

City Information Management Committee Retention Schedules  
March 5, 2026

#'s	Major	Organizations	Schedule Code	Schedule Title	Schedule Description	Review Type	Event Code	Month	Years	Disposition	Review Notes
1	Citywide Global Schedules	ALL	26-0002	Public Service Request Records--Non-Emergency	Documentation for requests for service received by City departments from external sources and for documenting City responses. Records in this series include, but are not limited to: records reflecting the source of the request, summaries of the nature of the request, summaries of the departmental response, service metrics, routing metrics, and event log files summarizing requests over a given period.	NEW	Event		2	Destroy	This is a new series reflecting prospective creation of service request response data by generative artificial intelligence tools maintained by City Departments. For telephony usage data for internal city users, use RRDA # 23-0002. For requests received by Common Council members and forwarded manually to service departments, use RRDA #18-0038.
2	Comptroller's Office	Audit Division	11-0054	Audit Documentation		Close					Supersede 18-0004 (Audit Work Paper Global)
3	Department of Administration	Information Technology Management Division	23-0003	Incoming Telephone Call Records (Non-emergency)	Audio recordings, written or generated transcripts, and other representations of incoming calls to the City of Milwaukee Call Center, non-emergency Police and Fire contact numbers, and other service lines that are routinely recorded. These recordings are maintained by the Information Technology Management Division (ITMD).	AMEND	Creation	1	0	Destroy	Revised schedule to reflect creation of AI-generated transcripts and other documentation of calls. If a phone recording is required as supporting evidence in an administrative or legal case context, the recording should be retained until the incident or litigation is resolved.

City Information Management Committee Retention Schedules  
March 5, 2026

#'s	Major	Organizations	Schedule Code	Schedule Title	Schedule Description	Review Type	Event Code	Month	Years	Disposition	Review Notes
4	Department of Neighborhood Services	Administration	26-0001	Rent Withholding Program Documentation	Records for participants in Milwaukee's Rent Withholding Program, authorized by Milwaukee Code of Ordinances 200-22. Records in this series include application forms, documentation of eligibility consideration, written notification of eligibility, escrow account information, payment notifications to the owner, appeals to the Standards and Appeals Committee by the property owner, and records related to fees or other deductions by the Department of Neighborhood Services.	NEW	Event		7	Destroy Confidential	New schedule discovered during audit of departmental records.
5	Department of Public Works	Tow Lot/Parking/Streetcar	26-0003	Compliance Review Reports	Audit reports submitted to the Federal Transit Administration and/or Wisconsin Department of Transportation for purposes of demonstrating compliance with granting and oversight agency policies. Reports consist of the final report itself, agency and departmental response, correspondence with the auditing agency, and supporting documentation.	NEW	Event		6	Destroy	New schedule discovered during survey of departmental records. Supporting documentation compiled specifically for report purposes may be destroyed when no longer needed, so long as an official copy is maintained according to its relevant records series.
6	Department of Public Works	Tow Lot/Parking/Streetcar	26-0004	Corrective Action Plans	Records of potential or demonstrated hazards identified during operation of the Milwaukee Streetcar System (MSS) and action plans suggested by MSS or oversight agencies for remediation. The series includes, but is not limited to, the Corrective Action Plan (CAP) approval form, internal and external correspondence, documentation of corrective action, submittal analysis worksheets, new policies or procedures developed as part of CAP response, WisDOT approval forms, and CAP Closeout forms certifying that the hazard has been remediated.	NEW	Event		5	Destroy	New schedule discovered during audit of departmental records.

City Information Management Committee Retention Schedules  
March 5, 2026

#'s	Major	Organizations	Schedule Code	Schedule Title	Schedule Description	Review Type	Event Code	Month	Years	Disposition	Review Notes
7	Department of Public Works	Tow Lot/Parking/Streetcar	26-0005	Accident/Incident Report, No Claim	Records of accidents, altercations, or other incident involving Streetcar riders, operators, or equipment, such that the incident disrupts or has the potential to disrupt normal service. Also included in this series are Initial Fact Reports (IFRs), notifications to the Wisconsin Department of Transportation, and related corrective action plans (if required).	NEW	Event		6	Destroy Confidential	New schedule discovered during audit of departmental records.
8	Department of Public Works	Tow Lot/Parking/Streetcar	26-0006	Accident/Incident Event Log	Summary record of accidents or incidents involving streetcar riders or City employees, including information about the date, time, and location of the incident, brief summary of the nature of the incident, information about corrective action taken, and references to any Corrective Action Plans or Standard Operating Procedure changes created in response to the incident. These log entries are intended to provide a long-term history of streetcar incidents, but may include protected information and do not retain permanent administrative or legal value.	NEW	Event		11	Destroy	New schedule discovered during audit of departmental records.
9	Department of Public Works	Transportation Operations	74-0273	Home Visitation DPW-49		Close	Creation	0	2	Destroy	Supersede 11-0030 (Investigation and Disciplinary Files)
10	Department of Public Works	Transportation Operations	74-0274	Accident Location Record Job 801		Close	Creation	0	20	Destroy	Supersede 19-0025 (Routine Reports)
11	Department of Public Works	Transportation Operations	75-M151	Traffic Counts & Checks		Close	Event	0	7	Destroy	Supersede 75-0151 (Traffic/Trail Counts & Check Files)
12	Department of Public Works	Transportation Operations	76-0198	Accident Reports ES-17		Close	Creation	0	7	Destroy	Supersede 23-0004 (City Facility Maintenance Records)
13	Department of Public Works	Transportation Operations	76-0184	Traffic Volume Count Data ES-118		Close	Creation	3	0	Destroy	Supersede 75-0151 (Traffic/Trail Counts & Check Files)

Count of Schedule Code	Column Labels				
Row Labels	NEW	AMEND	Close	(blank)	Grand Total
Citywide Global Schedules	1				1
Department of Neighborhood Services	1				1
Department of Administration		1			1
Department of Public Works	4		5		9
Comptroller's Office			1		1
(blank)					
<b>Grand Total</b>	<b>6</b>	<b>1</b>	<b>6</b>		<b>13</b>

