

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.