



E-MAIL

FREQUENTLY ASKED QUESTIONS

Q. How do I manage my e-mail?

A. Good e-mail management begins with keeping only emails identified as “records” and systematically deleting “non-records.” These terms are defined in San Diego Municipal Code section 22.2602.

Q. What kind of an e-mail message is considered a record?

A. An e-mail message is a record if it was created or received by the City and is evidence of its operations. Examples include e-mail correspondence from public citizens about a project, or staff input sent by e-mail concerning a policy revision.

Q. How long should I keep e-mail?

A. It depends. The content of an e-mail determines how long an e-mail should be kept. Please check your department’s records disposition schedule or the citywide Records Disposition Schedule for retention timelines.

Q. How do I store e-mail records?

A. The e-mail delivery system is not a records storage system and employees should not be using it as such. E-mail records with permanent retention periods should be printed out in paper format and filed as appropriate. Other e-mail messages with shorter retention periods should be removed out of the e-mail delivery system and stored in the “H” or “Shared” drive network and monitored on a yearly basis so that the records are deleted from the system once their retention period expires. Alternatively, your department head may use a trusted method.