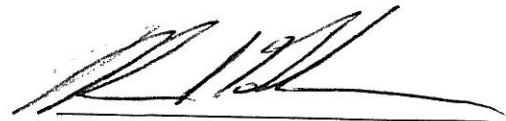


City Manager's Office  
Administrative Order No.: 043  
Issued: 12/2009



Approved by Marc S. Grisham  
City Manager

**Subject: Email and Voicemail Retention**

**Purpose:**

This policy governs retention of E-mail, or electronic communication, that is created, sent, received, forwarded, edited or stored by City information technology resources, including, but not limited to, telephones, computers, computer networks, software, VoIP voicemail, personal data assistants, and any other electronic data systems or equipment ("City E-mail"). This policy applies to all users of City E-mail, including City officials, officers, employees, volunteers and contractors ("Individual Users"). City E-mail may consist of correspondence and other documentation that constitute City records subject to the disclosure requirements of the California Public Records Act ("CPRA").

**Policy:**

City E-mail and City E-mail systems are to be utilized solely as a means of communication. City E-mail and City E-mail systems are not intended to be and may not be used for the electronic storage or maintenance of permanent City records. Accordingly, the City Information Technology Department will automatically purge City E-mail in accordance with the following schedule:

Outlook Calendar	not automatically purged
Outlook Contacts	not automatically purged
Outlook Tasks	not automatically purged
Deleted	purged if more than thirty (30) days old
Sents	purged if more than thirty (30) days old
Junk E-mail	purged if more than thirty (30) days old
Filed	not automatically purged
Voice Mails	purged if more than thirty (30) days old
All other City E-mails	purged if more than thirty (30) days old

**Program Guidelines:**

Individual Users are responsible for determining whether City E-mails created, received, or used by them should be maintained as City records subject to retention. E-mails subject to retention should be saved in appropriately labeled electronic files and/or printed and placed into the corresponding City files. The definition of a public record under the CPRA includes "any writing containing information relating to the conduct of the public's business prepared, owned, used, or retained by any state or local agency regardless of physical form or characteristics". Typically, City E-mails that contain

substantive information concerning City policies, decision-making, proceedings, projects, or contracts, or that may later be important or useful for carrying out City business should be retained as City records in accordance with this policy and the City's Records Retention Schedule. Examples of E-mails that are *not* public records include E-mails from friends or family, and E-mails from one coworker to another inviting him or her to lunch or coffee.

Once a City E-mail is classified as a City record in either electronic or hard copy form, the original E-mail must be deleted from the recipient's E-mail Inbox. Individual Users should generally determine whether City E-mails created, received or used by them should be retained as permanent City records within thirty (30) days of creation, receipt or use of the City E-mail. The City Clerk and City Attorney are available to assist Individual Users in determining which City E-mails should be retained as City records and to address other questions concerning the application of this policy.

Upon receipt of a request for the disclosure of City records that includes City E-mail, the person responsible for the requested records must, using his/her best efforts and by any lawful means available, preserve any City E-mail covered by the request until it is determined whether the City E-mail is subject to retention and/or disclosure of City E-mails in response to requests pursuant to the CPRA, subpoena or court order.

Individual Users are encouraged to also review Personnel Rule 36, Electronic Media for additional information on the purpose, policy and use of radio waves, voice mail, email, the internet, and prohibited uses of the City's electronic media.