



CITY PROCEDURE

911 Records Retention

Procedure Title	911 Records Retention		
Procedure Number	506-1	Approved Date	Date 2026/05/07
Department	Emergency Management	Last Amended	Date 2026/05/07
City Manager Signature	"S. Bourke" (signed)	Last Reviewed	Date 2026/05/07
		Signature Date	Date 2026/05/15

1. Purpose

- 1.1. The purpose of this procedure is to establish retention periods for 911 Operational Records that are not specifically addressed in the [Records Management Bylaw C-1348](#).

2. Definitions

- 2.1. The definitions in the [911 Operations Records Retention Council Policy 506](#) and the [Records Management Bylaw C-1348](#) apply to this procedure.

3. Scope

- 3.1. This procedure applies to the Public Safety Communications Centre.

4. Procedure & Guidelines

4.1. Retention and Disposition

- 4.1.1. **Specific 911 Records:** Operational records unique to 911 shall be retained for the periods set out in Schedule "A" of this procedure.
- 4.1.2. **General Records:** All other records (including administrative, personnel, training, and financial records) shall be retained in accordance with Schedule "A" of the [Records Management Bylaw C-1348](#).
- 4.1.3. **Destruction:** Upon expiration of the retention period, records shall be destroyed in accordance with the secure destruction provisions of the [Records Management Bylaw C-1348](#).



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4.2. Legal Holds

4.2.1. Notwithstanding section 4.1, no record shall be destroyed if a Legal Hold has been issued by the City Manager, or their delegate, until such Legal Hold is revoked in writing by the City Manager, or their delegate.

5. Attachments

5.1. See [Schedule "A"](#), 911 Retention Schedule

6. Version History

Action	Date	Description
New Procedure	2026/05/07	911 Records Retention



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Schedule "A": 911 Retention Schedule

Record Type	Description	Retention Period	Disposition
911 Call Audio	Voice recordings of incoming/outgoing calls	3 Years	Secure Destruction
CAD / Incident Data	Computer-Aided Dispatch logs, timestamps, notes	12 Years*	Secure Destruction
System Access Logs	Record of user logins/activity within 911 systems	12 Years*	Secure Destruction
QA / Audit Records	Internal quality assurance reviews of calls	12 Years*	Secure Destruction

**The 12-year period is selected to align with the ultimate limitation period under the Limitations Act.*