Department of Transportation, Driver and Motor Vehicle Services Records Retention Schedule 2002-0016

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Organizational Placement

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:

Prog	ram 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

Edition: 03/2011

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)

Edition: 03/2011

Organizational Placement

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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Edition: 03/2011

Organizational Placement

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

Edition: 03/2011

Organizational Placement

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

Edition: 03/2011

Organizational Placement

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

Edition: 03/2011

Organizational Placement

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

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

Edition: 03/2011

Organizational Placement

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
0.0.4	

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

Edition: 03/2011

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

Edition: 03/2011

Organizational Placement

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

1105	i uni recor us
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

Edition: 03/2011

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

Edition: 03/2011

Organizational Placement

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 polices, 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

Edition: 03/2011

State Agency General Records Retention Schedule Records Administrative Records - OAR 166-300-0015

Contracts and Agreements Correspondence Polices 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

Edition: 03/2011

Organizational Placement

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

Edition: 03/2011

Organizational Placement

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

Edition: 03/2011

Organizational Placement

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

Edition: 03/2011

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

Edition: 03/2011

Organizational Placement

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

Bulk Records List
Retain 5 years, destroy
Digital Photo Licensing Records
Retain 75 years, destroy
Law Enforcement Photo Requests
Retain 5 years, destroy
Protected Persons Records
Retain 5 years, destroy
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

Edition: 03/2011

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

Edition: 03/2011

Organizational Placement

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

Batch Change (Audit) Reports
Retain 6 years, destroy
Drivers Daily Business (Drivers License Source) Records
Retain 75 years, destroy
Daily Title Batch Number Listing
Retain until superseded or obsolete, destroy
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
End of Month Customer Credits Records
Retain 4 years, destroy
Inquiry Registers
Retain 4 months, destroy
Memorandum Receipts
Retain 4 years, destroy
601 Reports (Reports on Registrations)
Retain 6 years, destroy
"Special" Project Records
Retain 10 years after project completion, destroy
Subpoenas
(a) Retain if cost of appearance charged/collected 4 years, destroy
(b) Retain all others records 90 days, destroy

Edition: 03/2011

065 Traffic Citations

(a) Retain commercial motor carrier citations issued for driving under the influence or leaving the scene of and 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
Traffic Safety Program Records

- 066 Traffic Safety Program Records Retain 10 years after program ends, destroy
 067 Trin Pormits
- 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

Edition: 03/2011

Organizational Placement

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

Edition: 03/2011

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

Edition: 03/2011

Organizational Placement

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

Edition: 03/2011

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

Edition: 03/2011

Organizational Placement

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 **Driver Examination Statistical Records** 084 Retain 16 years, destroy **Examiner Statistics Records** 085 Retain 6 years, destroy 086 **Monthly Statistical Report** Retain 3 years, destroy **Region Activity Reports** 087 Retain 6 years, destroy **Work Measurement Reports** 088 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

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Payroll Records - OAR 166-300-0035 Employee Time Records

Personnel Records - OAR 166-300-0040

Edition: 03/2011

Organizational Placement

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

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

Edition: 03/2011

Organizational Placement

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

Program Description:

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

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

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

Records Description:

Program Records

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

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

Edition: 03/2011

Organizational Placement

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

Edition: 03/2011

Payroll Records - OAR 166-300-0035 Employee Time Records

Personnel Records - OAR 166-300-0040

Edition: 03/2011

Organizational Placement

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

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
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.

Edition: 03/2011

Organizational Placement

Schedule #: 2002-0016

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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

Edition: 03/2011

Organizational Placement

Agency:Department of Transportation (ODOT)Division:Division of Motor Vehicle ServicesGroup: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

Edition: 03/2011

Recruitment and Selection Records

Edition: 03/2011

Organizational Placement

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

Edition: 03/2011

Organizational Placement

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

Accident Report Records
(a) Retain non commercial motor vehicle accidents 5 years, destroy
(b) Retain commercial motor vehicle related accidents 10 years, destroy
Accident Registers
Retain Accident Uninsured, Non-Reportable Accidents, Posted Accidents, and Suspensions 6
months, destroy
Daily Report
Retain until superseded or obsolete, destroy
Denials of Insurance Coverage Records
Retain 5 years after suspension order issued, destroy
Non-Reportable Traffic Accident File Reports
Retain 1 year, destroy
Random (Liability Insurance Information) Sample Records
(a) Retain surveys 5 years, destroy
(b) Retain reports 2 years, destroy
Self-Insurance Records
Retain Bonded, Deposit, and Self-Insured Company Records 10 years after cancellation of self
insured status, destroy
ases Used
1 Screen/EEOI 2 Screen

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

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

Edition: 03/2011

Organizational Placement

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 Commercial Drivers License Registers
- 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

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

Edition: 03/2011

Organizational Placement

Agency:Department of Transportation (ODOT)Division:DMVGroup:Processing ServicesSection:Driver TransactionUnit: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		
Datal	bases Used		
Auto	mated Liability Insurance Report		
Drive	er Master Files		
Insur	ance 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

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

Edition: 03/2011

Organizational Placement

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 Daily Report 135 Retain until superseded or obsolete, destroy 136 **Driver Improvement/Interview Records** Retain 2 years, destroy **Driver Medical Case Records** 137 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 **Serious Accident Case Files** 139 Retain 3 years after suspension revoked/lifted, destroy

Databases Used Re-Examination State Agency General Records Retention Schedule Records

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

Edition: 03/2011

Organizational Placement

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:

Progr	am 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

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

Edition: 03/2011

Organizational Placement

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

Edition: 03/2011

Organizational Placement

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

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

Payroll Records – OAR 166-300-0035 Employee Time Records

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

Edition: 03/2011

Organizational Placement

Agency:Oregon Department of Transportation (ODOT)Division:Driver and Motor Vehicle Services (DMV)Group:Processing ServicesSection:Mail TransactionUnit: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 **Cashier End of Day Report** 158 Retain 4 years, destroy **Check Divider Records** 159 Retain 6 years, destroy **Custom Plate Program Records** 160 (a) Retain approval/denial records 6 months, destroy (b) Retain all other records 2 years, destroy **Daily Report** 161 Retain until superseded or obsolete, destroy **Final Sticker Assignment Report** 162 Retain 2 years, destroy **Group Plate Records** 163 (a) Retain logs until superseded or obsolete, destroy (b) Retain all other records 3 years after final activity, destroy **Registers** 164 Weekly and Monthly: Retain until superseded or obsolete, destroy 165 **Remittance Processing Records**

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Retain 6 years, destroy

	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

Edition: 03/2011

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

Edition: 03/2011

Organizational Placement

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

Audit (Internal) Registers/601 reports
Retain 6 years, destroy
Correction Processing Report
Retain 3 years, destroy
Correction Processing Totals Report
Retain 90 days, destroy
Counter Control File Corrections Records
Retain 6 months, destroy
Daily Report
Retain until superseded or obsolete, destroy
Daily Title Error Listing
Retain 90 days, destroy
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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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
107	(h) Retain daily balanced control 4 years, destroy
196	Registration Special Processing Exemption List
105	Retain 90 days, destroy
197	Registration Summary of Special Processing,
100	Retain until superseded or obsolete, destroy
198	Returned Request Records
100	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
200	obsolete, destroy
200	Special Processing Register
201	Retain until superseded or obsolete, destroy
201	Statistical Production Reports
	(a) Retain daily 1 month, destroy
202	(b) Retain monthly 1 year, destroy
202	Statistical Log for Undercover
202	Retain until documents verified, destroy
203	Vehicle Daily Special Processing File Control Summary Report
	Retain 6 years, destroy

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Retain 1 year, destroy	
205 Vehicle Month to Date Summary by Computer Date Repo	ort
Retain 6 years, destroy	
206 Vehicle Monthly Statistics and Revenue Report	
Retain 6 years, destroy	
207 Vehicles Monthly Summary of Balanced Counters Report	t
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 Record	rds,

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

Edition: 03/2011

Organizational Placement

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

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Organizational Placement

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

Edition: 03/2011

Organizational Placement

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

Program Description:

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

Records Description:

Program Records

216	Daily Report
	Retain until superseded or obsolete, destroy
217	Out of State License Monthly Report

- Retain 6 months, destroy
- 218 Statistical Production Reports (a) Retain daily 1 month, destroy (b) Retain monthly 1 year, destroy
- **219** G25091 Vehicle Services Section for Processing Records Retain 6 months, destroy

Databases Used

None

State Agency General Records Retention Schedule Records Administrative Records - OAR 166-300-0015 Correspondence Policy and Procedure Guidelines and Manuals

Scheduling Records Staff Meeting Records Training Program Records

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

Payroll Records – OAR 166-300-0035 Employee Time Records

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

Edition: 03/2011

Organizational Placement

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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	Retain 6 years, destroy
233	Registration Batch Balancing Records
224	Retain 4 years, destroy
234	Registration Batch/Counter Control File Corrections Input Sheets
225	Retain 4 years, destroy Registration Daily Audit File Ernen Listing
235	Registration Daily Audit File Error Listing
236	Retain 90 days, destroy Registration Daily Special Processing File Central Summary Listing
230	Retain 6 months, destroy
237	Registrations Reports
431	(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
240	Vahiala Desistration Double Denoval Deservic
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

Edition: 03/2011

Organizational Placement

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

Edition: 03/2011

Organizational Placement

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

Edition: 03/2011

Organizational Placement

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 **Drive Test Examiner Certification Records** 266 Retain current and past previous, destroy Natural (Freeman) Person Process Records 267 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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Organizational Placement

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 Concept Papers 271 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 **Performance Measure Report** 275 Retain 5 years, destroy **Plate and Sticker Inventory Records** 276 Retain 4 years, destroy Plates, Stickers, and Permits Requisition Records 277 Retain 4 years, destroy **Registration Count Reports** 278 Retain 1 year, destroy 279 Vehicle License Plate and Sticker On-hand Balance Listing Retain 4 years, destroy **Work Measurement Report** 280 Retain 6 years, destroy Work Measurement and Transaction Cost Report 281 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

Edition: 03/2011

Organizational Placement

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.

Record	ds Description:
Progr	am 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
Datah	ases Used

Databases Used None

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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