

**Department of Transportation, Driver and Motor Vehicle Services**  
Records Retention Schedule 2002-0016  
Effective Date: March 2011  
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OREGON STATE ARCHIVES  
**Records Retention Schedule**

Edition: 03/2011

Expires: 03/2016

***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Office:** Deputy Director

***Program Description:***

The Driver and Motor Vehicle Services Division of the Oregon Department of Transportation is responsible for the licensing of drivers, registering and titling all motor vehicles, and collecting the revenues associated with licenses, titles, and registrations, per OAR 735 and ORS 802. In addition, the Division assists its customers in protecting vehicle ownership rights, identifying vehicles capable of safe operation, the reduction of traffic collisions and citations, the reduction of loss due to uninsured motorist, and the collection of funds for roadway maintenance in support of making Oregon's roadways safe for everyone.

The Deputy Director is responsible for ensuring the success of ODOT and DMV's missions by the successful administration of the Division's programs and services. The Deputy Director is responsible for providing policy development, information, interpretation, guidance, and ensuring accountability for the Division's actions and programs.

***Records Description:***

**Program Records**

- 001 Agency Daily Report**  
Retain 2 years, destroy
- 002 Chronological Correspondence Index**  
Retain 1 year, destroy
- 003 Customer Complaint Records**  
Retain 3 years after resolution, destroy
- 004 DMV Management Team Meeting Records, 1999- [ongoing] .25 c.f.**  
(a) Retain minutes permanently, transfer to State Archives after 10 years  
(b) Retain all other records 5 years, destroy
- 005 DMV Service Delivery Plan**  
(a) Retain drafts and work notes 1 year after final document produced, destroy  
(b) Retain final document 6 years, destroy
- 006 DMV In Motion Newsletter**  
Retain 5 years, destroy
- 007 Labor and Management Advisory Committee Records**  
Retain 2 years, destroy
- 008 Quarterly Business Review Records**  
Retain 2 years, destroy
- 009 Service Group Performance Management Plans**  
Retain 4 years, destroy
- 010 Tort Claim Records**  
Retain 3 years after case resolution, destroy

OREGON STATE ARCHIVES  
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*Databases Used*

Tort Claims

*State Agency General Records Retention Schedule Records*

**Administrative Records - OAR 166-300-0015**

Correspondence

Policy and Procedure Guidelines and Manuals

Policy Development and Planning Records

DMV New Employee Orientation Class (see Scheduling Records)

**Financial Records - OAR 166-300-0025**

Audit Reports

Budget Allotment Records

Budget Preparation Records

**Information Management Records - OAR 166-300-0030**

Department of Justice Information Request Files (see Public Records Disclosure Request Records)

**Personnel Records - OAR 166-300-0040**

Performance Management Evaluations (see Employee Personnel Records)

**Risk Management Records - OAR 166-300-0045**

DMV Risk Coordinator Records (see Safety Compliance and Inspection Records & Safety Program Records)

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**Organizational Placement**

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Office:** Deputy Director  
**Unit:** Administrative Rules Coordinator

**Program Description:**

The Administrative Rules Coordinator is responsible for coordinating and providing oversight concerning Administrative Rules Action for ODOT, per ORS 183.325 and .330. The Coordinator provides assistance, advice, and direction to all agency personnel who initiate rules action, proofs drafts, organizes and/or attends hearings, files all documentation with the Secretary of State's Office, and maintains all Administrative Rules records.

**Records Description:**

**Program Records**

- 011 Activity Report to the Director**  
Retain 5 years, destroy
- 012 Annual Review of Impact on Small Business**  
Retain 5 years, destroy
- 013 3-Year Review of Agency Reviews**  
Retain 6 years, destroy

**Databases Used**

None

**State Agency General Records Retention Schedule Records:**

**Administrative Records - OAR 166-300-0015**

Administrative Rule Preparation Records  
Correspondence  
Scheduling Records

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Office:** Deputy Director  
**Unit:** Budget Coordinator

### ***Program Description:***

The Budget Coordinator provides support and coordination to ensure DMV meets all policies, procedures, and deadlines set by ODOT and DAS concerning budget preparation and execution. In addition, the Budget Coordinator oversees and facilitates the Division's Monthly Budget Reporting and Review process. The Budget Coordinator coordinates and confirms divisional financial information with ODOT's Financial Services.

### ***Records Description:***

#### ***Program Records***

- 014 Budget Committee Records**  
Retain 2 years, destroy
- 015 Monthly Budget Reports**  
Retain 4 years, destroy

#### ***Databases Used***

None

#### ***State Agency General Records Retention Schedule Records***

##### **Administrative records - OAR 166-300-0015**

Correspondence

##### **Financial Records - OAR 166-300-0025**

Budget Allotment Records  
Budget Preparation Records  
Correspondence

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***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Office:** Deputy Director  
**Unit:** Public Information Representative

***Program Description:***

The Public Information Representative (PIR) is responsible for media relations concerning DMV and serves as the Division's official spokesman. The PIR creates press releases, prepares publication materials advertising the Division and the services it offers, manages DMV's photographic database used for publications and displays, and generates the Communications Plan, which outlines the objectives and methods concerning DMV's media relations.

***Records Description:***

**Program Records**

- 016 Communications (Media) Plan**  
Retain 2 years, destroy
- 017 Weekly Activity Report**  
Retain 1 year, destroy

***Databases Used***

Photos

***State Agency General Records Retention Schedule Records***

**Administrative Records - OAR 166-300-0015**

Correspondence  
Press Releases  
Publication Preparation Records  
Scheduling Records

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**Organizational Placement**

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Customer Service

**Program Description:**

The Customer Services Group is responsible for providing customer assistance via telephone, the management of intellectual/physical security of DMV's records, and conducting hearings and reviews for customers. In addition, the section is responsible for maintaining DMV's headquarters facility and operating the Headquarters Mail Center.

The manager of the Customer Services Group is responsible for providing oversight and direction to the group's programs and ensures a positive work environment exists, thereby facilitating efficiency and effectiveness within the group. The manager serves on the DMV Management Team providing assistance regarding the Division's direction and development.

**Records Description:**

**Program Records**

**018 Special Project Records**

Retain 6 years after project completion, destroy

**Databases Used**

None

**State Agency General Records Retention Schedule Records**

**Administrative Records - OAR 166-300-0015**

Contracts and Agreements  
Correspondence  
Publication Records  
Scheduling Records  
Signature Authorizations  
Staff Meeting Records  
Telephone Logs

**Financial Records - OAR 166-300-0025**

Budget Preparation Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Customer Service  
**Section:** Customer Assistance

### ***Program Description:***

The Customer Assistance section is responsible for maintaining DMV's point of service for all telephone transactions handled by the Division. DMV operates five call centers, with four located at the Headquarters facility and one housed at the Coffee Creek Correctional Center, which combined handle in excess of 1.8 million customer service calls a year. Personnel assists DMV customers by answering questions, scheduling drive tests, and assisting callers to conduct DMV related business.

### ***Records Description:***

#### **Program Records**

##### **019 Project Records**

Retain 1 year after completion of project, destroy

##### **020 Customer Survey Records**

Retain 4 years , destroy

#### ***Databases Used***

None

### ***State Agency General Records Retention Schedule Records***

#### **Administrative Records - OAR 166-300-0015**

Contracts and Agreements

Correspondence

Policies and Procedures Guidelines and Manuals

Scheduling Records

Staff Meeting Records

Training Program Records

#### **Financial Records - OAR 166-300-0025**

Budget Preparation Records

#### **Payroll Records OAR - 166-300-0035**

Employee Time Records

#### **Personnel Records - OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Recruitment and Selection Records

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Customer Service  
**Section:** Customer Assistance  
**Unit:** Customer Assistance 1 - 4 & CCCC

### ***Program Description:***

The Customer Assistance units are responsible for providing customer service via telecommunications to DMV field offices, the general public, courts, law enforcement, and agencies within and without Oregon. The units provide advice concerning actions needed to address issues regarding vehicle and driver issues and assists in problem resolution. In addition, the units schedule drive tests for the field offices, answer questions concerning drivers accounts, and staff DMV's Law Enforcement Data System Desk and the front desk at DMV Headquarters. There are five units with four located in the DMV Headquarters building and a fifth at the Coffee Creek Correctional Center.

### ***Records Description:***

#### ***Program Records***

- 021 Monthly Work Measurement Transaction Counts**  
Retain 3 years, destroy
- 022 Operator/Inmate Attendance Records**  
Retain 1 year, destroy
- 023 Reinstatement Worksheet**  
Retain 3 years after reinstatement, destroy
- 024 Weekly Activity Sheets**  
Retain 60 days, destroy
- 025 Work Measurement Reports**  
Retain 3 years, destroy

#### ***Databases Used***

***Link 'n Logs***

#### ***State Agency General Records Retention Schedule Records***

##### **Administrative Records - OAR 166-300-0015**

Correspondence  
Policies and Procedures Guidelines and Manuals  
Drive Test Appointment Records (see Scheduling Records)  
Headcount Records (see Security Records)  
Staff Meeting Records  
Training Program Records  
Telecommunications Logs  
Visitor Logs

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**Facilities/Property Records - OAR 166-300-0020**

Equipment Maintenance Records

**Financial Records - OAR 166-300-0025**

Budget Preparation Records

Receipts

**Information Management Records - OAR 166-300-0030**

Flag Form, Lookup Requests, Suspension Packet Requests, Valid Without Photo Package Requests (see Public Records Disclosure Request Records)

**Payroll Records - OAR 166-300-0035**

Leave Requests (see Employee Time Records)

**Personnel Records - OAR 166-300-0040**

Employee Personnel Records

Employee Medical Records

Selection and Recruitment Records

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Customer Service  
**Section:** Customer Service Support

### ***Program Description:***

The Customer Service Support Section is responsible for providing administrative support and facilitation of resources and efforts to all Customer Service Group units. The section designs, coordinates, implements, and delivers technical training for CSG employees. In addition, the section compiles, maintains, and distributes reports and statistical information related to the Customer Services Group, develops policies and procedures, tracks internal performance measures and efficiency ratings, and develops and implements policy and program throughout the Customer Services Group. The Customer Service Support section gathers information and prepares the Service Group's budget materials including the maintenance of statistical data, which supports the budget and staff planning work, and the Divisions LEDS access/liason desk. In addition, the section is responsible for administering the agreement DMV has with Hearings, Law Enforcement Data System, and Oregon Corrections Enterprises.

### ***Records Description:***

#### **Program Records**

- 026 ACD Reports**
  - (a) Retain monthly 5 years, destroy
  - (b) Retain weekly 60 days, destroy
- 027 LEDS Records Services Statistics Log**  
Retain 4 years, destroy
- 028 Monthly Activity Report**  
Retain 1 year, destroy
- 029 Monthly Queue Reports**  
Retain 4 years, destroy
- 030 Coffee Creek Correctional Center Records**
  - (a) Retain completion rate overviews 4 years, destroy
  - (b) Retain turn over report 2 years, destroy
- 031 DMV Service Delivery Plan Records**
  - (a) Retain proposals, drafts, notes, and working file 1 year after final document produced, destroy
  - (b) Retain final document 6 years, destroy
- 032 Teletype Daily Count Sheets**  
Retain 60 days, destroy
- 033 Work Station Change/Configuration Records**  
Retain until superseded or obsolete, destroy

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*Databases Used*

None

*State Agency General Records Retention Schedule Records*

**Administrative Records - OAR 166-300-0015**

Correspondence

LEDS Certification Records

Policy and Procedure Guidelines and Manuals

Scheduling Records

Phone Logs & Monitoring Notes (see Telephone Logs)

Training Program Records

**Financial Records - OAR 166-300-0025**

Accounts Payable Reports

Budget Preparation Records

**Payroll Records - OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Recruitment and Selection Records

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Customer Service  
**Section:** Facilities & Mail Service

### ***Program Description:***

The Facilities & Mail Service section is responsible for maintaining and operating the DMV Headquarters physical structures and systems. The section maintains responsibility for developing, negotiating, and managing Headquarters operational contracts and warranties, manages the allocation of space and work site design, and oversees all planning and implementation concerning internal building moves. In addition, Facility Services develops, writes, and administers the policies, procedures, and guidelines pertaining to the operation and maintenance of DMV's Headquarters facilities and ensures the safety and security of the headquarters building and its employees.

The Mail Center is responsible for ensuring that all correspondence, both incoming and outgoing, is handled quickly and without errors. The Mail Center handles in excess of 16 million pieces of mail annually while receiving and sorting business from field offices, receives and sorts first class mail, delivers mail to over 30 processing units, and receives and delivers all packaged, certified, special, and general delivery mail. In addition, the Mail Center prepares all items concerning license plate mailings, certified mail, suspension letters, the preparation of all titles and outgoing mail for pickup, and the preparation and mailing of all vehicle titles surrendered to Oregon.

### ***Records Description:***

#### **Program Records**

- 034 Daily Mail Report**  
Retain 4 years, destroy
- 035 Daily Statistics Summary**  
Retain 90 days, destroy
- 036 Monthly Postage Statistical Report**  
Retain 4 years, destroy

#### ***Databases Used***

**PC Compliance Suite (SAIF 801 Claims)**  
**Visio**

#### ***State Agency General Records Retention Schedule Records***

##### **Administrative Records - OAR 166-300-0015**

Contracts and Agreements  
Correspondence  
Policies and Procedures Guidelines and Manuals  
Postal Records  
Scheduling Records

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Access Logs & Key Usage Records (see Security Records)  
Staff Meeting Records

**Facilities/Property Records - OAR 166-300-0020**

Building Records  
Work Orders

**Financial Records - OAR 166-300-0025**

Budget Preparation Records  
Receipts

**Payroll Records - OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Conference and Seminar Records  
Employee Personnel Records  
Employee Medical Records  
Recruitment and Selection Records

**Risk Management Records - OAR 166-300-0045**

State Accident Insurance Fund (SAIF) Records

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Customer Service  
**Section:** Hearing Officer Panel - Transportation Section

### ***Program Description:***

The Hearing Officer Panel - Transportation Section is responsible for providing hearing services to DMV and other customers of the State who, due to court or administrative action have lost or been denied specific privileges or had a civil penalty assessed. The section staffs two offices, one in Salem and the other in Beaverton, where the hearings are conducted. In addition, hearings are conducted throughout the state by arrangement. The concept for using central hearing panels is to ensure fairness, to foster a greater proficiency on the part of hearing officers, and to require all Boards and Commissions to standardize hearing procedures.

### ***Records Description:***

#### **Program Records**

##### **037 Administrative Procedure Act Records**

Retain 6 years after final disposition of case, destroy  
*Some information may be exempt from public disclosure as authorized by ORS 192.501 (13) and 192.502 (2) for life of the records.*

##### **038 Appellate Case Records**

Retain 6 years after final disposition of case, destroy  
*Some information may be exempt from public disclosure as authorized by ORS 192.501 (13) and 192.502 (2) for life of the records.*

##### **039 Implied Consent Case Records**

Retain 6 years after final disposition of case, destroy  
*Some information may be exempt from public disclosure as authorized by ORS 192.501 (13) and 192.502 (2) for life of the records.*

##### **040 Lien Case Records**

Retain 6 years after clearance or forfeiture, destroy

##### **041 Motor Carrier Records**

Retain 6 years after resolution, destroy

### ***Databases Used***

Hearings/Paradox

### ***State Agency General Records Retention Schedule Records***

#### **Administrative Records - OAR 166-300-0015**

Correspondence

Policy and Procedure Guidelines and Manuals

Scheduling Records

Staff Meeting Records

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**Organizational Placement**

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Customer Service  
**Section:** Records

**Program Description:**

The Records Section is responsible for providing oversight, direction, and ensuring that State, ODOT, and DMV policies and procedures are adhered to concerning records management, security, and retention per OAR 166-300 and ORS 802.200. The Records section is responsible for providing access to records, microfilming and storage of records and documentation, and developing policies and procedures that allow for effective handling of the Division's records.

**Records Description:**

**Program Records**

**042 Project Records**

Retain 2 years after project completion, destroy

**Databases Used**

Audit Log

CICS Inquiry

**State Agency General Records Retention Schedule Records**

**Administrative Records - OAR 166-300-0015**

Correspondence

Legislative Tracking Records

Policy and Procedure Guidelines and Manuals

**Financial Records - OAR 166-300-0025**

Budget Preparation Records

**Information Management Records - OAR 166-300-0030**

Records Management Records

**Personnel Records - OAR 166-300-0040**

Employee Personnel Records

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Customer Service  
**Section:** Records  
**Unit:** Microfilm Services

### ***Program Description:***

The Microfilm Services unit is responsible for filming, developing, proofing, editing, and duplicating all microfilm created and maintained by the Division. In addition, the unit enters data into the vehicle and driver index systems and manages DMV's Microfiche processes, manages all equipment related to microfilm, and manages the storing, archiving, and destruction of records created by DMV. In addition, Microfilm Services provides assistance to internal customers in locating filmed documents.

### ***Records Description:***

#### ***Program Records***

- 043 Daily Register of Filming/Transaction Totals**  
Retain 1 year, destroy
- 044 Monthly Production Sheets**  
Retain 1 year, destroy
- 045 Summary of Days Business**  
Retain 1 year, destroy
- 046 Weekly Report**  
Retain 1 year, destroy

#### ***Databases Used***

None

#### ***State Agency General Records Retention Schedule Records***

##### **Administrative Records - OAR 166-300-0015**

Contracts and Agreements  
Correspondence  
Policy and Procedure Guidelines and Manuals  
Scheduling Records

##### **Facilities/Property Records - OAR 166-300-0020**

Equipment Maintenance Records

##### **Financial Records - OAR 166-300-0025**

Budget Preparation Records

##### **Information Management Records - OAR 166-300-0030**

Log Books, Proofing Logs, Reel Logs (see Microfilm Quality Control Records)

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Daily Receipt of Work, Record Look Up Sheets (see Records Management Records)

**Payroll records - OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Recruitment and Selection Records

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Customer Service  
**Section:** Records  
**Unit:** Records Policy

### ***Program Description:***

The Records Policy Unit is responsible for managing privacy issues and confidential records by protecting the privacy and safety of DMV customers in response to ORS 802.175 - 802.191. The unit establishes agency policy concerning records related issues including privacy and disclosure, establishes fee schedules, manages protected persons records and law enforcement undercover files, and provides drivers license photographs for identification purposes to law enforcement entities. In addition, the unit qualifies or denies entities requesting to establish records inquiry accounts, assist internal and external customers with interpretation of Oregon's Privacy Statute; ORS 802.191, and assists ODOT's Administrative Rules Coordinator in preparing administrative rules and policies which relate to records and records issues.

### ***Records Description:***

#### ***Program Records***

- 047 Bulk Records List**  
Retain 5 years, destroy
- 048 Digital Photo Licensing Records**  
Retain 75 years, destroy
- 049 Law Enforcement Photo Requests**  
Retain 5 years, destroy
- 050 Protected Persons Records**  
Retain 5 years, destroy
- 051 Record Inquiry/Lookup Account Application Records**  
Retain 5 years, destroy
- 052 Service Catalog**  
Retain until superseded or obsolete, destroy
- 053 Special Police Requests**  
Retain 5 years, destroy
- 054 Undercover Tags, Plates, License Records**  
Retain until registration superseded or license expiration, destroy

#### ***Databases Used***

Confidential Record Undercover Database  
List log  
Photos  
Police Log

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*State Agency General Records Retention Schedule Records*

**Administrative Records - OAR 166-300-0015**

Contracts and Agreements  
Correspondence  
Policy and Procedure Guidelines and Manuals  
Scheduling Records  
Staff Meeting Records

**Financial Records - OAR 166-300-0025**

Budget Preparation Records

**Information Management Records - OAR 166-300-0030**

Forms Development Records  
Commercial Lists Records (see Public Records Disclosure Request Records)  
Records Management Records

**Payroll Records - OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Employee Medical Records  
Employee Personnel Records  
Recruitment and Selection Records

# OREGON STATE ARCHIVES

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### *Organizational Placement*

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Customer Service  
**Section:** Records  
**Unit:** Records Services

### *Program Description:*

The Records Services Unit is responsible for the rapid and accurate retrieval and delivery of motor vehicle records to DMV customers, including law enforcement, courts, state and local governmental agencies, businesses, and the public. The unit is responsible for ensuring that all Federal and State statutes, policies, and procedures regarding records management are followed while serving as DMV's records custodian and responding to subpoenas regarding motor vehicle records.

### *Records Description:*

#### **Program Records**

- 055 Batch Change (Audit) Reports**  
Retain 6 years, destroy
- 056 Drivers Daily Business (Drivers License Source) Records**  
Retain 75 years, destroy
- 057 Daily Title Batch Number Listing**  
Retain until superseded or obsolete, destroy
- 058 Driver Block Files (Includes Driver and Vehicle Suspension Records)**
  - (a) Retain motor carrier/commercial drivers records 55 years, destroy
  - (b) Retain all others 10 years, destroy
- 059 End of Month Customer Credits Records**  
Retain 4 years, destroy
- 060 Inquiry Registers**  
Retain 4 months, destroy
- 061 Memorandum Receipts**  
Retain 4 years, destroy
- 062 601 Reports (Reports on Registrations)**  
Retain 6 years, destroy
- 063 "Special" Project Records**  
Retain 10 years after project completion, destroy
- 064 Subpoenas**
  - (a) Retain if cost of appearance charged/collected 4 years, destroy
  - (b) Retain all others records 90 days, destroy

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### **065 Traffic Citations**

(a) Retain commercial motor carrier citations issued for driving under the influence or leaving the scene of an accident, and other felonies defined by Federal Motor Carrier Safety Administration 55 years, destroy

(b) Retain commercial motor carrier citations issued for manslaughter or negligent homicide, felony use of a motor vehicle, failure to stop and render aid, and other felonies defined by the Federal Motor Carrier Safety Administration 10 years, destroy

(c) Retain all other records 5 years, destroy

### **066 Traffic Safety Program Records**

Retain 10 years after program ends, destroy

### **067 Trip Permits**

Retain 3 years, destroy

### **068 Vehicle Registration Records**

Retain 99 years, destroy

### **069 Vehicle Title Records**

Retain 99 years, destroy

### *Databases Used*

None

### *State Agency General Records Retention Schedule Records*

#### **Administrative Records - OAR 166-300-0015**

Correspondence

Postal Records

Prepaid Log, Daily Log, Internal Information Request Logs, Request Log (see Public Records Disclosure Request Records)

Scheduling Records

Training Program Records

#### **Financial Records - OAR 166-300-0025**

Budget Preparation Records

Financial Reports

#### **Information Management Records - OAR 166-300-0030**

Records Management Records

#### **Payroll Records - OAR 166-300-0035**

Employee Time Records

#### **Personnel Records - OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Recruitment and Selection Records

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Field Services

### ***Program Description:***

The Field Services Group is responsible for providing fast and efficient service to DMV's customers conducting business at the Division's field offices. The group operates four types of offices: Full Service, Limited Service, DMV Express, and Dealer Centers, in order to address the needs of DMV's diverse customer base.

In addition, the Field Services Group provides services for other agencies including the issuance of motor carrier credentials, oversize/weight permits, Sno Park permits, and ID cards for other state agency personnel. The group conducts testing of applicants for licensing boards, registers voters, and provides verification those vehicles in the Portland and Medford areas meet DEQ emission standards.

The Group Manager provides direction and oversight to the group's policies and programs and ensures all ODOT and DMV mission and project goals are met. The Group Manager allocates staffing levels to maintain targeted service levels and serves as a member of DMV's Management Team thereby sharing responsibility for developing and monitoring policy, short and long range planning, and allocating Divisional Resources. The Manager develops and administers the Service Group's overall budget and oversees regional and field office operational budgets.

### ***Records Description:***

#### ***Program Records***

##### **070 Reports**

- (a) Retain weekly service level 1 year, destroy
- (b) Retain monthly service level 3 years, destroy
- (c) Retain yearly service level 6 years, destroy

#### ***Databases Used***

None

#### ***State Agency General Records Retention Schedule Records***

##### **Administrative Records - OAR 166-300-0015**

Contracts and Agreements

Correspondence

Policy Development and Planning Records

Professional Membership Records

Scheduling Records

Staff Meeting Records

Signature Authorizations

OREGON STATE ARCHIVES  
**Records Retention Schedule**

Edition: 03/2011

Expires: 03/2016

**Financial Records - OAR 166-300-0025**

Budget Allotment Records  
Budget Preparation Records

**Personnel Records - OAR 166-300-0040**

Conference and Workshop Records  
Employee Personnel Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: 03/2011

Expires: 03/2016

### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Field Services  
**Unit:** Field Offices

### ***Program Description:***

The Field Offices are responsible for providing effective, efficient, and accurate service to scheduled and walk in customers regarding vehicle titling, licensing, registering, the administration of written and drive tests to perspective vehicle operators, and issuing of Oregon ID cards. In addition, the units maintain public records, work to ensure public safety upon Oregon's roads and highways, and provide information upon request concerning the licensing and titling of vehicles.

### ***Records Description:***

#### **Program Records**

- 071 Customer Test Results**  
Retain 2 years, destroy
- 072 Daily Window Balance Reports**  
Retain 6 years, destroy
- 073 Dealer Log Sheets**  
Retain 6 years, destroy
- 074 End of Month Reports Documenting TSR Activities**  
Retain 2 years, destroy
- 075 Final Transaction Log**  
Retain 6 years, destroy
- 076 Field Office Transaction Log**  
Retain 6 years, destroy
- 077 Permit Records**  
Retain 2 years, destroy
- 078 Non-Fiscal Memorandum of Receipt**  
Retain 1 year, destroy
- 079 Preliminary Transactions Log**  
Retain 2 years, destroy
- 080 Field Office Wait Time Records**  
Retain 6 years, destroy
- 081 Wait Time Records**  
Retain 4 years, destroy
- 082 Work Measurement Reports**  
Retain 4 years, destroy

#### ***Databases Used***

None

OREGON STATE ARCHIVES  
Records Retention Schedule

Edition: 03/2011

Expires: 03/2016

*State Agency General Records Retention Schedule Records:*

**Administrative Records - OAR 166-300-0015**

Correspondence  
Scheduling Records  
Staff Meeting Records

**Facilities/Property Records - OAR 166-300-0020**

Inventory of Expendable Goods, Quarterly Asset Report (see Equipment/Property Disposition Records)

**Financial Records - OAR 166-300-0025**

Budget Preparation Records  
Cash Receipt Records  
Deposit Slips  
Petty Cash Fund Records

**Information Management Records - OAR 166-300-0030**

Public Records Disclosure Request Forms

**Payroll Records - OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Employee Medical Records  
Employee Personnel records  
Recruitment and Selection Records

**Risk Management Records - OAR 166-300-0045**

Incident Reports  
Occupational Injury and Illness Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: 03/2011

Expires: 03/2016

### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Field Services  
**Unit:** Regional Office

### ***Program Description:***

The Regional Office units are responsible for lending support and assistance to the field offices by answering technical questions, addressing issues and concerns of customers, providing oversight and direction to field office managers, and assisting with personnel and facilities management.

In addition, the Regional Managers are the final stop concerning customer complaints and investigate alleged employee wrongdoing. The Regional Managers are responsible for providing oversight and direction concerning the application of policies and procedures, thereby ensuring that ODOT's and DMV's goals and missions are met.

### ***Records Description:***

#### **Program Records**

- 083 Customer Complaint Records**  
Retain 3 years after resolution, destroy
- 084 Driver Examination Statistical Records**  
Retain 16 years, destroy
- 085 Examiner Statistics Records**  
Retain 6 years, destroy
- 086 Monthly Statistical Report**  
Retain 3 years, destroy
- 087 Region Activity Reports**  
Retain 6 years, destroy
- 088 Work Measurement Reports**  
Retain 4 years, destroy

#### ***Databases Used***

**Daily Stats**

#### ***State Agency General Records Retention Schedule Records***

##### **Administrative Records - OAR 166-300-0015**

Correspondence  
Policy and Procedure Guidelines and Manuals  
Region Supervisor Meeting Records (see Staff Meeting Records)  
Training Program Records

##### **Financial Records - OAR 166-300-0025**

Budget Preparation Records

OREGON STATE ARCHIVES  
**Records Retention Schedule**

**Edition: 03/2011**

**Expires: 03/2016**

**Payroll Records - OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Recruitment and Selection Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: 03/2011

Expires: 03/2016

### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Field Services  
**Section:** Support

### ***Program Description:***

The Field Services Support Section is responsible for providing administrative support for the Field Services Group, assists in the development and generation of Field Service Group projects, training initiatives, budget planning, policy and procedure changes, and legislative coordination. The section serves as the liaison between FSG and DMV's other service groups. In addition, the Support Section coordinates all work to be done on field office facilities and prioritizes said work by providing contract maintenance as well as the administration and maintenance of external contracts.

### ***Records Description:***

#### ***Program Records***

##### **089 Driver Improvement Counselor Records**

Retain 2 years, destroy

##### **090 Field Office Comparison Ranking Report**

Retain 2 years, destroy

##### **091 Investigation Records**

(a) Retain investigations resulting in termination 10 years after employee separation, destroy

(b) Retain investigations resulting in disciplinary action or exoneration: 3 years after resolution, destroy

(c) Retain unfounded investigations: 3 years, destroy

##### **092 DMV Service Delivery Plan Records**

(a) Retain Proposals, drafts, work notes: 1 year after final document produced, destroy

(b) Retain final document 6 years, destroy

#### ***Databases Used***

None

#### ***State Agency General Records Retention Schedule Records***

##### **Administrative Records - OAR 166-300-0015**

Contracts and Agreements

Leases

Legislative Tracking Records

Policies and Procedure Guidelines and Manuals

Project Committee Records (see Policy Development and Planning Records)

Scheduling Records

Staff Meeting Records

Training Program Records

OREGON STATE ARCHIVES  
**Records Retention Schedule**

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**Facilities/Property Records - OAR 166-300-0020**  
Work Orders

**Financial Records - OAR 166-300-0025**  
Budget Allotment Records  
Budget Preparation Records

**Payroll Records - OAR 1676-300-0035**  
Employee Time Records

**Personnel Records - OAR 166-300-0040**  
Employee Medical Records  
Employee Personnel Records  
Recruitment and Selection Records

OREGON STATE ARCHIVES  
**Records Retention Schedule**

Edition: 03/2011

Expires: 03/2016

***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Information Technology Services (ITS)

***Program Description:***

The Information Technology Services Group is responsible for supplying the leadership, fiscal support, technical writing, and clerical support for DMV IT services and projects. The Group assists in the procurement, development, and implementation of information systems and technology. The IT Service Group partners with ODOT Central Service Information Systems to ensure the continued meeting of the needs and requirements of the Agency and Division.

The Technical Writer is responsible for providing expertise and support for the ITS Manager and group personal regarding project feasibility and development. On request the technical writer creates graphics and presentation materials for use by IT service group personnel. Also, the technical writer is responsible for maintaining DMV's websites.

The IT Service Group Manager works in conjunction with the IS Service Delivery Manager to provide executive direction of ITS personnel and contractors while together the managers share responsibility for the technical and business related aspects of all IT projects. In addition, the IT Service Group Manager is responsible for providing oversight and direction concerning funding and staffing levels, long range strategic planning, tactical planning, and the development of policies and procedures.

***Records Description:***

**Program Records**

- 093 DMV User Council Records**  
Retain 2 years, destroy
- 094 ITS Managers Team Meeting Records**  
Retain 2 years, destroy
- 095 ITS Methodology Document**  
Retain 2 most current versions, destroy
- 096 IT Project Governance Document**  
Retain 2 most current versions, destroy
- 097 IT Services Update**  
Retain 5 years, destroy
- 098 IT Tactical Plan Records**
  - (a) Retain drafts and work notes 1 year after final document produced, destroy
  - (b) Retain final document 6 years, destroy
- 099 Project Status Update Reports**  
Retain 1 year after project completion, destroy
- 100 DMV Service Delivery Plan Records**
  - (a) Retain drafts and work notes 1 year after completion of final document, destroy
  - (b) Retain final document 6 years, destroy

OREGON STATE ARCHIVES  
Records Retention Schedule

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**101 Web Council Records**

Retain 3 years, destroy

*Databases Used*

None

*State Agency General Records Retention Schedule Records*

**Administrative Records - OAR 166-300-0015**

Correspondence

Information Resource Management Plan (see Policy and Planning Records)

Policies and Procedure Guidelines and Manuals

Scheduling Records

Staff Meeting Records

Training Program Records

**Financial Records - OAR 166-300-0025**

Budget Allotment Records

Budget Preparation Records

**Information Management Records - OAR 166-300-0030**

Computer System Program Documentation

Information System Planning and Development Records

**Payroll Records - OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Selection and Recruitment Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Information Technology Services (ITS)  
**Section:** Business Analysis

### ***Program Description:***

The Business Analysis Unit is responsible for providing leadership and support in the development of and implementation of Information Technology projects to ensure the identification, communication, and meeting of DMV needs and requirements regarding new and revised IT systems. The unit provides technical expertise and assistance to units conducting opportunity evaluations, feasibility studies, cost and benefit analysis, and analysis of current or proposed workflow. The unit prepares implementation, training, and communication plans, and acceptance testing strategies, plans, and cases related to information systems planning and development. These documents become part of the IT project documentation under the responsibility of the Project Office. The Business Analysis unit is responsible for creating and maintaining the Division's business architecture records.

### ***Records Description:***

#### ***Program Records***

##### **102 Information System Estimate Records**

- (a) Retain if implemented 1 year after system superseded or obsolete, destroy
- (b) Retain if not implemented 5 years, destroy

##### **103 Work Process Records**

- (a) Retain if implemented 1 year after system superseded or obsolete, destroy
- (b) Retain if not implemented 5 years, destroy

#### ***Databases Used***

None

#### ***State Agency General Records Retention Schedule Records***

##### **Administrative Records - OAR 166-300-0015**

Correspondence  
Policies and Procedure Guidelines and Manuals  
Policy Development and Planning Records  
Staff Meeting Records

##### **Financial Records - OAR 166-300-0025**

Budget Preparation Records

##### **Information Management Records - OAR 166-300-0030**

Information System Planning and Development Records

OREGON STATE ARCHIVES  
**Records Retention Schedule**

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**Payroll Records - OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Recruitment and Selection Records

OREGON STATE ARCHIVES  
Records Retention Schedule

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**Organizational Placement**

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Information Technology Services  
**Section:** DP Coordination

**Program Description:**

The DP Coordination section is responsible for coordinating Information Technology system changes and ensuring program's function as intended. The section analyzes data in an effort to improve the Division's IT systems while collaborating with IT professionals and end users to identify and accomplish program needs and results. The section is responsible for overseeing the testing of revised and new systems to ensure that they function as intended prior to final acceptance and installation, provides communication and coordination to DMV concerning changes impacting operations, and assists in planning and scheduling upgrades to existing systems. In addition, DP Coordination provides information and documentation to systems analysts and developers designing and programming systems for DMV. Overall, DP Coordination has the responsibility to ensure operational decisions concerning DMV's computer system needs, meet and / or exceed the Division's needs to assist in the implementation of IT programs and initiatives into the DMV work environment, create and monitor service levels, and to ensure effective and efficient delivery of technical support.

**Records Description:**

**Program Records**

- 104 County Vehicle Distribution Statistics/End of Year Report**  
Retain 6 years, destroy
- 105 Customer Information Master File Tapes**  
Retain until superseded or obsolete, destroy
- 106 Drivers License Master File Tapes**  
Retain until superseded or obsolete, destroy
- 107 Registration Daily File, Control Summary and File Restore Total**  
Retain 2 years, destroy
- 108 Tape Split Total Report**  
Retain 90 days, destroy
- 109 Vehicle Registration Master File Tapes**  
Retain until superseded or obsolete, destroy

**Databases Used**

None

**State Agency General Records Retention Schedule Records**

**Administrative Records - OAR 166-300-0015**

Correspondence

OREGON STATE ARCHIVES  
**Records Retention Schedule**

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**Financial Records - OAR 166-300-0025**

Budget Preparation Records

**Information Management Records - OAR 166-300-0030**

Project Test Case Records (see Information System Planning and Development Records)

Driver Registration Inquiry Verification Entry (DRIVE) Test Records, Point in Time Reports (see Computer System Program Documentation)

**Payroll Records - OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Recruitment and Selection Records

OREGON STATE ARCHIVES  
Records Retention Schedule

Edition: 03/2011

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***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Section:** Information Technology Services Group  
**Program:** Information Systems/DMV Liaison

***Program Description:***

“Information Systems/DMV Liaison” is the DMV Application Development Unit under Central Services Division, Information Systems. DMV Application Development is quartered in the DMV Headquarters structure.

See ODOT Central Services Division; Information Systems Records Retention Schedule for unit’s retention guidelines.

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: 03/2011

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Information Technology Services  
**Office:** Project Management (PMO)

### ***Program Description:***

The Project Management Office (PMO) is responsible for assisting IT Service Group Project Managers in the selection, initiation, management, and close out of all IT Service Group projects. In addition, the Project Management office, through IT project leaders, coordinates all quality assurance reviews and routine monitoring of project status and establishes the standards, procedures, and tools for monitoring projects. The PMO supplies leadership to project teams and works closely with Senior DMV managers to ensure projects remain on track.

### ***Records Description:***

#### **Program Records**

None

#### ***Databases Used***

None

### ***State Agency General Records Retention Schedule Records***

#### **Administrative Records - OAR 166-300-0015**

Agreements and Contracts  
Correspondence  
Policy Development and Planning Records  
Scheduling Records  
Staff Meeting Records

#### **Financial Records – OAR 166-300-0025**

Budget Preparation Records

#### **Information Management Records - OAR 166-300-0030**

Information System Planning and Development Records

#### **Payroll Records – OAR 166-300-0035**

Employee Time Records

#### **Personnel Records – OAR 166-300-0040**

Employee Medical Records  
Employee Personnel Records  
Recruitment and Selection Records

OREGON STATE ARCHIVES  
Records Retention Schedule

Edition: 03/2011

Expires: 03/2016

**Organizational Placement**

**Schedule #: 2002-0016**

**Agency:** Department of Transportation (ODOT)  
**Division:** Division of Motor Vehicle Services  
**Group:** Processing Services

**Program Description:**

The Processing Services Group is responsible for processing all driver's licenses, titles, and registration transactions whether received through field offices or by mail. All transactions, regardless of where they originate, are completed and finalized at the DMV headquarters facility in Salem. The group is composed of four sections; Driver Transaction, Mail Transaction, Processing Support, and Vehicle Transaction containing sixteen units responsible for processing all driver and vehicle related transactions and updated driver and vehicle files.

The Processing Services Group Manager is responsible for promoting a proactive work environment fostering growth, loyalty, and positive attitude while setting objectives and conducting performance planning and reviews. The Processing Services Group Manager is a member of the DMV Management Team.

**Records Description:**

**Program Records**

**110 Customer Complaint Records**

Retain 3 years after resolution, destroy

**111 DMV Service Delivery Plan Records**

- (a) Retain proposals, drafts, and working file 1 year after final document produced, destroy
- (b) Retain final document 6 years, destroy

**Databases Used**

None

**State Agency General Records Retention Schedule Records**

**Administrative Records - OAR 166-300-0015**

Correspondence  
Scheduling Records  
Staff Meeting Records

**Financial Records - OAR 166-300-0025**

Budget Preparation Records

**Payroll Records – OAR 166-300-0035**

Employee Time Records

OREGON STATE ARCHIVES  
**Records Retention Schedule**

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**Personnel Records – OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Recruitment and Selection Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: 03/2011

Expires: 03/2016

### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Processing Services  
**Section:** Driver Transaction

### ***Program Description:***

The Driver Transaction Section is responsible for handling nearly all driver-related transactions whether originating at field offices or by mail. The sections five production units; Accident Reporting, Suspensions, Records, Safety, and Issuance, process a specific area pertaining to driver-related transactions.

The Section Manager provides oversight and direction to ensure all processes are secure, that all data is accurate, and that issues and problems are resolved in an efficient manner. The Section Manager is the liaison between DMV's upper management and the Driver Transactions work force and ensures adherence to the values and mission of DMV.

### ***Records Description:***

#### **Program Records**

##### **112 Drivers License Activity Statistical Report**

Retain 25 years, destroy

#### ***Databases Used***

None

#### ***State Agency General Records Retention Schedule Records***

##### **Administrative Records - OAR 166-300-0015**

Correspondence  
Scheduling Records  
Staff Meeting Minutes

##### **Financial Records - OAR 166-300-0025**

Budget Allotment Records  
Budget Preparation Records  
Expenditure Projection Reports

##### **Payroll Records – OAR 166-300-0035**

Employee Time Records

##### **Personnel Records – OAR 166-300-0040**

Employee Medical Records  
Employee Personnel Records  
Recruitment and Selection Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: 03/2011

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Processing Services  
**Section:** Driver Transaction  
**Unit:** Accident Reporting/Insurance Verification

### ***Program Description:***

The Accident Reporting and Insurance Verification Unit is responsible for processing all accident and police reports relating to driver and motor vehicle incidents received throughout the State. In addition, the unit verifies all insurance information provided on accident report forms and conducts a random sample process of vehicle insurance coverage.

### ***Records Description:***

#### **Program Records**

#### **113 Accident Report Records**

- (a) Retain non commercial motor vehicle accidents 5 years, destroy
- (b) Retain commercial motor vehicle related accidents 10 years, destroy

#### **114 Accident Registers**

Retain Accident Uninsured, Non-Reportable Accidents, Posted Accidents, and Suspensions 6 months, destroy

#### **115 Daily Report**

Retain until superseded or obsolete, destroy

#### **116 Denials of Insurance Coverage Records**

Retain 5 years after suspension order issued, destroy

#### **117 Non-Reportable Traffic Accident File Reports**

Retain 1 year, destroy

#### **118 Random (Liability Insurance Information) Sample Records**

- (a) Retain surveys 5 years, destroy
- (b) Retain reports 2 years, destroy

#### **119 Self-Insurance Records**

Retain Bonded, Deposit, and Self-Insured Company Records 10 years after cancellation of self-insured status, destroy

#### ***Databases Used***

EEOI 1 Screen/EEOI 2 Screen  
List of Insurance Companies  
List of Self-Insured Companies  
No Report Log  
Non-Reportable Log  
Suspensions Log

OREGON STATE ARCHIVES  
**Records Retention Schedule**

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*State Agency General Records Retention Schedule Records*

**Administrative Records - OAR 166-300-0015**

Administrative Rule Preparation Records  
Correspondence  
Staff Meeting Records

**Financial Records – OAR 166-300-0025**

Budget Preparation Records

**Payroll Records – OAR 166-300-0035**

Employee Time Records

**Personnel Records – OAR 166-300-0040**

Employee Medical Records  
Employee Personnel Records  
Recruitment and Selection Records

OREGON STATE ARCHIVES  
Records Retention Schedule

Edition: 03/2011

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**Organizational Placement**

**Schedule #: 2002-0016**

**Agency:** Department of Transportation (ODOT)  
**Division:** Division of Motor Vehicle Services  
**Group:** Processing Services  
**Section:** Driver Transaction  
**Unit:** Driver Issuance

**Program Description:**

The Driver Issuance Unit is responsible for assisting DMV field offices in rapidly and accurately processing driver related transactions including clarification and correction of driver to driver transactions, the canceling or suspension of drivers licenses due to fraud or non-entitlement, and for maintaining customer records by correcting records data. In addition, and when appropriate, the unit issues valid Oregon Drivers Licenses without photos, disabled placards, disabled non-photo identification cards, program and family placards, documents hardship and re-instatement fees to the records, and liaises with other States Motor Vehicle Divisions to ensure individual drivers records are clear of suspensions, cancellations, and blocks. The Driver Issuance unit ensures the accurate transmission of Commercial Drivers License records in electronic format.

**Records Description:**

**Program Records**

- 120 Commercial Drivers License Registers**  
Retain 6 months, destroy
- 121 Combined License Register**  
Retain 1 year after final resolution, destroy
- 123 Daily Reports**
  - (a) Retain preliminary 1 year, destroy
  - (b) Retain driver license or registration business 2 years, destroy
- 124 Driver Batch Listings**  
Retain 90 days, destroy
- 125 Fraud Suspension and Cancellation Records**  
Retain 10 years from effective date of suspension, destroy
- 126 Logs**
  - (a) Retain valid without photo, return, and fraud 1 year, destroy
  - (b) Retain disabled program and family placard until suppressed or obsolete, destroy
- 127 Memo Register**  
Retain 1 year, destroy

OREGON STATE ARCHIVES  
**Records Retention Schedule**

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**128 Registers**

- (a) Retain Issuance Transaction/DL Batch Formatter, Drivers Month to Date Report of Audit Rec. Procedure until superseded or obsolete, destroy
- (b) Retain Driver's Balanced Counters Tally 1 week, destroy
- (c) Retain Driver Balanced CTR Report, Drivers Daily Audit Listing(Balanced), Drivers Daily Audit Error List, Drivers License Daily Batch D62A91 & D62O91, Drivers Daily Special Processing Exception Listing, Drivers Daily Special Processing File Control Sum, Drivers Summary by Special Processing Number 90 days, destroy
- (d) Retain Daily Issuance Transaction 30 days, destroy
- (e) Retain Counter 27, Drivers Daily Audit Listing(unbalanced), Drivers Daily Transfers to Special Processing, Drivers Daily Special Processing File Control Sum 4 years, destroy

*Databases Used*

None

*State Agency General Records Retention Schedule Records:*

**Administrative Records - OAR 166-300-0015**

Correspondence

Scheduling Records

**Financial Records - OAR 166-300-0025**

Budget Preparation Records

**Payroll Records - OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Recruitment and Selection Records

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Department of Transportation (ODOT)  
**Division:** DMV  
**Group:** Processing Services  
**Section:** Driver Transaction  
**Unit:** Driver Records

### ***Program Description:***

The Driver Records Unit is responsible for managing, verifying, and updating information concerning drivers records including the receipt and processing of traffic citations, SR 22s and 26s (proof of insurance) documents, and the vacating and amending of drivers records by court order.

In addition, the unit is responsible for maintaining the Automated Liability Insurance Report system, which provides law enforcement personnel with an accounting of whether individuals have valid insurance coverage required to operate motor vehicles.

### ***Records Description:***

#### **Program Records**

- 129 Automobile Insurance Reporting Records (ALIR)**  
Retain 3 years, destroy
- 130 Convictions and Maintenance Registers**  
Retain 60 days, destroy
- 131 Daily Report**  
Retain until superseded, destroy
- 132 Electronic Data Interchange Records**  
Retain 2 years, destroy
- 133 Physical Log Book**  
Retain for same retention as related record, destroy
- 134 SR 22 (Certificate of Insurance) & SR 26 Records**  
Retain 3 years after resolution, destroy

#### ***Databases Used***

Automated Liability Insurance Report  
Driver Master Files  
Insurance Return Log

#### ***State Agency General Records Retention Schedule Records***

**Administrative Records - OAR 166-300-0015**  
Correspondence

**Financial Records – OAR 166-300-0025**  
Budget Preparation Records

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**Information Management Records - OAR 166-300-0030**

Vacate Records (see Records Management Records)

**Payroll Records – Oar 166-300-0035**

Employee Time Records

**Personnel Records – OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Recruitment and Selection Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Processing Services Group  
**Section:** Driver Transaction  
**Unit:** Driver Safety

### ***Program Description:***

The Driver Safety Unit is responsible for providing oversight and review of drivers' records in an effort to identify drivers who are deemed as posing a risk to the public with potential medical conditions impairing their ability to operate a motor vehicle, to rehabilitate poor driving habits, and to revoke the driving privileges of individuals who are unsafe or fail to change their driving habits. In all instances the unit actively assists the individual to find a resolution, if possible, allowing them to retain their license privileges.

The Driver Safety unit issues adult and provisional licenses in response to individuals showing a history of poor driving habits. The unit is responsible for identifying and confirming habitually poor drivers, thereby making them eligible for hardship only licenses, and to rehabilitate the driver's behavior in an effort to reduce violations and accidents. In addition, the unit re-examines/evaluates drivers when law enforcement, care givers, and doctors notify DMV of drivers who maybe deemed potentially unsafe due to underlying reasons medical in nature. The unit attempts to find a resolution when possible for drivers whom medical care would render safe and competent. Finally, the unit is charged with ensuring individuals with medical conditions are capable of meeting the state's minimum standards for motor vehicle operation. Action is immediate and confidential and will result in immediate revoking of license privileges if the driver does not or cannot through intervention meet state standards.

### ***Records Description:***

#### **Program Records**

- 135 Daily Report**  
Retain until superseded or obsolete, destroy
- 136 Driver Improvement/Interview Records**  
Retain 2 years, destroy
- 137 Driver Medical Case Records**  
Retain 10 years after action dropped or verification of driver's death, destroy
- 138 Probationary Records**  
Retain 2 years after lifting of probationary status, destroy
- 139 Serious Accident Case Files**  
Retain 3 years after suspension revoked/lifted, destroy

#### ***Databases Used***

#### **Re-Examination**

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*State Agency General Records Retention Schedule Records*

**Administrative Records - OAR 166-300-0015**

Contracts and Agreements  
Correspondence  
Scheduling Records  
Staff Meeting Records

**Facilities/Property Records - OAR 166-300-0020**

Property Inventory  
Property Transfers

**Financial Records - OAR 166-300-0025**

Budget Preparation Records

**Payroll Records – OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Employee Medical Records  
Employee Personnel Records  
Recruitment and Selection Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: 03/2011

Expires: 03/2016

### *Organizational Placement*

Schedule #: 2002-0016

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Processing Services  
**Section:** Driver Transaction  
**Unit:** Driver Suspension

### *Program Description:*

The Driver Suspension Unit is responsible for handling all driver suspensions, applications for the issuance of hardship and probationary licenses, and for performing court ordered clearances of information contained on driving records.

### *Records Description:*

#### **Program Records**

- 140 Administrative Procedures Act Records**  
Retain 6 years after final resolution, destroy
- 141 Certified Suspensions Mailing List**  
Retain 5 years, destroy
- 142 Daily Report**  
Retain until superseded or obsolete, destroy
- 143 DUII Completion Certificates**  
Retain 3 years after completion, destroy
- 144 Driver Index Date of Arrest**  
Retain 90 days, destroy
- 145 House Bill 3292/Drug Testing Records**
  - (a) Retain if positive 5 years from test date, destroy
  - (b) Retain if negative 1 year, destroy
- 146 Implied Consent Records**  
Retain 6 years after resolution, destroy
- 147 Re-instatement Worksheets**  
Retain 3 years after re-instatement, destroy
- 148 Statistical Production Reports**
  - (a) Retain daily 1 month, destroy
  - (b) Retain monthly 1 year, destroy
- 149 Suspension/Hardship Case File Records**  
Retain 3 years after lifting of suspension or hardship, destroy
- 150 Suspension, Hardship, Reinstatement Registers**  
Retain 6 months, destroy
- 151 Unsatisfied Judgment Records**  
Retain 6 years after final resolution, destroy

OREGON STATE ARCHIVES  
Records Retention Schedule

Edition: 03/2011

Expires: 03/2016

*Databases Used*

Drug Test Results

Driver Suspensions Hardship Log

*State Agency General Records Retention Schedule Records*

**Administrative Records - OAR 166-300-0015**

Correspondence

Legislative Tracking Records

Policy and Procedure Guidelines and Manuals

Scheduling Records

Staff Meeting Records

Training Program Records

**Financial Records – OAR 166-300-0025**

Budget Preparation Records

**Payroll Records – OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Recruitment and Selection Records

OREGON STATE ARCHIVES  
Records Retention Schedule

Edition: 03/2011

Expires: 03/2016

***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Processing Services  
**Section:** Mail Transaction

***Program Description:***

The Mail Transaction Section is responsible for reviewing and processing all driver license renewals, vehicle titling, and registrations submitted to DMV via mail. The section is comprised of four units, which are responsible for conducting the Section's business while the section manager provides direction and oversight enabling Mail Transaction to attain ODOT and DMV customer service and satisfaction goals.

***Records Description:***

**Program Records**

None

***Databases Used***

None

***State Agency General Records Retention Schedule Records***

**Administrative Records - OAR 166-300-0015**

Correspondence  
Scheduling Records

**Financial Records - OAR 166-300-0025**

Budget Preparation Records

**Payroll Records – OAR 166-300-0035**

Employee Time Records

**Personnel Records – OAR 166-300-0040**

Employee Medical Records  
Employee Personnel Records  
Recruitment and Selection Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: 03/2011

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Processing Services  
**Section:** Mail Transaction  
**Unit:** Customer Database

### ***Program Description:***

The Customer Database Unit is responsible for maintaining the Customer Information Database, which contains all pertinent information relating to DMV's customers. After confirmation that the information provided is correct, the unit enters or amends customers' information in the database. The Customer Database unit is responsible for ensuring the integrity of the Customer Information Database is maintained. The unit is responsible for building/merging business and organization information records when needed.

### ***Records Description:***

#### **Program Records**

**152 Daily Reports (PS08T & OS08R)**

Retain until superseded or obsolete, destroy

**153 Monthly Report**

Retain 3 months, destroy

**154 Statistical Production Reports**

Daily: Retain 1 month, destroy

Monthly: Retain 1 year, destroy

**155 Registers**

(a) Retain Project Register until information verified, destroy

(b) Retain Same Name, Link/Merge, Non-Reg/Override/Drop Box, Zip Code Override, Business Building/Address Change, Business Merges, DMV User I.D., APO/FPO, A to Z Registers 6 months, destroy

**156 Weekly Staffing Report**

Retain 1 year, destroy

### ***Databases Used***

**Customer Information Database**

### ***State Agency General Records Retention Schedule Records***

#### **Administrative Records - OAR 166-300-0015**

Correspondence

Policies and Procedures Guidelines and Manuals

Scheduling Records

Staff Meeting Records

Training Program Records

OREGON STATE ARCHIVES  
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**Financial Records - OAR 166-300-0025**

Budget Preparation Records

**Payroll Records – OAR 166-300-0035**

Employee Time Records

**Personnel Records – OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Recruitment and Selection Records

# OREGON STATE ARCHIVES

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Edition: 03/2011

Expires: 03/2016

### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Processing Services  
**Section:** Mail Transaction  
**Unit:** Vehicle Mail 1 - 2

### ***Program Description:***

The Vehicle Mail 1 & 2 units are responsible for reviewing title and registration applications and preparing the materials for processing. The units receive and sort transactions via mail, issue vehicle registration plates and stickers, trip permits, temporary trip books, and Sno-park permits. In addition the units operate the custom plate desk, process elected official and honorary consulate transactions, and process dealer desk transactions. The units also operate the expedite desk, salvage desk, bulk title desk, and coordinate DMV's Group Plate Program while maintaining the petty cash fund, and validating/depositing all monies received through the mail and from throughout Headquarters.

The units are responsible for the receipt and processing of all vehicle registrations and driver license transactions sent by mail. The units check to ensure all required information is present and that applications may be processed. A majority of the transactions are conducted using a remittance processor. The units open mail, banks revenue received, updates the appropriate record changes, and issues the appropriate materials to the customer. In addition, the units receive and processes address change notices and issues stickers noting said changes.

### ***Records Description:***

#### **Program Records**

- 157 Audit (Internal) Reports**  
Retain 6 years, destroy
- 158 Cashier End of Day Report**  
Retain 4 years, destroy
- 159 Check Divider Records**  
Retain 6 years, destroy
- 160 Custom Plate Program Records**
  - (a) Retain approval/denial records 6 months, destroy
  - (b) Retain all other records 2 years, destroy
- 161 Daily Report**  
Retain until superseded or obsolete, destroy
- 162 Final Sticker Assignment Report**  
Retain 2 years, destroy
- 163 Group Plate Records**
  - (a) Retain logs until superseded or obsolete, destroy
  - (b) Retain all other records 3 years after final activity, destroy
- 164 Registers**  
Weekly and Monthly: Retain until superseded or obsolete, destroy

OREGON STATE ARCHIVES  
Records Retention Schedule

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- 165 Remittance Processing Records**  
Retain 6 years, destroy
- 166 Returned Transaction Registers**  
Retain 1 year, destroy
- 167 Sensitive Inventory Sticker Assignment Records**  
Retain 2 years, destroy
- 168 601 Reports (Reports on Registrations)**  
Retain 6 years, destroy
- 169 Sno Park Permit Records**  
Retain 4 years, destroy
- 170 Sticker Card Records**  
Retain 1 year, destroy
- 171 Statistical Production Reports**
  - (a) Retain daily 1 month, destroy
  - (b) Retain monthly 1 year, destroy
- 172 Temporary License and Registration Records**  
Retain 3 years, destroy
- 173 Unit Production Statistical Records**
  - (a) Retain daily 1 month, destroy
  - (b) Retain monthly 1 year, destroy
- 174 Validations Batch Number Log**  
Retain until superseded or obsolete, destroy

*Databases Used*

CTR 74 Inventory  
CTR Production  
Dealer Desk  
Driver Renewal Counts  
Driver Stickers  
Driver Transactions Permit  
Expedite Title  
Group Plate  
Mailing Notice Log  
Monthly Business  
Motor Carrier  
Sno Park Permit  
Statistics  
Unclaimed Mail  
Unmeasured Work  
VV 55  
VV 67

OREGON STATE ARCHIVES  
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*State Agency General Records Retention Schedule Records*

**Administrative Records - OAR 166-300-0015**

Contracts and Agreements  
Plate/Registration Mailing Notices (see Correspondence)  
Scheduling Records  
Telephone Log

**Facilities/Property Records - OAR 166-300-0020**

624 Reports (see Equipment/Property Disposition Records)  
Daily Inventory Control Records, Inventory Control Report, Inventory on Hand Reports,  
(see Equipment/Property Disposition Records)

**Financial Records - OAR 166-300-0025**

Budget Preparation Records  
Cash Receipt Records  
Check Dividers & Non-Processable Documents Returned Reports (see Check Registers)  
Correspondence  
Deposit Slips & Daily Journal  
Petty Cash Fund Records  
Purchasing Records

**Payroll Records - OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Employee Personnel Records  
Employee Medical Records  
Selection and Recruitment Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: 03/2011

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Section:** Mail Transaction  
**Program:** Vehicle Processing 4

### ***Program Description:***

The Vehicle Processing 4 program is responsible for reviewing title and registration transactions requiring special processing to assess the needed action and to ensure completion of the transaction process. The program contacts, via phone or correspondence, the appropriate parties in an effort to gather the needed data, audits the daily business to ensure accurate accounting of all monies and transactions, does data entry for special processing transactions and proof reads and operates the salvage and fleet registration desks. The unit is responsible for updating all vehicle-related records, titles and registrations by ensuring all data entry and word processing is completed in an accurate and efficient manner. The unit is provided information regarding changes in vehicle records which it then amends the records to reflect the updated information. All data is entered into the Vehicle Master File Database or the Customer Information System Database.

### ***Records Description:***

#### **Program Records**

- 175 Audit (Internal) Registers/601 reports**  
Retain 6 years, destroy
- 176 Correction Processing Report**  
Retain 3 years, destroy
- 177 Correction Processing Totals Report**  
Retain 90 days, destroy
- 178 Counter Control File Corrections Records**  
Retain 6 months, destroy
- 179 Daily Report**  
Retain until superseded or obsolete, destroy
- 180 Daily Title Error Listing**  
Retain 90 days, destroy
- 181 DEO Error Feedback Log**  
Retain 1 year, destroy
- 182 Drivers License Registration Daily Report**  
Retain 1 year, destroy
- 183 Error Register**  
Retain until superseded or obsolete, destroy
- 184 Feed Back Sheets**  
Retain until work verified, destroy
- 185 Month End Summary of Transaction Report (Vehicle Registration)**  
Retain 3 years, destroy

OREGON STATE ARCHIVES  
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- 186 Monthly Activity Reports**  
Retain 1 year, destroy
- 187 Monthly Title Average Report**  
Retain 5 years, destroy
- 188 Odometer Register**  
Retain 5 years, destroy
- 189 Telephone Statistical Records**  
Retain 3 years, destroy
- 190 (Refund) Returned Request Records**  
Retain 6 years, destroy
- 191 Registration Batch Balancing Records**  
Retain 4 years, destroy
- 192 Registration Batch/Counter Control File Corrections Input Sheets**  
Retain 4 years, destroy
- 193 Registration Daily Audit File Error Listing**  
Retain 90 days, destroy
- 194 Registration Daily Special Processing File Central Summary Listing**  
Retain 6 months, destroy
- 195 Registrations Reports**
  - (a) Retain business report 4 years, destroy
  - (b) Retain count report 1 year, destroy
  - (c) Retain unbalanced counter 90 days after batches balanced, destroy
  - (d) Retain monthly statistical 4 years, destroy
  - (e) Retain monthly balanced counter 4 years, destroy
  - (f) Retain daily special processing clearing 4 years, destroy
  - (g) Retain daily balanced control 4 years, destroy
  - (h) Retain daily balanced control 4 years, destroy
- 196 Registration Special Processing Exemption List**  
Retain 90 days, destroy
- 197 Registration Summary of Special Processing,**  
Retain until superseded or obsolete, destroy
- 198 Returned Request Records**  
Retain 4 years, destroy
- 199 Special Processing File Listings**
  - (a) Retain audit samples 6 years, destroy
  - (b) Retain by memo number, registered owner name, and license number until superseded or obsolete, destroy
- 200 Special Processing Register**  
Retain until superseded or obsolete, destroy
- 201 Statistical Production Reports**
  - (a) Retain daily 1 month, destroy
  - (b) Retain monthly 1 year, destroy
- 202 Statistical Log for Undercover**  
Retain until documents verified, destroy

OREGON STATE ARCHIVES  
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- 203 Vehicle Daily Special Processing File Control Summary Report**  
Retain 6 years, destroy
- 204 Vehicle Mail Return Log**  
Retain 1 year, destroy
- 205 Vehicle Month to Date Summary by Computer Date Report**  
Retain 6 years, destroy
- 206 Vehicle Monthly Statistics and Revenue Report**  
Retain 6 years, destroy
- 207 Vehicles Monthly Summary of Balanced Counters Report**  
Retain 6 years, destroy
- 208 Vehicle Transaction Daily Audit List**  
Retain 90 days, destroy
- 209 Vehicle Registration Double Renewal Records**  
Retain 6 years, destroy
- 210 Vehicles Revenue Summary by Counter Date Report**  
Retain 6 years, destroy
- 211 Vehicle Summary of Day's Business for Processing**  
Retain 30 days, destroy
- 212 VRS Audit Records, Special Processing File Listing Records,**  
Retain until superseded or obsolete, destroy

*Databases Used*

None

*State Agency General Records Retention Schedule Records*

**Administrative Records - OAR 166-300-0015**

Correspondence  
Scheduling Records  
Staff Meeting Records  
Telephone Logs  
Training Program Records

**Financial Records - OAR 166-300-0025**

Budget Preparation Records  
Check Registers  
Checks

**Payroll Records – OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Employee Personnel records  
Employee Medical Records  
Recruitment and Selection Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: 03/2011

Expires: 03/2016

### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Processing Services  
**Section:** Processing Support

### ***Program Description:***

The Processing Support section is responsible for providing administrative support and facilitation services to the sections and units within the Processing Services group.

### ***Records Description:***

#### ***Program Records***

- 213 Daily Service Level Report**  
Retain 5 years, destroy
- 214 Training Council Records**  
Retain 2 years, destroy

#### ***Databases Used***

None

#### ***State Agency General Records Retention Schedule Records***

##### **Administrative Records - OAR 166-300-0015**

Correspondence  
Manual Tracker (see Policy and Procedure Guidelines and Manuals)  
Staff Meeting Records  
Training Counsel (see Training Program Records)

##### **Financial Records - OAR 166-300-0025**

Budget Preparation Records  
Invoices

##### **Payroll records – OAR 166-300-0035**

Employee Time Records

##### **Personnel Records - OAR 166-300-0040**

Employee Medical Records  
Employee Personnel Records  
Recruitment and Selection Records

##### **Risk Management Records - OAR 166-300-0045**

Safety Program Records

OREGON STATE ARCHIVES  
Records Retention Schedule

Edition: 03/2011

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***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Processing Services  
**Section:** Vehicle Transaction

***Program Description:***

The Vehicle Transaction Section is responsible for processing all materials regarding vehicle titling and registration, which originates in the field offices. All over the counter vehicle transactions are processed through this section. In addition to handling the processing of titles and registrations, the section is responsible for processing all transactions involving automobile dealers. Ultimately, the section facilitates the registration and titling process by ensuring rapid, accurate, and efficient handling of all transactions.

***Records Description:***

**Program Records**

**215 Customer Complaint Records**  
Retain 3 years after resolution, destroy

***Databases Used***

None

***State Agency General Records Retention Schedule Records***

**Administrative Records - OAR 166-300-0015**

Correspondence

**Financial Records – OAR 1676-300-0025**

Budget Preparation Records

**Payroll Records – OAR 166-300-0035**

Employee Time Records

**Personnel Records – OAR 166-300-0040**

Employee Medical records  
Employee Personnel Records  
Recruitment and Selection Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

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### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Processing Services  
**Section:** Vehicle Transaction  
**Unit:** Document Preparation

### ***Program Description:***

The Document Preparation Unit is responsible for preparing and proof reading all titles and registrations prior to their shipment to customers. The unit provides quality and accuracy control. All drivers' transactions, which occur in field offices, are shipped to Document Preparation, which then distributes the materials to the units and programs responsible for processing the transactions. Once licenses, titles, and registrations are processed they are returned to the unit where a final check and verification for accuracy and completeness occurs. Once approved, the items are forwarded to Microfilm Services. The unit is also responsible for receiving drivers licenses surrendered at DMV field offices. If the licenses were not issued by Oregon they are returned to the originating State at the end of each month, but if the license originated in Oregon then nightly they are placed in a secure area pending pickup and destruction.

### ***Records Description:***

#### ***Program Records***

- 216 Daily Report**  
Retain until superseded or obsolete, destroy
- 217 Out of State License Monthly Report**  
Retain 6 months, destroy
- 218 Statistical Production Reports**
  - (a) Retain daily 1 month, destroy
  - (b) Retain monthly 1 year, destroy
- 219 G25091 Vehicle Services Section for Processing Records**  
Retain 6 months, destroy

#### ***Databases Used***

None

#### ***State Agency General Records Retention Schedule Records***

##### **Administrative Records - OAR 166-300-0015**

Correspondence  
Policy and Procedure Guidelines and Manuals  
Scheduling Records  
Staff Meeting Records  
Training Program Records

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**Financial Records - OAR 166-300-0025**

Budget Preparation Records

**Payroll Records – OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Employee Personnel Records

Employee Medical Records

Recruitment and Selection Records

# OREGON STATE ARCHIVES

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Expires: 03/2016

### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Processing Services  
**Section:** Vehicle Transaction  
**Unit:** Vehicle Processing 1-3

### ***Program Description:***

The Vehicle Processing Unit is responsible for receiving vehicle titling and registration related materials from DMV's field offices, the opening and preparing the materials for data entry, and ensuring the materials are sent to the correct units for processing. Each processing unit is assigned to cover specific Regions' field offices. The unit is responsible for updating all vehicle-related records, titles and registrations by ensuring all data entry and word processing is completed in an accurate and efficient manner. The units are provided information regarding changes in vehicle records which it then amends the records to reflect the updated information. All data is entered into the Vehicle Master File Database or the Customer Information System Database.

### ***Records Description:***

#### **Program Records**

- 220 Audit Registers(Internal)/601 Reports, and Clearing Counter Records**  
Retain 6 years, destroy
- 221 Correction Processing Report**  
Retain 3 years, destroy
- 222 Correction Processing Totals Report**  
Retain 90 days, destroy
- 223 Daily Report**  
Retain until superseded or obsolete, destroy
- 224 Daily Title Error Listing**  
Retain 90 days, destroy
- 225 DEO Error Feedback Log**  
Retain 1 year, destroy
- 226 Feed Back Sheets**  
Retain until work verified, destroy
- 227 Mail in Correction/Title Voids/Insurance Correction Logs**  
Retain 1 year, destroy
- 228 Month End Summary of Transaction Report (Vehicle Registration)**  
Retain 3 years, destroy
- 229 Monthly Activity Reports**  
Retain 1 year, destroy
- 230 Monthly Title Average Report**  
Retain 5 years, destroy
- 231 Odometer Register**  
Retain 5 years, destroy

OREGON STATE ARCHIVES  
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- 232 (Refund) Returned Request Records**  
Retain 6 years, destroy
- 233 Registration Batch Balancing Records**  
Retain 4 years, destroy
- 234 Registration Batch/Counter Control File Corrections Input Sheets**  
Retain 4 years, destroy
- 235 Registration Daily Audit File Error Listing**  
Retain 90 days, destroy
- 236 Registration Daily Special Processing File Central Summary Listing**  
Retain 6 months, destroy
- 237 Registrations Reports**
  - (a) Retain business report 4 years, destroy
  - (b) Retain count report 1 year, destroy
  - (c) Retain unbalanced counter 90 days after batches balanced, destroy
  - (d) Retain monthly statistical 4 years, destroy
  - (e) Retain monthly balanced counter 4 years, destroy
  - (f) Retain daily special processing clearing 4 years, destroy
  - (g) Retain daily balanced control 4 years, destroy
  - (h) Retain daily balanced counter 4 years, destroy
- 238 Registration Special Processing Exemption List**  
Retain 90 days, destroy
- 239 Registration Summary of Special Processing**  
Retain until superseded or obsolete, destroy
- 240 Returned Request Records**  
Retain 4 years, destroy
- 241 Special Processing File Listings**
  - (a) Retain audit samples 6 years, destroy
  - (b) Retain by memo number, registered owner name, and license number until superseded or obsolete, destroy
- 242 Statistical Production Reports**
  - (a) Retain daily 1 month, destroy
  - (b) Retain monthly 1 year, destroy
- 243 Vehicle Daily Special Processing File Control Summary Report**  
Retain 6 years, destroy
- 244 Vehicle Month to Date Summary by Computer Date Report**  
Retain 6 years, destroy
- 245 Vehicle Monthly Statistics and Revenue Report**  
Retain 6 years, destroy
- 246 Vehicles Monthly Summary of Balanced Counters Report**  
Retain 6 years, destroy
- 247 Vehicle Transaction Daily Audit List**  
Retain 90 days, destroy
- 248 Vehicles Revenue Summary by Counter Date Report**  
Retain 6 years, destroy

# OREGON STATE ARCHIVES

## Records Retention Schedule

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- 249 Vehicle Registration Double Renewal Records**  
Retain 6 years, destroy
- 250 Vehicles Revenue Summary by Counter Date Report**  
Retain 6 years, destroy
- 251 Vehicle Summary of Day's Business for Processing**  
Retain 30 days, destroy
- 252 VRS Audit Records, Special Processing File Listing Records,**  
Retain until superseded or obsolete, destroy

### *Databases Used*

Customer Information System

Vehicle Master Files

### *State Agency General Records Retention Schedule Records*

#### **Administrative Records - OAR 166-300-0015**

Correspondence

#### **Financial Records – OAR 166-300-0025**

Budget Preparation Records

#### **Payroll Records – OAR 166-300-0035**

Employee Time Records

#### **Personnel Records - OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Recruitment and Selection Records

#### **Risk Management Records - OAR 166-300-0045**

Safety Reports

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Edition: 03/2011

Expires: 03/2016

**Organizational Placement**

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Program Services

**Program Description:**

The Program Services Group is responsible for developing, implementing, communicating, and managing the policies, procedures, and administrative rules applicable to the Divisions Driver, Vehicle, and Business Regulation programs. Program Services evaluates the results of divisional programs for impact and effectiveness and examines the potential impact upon DMV, both policy and fiscal in nature, of proposed legislation. The group designs and publishes forms, manuals, and ensures that adequate stocks of license plates and registration stickers are on hand to meet customer demands. In addition, the group provides oversight for the division to ensure targeted goals in customer satisfaction and production are met. Program Services also regulates the auto industry in Oregon including but not limited to the licensing of dealers, wreckers, and towing companies thereby ensuring the protection of the public from unscrupulous business practices.

The Manager of the Program Services group serves upon DMV's Management Team with shared responsibility for short and long range division planning and is responsible for ensuring the implementation of DMV programs. In addition, the manager promotes a positive atmosphere within the service group while ensuring the group is dedicated to accuracy, efficiency, and customer satisfaction.

**Records Description:**

**Program Records**

**253 DMV Service Delivery Plan Records**

- (a) Retain proposals, drafts, and working files 1 year after final document produced, destroy
- (b) Retain final document 6 years, destroy

**Databases Used**

None

**State Agency General Records Retention Schedule Records**

**Administrative Records - OAR 166-300-0015**

Correspondence  
Policy and Procedure Guidelines and Manuals  
Policy Development Records  
Scheduling Records  
Staff Meeting Records  
Training Program Records

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**Financial Records - OAR 166-300-0025**

Budget Allotment Records  
Budget Preparation Records

**Payroll Records – OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Employee Medical Records  
Employee Personnel Records  
Selection and Recruitment Records

OREGON STATE ARCHIVES  
**Records Retention Schedule**

Edition: 03/2011

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***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Program Services  
**Section:** Business Regulation

***Program Description:***

The Business Regulation Section is responsible for enforcing the laws which regulate Oregon's vehicle based industry including but not limited to vehicle dealers, wreckers, commercial driving schools and instructors, transporters, and abandoned vehicle appraisers, per ORS 819.230, 822 and OAR 735.150, 152, 158, 160, and 162.

The Section accomplishes its mission through licensing of the businesses noted above and by ensuring their compliance with all applicable statutes, rules, policies, and procedures applicable to the automotive industry. In addition, Business Regulation investigates complaints made against individuals and businesses engaged in the automobile industry in Oregon, assist law enforcement investigations, provide appraisal services, and interprets title and license applications and dealer/wrecker records requirements. In addition, the section provides instruction to dealers and wreckers concerning Oregon's rules and laws and the proper method of record keeping ensuring compliance with state requirements. If an investigation confirms the presence of wrongful practices, the Business Regulation Section may impose sanctions and civil penalties against vehicle dealers and may impose sanctions against other licensed or unlicensed persons found to be illegally engaged in the vehicle dealer industry within Oregon.

***Records Description:***

**Program Records**

**254 Business License File Index**

Retain 2 years after expiration of last issued license, destroy

**255 Civil Penalty/Sanction Records**

Retain 4 years after resolution, destroy

**256 Complaint Investigation Records**

Retain 4 years after resolution, destroy

**257 Dealer Details**

Retain 5 years, destroy

**258 Licensing Records**

(a) Retain abandoned vehicle appraisers 3 years, destroy

(b) Retain dealer, commercial driving schools and instructors, wreckers 10 years, destroy

(c) Retain transporters, trip permit agents 3 years, destroy

(d) Retain snow mobile safety instructors 1 year after notification received of instructors leaving program, destroy

**259 Out of Service Orders**

Retain 4 years, destroy

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**260 Oregon Dealer Advisory Committee Records**

- (a) Retain audiotapes of minutes until transcribed and verified, reuse
- (b) Retain minutes 10 years, destroy
- (c) Retain all other records 3 years, destroy

*Databases Used*

Civil Penalty

Complaint/Compliance

Dealer (Including Wreckers, Transporters, Drive Schools, Instructors)

Snowmobile Safety Instructors

*State Agency General Records Retention Schedule Records*

**Administrative Records - OAR 166-300-0015**

Correspondence

Legislative Development Records

Legislative Tracking Records

Policy and Procedure Guidelines and Manuals

Dealer Education Program Records (see Training Program Records)

**Financial Records - OAR 166-300-0025**

Budget Preparation records

Receipts

**Information Management Records - OAR 166-300-0030**

Look Up Requests (see Public Records Disclosure Request Records)

**Payroll Records – OAR 166-300-0035**

Employee Time Records

**Personnel Records – OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Recruitment and Selection Records

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: 03/2011

Expires: 03/2016

### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Program Services  
**Section:** Driver Programs

### ***Program Description:***

The Driver Programs section is responsible for developing and implementing policies and procedures concerning all driver-related programs throughout DMV. The section researches, drafts, implements, and applies policy and procedural changes. Driver Programs is responsible for oversight concerning drivers license suspensions due to failure of individuals to conform to the laws, rules, and regulations set forth in Oregon's Vehicle Code under ORS 801 through 822.

The section provides analysis for concept development, legislative impact/pending, fiscal impact, legislative tracking, branch and issue, special projects, project management, and implementation. In addition, the section investigates all driver-related tort claims filed by individuals believing DMV made an error concerning the licensing of individuals. The section is responsible for reviewing all pertinent materials and providing documentation and recommendations for action regarding the action to the risk management section.

The Driver Program section is responsible for retaining files concerning individuals who claim exemption from state motor vehicle law and who refuse to attain or who attempt to return state issued driver license and other motor vehicle items to DMV, and who argue the technical aspects of Oregon's Motor Vehicle statutes, rules, and regulations. Driver Programs is responsible for identifying and producing materials for consideration by the Drivers Core Group, which is composed of individuals from each of DMV's service groups. The Drivers Core Group works to reach a consensus on the development of policies that apply to drivers yet if an impasse is reached the issue is referred to DMV's Management Team. The section coordinates the Division's issuance and use of forms, manuals, and publications.

### ***Records Description:***

#### **Program Records**

#### **261 Commercial Drivers License Violation Notifications**

Retain 3 years after receipt, destroy

#### **262 Commercial Driving School Records**

(a) Retain bond and insurance records 10 years, destroy

(b) Retain test file 1 year, destroy

(c) Retain all other records 5 years, destroy

#### **263 Concept Papers**

Retain 4 years, destroy

#### **264 DMV Implementation Records**

(a) Retain plans 6 years, destroy

(b) Retain all other records 2 years after implementation, destroy

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: 03/2011

Expires: 03/2016

- 265 Driver Improvement Studies**  
Retain 6 years, destroy
- 266 Drive Test Examiner Certification Records**  
Retain current and past previous, destroy
- 267 Natural (Freeman) Person Process Records**  
Retain 10 year from last activity, destroy
- 268 Third Party Commercial Drivers License Examiner Records**
  - (a) Retain tester logs until DMV Audit, destroy
  - (b) Retain third-party tester agreements 6 years after expiration, destroy
  - (c) Retain all other records 2 previous, destroy
- 269 Tort Claim Records**  
Retain 3 years after case closure, destroy
- 270 Voter Registration Records**  
Retain 2 years after superseded or canceled, destroy

### *Databases Used*

None

### *State Agency General Records Retention Schedule Records*

#### **Administrative Records - OAR 166-300-0015**

Administrative Rule Preparation Records

Contracts and Agreements

Correspondence

Legislative Development Records

Legislative Tracking Records

Driver Manual Procedures/Issue Papers/Core Group Records (see Policy and Procedure Manuals and Guidelines)

Project Records (see Policy Development and Planning Records)

Scheduling Records

Staff Meeting Records

#### **Financial Records OAR 166-300-0025**

Budget Preparation Records

#### **Payroll Records – OAR 166-300-0035**

Employee Time Records

#### **Personnel Records - OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Recruitment and Selection Records

#### **Risk Management Records - OAR 166-300-0045**

DMV Safety Committee Records (see Safety Program Records)

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: 03/2011

Expires: 03/2016

### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Program Services  
**Unit/Team:** Data Analysis and Research Team (DART)

### ***Program Description:***

The Data Analysis and Research Team (DART) is responsible for providing analysis of data to determine the impact of DMV programs and projects and to provide statistical data for planning and policy development. The section provides analysis for concept development, legislative impact/pending, fiscal impact, legislative tracking, branch and issue, special projects, project management, and implementation. In addition, the section compiles and reviews information concerning cost allocation and the development and interpretation of performance measures. The section is responsible for evaluating customer needs and problems, evaluating employee suggestions, and maintaining and implementing the Monthly Customer Survey and its results. Furthermore, the team coordinates the Divisions issuance and use of plates and stickers.

### ***Records Description:***

#### **Program Records**

- 271 Concept Papers**  
Retain 4 years, destroy
- 272 Customer Satisfaction Surveys**
  - (a) Retain monthly report 5 years, destroy
  - (b) Retain survey results 2 years, destroy
- 273 DMV Implementation Records**
  - (a) Retain plans 6 years, destroy
  - (b) Retain all other records 2 years after implementation, destroy
- 274 Oregon Driving Population Report 1971-[ongoing] .5 c.f.**  
Retain permanently, transfer to the State Archives after 10 years
- 275 Performance Measure Report**  
Retain 5 years, destroy
- 276 Plate and Sticker Inventory Records**  
Retain 4 years, destroy
- 277 Plates, Stickers, and Permits Requisition Records**  
Retain 4 years, destroy
- 278 Registration Count Reports**  
Retain 1 year, destroy
- 279 Vehicle License Plate and Sticker On-hand Balance Listing**  
Retain 4 years, destroy
- 280 Work Measurement Report**  
Retain 6 years, destroy
- 281 Work Measurement and Transaction Cost Report**  
Retain 6 years, destroy

OREGON STATE ARCHIVES  
Records Retention Schedule

Edition: 03/2011

Expires: 03/2016

*Databases Used*

Bill Tracking  
Customer Satisfaction  
Employee Suggestions  
Inventory Management: Vehicle & Driver  
Survey 2

*State Agency General Records Retention Schedule Records*

**Administrative Records - OAR 166-300-0015**

Correspondence  
Scheduling Records  
Fiscal Analysis Records & Notebooks (see Legislative Tracking Records)

**Financial Records - OAR 166-300-0025**

Budget Preparation Records  
Purchasing Records

**Payroll Records – OAR 166-300-0035**

Employee Time Records

**Personnel Records – OAR 166-300-0040**

Employee Medical Records  
Employee Personnel Records  
Recruitment and Selection records

# OREGON STATE ARCHIVES

## Records Retention Schedule

Edition: 03/2011

Expires: 03/2016

### ***Organizational Placement***

**Schedule #: 2002-0016**

**Agency:** Oregon Department of Transportation (ODOT)  
**Division:** Driver and Motor Vehicle Services (DMV)  
**Group:** Program Services  
**Section:** Vehicle Programs

### ***Program Description:***

The Vehicle Programs Section is responsible for researching, developing, implementing, managing, and communicating all policies, procedures, and administrative rules regarding Oregon's vehicle-related programs and services pertaining to vehicles with a gross vehicle weight of 26,000 lbs or less or that are not subjected to the Oregon's weight /mile tax.

Vehicle Programs is responsible for identifying and producing materials for consideration by the Vehicle Core Group, which is composed of individuals from each of DMV's service groups. The Vehicle Core Group is responsible for reaching a consensus of opinion on policy development concerning vehicle related issues, yet if an impasse is reached the issue is referred to DMV's Management Team. The section provides analysis for concept development, legislative impact/pending, fiscal impact, legislative tracking, branch and issue, special projects, project management, and implementation. In addition, the section coordinates the Divisions issuance and use of forms, manuals, and publications.

### ***Records Description:***

#### **Program Records**

- 282 Concept Papers**  
Retain 4 years, destroy
- 283 Dealer Registration Pilot Project Records**  
Project Discontinued 1993: Retain until 2004, destroy
- 284 DMV Implementation Records**
  - (a) Retain plans 6 years, destroy
  - (b) Retain all other records 2 years after implementation, destroy
- 285 License/Title/Registration/Cancellation Case Records**  
Retain 99 years, destroy
- 286 Natural (Freemen) Process Records**  
Retain 10 years after last activity, destroy
- 287 Registration Processing Reports**  
Retain 4 years, destroy
- 288 Tort Claim Records**  
Retain 3 years after case resolution, destroy
- 289 Weekly Statistics of Case Files**  
Retain 5 years, destroy

#### ***Databases Used***

None

OREGON STATE ARCHIVES  
**Records Retention Schedule**

Edition: 03/2011

Expires: 03/2016

*State Agency General Records Retention Schedule Records*

**Administrative Records - OAR 166-300-0015**

Administrative Rule Preparation Records

Contracts and Agreements

Correspondence

Legislative Development Records

Legislative Tracking Records

Issue Papers/Core Group Records, Vehicle Registration and Title Manuals (see Policy and Procedure Guidelines and Manuals)

**Financial Records - OAR 166-300-0025**

Budget Preparation Records

**Payroll Records – OAR 166-300-0035**

Employee Time Records

**Personnel Records - OAR 166-300-0040**

Employee Medical Records

Employee Personnel Records

Recruitment and selection Records