

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

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

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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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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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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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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

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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/liaison 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

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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
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

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: 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

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Information Management Records - OAR 166-300-0030

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

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

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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

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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
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

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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

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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

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

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

Edition: 03/2011

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

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 personnel 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

Edition: 03/2011

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

Edition: 03/2011

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

Edition: 03/2011

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

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

Edition: 03/2011

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

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

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

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

Personnel Records – OAR 166-300-0040

Employee Medical Records

Employee Personnel Records

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Records Retention Schedule

Edition: 03/2011

Recruitment and Selection Records

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Records Retention Schedule

Edition: 03/2011

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

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

Edition: 03/2011

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

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

Edition: 03/2011

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

OREGON STATE ARCHIVES

Records Retention Schedule

Edition: 03/2011

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

OREGON STATE ARCHIVES

Records Retention Schedule

Edition: 03/2011

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

Edition: 03/2011

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
- 290 Inactive Driver Medical Case Records**
Retain 25 years after inactive, 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

State Agency General Records Retention Schedule Records

OREGON STATE ARCHIVES

Records Retention Schedule

Edition: 03/2011

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

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

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

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

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

Records Retention Schedule

Edition: 03/2011

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

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

165 Remittance Processing Records

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- 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

Records Retention Schedule

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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

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

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Records Retention Schedule

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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
- 203 Vehicle Daily Special Processing File Control Summary Report**
Retain 6 years, destroy

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- 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

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

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

Edition: 03/2011

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

OREGON STATE ARCHIVES Records Retention Schedule

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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

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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: 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
- 232 (Refund) Returned Request Records**

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Records Retention Schedule

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- 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
- 249 Vehicle Registration Double Renewal Records**
Retain 6 years, destroy

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- 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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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

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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

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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: 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

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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)

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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: 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

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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

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

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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