

National Archives and Records Administration
REQUEST FOR DISPOSITION AUTHORITY

Records Schedule Number: DAA-0371-2023-0002

Status: APPROVED
Date Approved: 06/12/2025

General Information

Agency or Establishment	Defense Information Systems Agency
Record/Scheduling Group	0371 - Records of the Defense Information Systems Agency
Records Schedule Applies To	Agency-wide
Schedule Subject	Public Safety Communication Records
Additional Schedule Information	<p>A mission of the DoD is to provide Safety to all of the DoD Family (Active Duty, Reserve, National Guard, Dependents, Contractors) and to do this the DoD operates a number of 911 Call Centers or Public Safety Answering Points (PSAP) around the U.S. We also have 40 that are outside of the U.S. in 22 different Countries. These Call Centers handle all 911 calls made on a DoD installation and on properties that fall under the DoD jurisdiction. Until a couple of years ago these were all managed by a Installation Commander. Now the DoD-CIO is responsible for the IT that supports the Call Centers. These Call Centers handle all 911 calls made on a DoD installation and on properties that fall under the DoD jurisdiction.</p> <p>The DoD-CIO has mandated all these Call Centers fall under an Enterprise Service. The intent to develop a Enterprise level schedule of disposition as well as an Enterprise Records Management System. Besides the RM Schedule of Disposition the records are also keep IAW with the Statue of Limitations on various laws within each State.</p>
Is There a Classified Version of This Schedule?	No
Is consultation and coordination with Tribal Governments required?	No - the records covered by this schedule do not implicate Tribal interests

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Item Count

Total number of disposition items: 14

Number of Temporary disposition items: 14

Number of Permanent disposition items: 0

Number of Items with Disposition Not Approved: 0

Number of Inactive disposition items: 0

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Outline of Records Schedule Items for DAA-0371-2023-0002

Item #	Title	Disposition
0001	Non-Evidentiary Value Video-Emergency Incident Recordings	Temporary
0002	Video – Non-Emergency Incident Recordings	Temporary
0003	Non-Evidentiary Value Text Message/Chat Log Transcripts - Emergency Incidents	Temporary
0004	Text Message/Chat Log Transcripts - Non-Emergency Incidents	Temporary
0005	Non- Evidentiary Value Call Recordings – Emergency Incidents	Temporary
0006	Call Recordings – Non-Emergency Incidents	Temporary
0007	Non-Evidentiary Value Call Logs	Temporary
0008	GIS/LIS Updates	Temporary
0009	Emergency Telecommunicators Training Records	Temporary
0010	Public Safety Answering Point (PSAP) Meeting Transcripts	Temporary
0011	Video - Emergency Incident Recordings	Temporary
0012	Text Message/Chat Log Transcripts - Emergency Incidents	Temporary
0013	Call Recordings – Emergency Incidents	Temporary
0014	Call Logs	Temporary

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Records Schedule Items

DAA-0371-2023-0002-0001		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Non-Evidentiary Value Video-Emergency Incident Recordings	
Item Description	Emergency incident video recordings may have longer retention periods due to their potential evidentiary value. These video recordings do not have evidentiary value, that occur during the emergency call, between the caller and public safety answering point (PSAP) operator	
Is this item media neutral?	Yes	
Is this item a Big Bucket?	No	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	No	
Is this item a deviation from the GRS?	No	
DISPOSITION INSTRUCTION		
Final Disposition	Temporary	
Cutoff Instructions	Cut off at end of Calendar year.	
Retention Period	Destroy immediately after 3 years	
ADDITIONAL INFORMATION		
Are any of the records covered by this item national security classified?	No	
GAO Approval Required	No	

DAA-0371-2023-0002-0002		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Video – Non-Emergency Incident Recordings	
Item Description	Video recordings, that occur during the non-emergency call, between the caller and PSAP operator.	
Is this item media neutral?	Yes	
Is this item a Big Bucket?	No	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	No	
Is this item a deviation from the GRS?	No	
DISPOSITION INSTRUCTION		

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Final Disposition	Temporary
Cutoff Instructions	Cut off at end of Calendar year.
Retention Period	Destroy immediately after 3 years
ADDITIONAL INFORMATION	
Are any of the records covered by this item national security classified?	No
GAO Approval Required	No

DAA-0371-2023-0002-0003		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Non-Evidentiary Value Text Message/Chat Log Transcripts - Emergency Incidents	
Item Description	Emergency incident text/chat transcripts may have longer retention periods due to their potential evidentiary value. These transcripts of 911 texts/chats, that occur during the emergency call, between the caller and PSAP operator do not have evidentiary value.	
Is this item media neutral?	Yes	
Is this item a Big Bucket?	No	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	No	
Is this item a deviation from the GRS?	No	
DISPOSITION INSTRUCTION		
Final Disposition	Temporary	
Cutoff Instructions	Cut off at end of Calendar year.	
Retention Period	Destroy immediately after 3 years	
ADDITIONAL INFORMATION		
Are any of the records covered by this item national security classified?	No	
GAO Approval Required	No	

DAA-0371-2023-0002-0004		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Text Message/Chat Log Transcripts - Non-Emergency Incidents	

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Item Description	Transcripts of texts/chats, that occur during the non-emergency call, between the caller and public safety answering point (PSAP) operator.
Is this item media neutral?	Yes
Is this item a Big Bucket?	No
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS	
Does this item supersede existing disposition authorities?	No
Is this item a deviation from the GRS?	No
DISPOSITION INSTRUCTION	
Final Disposition	Temporary
Cutoff Instructions	Cut off at end of Calendar year.
Retention Period	Destroy immediately after 3 years
ADDITIONAL INFORMATION	
Are any of the records covered by this item national security classified?	No
GAO Approval Required	No

DAA-0371-2023-0002-0005		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Non- Evidentiary Value Call Recordings – Emergency Incidents	
Item Description	Emergency incident call recordings may have longer retention periods due to their potential evidentiary value. These Audio recordings of 911 calls received and processed by the PSAP do not have evidentiary value.	
Is this item media neutral?	Yes	
Is this item a Big Bucket?	No	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	No	
Is this item a deviation from the GRS?	No	
DISPOSITION INSTRUCTION		
Final Disposition	Temporary	
Cutoff Instructions	Cut off at end of Calendar year.	
Retention Period	Destroy immediately after 3 years	
ADDITIONAL INFORMATION		

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GAO Approval Required	No

DAA-0371-2023-0002-0006		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Call Recordings – Non-Emergency Incidents	
Item Description	Audio recordings of non-emergency 911 calls received and processed by the PSAP.	
Is this item media neutral?	Yes	
Is this item a Big Bucket?	No	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	No	
Is this item a deviation from the GRS?	No	
DISPOSITION INSTRUCTION		
Final Disposition	Temporary	
Cutoff Instructions	Cut off at end of Calendar year.	
Retention Period	Destroy immediately after 3 years	
ADDITIONAL INFORMATION		
Are any of the records covered by this item national security classified?	No	
GAO Approval Required	No	

DAA-0371-2023-0002-0007		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Non-Evidentiary Value Call Logs	
Item Description	Call logs may have longer retention periods due to their potential evidentiary value. Logs of calls received by the PSAP, these may include date/time of call, caller information, location, and call disposition. These logs do not have evidentiary value.	
Is this item media neutral?	Yes	
Is this item a Big Bucket?	No	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	No	

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Is this item a deviation from the GRS?	No
DISPOSITION INSTRUCTION	
Final Disposition	Temporary
Cutoff Instructions	Cut off at end of Calendar year.
Retention Period	Destroy immediately after 3 years
ADDITIONAL INFORMATION	
Are any of the records covered by this item national security classified?	No
GAO Approval Required	No

DAA-0371-2023-0002-0008		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	GIS/LIS Updates	
Item Description	Requests to update the geographic and location-based data used by emergency services for dispatching emergency responders to incidents. (i.e Address updates, road network updates, landmark updates, latitude/longitude updates, etc.)	
Is this item media neutral?	Yes	
Is this item a Big Bucket?	No	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	No	
Is this item a deviation from the GRS?	No	
DISPOSITION INSTRUCTION		
Final Disposition	Temporary	
Cutoff Instructions	Cut off at end of Calendar year.	
Retention Period	Destroy immediately after 3 years	
ADDITIONAL INFORMATION		
Are any of the records covered by this item national security classified?	No	
GAO Approval Required	No	

DAA-0371-2023-0002-0009		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Emergency Telecommunicators Training Records	

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Item Description	This is specialized training that all DoD 911 call takers are going to have to get certified on. This also includes all Federal 911 Call Takers or otherwise known as “Emergency Telecommunicators”. The training is provided by The National Emergency Number Association (NENA) in their ENP Course, The Association of Public-Safety Communications Officials (APCO) or by a course that has been generated by the State that the individual is in. The first two courses are better in that they are accepted around the Globe whereas one State might not accept that course from another State. The records of the training attended by PSAP consist of personnel, these may include training topics, dates, and attendees.
Is this item media neutral?	Yes
Is this item a Big Bucket?	No
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS	
Does this item supersede existing disposition authorities?	No
Is this item a deviation from the GRS?	No
DISPOSITION INSTRUCTION	
Final Disposition	Temporary
Cutoff Instructions	Cut off at end of Calendar year.
Retention Period	Destroy immediately after 3 years
ADDITIONAL INFORMATION	
Are any of the records covered by this item national security classified?	No
GAO Approval Required	No

DAA-0371-2023-0002-0010		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Public Safety Answering Point (PSAP) Meeting Transcripts	
Item Description	Transcripts of PSAP meetings, including, training sessions, internal and external meetings.	
Is this item media neutral?	Yes	
Is this item a Big Bucket?	No	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	No	
Is this item a deviation from the GRS?	No	

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DISPOSITION INSTRUCTION	
Final Disposition	Temporary
Cutoff Instructions	Cut off at end of Calendar year.
Retention Period	Destroy immediately after 3 years
ADDITIONAL INFORMATION	
Are any of the records covered by this item national security classified?	No
GAO Approval Required	No

DAA-0371-2023-0002-0011		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Video - Emergency Incident Recordings	
Item Description	Emergency incident video recordings may have longer retention periods due to their potential evidentiary value. These video recordings have evidentiary value, that occur during the emergency call, between the caller and PSAP operator.	
Is this item media neutral?	No	
Media limitation	Digital only	
Is this item a Big Bucket?	No	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	No	
Is this item a deviation from the GRS?	No	
DISPOSITION INSTRUCTION		
Final Disposition	Temporary	
Cutoff Instructions	Cut off when closure of the case.	
Retention Period	Destroy 5 year(s) after cutoff	
ADDITIONAL INFORMATION		
Are any of the records covered by this item national security classified?	No	
GAO Approval Required	No	

DAA-0371-2023-0002-0012		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Text Message/Chat Log Transcripts - Emergency Incidents	

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Item Description	Emergency incident text/chat transcripts may have longer retention periods due to their potential evidentiary value. These transcripts of 911 texts/chats, that occur during the emergency call, between the caller and public safety answering point (PSAP) operator Do have evidentiary value.
Is this item media neutral?	No
Media limitation	Digital only
Is this item a Big Bucket?	No
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS	
Does this item supersede existing disposition authorities?	No
Is this item a deviation from the GRS?	No
DISPOSITION INSTRUCTION	
Final Disposition	Temporary
Cutoff Instructions	Cut off when closure of the case.
Retention Period	Destroy 5 year(s) after cutoff
ADDITIONAL INFORMATION	
Are any of the records covered by this item national security classified?	No
GAO Approval Required	No

DAA-0371-2023-0002-0013		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Call Recordings – Emergency Incidents	
Item Description	Emergency incident call recordings may have longer retention periods due to their potential evidentiary value. These Audio recordings of 911 calls received and processed by the PSAP do have evidentiary value.	
Is this item media neutral?	No	
Media limitation	Digital only	
Is this item a Big Bucket?	No	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	No	
Is this item a deviation from the GRS?	No	
DISPOSITION INSTRUCTION		
Final Disposition	Temporary	

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Cutoff Instructions	Cut off when closure of the case.
Retention Period	Destroy 5 year(s) after cutoff
ADDITIONAL INFORMATION	
Are any of the records covered by this item national security classified?	No
GAO Approval Required	No

DAA-0371-2023-0002-0014		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Call Logs	
Item Description	Call logs may have longer retention periods due to their potential evidentiary value. Logs of calls received by the PSAP, these may include date/time of call, caller information, location, and call disposition. These logs do have evidentiary value.	
Is this item media neutral?	No	
Media limitation	Digital only	
Is this item a Big Bucket?	No	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	No	
Is this item a deviation from the GRS?	No	
DISPOSITION INSTRUCTION		
Final Disposition	Temporary	
Cutoff Instructions	Cut off when closure of the case.	
Retention Period	Destroy 5 year(s) after cutoff	
ADDITIONAL INFORMATION		
Are any of the records covered by this item national security classified?	No	
GAO Approval Required	No	

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Signatory Information

Action	User	Date
Approve	Marco Rubio (Acting Archivist)	06/12/2025



Office of the Chief
Records Officer for the
U.S. Government

This schedule was signed outside of the ERA system using Standard Form 115.

NARA staff updated ERA to reflect this approval, moving the record schedule into an approved status. The approved status allows for generation of a PDF indicating that the schedule has been approved, and allows an agency to use the schedule in ERA to create transfer requests. The approved date in the system and on the PDF version of the records schedule reflects the system actions.