

City of Portland Guidelines for Auto-Deletion of Trash

Public Records retention rules require compliance with retention and deletion schedules. With the implementation of Office 365 and the expansion of email storage space, City employees are not permanently deleting transitory email or email past its retention schedule. Often such email is placed in the “Deleted Items” folder but never permanently deleted. **The increased volume of transitory email or email saved past its legal retention creates problems including storage costs and costs associated with retrieving the information for litigation purposes and responding to public records requests.** Over time, this problem will have larger impacts and become more difficult to solve.

The City is implementing a Citywide procedure to automatically delete emails in City employees’ Outlook “Deleted Items” folder. BTS will create a Citywide rule in Outlook to delete email according to specific rules. These are the specific guidelines for this procedure:

- Email in “Deleted Items” older than 90 days of the date of the email will be auto-deleted.
- The deletions will occur automatically. There will be no notification to employees when the deletions occur.
- Employees need to make sure only true trash is in the “Deleted Items” folder.
 - Review “Deletion of Transitory Information” guidance
 - Complete the mandatory “Records Management eLearning” course
- Any email accounts on an in-place hold will not be deleted.
- Portland Police Bureau will follow the same guidelines.