12-10-310. Records of calls

(a) The public safety answering point shall develop and maintain a system for recording 911 calls received at the public safety answering point.

(b) A dispatch center shall develop and maintain a system that has been approved by the Arkansas 911 Board for recording 911 calls transferred from a public safety answering point.

(c) All information contained with or attached to a 911 call, including without limitation short message service, text, video, and photographs, shall be retained.

(d) The records shall be retained for a period of at least one hundred eighty (180) days from the date of the call and shall include the following information:

   (1) Date and time the call was received;

   (2) The nature of the problem; and

   (3) Action taken by the telecommunicators.