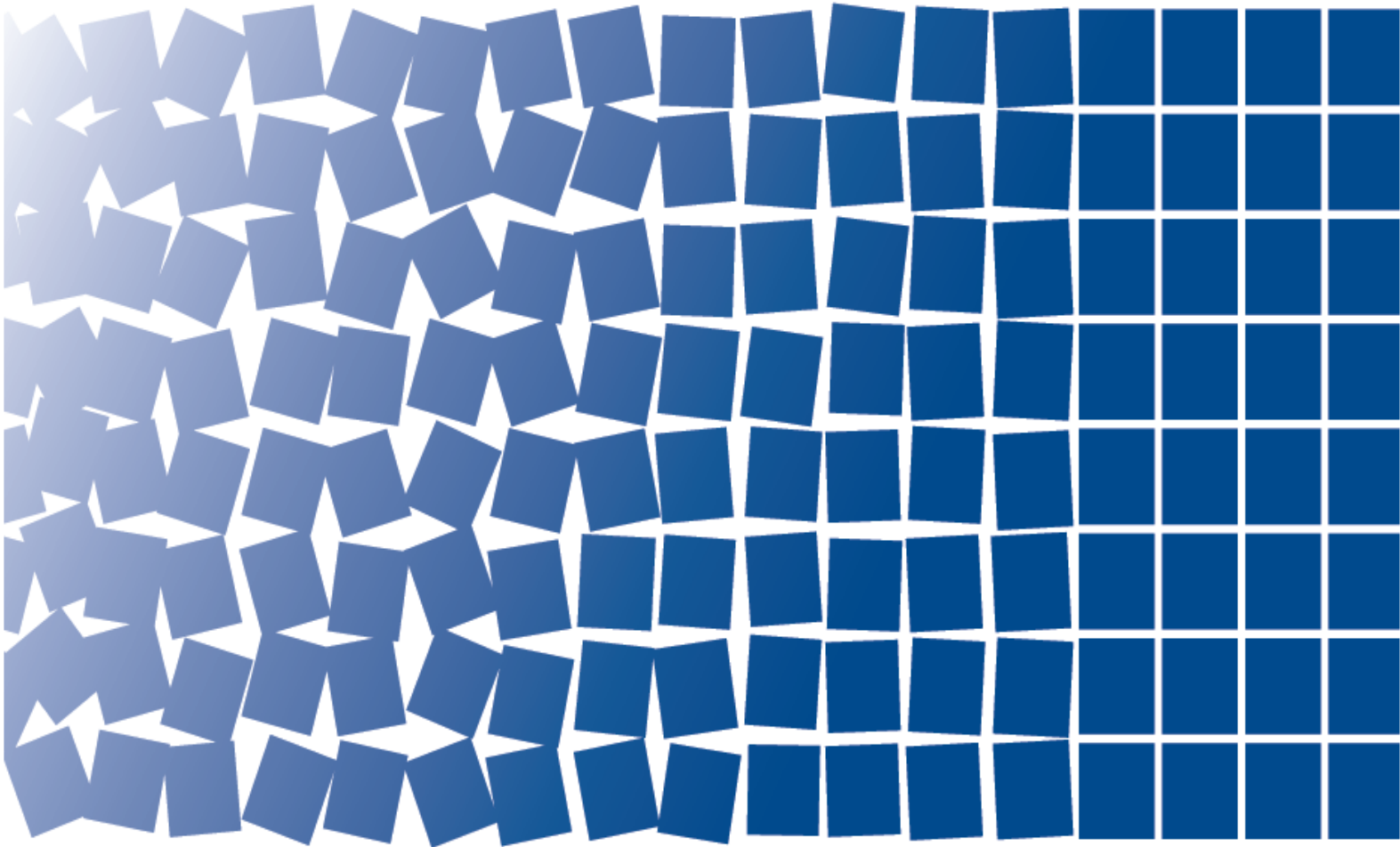


CONSERVATION OFFICER SERVICES OPERATIONAL RECORDS CLASSIFICATION SYSTEM



GOVERNMENT RECORDS SERVICE

INFORMATION SCHEDULE APPROVAL

Title: *Conservation Officer Services Operational Records Classification System (ORCS)*

Ministry of Environment
 BC Parks and Conservation Officer Service Division
 Conservation Officer Service (COS)

Scope of Schedule:

The *Conservation Officer Services ORCS* establishes a classification system and retention and disposition schedule for records relating to the human-wildlife conflict management, compliance and enforcement functions performed by COS. This includes records relating to investigating and enforcing suspected cases of non-compliance with acts and legislation which fall under the mandate of COS, and responding to human wildlife conflicts.


For more information, see the attached schedule.

Earliest date of records covered by this schedule: 1905


The government body endorses this schedule and its implementation.

See signed authorization authority 2015/06/18
 Jim Standen, Assistant Deputy Minister Date

The Information Management Advisory Committee recommends this schedule for approval.


 David Curtis, Chair 2017/04/07
 Date

APPROVED BY THE CHIEF RECORDS OFFICER:


 Cheryl Wenezenki-Yolland 2017/05/03
 Date

The attached schedule was developed in consultation with staff and managers who conduct the operational functions in the creating agency. It has also been reviewed by appropriate Government Records Service staff to ensure it meets scheduling and appraisal standards, and reflects sound recordkeeping practices.

Schedule Developer: Sarah Shea

Endorsed by Government Records Service.


 Alex Wright, Sr. Director
 Date

USEFUL INFORMATION

Key to Information Schedule Codes and Acronyms:

Information Schedule titles:	ARCS = <i>Administrative Records Classification System</i> ORCS = <i>Operational Records Classification System</i>
Office information:	OPR = Office of Primary Responsibility
Records life cycle:	A = Active SA = Semi-active FD = Final Disposition
Active and semi-active period codes:	CY = Calendar Year FY = Fiscal Year NA = Not Applicable SO = Superseded or Obsolete w = week m = month y = year
Final disposition categories:	DE = Destruction FR = Full Retention SR = Selective Retention OD = Other Disposition NA = Not Applicable
Special flags:	FOI = Freedom of Information/Protection of Privacy PIB = Personal Information Bank VR = Vital Records

The following links provide additional resources for managing your information:

- [ARCS and ORCS User Guide.](#)
- [Special schedules for records that are not covered by ARCS and ORCS.](#)
- [Legislation, policies, and standards for managing records in the BC Government.](#)
- [Tips, guides, and FAQs on related topics.](#)
- [Records Officer contact information.](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

SECTION 1

CONSERVATION OFFICER SERVICES

PRIMARY NUMBERS

31000 – 31060

Section 1 covers records relating to the compliance, enforcement, and human-wildlife conflict management activities performed by the Conservation Officer Service (COS), established under the [Environmental Management Act \(SBC 2003, c. 53\)](#). This includes records relating to investigating and enforcing suspected cases of non-compliance with acts and legislation which fall under the mandate of COS, and responding to human-wildlife conflicts.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

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CONSERVATION OFFICER SERVICES

31000 - 31060

31000	CONSERVATION OFFICER SERVICES - GENERAL
31010	COMPLIANCE AND ENFORCEMENT
31040	HUMAN-WILDLIFE CONFLICTS

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

31000 CONSERVATION OFFICER SERVICES - GENERAL

Records not shown elsewhere in the Conservation Officer Services schedule that relate generally to compliance and enforcement activities and human-wildlife conflict management. This primary covers the development of operational policies and procedures; issues management; and statistical analysis and reporting.

For briefing notes, see [ARCS secondary 280-20](#).

For committee files, see [ARCS secondary 200-20](#).

For final internal strategic and business plans, see [ARCS secondary 400-10](#).

For freedom of information requests, see [ARCS primary 292](#).

For legislation development and approval files pertaining to COS, see [ARCS primary 140](#).

For policy records from external sources, see [ARCS secondary 195-40](#).

For policy registration and tracking records, see [ARCS secondary 100-05](#).

For program planning and performance files, see [ARCS secondary 400-20](#).

For reference material/topical files, see [ARCS secondary 358-20](#).

For routine complaints not pertaining to a specific violation or human-wildlife conflict, see [ARCS secondary 155-05](#).

For routine inquiries not pertaining to a specific violation or human-wildlife conflict, see [ARCS primary 320](#).

The ministry OPR is Conservation Officer Service unless otherwise noted below. See specific secondaries for OPR retention schedules.

31000	CONSERVATION OFFICER SERVICES - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

31000	CONSERVATION OFFICER SERVICES - GENERAL	A	SA	FD
-00	Policy - final (arrange by category if necessary, and then by policy name) (covers final/approved policies, procedures, standards, and guidelines pertaining to the functions and activities documented in this schedule)	SO	5y	FR
	OPR: Program Support			
	SO: when the policy is replaced or becomes irrelevant			
	FR: The government archives will fully retain final versions of operational policy documentation because they provide significant evidence of the governance of the functions and programs covered by this schedule.			
	NOTE: Examples of current policy and procedures include the <i>Conservation Officer Service Policy and Procedure Manual</i> and Part I general orders. Historical examples include enforcement circulars, operational directives, and the <i>Field Orientation Manual</i> , which was the first in-service manual introduced by COS in 1985.			
	NOTE: Lookout circulars, information bulletins, Part II and III general orders, messages from the Chief Conservation Officer, and similar records are classified under ARCS secondary 195-20 . Policy development files are classified under secondary 31000-40.			
-01	General	CY+1y	nil	DE
	NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant specific classifications.			

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

31000	CONSERVATION OFFICER SERVICES - GENERAL	A	SA	FD
-10	Final reports, statistics and reviews	SO	5y	FR
	SO: when no longer required for statistical, reporting, or research and analysis purposes			
	FR: The government archives will fully retain Conservation Officer Service final reports, statistics and reviews because they: <ul style="list-style-type: none">• document original research and analysis pertaining to human-wildlife conflict management and compliance and enforcement activities;• have evidential and informational value in documenting the effectiveness of specific control method techniques; and• document the types and severity of human-wildlife conflicts, including attacks on humans.			
	NOTE: Examples of reports and reviews covered under this secondary include annual reports (e.g., the Wild Predator-Livestock Protection Program Annual Report), wildlife attack executive summary reports, and original research reports prepared by COS or external researchers. Examples of statistics covered under this secondary include annual summary of bear conflicts, annual summary of bear attacks, a summary of all predator attacks, and a summary of cougar attacks (from early 1800s to present).			
	NOTE: The following reports types are not covered under this secondary: <ul style="list-style-type: none">• wildlife attack final reports, prepared in response to a specific wildlife attack (see secondary 31040-14);• investigation reports, prepared in the course of minor and major investigations (see secondaries 31010-20, 31010-22, 31010-26 and 31010-40); and• compliance monitoring project final reports, prepared in the course of compliance monitoring projects (see secondary 31010-60).			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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31000	CONSERVATION OFFICER SERVICES - GENERAL	A	SA	FD
-15	Statistics and reports (not covered elsewhere) (covers statistics and reports that are maintained in the COS recordkeeping system but are not appraised for full retention by the government archives under secondary 31000-10; and report working files) SO: when no longer required for operational or reference purposes NOTE: Routine reports and statistics of temporary usefulness may be destroyed under the authority of special schedule 102901 (Transitory Records Schedule). NOTE: The following report types are not covered under this secondary: <ul style="list-style-type: none">• wildlife attack final reports, prepared in response to a specific wildlife attack (see secondary 31040-14);• investigation reports, prepared in the course of minor and major investigations (see secondaries 31010-20, 31010-22, 31010-26 and 31010-40); and• compliance monitoring project final reports, prepared in the course of compliance monitoring projects (see secondary 31010-60).	SO	nil	DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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31000	CONSERVATION OFFICER SERVICES - GENERAL	A	SA	FD
-17	Tracking logs (covers logs and ledgers summarizing compliance and enforcement activities and human-wildlife conflicts) SO: when no longer required for tracking purposes NOTE: Since 2011, the majority of human-wildlife conflict tracking is done via the PEP database, which records wildlife conflicts and outcomes, including translocation information (see System Overview for more details). Compliance and enforcement activity tracking is done via PEP and the Conservation Officer Online Reporting system (COORS). NOTE: Historically, logs were often interfiled with the reports to which they relate. For administrative convenience, logs interfiled with Human-Wildlife Conflict Reports (HWCRs) and equivalents are classified under secondary 31040-20. Logs interfiled with reports relating to compliance and enforcement activities (e.g., occurrence reports) are classified under secondary 31010-20.	SO	nil	DE
-30	Issues management files (includes copies of briefing notes) (arrange by issue) (covers issues management activities not covered under a more specific secondary in this schedule) SO: when issue is resolved or no longer required for operational purposes 7y: The retention period meets the branch's needs as issues that have not re-emerged within seven years are unlikely to do so. NOTE: Original briefing notes should be classified under ARCS secondary 280-20 . Issues pertaining to a specific investigation or human-wildlife conflict should be filed on the applicable case file within this schedule. Issues pertaining to a specific species or control method, should be classified under secondary 31040-30.	SO	7y	DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

31000	CONSERVATION OFFICER SERVICES - GENERAL	A	SA	FD
-40	Policy development files (includes copies of briefing notes, correspondence, drafts and working materials) (arrange by policy name)	SO	5y	DE
	SO: when the policy is approved and distributed or abandoned			
	DE: Policy development files may be destroyed because final policies are fully retained under secondary 31000-00.			
	NOTE: Original briefing notes should be classified under ARCS secondary 280-20 .			

END OF PRIMARY

31010 COMPLIANCE AND ENFORCEMENT

Records relating to investigating and enforcing suspected cases of non-compliance with the following federal acts and related regulations, which currently fall under the Conservation Officer Service (COS) mandate: [Canada Shipping Act, 2001 \(SC 2001, c. 26\)](#), [Criminal Code \(RSC 1985, c. C-46\)](#), [Fisheries Act \(RSC 1985, c. F-14\)](#), [Migratory Birds Convention Act, 1994 \(SC 1994, c. 22\)](#), [Species at Risk Act \(SC 2002, c. 29\)](#), [Wild Animal and Plant Protection and Regulation of International and Interprovincial Trade Act \(SC 1992, c. 52\)](#) and the following provincial acts and related regulations: [Creston Valley Wildlife Act \(RSBC 1996, c. 84\)](#), [Dike Maintenance Act \(RSBC 1996, c. 95\)](#), [Ecological Reserve Act \(RSBC 1996, c.103\)](#), [Environmental Assessment Act \(SBC 2002, c. 43\)](#), [Environmental Management Act \(SBC 2003, c. 53\)](#), [Firearm Act \(RSBC 1996, c. 145\)](#), [Fish Inspection Act \(RSBC 1996, c. 148\)](#), [Fisheries Act \(RSBC 1996, c. 149\)](#), [Forest Act \(RSBC 1996, c. 157\)](#), [Forest and Range Practices Act \(SBC 2002, c. 69\)](#), [Forest Practices Code of British Columbia Act \(RSBC 1996, c. 159\)](#), [Integrated Pest Management Act \(SBC 2003, c. 58\)](#), [Land Act \(RSBC 1996, c. 245\)](#), [Liquor Control and Licensing Act \(RSBC 1996, c. 267\)](#), [Motor Vehicle Act \(RSBC 1996, c. 318\)](#), [Offence Act \(RSBC 1996, c. 338\)](#), [Off-Road Vehicle Act \(SBC 2014, c. 5\)](#), [Park Act \(RSBC 1996, c. 344\)](#), [Transport of Dangerous Goods Act \(RSBC 1996, c. 458\)](#), [Riparian Areas Protection Act \(SBC 1997, c. 21\)](#), [Trespass Act \(RSBC 1996, c. 462\)](#), [Water Protection Act \(RSBC 1996, c. 484\)](#), [Water Users' Communities Act \(RSBC 1996, c. 483\)](#), [portions of the Wildfire Act \(SBC 2004, c. 31\)](#), and the [Wildlife Act \(RSBC 1996, c. 488\)](#).

Known or suspected breaches (contraventions) of the above acts/regulations are reported by calling the Report All Poacher and Polluters (RAPP) tipline, completing and submitting an online form, contacting COS directly, or may be uncovered directly by COS (e.g., in the course of special investigations and undercover operations). Reported contravention details are entered into the COS Logging Application, referred to by COS as the PEP Database, with the exception of those that are uncovered directly by COS. Conservation Officer actions and outcomes are recorded in the Conservation Officer Online Reporting System (COORS).

Contraventions enforced by COS may result in enforcement actions (e.g., warnings, tickets, and licence actions). Multiple enforcement actions can be taken for individual contraventions. Examples of the most common contraventions enforced by COS are as follows:

- [Wildlife Act \(RSBC 1996, c. 488\)](#) - kill wildlife not within open season – section 26(1)(c)
- Federal [Fisheries Act \(RSC 1985, c. F-14\)](#) – fish by/with prohibited method, gear or bait – section 63 [SFR]
- [Environmental Management Act \(SBC 2003, c. 53\)](#) – discharge litter – section 12(2)
- [Wildlife Act \(RSBC 1996, c. 488\)](#) – attract dangerous wildlife to land or premises – section 33.1(2)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

- [Environmental Management Act \(SBC 2003, c. 53\)](#) – introduce waste by prescribed industry trade or business – section 6(2)
- Federal [Fisheries Act \(RSC 1985, c. F-14\)](#) – angle with more than one fishing line – section 6(1)(a)[SFR]
- Federal [Canada Shipping Act \(SC 2001, c. 26\)](#)– operating non-human powered pleasure craft without prescribed vessel safety equipment on board – sections 3 and 206 (a) [SVR]

Conservation Officers, who are Special Provincial Constables under the [Police Act \(RSBC 1996, c. 367\)](#), are trained and authorized to investigate complaints and incidents and to charge offenders. COS categorizes investigations as minor or major, as defined in business rules, policy and procedures. Major cases are serious in nature and address complex issues. Examples include those that:

- are high profile in nature, and may draw intense media and political attention
- are multi-jurisdictional and may involve other levels of government and/or other jurisdictions
- may involve elements of organized crime, and violations that fall outside the mandate of the COS
- require specialized investigation techniques such as: surveillance, canvassing, covert operations, and the use of Judicial Applications such as search warrants, tracking warrants, and Part 6 warrants
- require the systematic collection, organization, and evaluation of large amount of information and electronic data
- relate to serious forest crimes including arson, mischief, fraud and theft of natural resources.

This primary also covers compliance monitoring projects, also known as industry probes, conducted solely by COS, or in conjunction with operational staff from other Ministry or government agencies. These projects are typically undertaken to assess the compliance of a specific industry or group with legislation/regulation enforced by COS. Outcomes include final reports and recommendations.

For annual plans and performance reporting, see [ARCS primary 400](#).

For court case files and judgments maintained by Court Services, see the *Court Services ORCS*, Schedule 100152.

For executive briefing notes, executive correspondence referral replies, and executive issues records, see [ARCS primary 280](#).

For human-wildlife conflict records, see primary 31040.

For policies and procedures, see primary 31000.

For reference material/topical files, see [ARCS secondary 358-20](#).

For system descriptions, see the System Section.

The ministry OPR is Conservation Officer Service unless otherwise noted below. See specific secondaries for OPR retention schedules.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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31010	COMPLIANCE AND ENFORCEMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
	-01 General	CY+1y	nil	DE
PIB	-11 Conservation Officer notebooks (arrange by officer name and then by date)	SO+2y	13y	DE

SO: when Conservation Officer retires, resigns or employment is terminated from COS

15y: The retention period ensures that the notebooks are available for reference purposes for the duration of the officer's employment with COS. The additional 15 years provides a reasonable period of time to ensure that the original notebook is available for litigation purposes.

NOTE: Conservation Officers maintain notebooks that document their daily work, including patrols, inspections, human-wildlife conflict response, investigations, interviews, relevant meetings, etc. Because they are organized by date rather than by case (with the exception of some major cases, which may have a dedicated notebook), it is not possible to file the hard copy notebooks with the relevant case. Currently, copies of relevant pages are scanned and added to the appropriate case. Prior to scanning, relevant pages were photocopied to the applicable physical case file.

NOTE: Notes created in electronic format are filed on the applicable case. Dedicated hardcopy notebooks for major cases are classified under secondary 31010-40.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

31010	COMPLIANCE AND ENFORCEMENT	A	SA	FD
-12	Exhibit ledgers (arrange by zone and then by calendar year)	SO+2y	nil	DE
	SO: when all exhibits listed on the ledger have been disposed and all processes related to the exhibits have been resolved			
	NOTE: This secondary covers ledgers summarizing items seized during investigations (e.g., python snakes, grizzly bear hides, and weapons). The ledgers consist of inventory of items maintained in the various exhibit rooms located across the province and serve as a reminder of exhibits that have not been disposed. A case cannot be closed until all related exhibits have been disposed. Information tracked includes the COORS case file number, item seized, date seized, description, and date disposed.			
	NOTE: Exhibit reports and ledgers pertaining to only one investigation are filed on the applicable case file under secondaries 31010-20, 31010-22, 31010-26 or 31010-40.			
	NOTE: Retention requirements for the actual exhibits are not outlined in this schedule. Instead, they are governed by legal requirements for exhibit disposal, outlined in federal and provincial legislation.			
-15	Investigations records - scanned and batched (includes tickets, notices, investigation records and supporting documentation) (covers paper records that have been scanned, verified and batched)	CY+4y	nil	DE
	5y: The five year retention period ensures that the original paper records are available for a reasonable period of time should they be required for litigation purposes. The scanned images are retained for a minimum of 10 years on the corresponding major or minor case.			
	NOTE: This secondary does not cover hardcopy notebooks, which are classified under secondary 31010-11 or secondary 31010-40.			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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31010	COMPLIANCE AND ENFORCEMENT	A	SA	FD
PIB	-20 Minor investigation cases (a minor case will include a variety of record types, examples of which include routing sheets, investigative documents, notes, court documents (e.g., search warrants, subpoenas, arrest warrants and Crown Counsel disclosure packages), reports (e.g., final, subject, exhibit, expert, briefing, etc.), enforcement action records (e.g., tickets, warnings and orders), photographs, audio-visual records, ledgers, logs, statements, plans, approvals, correspondence, and supporting documentation) (arrange by case) (covers hard copy files and unscanned batched occurrence reports and logs (e.g., hard copy reports and logs maintained in binders prior to scanning)) SO: when case is closed 10y: The semi-active retention period provides a reasonable period of time to review past violations, support statistical reporting, and enable trend analysis. NOTE: For administrative convenience, this secondary covers both hard copy files and batched occurrence reports and logs. When applying the SO criteria to the batched occurrence reports and logs, the most recent report in the box will determine the SO date. NOTE: Case closure procedures are defined in business rules, policy and procedures. Examples of actions that must be concluded prior to case closure include completion of investigation; exhibit disposal; contraventions assigned an enforcement action(s); expiration of appeal periods; and conclusion of legal actions. NOTE: Hard copy notebooks are retained under secondaries 31010-11 or 31010-40. Minor investigation data is classified under secondaries 31010-22 and 31010-26.	SO	10y	DE

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31010	COMPLIANCE AND ENFORCEMENT	A	SA	FD
PIB	<p>-22 Minor investigation case data (covers minor investigation data in COORS and related electronic records not captured in COORS (e.g., large audio or video files))</p> <p>SO: when case is closed and all enforcement actions, where applicable, have reached their end date (e.g., in the case of a licence cancellation, that the cancellation end date has been reached)</p> <p>10y: The 10 year retention period, combined with the deletion exclusion criteria (see note below), allows Conservation Officers adequate time to research past violations if warranted by a future violation, supports statistical reporting, and enables trend analysis. It also satisfies the reference requirements of other areas (e.g., Front Counter BC) responsible for permit and licence issuance, as unpaid tickets or licence suspensions are considerations for approval/denial; ensures records are available to support automatic licence actions that incur when a second or subsequent offence takes place within a 2 year period as prescribed in section 24 of the Wildlife Act (RSBC 1996, c. 488); and lastly, meets the needs of the Licence Action Officer, who relies on the data to inform licence cancellation and suspension.</p> <p>NOTE: Prior to data deletion, the system will check whether there are any other cases related to the suspect(s) identified in the case eligible for deletion. If there are none, the case may be deleted. However, if there are other related cases, they may only be deleted when 10 years has elapsed since the most recent violation/contravention. This ensures that data relating to repeat offenders is available to establish patterns of behaviour and for tracking purposes.</p> <p>NOTE: Case closure procedures are defined in business rules, policy and procedures. Examples of actions that must be concluded prior to case closure include completion of investigation; exhibit disposal; contraventions assigned an enforcement action(s); expiration of appeal periods; and conclusion of legal actions.</p> <p>NOTE: Minor case data closed as unfounded, unsolved, or unattended are classified under secondary 31010-26. Major case data is classified under secondary 31010-40.</p>	SO+10y	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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31010	COMPLIANCE AND ENFORCEMENT	A	SA	FD
PIB	-26 Minor investigation case data - closed as unfounded, unsolved or unattended (covers minor investigation data in COORS closed with a result of unfounded, unsolved or unattended)	SO+5y	nil	DE
	SO: when case is closed with designation of unfounded, unsolved or unattended			
	5y: The five year retention period, combined with the deletion exclusion criteria (see note below), provides a reasonable period of time for additional information to emerge that would assist with unsolved cases, and to identify patterns that warrant revisiting unfounded cases.			
	NOTE: Prior to data deletion, the system will check whether there are any other cases related to the suspect(s) identified in the case eligible for deletion. If there are none, the case may be deleted. However, if there are other related cases, they may only be deleted when 5 years has elapsed since the most recent violation/contravention. This ensures that data relating to repeat offenders is available to establish patterns of behaviour and for tracking purposes.			
	NOTE: Minor Investigations covered under this secondary are defined as follows: <ul style="list-style-type: none"> • Unfounded - Reported offence was investigated but the allegations are not founded or grounds do not exist to support the alleged offence • Unsolved - An investigation has been conducted but to date the case has not been solved • Unattended - Reported offence was not attended or investigated by the officer 			
	NOTE: Hardcopy minor investigations closed as unfounded, unsolved or unattended are classified under secondary 31010-20. Major cases closed with a result of unfounded, unsolved or unattended are classified under secondary 31010-40. Minor case data closed with other results are classified under secondary 31010-22.			
PIB/FOI	-40 Major investigation cases (a major case will include a variety of record types, examples of which include routing sheets, investigation documents, notes, dedicated major case notebooks, court documents (e.g., search warrants, subpoenas, arrest warrants and Crown	SO	10y	FR

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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31010	COMPLIANCE AND ENFORCEMENT	A	SA	FD
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Counsel disclosure packages), reports (e.g., final, subject, exhibit, expert, briefing, etc.), enforcement action records (e.g., tickets, warnings and orders), photographs, audio-visual records, ledgers, logs, statements, plans, approvals, correspondence, and supporting documentation)

(arrange by case number, and in the case of special investigations, by project name)

(covers hard copy files; data stored in COORS (including COORS attachments); and electronic records not captured in COORS (e.g., large video or audio files))

SO: when case is closed and all enforcement actions, where applicable, have reached their end date (e.g., in the case of a licence cancellation, that the cancellation end data has been reached)

10y: The 10 year retention period, combined with the transfer exclusion criteria (see note below), allows Conservation Officers adequate time to research past violations if warranted by a future violation, supports statistical reporting, and enables trend analysis. It also satisfies the reference requirements of other areas (e.g., Front Counter BC) responsible for permit and licence issuance, as unpaid tickets or licence suspensions are considerations for approval/denial; ensures records are available to support automatic licence actions that incur when a second or subsequent offence takes place within a 2 year period as prescribed in section 24 of the [Wildlife Act \(RSBC 1996, c. 488\)](#); and lastly, meets the needs of the Licence Action Officer, who relies on the data to inform licence cancellation and suspension.

FR: The government archives will fully retain major cases because they provide evidence of serious wildlife and environmental contraventions that have occurred throughout the province and document the resulting enforcement actions taken by the Conservation Officer Service. The records also have value in demonstrating the evolution of specialized investigation techniques, such as undercover operations designed to infiltrate illegal, commercialized activities (e.g., trafficking in wildlife parts) and in documenting [Environmental Management Act \(SBC 2003, c. 53\)](#) infractions that have a potential long-term impact to the environment and may involve threats to human health and safety, such as lumber company chlorine dioxide spills and the Mount Polley Mine tailings pond spill.

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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31010 COMPLIANCE AND ENFORCEMENT **A SA FD**

NOTE: This secondary covers records primarily dating from the early 1990s when major case file management was formalized as a result of the creation of the Commercial Environmental Investigations Unit (CEU).

NOTE: Prior to transfer to the government archives, the system will check whether there are any other cases related to the suspect(s) identified in the case eligible for transfer. If there are none, the case may be transferred to the government archives. However, if there are other related cases, they may only be transferred when 10 years has elapsed since the most recent violation/contravention. This ensures that records relating to repeat offenders is available to COS to establish patterns of behaviour and for tracking purposes.

NOTE: Case closure procedures are defined in business rules, policy and procedures. Examples of actions that must be concluded prior to case closure include completion of investigation; exhibit disposal; contraventions assigned an enforcement action(s); expiration of appeal periods; and conclusion of legal actions.

NOTE: Access to records transferred to the government archives will be restricted according to the provisions of the [Freedom of Information and Protection of Privacy Act \(RSBC 1996, c. 165\)](#).

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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31010	COMPLIANCE AND ENFORCEMENT	A	SA	FD
-60	Compliance monitoring projects (arrange by project) (includes project plans, working materials, and final reports)	SO	10y	FR
	SO: when project is completed, abandoned or cancelled			
	10y: The semi-active retention period provides a reasonable period of time for the operational and reference values of the records to be extinguished.			
	FR: The government archives will fully retain compliance monitoring projects because they provide a unique, in-depth view of a specific industry or group's compliance with legislation and regulation which has a potential to cause environmental damage. Findings and recommendations have value in identifying government actions in relation to environmental protection.			
	NOTE: In the course of a compliance monitoring project, individual minor or major investigations cases may be opened under secondaries 31010-20, 31010-26, and 31010-40. Examples of projects covered under this secondary include the Aquaculture Non-Compliance Project.			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

31010	COMPLIANCE AND ENFORCEMENT	A	SA	FD
PIB	<p>-65 Confidential informants (includes carding document, debriefing reports, receipts, and background information) (arrange by confidential informant number)</p> <p>OPR: Provincial Investigations Unit</p> <p>SO: when informant is no longer active and informant file is closed</p> <p>15y: The fifteen year retention period provides a reasonable period of time should the information pertaining to the informant be required for litigation purposes.</p> <p>NOTE: These records have been appraised for destruction because any useful intelligence provided by the informant is captured on the applicable major case, which is fully retained under secondary 31010-40.</p> <p>NOTE: Registers used to link the informant number and name are classified under ARCS secondary 100-05.</p>	SO+15y	nil	DE
	<p>-70 Intelligence investigations (arrange by project) (covers pro-active intelligence gathering (e.g., for the purposes of developing intelligence bulletins))</p> <p>OPR: Provincial Investigations Unit</p> <p>SO: when intelligence bulletin is prepared or when no longer required for reference</p> <p>NOTE: Intelligence gathered in support of a major case is filed on the applicable major case under secondary 31010-40. Final intelligence bulletins are classified under ARCS secondary 195-20.</p>	SO	5y	DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

31010	COMPLIANCE AND ENFORCEMENT	A	SA	FD
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PIB	-80 Violation reporting data (covers violation reporting data in the PEP Database)	FY+4y	nil	DE
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DE: These records have been appraised for destruction because the information is duplicated in COORS, which is considered the official repository for violation investigations (see the COS Logging System Overview for more details). Information required for statistical purposes is copied from the PEP database and retained in spreadsheets classified under secondaries 31000-10 Final reports, statistics and reviews and 31000-15 Statistics and reports (not covered elsewhere).

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

31040 HUMAN-WILDLIFE CONFLICTS

Records relating to human-wildlife conflicts. Conservation Officer Services (COS) responds primarily to human-wildlife conflicts that pose a threat to public safety (e.g., wildlife attacks, repeated dangerous wildlife encounters at or near public locations, situations where dangerous wildlife has become habituated or food conditioned and now represents a risk to public safety, and livestock-large predator conflicts). COS also responds to certain cases of injured or dead wildlife (e.g., large carnivores or ungulates).

The Report All Poacher and Polluters (RAPP) 24 hour hotline, maintained by the Provincial Emergency Program Call Centre, a third party service provider, receives the majority of conflict reports. However, COS may also directly receive a conflict report. Call details are logged in the COS Logging database, referred to by COS as the Provincial Emergency Program (PEP) database, and ensuing Conservation Officer actions are also recorded within the PEP database. If the conflict involves a wildlife attack on a human, COS completes a wildlife attack report. Staff will also create a case in the Conservation Officer Online Reporting System (COORS) System if the wildlife conflict involves a suspected violation of federal or provincial environmental laws and regulations which fall under the jurisdiction of COS.

For accounts payable records, see [ARCS secondary 925-20](#).

For briefing notes, see [ARCS secondary 280-20](#).

For freedom of information requests, see [ARCS primary 292](#).

For media relations records, see [ARCS secondary 330-25](#).

For operational policy (e.g., translocation policies), see primary 31000.

For strategies (e.g., managing human-wildlife conflicts strategy), see [ARCS primary 400](#).

For system descriptions, see the System Section.

For wildlife attack statistics and summaries, maintained by the Wildlife-Conflict Manager, see secondary 31000-10.

For work plans, see [ARCS primary 400](#).

The ministry OPR is Conservation Officer Service unless otherwise noted below. See specific secondaries for OPR retention schedules.

31040	HUMAN-WILDLIFE CONFLICTS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
	-01 General	CY+1y	nil	DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

31040	HUMAN-WILDLIFE CONFLICTS	A	SA	FD
PIB	-14 Wildlife attack final reports (covers reports summarizing wildlife attacks on humans)	SO	10y	FR
	OPR: Program Support			
	SO: when report is finalized			
	10y: The semi-active retention period provides a reasonable period of time to review past attacks, to support statistical reporting, and to enable trend analysis.			
	FR: The government archives will fully retain wildlife attack final reports because these unique records document the investigation and outcome of wildlife attacks that threaten human safety and may result in human fatality or serious injury. Records have evidential and informational value because they illustrate the evolution of the following: wildlife attack investigative techniques; causes of wildlife attacks; and methods used to dispatch wildlife. The records also have contextual value because they may be used to inform wildlife conflict reduction strategies, policies and procedures, and educational materials developed by COS.			
	NOTE: Related records pertaining to wildlife attacks are classified under secondaries 31040-20 and 31040-25. If the wildlife attack also involves a contravention, a separate minor or major case will also be opened.			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

31040	HUMAN-WILDLIFE CONFLICTS	A	SA	FD
-20	Human-wildlife conflict files (arrange by report number or case) (includes Human-Wildlife Conflict Reports (HWCR), Problem Wildlife Occurrence Reports (PWOR) (predecessor to the HWCR) Occurrence Reports, Incident Reports, logs, Asset Transfer and Disposal Reports, Outcome Reports, compensation request forms, photographs, audio-visual records, plans, copies of briefing notes, copies of medical releases, and supporting documentation) (covers batched conflict reports and associated logs, wildlife attack investigation records, and records not captured in the PEP database (e.g., audio-visual records)) SO: when the investigation is closed 10y: The semi-active retention period provides a reasonable period of time to review past conflicts and to support statistical reporting. NOTE: When applying the SO criteria to the batched occurrence reports and logs, the most recent report in the box will determine the SO date. NOTE: The methods used to track human-wildlife conflicts have evolved since the establishment of COS. Previously, a hard-copy Occurrence Report was used to record both problem wildlife and violations. The form was then split in two, and the PWOR created, which in turn was replaced by the HWCR. In 2002, the PEP database was established to electronically capture conflict details. Effective 2011, outcomes are also recorded electronically. NOTE: Wildlife attack final reports are classified under secondary 31040-14. Human-wildlife conflict data is classified under secondary 31040-25. If the wildlife attack also involves a contravention, a separate minor or major case will also be opened in COORS.	SO	10y	DE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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31040	HUMAN-WILDLIFE CONFLICTS	A	SA	FD
PIB	-25 Human-wildlife conflict data (covers human-wildlife conflict reporting and outcome data in the PEP database)	FY+9y	nil	DE
	10y: The retention period provides a reasonable period of time to review past conflicts and to support statistical reporting.			
	DE: These records have been appraised for destruction because wildlife attack final reports are fully retained under secondary 31040-14. Information required for statistical purposes is also copied from the PEP database and retained in spreadsheets classified under secondaries 31000-10 Final reports, statistics and reviews and 31000-15 Statistics and reports (not covered elsewhere).			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

31040	HUMAN-WILDLIFE CONFLICTS	A	SA	FD
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-30	Wildlife species and control files	SO	5y	DE
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(covers both issues management and planning and development relating to specific species (e.g., bears) and specific control techniques (e.g., traps and baits))
(includes correspondence and copies of media clippings, brochures, bulletins, news releases, HWCRs, briefing notes, and policies)
(arrange by species, control method technique, or related subject)

SO: when information is no longer current

5y: The semi-active retention period provides a reasonable period of time for an issue or topic re-emerge.

DE: These records have been appraised for destruction because descriptions of approved control techniques are captured in final policy and procedures fully retained under secondary 31000-00; and descriptions, outcomes, and recommendations pertaining to specific wildlife attacks are fully retained under secondary 31040-14.

NOTE: This secondary contains copies of records pertaining to many aspects of wildlife conflict management. The original records should be classified as directed below:

- wildlife attack final reports under secondary 31040-14
- other final reports (excluding wildlife attack final reports) and reviews under secondary secondary 31000-10
- HWCRs and equivalents under secondaries 31040-20 and 31040-25
- briefing notes under [ARCS secondary 280-20](#)
- policies and procedures under secondary 31000-00.

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

CONSERVATION OFFICER SERVICES

OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

SYSTEMS SECTION TABLE OF CONTENTS

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

SYSTEM SECTION: COMMON SYSTEM NOTES

Retention Schedules for the Systems

The data on the systems is classified under appropriate secondaries in the *ORCS* and in *Administrative Records Classification System (ARCS)*, as indicated in the following descriptions. The systems themselves are all scheduled as follows:

Active	SO:	The system becomes superseded and obsolete when all data has been migrated to another system or documented elsewhere, or when all applicable retention schedules for the data have expired; see relevant classifications.
Semi-Active	nil:	There is no semi-active retention period assigned to systems.
Final Disposition	DE:	Each system will be destroyed when all data has been migrated to another system performing the same function, schedules covering the data have elapsed, or the data has been preserved elsewhere. For data retention details, see the applicable system overview.

CONSERVATION OFFICER ONLINE REPORTING SYSTEM (COORS)

SYSTEM OVERVIEW

Creating Agency

Ministry of Environment
BC Parks and Conservation Officer Service Division
Conservation Officer Service (COS) and Parks and Protected Areas (PPA)

Purpose

COORS tracks incidents, created by COS and PPA, which are potential violations of Ministry-mandated legislation. It is web-based case management system, with data stored on Oracle tables.

Historically, physical case files were created to document investigation. Effective April 1, 2011, physical case files are no longer created (with the exception of some major cases). Instead, case files are managed electronically. Original hard copy documents (e.g., violation tickets and notices of cancellation) are scanned, attached to the applicable case in COORS, and then bulk-filed. Based on business rules, certain cases are entered and tracked solely in COORS. Others, such as those with large audio or video files, will be managed and tracked in both COORS and on the shared drive.

This System Overview only covers cases created by COS. Cases created by PPA will be covered by a future amendment to the *Parks and Protected Areas ORCS*, schedule 186896.

Information Content

COORS was launched in 2006 and contains data ranging from the 1980s to present, including data converted from a previous, obsolete system, entitled COSIC.

COORS contains details of incidents and the resulting actions taken by COS and other stakeholders. Incidents are opened in COORS as cases. Cases are virtual containers for all information pertaining to the incident. The case is the central concept of COORS and is required to exist before any other information can be entered.

Examples of key actions associated with a case include:

- **Contravention details:** a contravention is a breach of the act or regulation that the COS enforces. Examples of details include date/location of contravention, act/regulation breached, contravention source and penalty details. One case may have many contraventions against it.
- **Enforcement action details:** an enforcement action is an action undertaken in response to a contravention (e.g., a ticket, warning, administrative actions, or licence actions). Multiple enforcement actions can be taken for individual contraventions.
- **Investigation details (when investigation warranted)** (e.g., ministry personnel involved with the investigation, vehicles associated with the investigation, and investigation details).
- **Parties involved:** key details about the parties (suspects and witnesses) involved, including demographic details, hunter #, and driver's licence number.
- **Attachments:** allows scanned documents (e.g., violation ticket, notice of cancellation, court orders, and notebook pages), born digital documents, and photographs to be attached to the case.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

- Notes: textual information about the case used to assist with the administration and review of the case file (includes information relating to a description of any electronic files (e.g., large audio and/or video files) which could not be uploaded to COORS from the COS LAN)
- Continuation report: factual chronology of an investigation which includes detailed account of the key events, actions taken and investigation outcomes (new report added since 2012).

Key case details include case number, case type (e.g., wildlife), case category, party name, party date of birth, company name, case status, case description, open date, close date, major case indicator, and lead investigator. Cases can also be closed with a designation of unattended, unfounded or unsolved, defined as follows:

- Unfounded: Reported offence was investigated but the allegations are not founded or grounds do not exist to support the alleged offence.
- Unsolved: An investigation has been conducted but to date the case has not been solved.
- Unattended: Reported offence was not attended or investigated by the officer.

COORS also includes a read-only view of hunter history data uploaded from the Hunter Number System on a weekly basis. The read-only view allows staff to search basic hunter history such as hunter demographic, hunter licence, and hunter number card information.

Inputs, Processes, and Outputs

The majority of data is manually entered. In addition to authorized COS staff, the Fish and Wildlife Licence Action Officer (member of Fish, Wildlife and Habitat Management Branch) and selected Parks and Protected Areas staff can enter data. Front Counter BC, Compliance and Enforcement Reporting, Department of Fisheries and Oceans Radio Room, and Contaminated Sites staff have read only access.

The Report All Poacher and Polluters (RAPP) tipline, maintained by the Provincial Emergency Program Call Centre, a third party service provider, receives reports from the public of suspected violation. Calls/forms received by the call centre are entered into the COS Logging database, referred to by the COS as the Provincial Emergency Program (PEP) database (see the COS Logging System Overview). The COS Logging database generates an email which is sent to COS staff to notify them of the violation. COS staff then re-enter the information into COORS, as there is currently no direct data sharing between the two databases.

COS staff also receive violation tips directly or from other agencies or may uncover violations during the course of special investigations and undercover operations. Information received directly by or uncovered by the COS is entered solely into COORS, bypassing PEP.

Enforcement actions (e.g., administrative actions, warnings, tickets, charges involving court cases, and licence actions) are entered into COORS as the investigation progresses. Two types of enforcement actions are described in more detail below:

- Federal tickets and provincial tickets are recorded in COORS when a ticket is issued against an act or regulation. The Insurance Corporation of BC (ICBC) process ticket payment and the following information from the ICBC System (paid amount, paid date and disposition) are uploaded to COORS, on a monthly basis. ICBC also updates payment details for court-defined fines.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

- If a contravention requires a licence action (e.g., hunter has failed to pay fines within the prescribed time-period or has been convicted of an offence that carries an automatic licence cancellation for a specified period or which is a second or subsequent offence within a 2 year period, as prescribed in the [Wildlife Act \(RSBC 1996, c. 488\)](#)), a Licence Action Form is generated and sent to the Licence Action Officer (LAO). The LAO then completes the appropriate licence action (e.g., suspends the hunter licence number in the Hunter Number System. The LAO will also record their actions in the COORS licence action screen (e.g., hunter number, licence action, effective date, and end date).

Enforcement actions recorded in COORS are also referenced by other areas. For example, Front Counter BC, responsible for permit and licence issuance, needs to be aware of outstanding infractions or offences for eligibility determination purposes.

Case closure procedures are defined in business rules, policy and procedures. Examples of actions that must be concluded prior to case closure include completion of investigation; exhibit disposal; contraventions assigned an enforcement action(s); expiration of appeal periods; and conclusion of legal actions.

Three separate retention categories have been created for COORS data: Minor; minor closed as unfounded, unsolved or unattended; and major. In 2013, approximately 43% of the total 9993 COORS cases fell within the minor closed as unfounded, unsolved or unattended category. In comparison, only 85 major cases were opened in the same year.

Outputs consists of ad-hoc and custom reports (e.g., status of tickets, case listing, contravention listing, case inactivity, Rap sheet, and contravention listing).

In addition, COORS uploads selected enforcement action details (e.g., summary information about tickets issued, court convictions and orders) to the Environmental Violation Database, which is maintained by the Compliance and Enforcement Branch, Ministry of Environment. The database is available to the public to search at <http://www.env.gov.bc.ca/main/compliance-reporting/>. In addition, data in the database is used to produce the quarterly Compliance and Enforcement Reports <http://www2.gov.bc.ca/gov/content/environment/research-monitoring-reporting/reporting/environmental-enforcement-reporting/quarterly-environmental-enforcement-summary>. The database and the reports will be covered under a future schedule.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

CONSERVATION OFFICER ONLINE REPORTING SYSTEM (COORS)**Classification of Records that Relate to the System**

Schedule Code	Secondary No.	Secondary Title	Retention Schedule		
			A	SA	FD
Data in the System					
COSE	31010-22	Minor investigation case data	SO+10y	nil	DE
COSE	31010-26	Minor investigation case data - closed as unfounded, unsolved or unattended	SO+5y	nil	DE
COSE	31010-40	Major investigation cases	SO	10y	FR
Inputs					
COSE	31010-11	Conservation Officer notebooks	SO+2y	13y	DE
COSE	31010-12	Exhibit ledgers	SO+2y	nil	DE
COSE	31010-15	Investigations records - scanned and batched	CY+4y	nil	DE
COSE	31010-20	Minor investigation cases	SO	10y	DE
COSE	31010-40	Major investigation cases	SO	10y	FR
COSE	31010-80	Violation reporting data	FY+4y	nil	DE
Outputs					
ARCS	400-20	Ministry/agency planning and performance files	SO	2y	DE
ARCS	400-50	Management reviews/evaluation of internal programs	SO	2y	DE
COSE	31000-10	Final reports, statistics and reviews	SO	5y	FR
COSE	31000-15	Statistics and reports (not covered elsewhere)	SO	nil	DE
Other Related Records					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS Section 6 102902	see appropriate secondaries	INFORMATION TECHNOLOGY Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001

END OF OVERVIEW

CONSERVATION OFFICER SERVICE (COS) LOGGING

SYSTEM OVERVIEW

Creating Agency

Ministry of Transportation and Infrastructure
Emergency Management BC
Emergency Coordination Centre (ECC)

Purpose

COS Logging is used to log reports of human-wildlife conflicts, record conflict outcomes, and track conflicts. It is also used to log and track reports of suspected violations of federal or provincial environmental laws and regulations which fall under the jurisdiction of COS.

NOTE: COS staff refer to this database as the Provincial Emergency Program (PEP) database, while ECC staff refer to it as COS Logging.

Information Content

COS Logging is an IBM Notes (formerly Lotus Notes) database, maintained by ECC, the contracted service provider, which provides call centre services to COS, including call receipt, logging and dissemination, as per the terms of the Service Level Agreement.

Human-wildlife conflict details are captured on the Human-Wildlife Conflict Report (HWCR) electronic data entry form, and include: HWCR number; call date; conflict location; call taker; caller contact information; occurrence information (incident date/time, species involved, nature of complaint, attractants), actions taken; details of the call; and notification history. Conflict outcomes are captured on the Outcome Report, and include: outcome details; relocation information; trap type; drugs used; species details; and actions taken.

Suspected violations are captured on the Enforcement Routing Sheet (ERS) electronic data entry form, and include: ERS number; call date; complaint receiver details; location details; related COORS number; caller contact information; suspected violation details, including violation type (e.g., wildlife, fisheries, forest practices, pesticide, waste, water, and wildlife); suspected violator details (e.g., name, description, vehicle, and weapons); and notification details.

COS Logging was launched in July 2002. Wildlife conflict outcome reporting functionality was added in 2011.

Inputs, Processes, and Outputs

Human-wildlife conflicts and suspected violations are reported by calling the Report All Poacher and Polluters (RAPP) tipline or by completing and submitting an online form. Calls/forms are received by ECC, which enters the details into the appropriate form in the database. COS Admin staff may also enter call details into the database. COS is alerted to a conflict/violation via a database generated email. In the case of major conflicts and violations, ECC may also notify COS by phone.

Human-Wildlife Conflicts:

Call details are entered on the HWCR. Prior to 2011, the forms were often printed and additional handwritten outcome details added. Since 2011, COS Admin staff and Conservation Officers record

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

human-wildlife conflict outcomes in the database. As a result, COS Logging is now considered the official repository for human-wildlife conflict call details and outcomes, negating the need to print the forms and add additional details. However, additional records may be generated in the course of the investigation which cannot be stored in COS Logging, such as photographs (secondary 31040-20). Also, in the case of a wildlife attack on a human, additional investigation files and reports are generated (secondaries 31040-14 and 31040-20) which are not stored in COS Logging.

Violations:

Call details are entered on the ERS. COS is notified of the suspected violation via a database generated email. COS Admin staff manually re-enter the information obtained via the database generated email into COORS (currently there is no direct data sharing between COS Logging and COORS). The ERS is then also saved as an attachment to the COORS case, which is considered the official repository for violation investigations. All other copies of the ERS attachment (e.g., those stored on the Local Area Network (LAN) or in email folders) can be destroyed as unnecessary duplicates.

The database produces a variety of ad-hoc and pre-defined reports.

Historical Note

The Observe, Record and Report Program (ORR), established in 1974, was the predecessor to RAPP. Prior to 2002, information was captured on hard copy forms (e.g., Occurrence Report and Problem Wildlife Conflict Report).

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

COS LOGGING

Classification of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention Schedule		
			A	SA	FD
Data in the System					
COSE	31010-80	Violation reporting data	FY+4y	nil	DE
COSE	31040-25	Human-wildlife conflict data	FY+9y	nil	DE
Inputs					
COSE	31010-11	Conservation Officer notebooks	SO+2y	13y	DE
COSE	31040-20	Human-wildlife conflict files	SO	10y	DE
Outputs					
COSE	31000-10	Final reports, statistics and reviews	SO	5y	FR
COSE	31000-15	Statistics and reports (not covered elsewhere)	SO	nil	DE
COSE	31010-22	Minor investigation case data	SO+10y	nil	DE
COSE	31010-26	Minor investigation case data - closed as unfounded, unsolved or unattended	SO+5y	nil	DE
COSE	31010-40	Major investigation cases	SO	10y	FR
COSE	31040-14	Wildlife attack final reports	SO	10y	FR
COSE	31040-20	Human-wildlife conflict files	SO	10y	DE
Other Related Records					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		Transitory Electronic Data Processing (EDP) Records	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001

END OF OVERVIEW