</i> , consolidating with existing series where appropriate. Divided single Communications section into two sections (Dispatch and Information Dissemination). Added 5 new records series, discontinued 5 series, and revised 6 series.

For assistance and advice in applying this records retention schedule,
 please contact your agency's Records Officer
 or Washington State Archives at:
recordsmanagement@sos.wa.gov



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1. COMMUNICATIONS – DISPATCH

The function relating to operating emergency services communication systems and dispatching services, personnel, equipment, and facilities for police, fire, medical, or other emergency services.

DISPOSITION AUTHORITY NUMBER (DAN)	DESCRIPTION OF RECORDS	RETENTION AND DISPOSITION ACTION	DESIGNATION
EM2010-029 Rev. 1	<p>Automatic Call Distribution Record (ACDR) Records documenting the distribution of incoming calls received by an automatic call distribution (ACD) system to dispatch staff.</p>	<p>Retain for 6 months after date closed <i>then</i> Destroy.</p>	<p>NON-ARCHIVAL NON-ESSENTIAL OPR</p>
EM06-01-02 Rev. 1	<p>Computer-Aided Dispatch (CAD) – Incident Records Records relating to individual emergency and non-emergency incidents captured within the agency’s CAD system. Includes, but is not limited to:</p> <ul style="list-style-type: none"> • Descriptive reports and summaries; • Incident communications received/sent through the agency’s CAD system; <p>Excludes:</p> <ul style="list-style-type: none"> • Individual communications received/sent outside of the agency’s CAD system, covered by <i>Public Safety Answering Point (PSAP) Communications (DAN EM50-29-01)</i>; • Non-incident communications, covered by other records series based on the content of the communications. 	<p>Retain for 3 years after date closed <i>then</i> Destroy.</p>	<p>NON-ARCHIVAL NON-ESSENTIAL OFM</p>



DISPOSITION AUTHORITY NUMBER (DAN)	DESCRIPTION OF RECORDS	RETENTION AND DISPOSITION ACTION	DESIGNATION
EM2026-003 Rev. 0	<p><i>Dangerous Individuals and Premises</i> Records documenting specific individuals or premises that present unique hazards to first responders, or where needed to expedite response, such as:</p> <ul style="list-style-type: none"> • Address-specific security systems or hazards; • Location of utility shutoffs; • Individuals known to have unique medical needs or to present risk to first responders. 	<p>Retain until no longer needed for agency business <i>then</i> Destroy.</p>	NON-ARCHIVAL NON-ESSENTIAL OFM
EM2026-004 Rev. 0	<p><i>Emergency Cell Trace Requests</i> Records relating to emergency requests submitted by the agency to wireless providers for location information associated with phone numbers from which calls have been received.</p>	<p>Retain for 3 years after date of request <i>then</i> Destroy.</p>	NON-ARCHIVAL NON-ESSENTIAL OFM
EM50-29-05 Rev. 1	<p><i>Geographic Information System (GIS)/Master Street Address Guide (MSAG) Updates</i> Records relating to corrections and updates made to the agency’s geographic data to ensure that the data is current and accurate.</p>	<p>Retain for 1 year after end of calendar year <i>then</i> Destroy.</p>	NON-ARCHIVAL NON-ESSENTIAL OFM
EM2026-005 Rev. 0	<p><i>GPS/AVL Data</i> Automatically and continuously generated Global Positioning System/Automatic Vehicle Location (GPS/AVL) data, generated by first responder vehicles and devices and captured by the agency.</p>	<p>Retain for 30 days after date of creation <i>then</i> Destroy.</p>	NON-ARCHIVAL NON-ESSENTIAL OFM



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DISPOSITION AUTHORITY NUMBER (DAN)	DESCRIPTION OF RECORDS	RETENTION AND DISPOSITION ACTION	DESIGNATION
EM2010-028 Rev. 1	<p><i>Location Services – Operational Issues</i></p> <p>Records relating to technical difficulties (such as incorrect address information, no record found, or misrouted calls) experienced by Public Safety Answering Points (PSAPs) and reported to providers.</p> <p>Includes, but is not limited to, validation issues with Automated Number Indicator (ANI) and Automatic Location Indicator (ALI) in legacy 911 systems, as well as with Location Database (LDB) and Location Information Server (LIS) in Next Generation 911 (NG911) systems.</p>	<p>Retain for 3 years after resolution of problem <i>then</i> Destroy.</p>	NON-ARCHIVAL NON-ESSENTIAL OPR



DISPOSITION AUTHORITY NUMBER (DAN)	DESCRIPTION OF RECORDS	RETENTION AND DISPOSITION ACTION	DESIGNATION
EM50-29-01 Rev. 1	<p>Public Safety Answering Point (PSAP) Communications</p> <p>Records documenting individual emergency and non-emergency incident communications processed through Public Safety Answering Points (PSAPs), statewide default answering points, or other emergency answering points.</p> <p>Includes, but is not limited to:</p> <ul style="list-style-type: none"> • Audio recordings of 911 and non-emergency conversations between PSAP and callers; • Audio recordings of communications between PSAP and responders; • Transcripts of audio recordings; • Messages received/sent via Text-to-911, including messages created using AI-generated conversation; • Messages, video recordings, and/or photographs received/sent via Next Generation 911 (NG911) systems, including messages created using AI-generated conversation. <p>Excludes:</p> <ul style="list-style-type: none"> • Individual communications received/sent within the agency’s CAD system, covered by <i>Computer-Aided Dispatch (CAD) – Incident Records (DAN EM06-01-02)</i>; • Copies used for employee evaluation purposes, covered by <i>Performance Evaluations – Supervisor Preparation (DAN GS50-04B-31 / GS 03024)</i>. • Screen recordings, audio recordings, and/or keystroke logs of dispatcher activity during calls when used for employee evaluation purposes, covered by <i>Performance Evaluations – Supervisor Preparation (DAN GS50-04B-31 / GS 03024)</i>. • Screen recordings, audio recordings, and/or keystroke logs of dispatcher activity when used for IT troubleshooting, covered by <i>Maintenance – Minor Non-Regulated (DAN GS2012-040 / GS 21018)</i>. 	<p>Retain for 90 days after date of creation then Destroy.</p>	NON-ARCHIVAL NON-ESSENTIAL OPR



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DISPOSITION AUTHORITY NUMBER (DAN)	DESCRIPTION OF RECORDS	RETENTION AND DISPOSITION ACTION	DESIGNATION
EM2026-006 Rev. 0	<i>Recurrent Callers</i> Records relating to individuals who make emergency calls on an unusually frequent basis.	Retain for 3 years after last activity <i>then</i> Destroy.	NON-ARCHIVAL NON-ESSENTIAL OFM



2. INFORMATION DISSEMINATION

The function relating to collecting, verifying, and rapidly distributing critical information to the public, other agencies, and first responders.

DISPOSITION AUTHORITY NUMBER (DAN)	DESCRIPTION OF RECORDS	RETENTION AND DISPOSITION ACTION	DESIGNATION
EM2026-002 Rev. 0	<p><i>Alert and Notification Management</i></p> <p>Records documenting the entry and dissemination of information, including by teletype, about specific individuals (e.g., wanted, missing, unidentified, supervised release, violent person) or property (e.g. stolen/missing items, guns, license plates, vehicles) to the public, dispatch agencies, and/or responder agencies.</p> <p>Includes, but is not limited to, alerts/notifications about:</p> <ul style="list-style-type: none"> • Missing/endangered person alerts, such as America’s Missing Broadcast Emergency Response (AMBER) Alerts, Endangered Missing Persons Advisory (EMPA) Alerts, Missing Indigenous Persons Alerts (MIPA), and Silver Alerts; • Wanted suspects; • Stolen property; • Court orders. <p>Excludes:</p> <ul style="list-style-type: none"> • Records covered by <i>Criminal Background Information Management (DAN EM50-29-06)</i>; • <i>Received</i> alerts/notifications, covered by other records series based on the content and function of the records. <p><i>Note: Retention based on auditing requirements of the Washington State Patrol.</i></p>	<p>Retain until completion of Washington State Patrol audit <i>then</i> Destroy.</p>	NON-ARCHIVAL NON-ESSENTIAL OFM



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DISPOSITION AUTHORITY NUMBER (DAN)	DESCRIPTION OF RECORDS	RETENTION AND DISPOSITION ACTION	DESIGNATION
EM50-29-06 Rev. 1	<p><i>Criminal Background Information Management</i> Records documenting the searching, management, receipt, and dissemination of criminal background information, including by teletype. Includes, but is not limited to:</p> <ul style="list-style-type: none"> • National Crime Information Center (NCIC) and Washington Crime Information Center (WACIC) inquiry logs; • Secondary Dissemination logs. <p><i>Note: Retention based on auditing requirements of the Washington State Patrol.</i></p>	<p>Retain until completion of Washington State Patrol audit <i>then</i> Destroy.</p>	NON-ARCHIVAL NON-ESSENTIAL OFM



GLOSSARY

Appraisal

The process of determining the value and disposition of records based on their administrative, legal, and fiscal use; their evidential and informational or research value; and their relationship to other records.

Archival (Appraisal Required)

Designation for public records that may possess enduring legal and/or historical value and must be appraised by the Archives. Such records are to be evaluated, sampled, and weeded according to archival principles by Archives staff. Records appraised as non-archival may be destroyed after their retention has been met.

Archival (Permanent Retention)

Designation for public records that possess enduring legal and/or historical value and must not be destroyed. State government agencies must transfer these records to the Archives at the end of their minimum retention period. Local government agencies must either transfer these records to the Archives or retain and preserve them according to archival best practice until transferred to the Archives. Other than removing and disposing of duplicates, the Archives will not sample, weed, or otherwise dispose of records with this designation.

Disposition

Actions taken with records when they are no longer required to be retained by an agency. Possible disposition actions include transfer to the Archives and destruction.

Disposition Authority Number (DAN)

Control number for a specific records series in a retention schedule that authorizes a retention period and disposition action for records belonging to that series.

Essential Records

Records needed to respond to, and/or perform critical operations during/after, a disaster or emergency. They need to be protected through backup or enhanced storage. (RCW 40.10.010)

Local Records Committee

Committee established by RCW 40.14.070 to review and approve disposition of local government records through records retention schedules. The Committee's three members include the State Archivist and one representative each from the Office of the Attorney General and the State Auditor.



Non-Archival

Designation given to public records that do not possess sufficient historical value to be designated as “Archival.” Agencies must retain these records for the minimum retention period specified by the appropriate current records retention schedule. Agencies should destroy these records after their minimum retention period expires, provided the records are not required for litigation, public records requests, or other purposes required by law.

Non-Essential Records

Public records which are not required in order for an agency to resume its core functions following a disaster, as described in chapter 40.10 RCW.

OFM (Office Files and Memoranda)

Public records not defined and classified as official public records in RCW 40.14.010 and other documents or records as determined by the records committee to be office files and memoranda.

OPR (Official Public Records)

Public records necessary to document transactions relating to public property, public finances, and other agency business, or records determined by the records committee to be official public records.

Public Records

Records that have been created or received by any government agency in Washington State in connection with the transaction of public business regardless of physical form or characteristics.

Records Series

A group of records performing a specific function, which is used as a unit, filed as a unit, and may be transferred or destroyed as a unit. A records series may consist of a single type or a number of different types of documents that are filed together to document a specific function.

State Records Committee

Committee established by RCW 40.14.050 to review and approve disposition of state government records. Its four members include the State Archivist and one representative each from the Office of the Attorney General, Office of the State Auditor, and the Office of Financial Management.



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See the Local Government Common Records Retention Schedule (CORE) / Stat Government General Records Retention Schedule for "Archival" records.

ESSENTIAL RECORDS INDEX

See the Local Government Common Records Retention Schedule (CORE)/ State Government General Records Retention Schedule for "Essential" records.

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