DGS-550-1
REV. 7/86

DEPARTMENT OF GENERAL SERVICES
Records Management Division

SCHEDULE NO. 1454

PAGE NO. 1 of 1

RECORDS RETENTION AND DISPOSAL SCHEDULE

Department of Transportation
Motor Vehicle Administration
AGENCY

Customer Service Section
DIVISION

Item No.	Description	Retention
1	ACTION COMMITTEE TEAM Fund raisers, employees projects, employees activities projects for special events, Bank statements and financial reports	Retain for (3) years, then destroy.
2	CUSTOMER SERVICE PROGRAM Representative schedule Customer assistance Customer complaints and requests	Retain for (3) years, then destroy.
3	GENERAL ADMINISTRATIVE FILE Correspondence, reports, memoranda and miscellaneous materials which reflect the routine operations of this office	Retain for (3) years, then destroy.
4	EXIT INTERVIEW SURVEY FILE Reports on survey throughout the Branches & Express Office, quarter reports	Retain for (2) years, then destroy.
5	CITIZENS ASSISTANCE NETWORK (CAN) GOVERNOR'S PROGRAM CAN correspondence, list of State Agencies relating to the nature of the problem	Retain for (6) months, then destroy.
6	SAVING BOND DRIVE/UCC CAMPAIGN Reports, miscellaneous materials, memoranda, correspondence, coordinators	Retain for (2) years, then destroy.

Schedule Approved by Department, Agency, or Division Representative

6-25-92 [signature] Div-CS
Date Signature Title

Edward Seidel MGR, Customer Service

Schedule Authorized by

AUG 17 1992 Edward C. Papenfuse Jr.
Date State Archivist

INSTRUCTIONS--TYPE OR PRINT A SEPARATE FORM FOR EACH NEW OR REVISED RECORD SERIES. FORWARD WITH RECORDS RETENTION SCHEDULE (DGS 550-1)

DEPARTMENT OF GENERAL SERVICES
RECORDS MANAGEMENT DIVISION
7275 WATERLOO ROAD
P.O. BOX 275
JESSUP, MARYLAND 20794

AGENCY RECORDS INVENTORY

1. DEPARTMENT/AGENCY	2. DIVISION	3. UNIT
Motor Vehicle Administration	Customer Service Section	Same as #2

DEFINITION-RECORD SERIES- A GROUP OF RELATED RECORDS NORMALLY FILED AND USED AS A UNIT FOR REFERENCE AS WELL AS RETENTION AND DISPOSITION PURPOSES

4. RECORD SERIES TITLE
ACTION COMMITTEE TEAM

5. EARLIEST YEAR/LATEST YEAR
1988 TO 1992

6. RECORD SERIES DESCRIPTION (BRIEFLY DESCRIBE THE TYPES OF INFORMATION/DOCUMENTS/FORMS FOUND IN THE SERIES. INCLUDE THE PURPOSE OR FUNCTION OF THE SERIES)

Fund raisers, employees projects, employees activities projects for special events, bank statements and financial reports.

7. RECORD SERIES FORMAT(S)
- [x] LETTER SIZE
- [ ] MICROFILM
- [ ] LEGAL SIZE
- [ ] COMPUTER TAPE
- [ ] BOUND BOOK
- [x] FLOPPY DISK
- [ ] AUDIO TAPE
- [ ] VIDEO TAPE
- [ ] OTHER(SPECIFY)

8. RECORD SERIES SEQUENCE
- [x] ALPHABETICAL
- [ ] NUMERICAL
- [ ] CHRONOLOGICAL
- [ ] GEOGRAPHICAL
- [ ] OTHER(SPECIFY)

9. VOLUME
1/2 NUMBER
- [x] FILE DRAWER(S)
- [ ] MICROFILM REEL(S)
- [ ] COMPUTER TAPE(S)
- [ ] OTHER(SPECIFY)

10. ANNUAL ACCUMULATION
1/2 NUMBER
- [x] FILE DRAWER(S)
- [ ] MICROFILM REEL(S)
- [ ] COMPUTER TAPE(S)
- [ ] OTHER(SPECIFY)

11. FILE IS USED
- [ ] DAILY
- [x] WEEKLY
- [ ] MONTHLY

12. FILE BECOMES INACTIVE AFTER
3 NUMBER
- [ ] MONTH(S)
- [x] YEAR(S)

13. CURRENT LOCATION(S) (BLDG.,FLOOR,ROOM)
MVA
2nd Floor, Room 224

14. IS RECORD SERIES DUPLICATED ELSEWHERE? (IF YES, SPECIFY AGENCY OR OFFICE)
- [ ] YES
- [x] NO

15. ACCESS RESTRICTIONS (IF YES, CITE LAW(S) & REGULATION(S))
- [ ] YES
- [x] NO

16. AUDIT REQUIREMENTS
- [x] NONE
- [ ] STATE
- [ ] FEDERAL
- [ ] INDEPENDENT

17. IS AN INDEX SYSTEM USED? (IF YES, EXPLAIN BRIEFLY AND DESCRIBE ANY HARDWARE/SOFTWARE)
- [x] YES
- [ ] NO

Floppy Disk

18. RECOMMENDED RETENTION
Three (3) years

RECEIVED

19. NAME AND TITLE OF PREPARER	20. TELEPHONE NUMBER	21. DATE
Carole A. Shipley, Asst. Director Carole A. Shipley	768-7235	6-26-92

INSTRUCTIONS--TYPE OR PRINT A SEPARATE FORM FOR EACH NEW OR REVISED RECORD SERIES. FORWARD WITH RECORDS RETENTION SCHEDULE (DGS 550-1)

DEPARTMENT OF GENERAL SERVICES
RECORDS MANAGEMENT DIVISION
7275 WATERLOO ROAD
P.O. BOX 275
JESSUP, MARYLAND 20794

AGENCY RECORDS INVENTORY

1. DEPARTMENT/AGENCY	2. DIVISION	3. UNIT
Motor Vehicle Administration	Customer Service Section	Same as #2

DEFINITION-RECORD SERIES- A GROUP OF RELATED RECORDS NORMALLY FILED AND USED AS A UNIT FOR REFERENCE AS WELL AS RETENTION AND DISPOSITION PURPOSES

4. RECORD SERIES TITLE	5. EARLIEST YEAR/LATEST YEAR
CUSTOMER SERVICE PROGRAM	1987 TO present

6. RECORD SERIES DESCRIPTION (BRIEFLY DESCRIBE THE TYPES OF INFORMATION/DOCUMENTS/FORMS FOUND IN THE SERIES. INCLUDE THE PURPOSE OR FUNCTION OF THE SERIES

Representative schedule
Customer Assistance
Customer complaints and requests

7. RECORD SERIES FORMAT(S)

- [x] LETTER SIZE
- [ ] MICROFILM
- [ ] LEGAL SIZE
- [ ] COMPUTER TAPE
- [ ] BOUND BOOK
- [x] FLOPPY DISK
- [ ] AUDIO TAPE
- [ ] VIDEO TAPE
- [ ] OTHER(SPECIFY)

8. RECORD SERIES SEQUENCE

- [x] ALPHABETICAL
- [ ] NUMERICAL
- [ ] CHRONOLOGICAL
- [ ] GEOGRAPHICAL
- [ ] OTHER(SPECIFY)

9. VOLUME

1/2 NUMBER

- [x] FILE DRAWER(S)
- [ ] MICROFILM REEL(S)
- [ ] COMPUTER TAPE(S)
- [ ] OTHER(SPECIFY)

10. ANNUAL ACCUMULATION

1/2 NUMBER

- [x] FILE DRAWER(S)
- [ ] MICROFILM REEL(S)
- [ ] COMPUTER TAPE(S)
- [ ] OTHER(SPECIFY)

11. FILE IS USED

- [x] DAILY
- [ ] WEEKLY
- [ ] MONTHLY

12. FILE BECOMES INACTIVE AFTER

3 NUMBER

- [ ] MONTH(S)
- [x] YEAR(S)

13. CURRENT LOCATION(S) (BLDG.,FLOOR,ROOM)

MVA
2nd Floor, Room 224

14. IS RECORD SERIES DUPLICATED ELSEWHERE? (IF YES, SPECIFY AGENCY OR OFFICE)

- [ ] YES
- [x] NO

15. ACCESS RESTRICTIONS [ ] YES [x] NO
(IF YES, CITE LAW(S) & REGULATION(S)

16. AUDIT REQUIREMENTS

- [x] NONE
- [ ] STATE
- [ ] FEDERAL
- [ ] INDEPENDENT

17. IS AN INDEX SYSTEM USED? (IF YES,EXPLAIN BRIEFLY AND DESCRIBE ANY HARDWARE/SOFTWARE)

- [x] YES
- [ ] NO

Floppy Disk

18. RECOMMENDED RETENTION

Three (3) years

19. NAME AND TITLE OF PREPARER	20. TELEPHONE NUMBER	21. DATE
Carole A. Shipley, Asst. Director Carole A. Shipley	768-7235	6-26-92

INSTRUCTIONS--TYPE OR PRINT A SEPARATE FORM FOR EACH NEW OR REVISED RECORD SERIES. FORWARD WITH RECORDS RETENTION SCHEDULE (DGS 550-1)

DEPARTMENT OF GENERAL SERVICES
RECORDS MANAGEMENT DIVISION
7275 WATERLOO ROAD
P.O. BOX 275
JESSUP, MARYLAND 20794

AGENCY RECORDS INVENTORY

1. DEPARTMENT/AGENCY: Motor Vehicle Administration

2. DIVISION: Customer Service Section

3. UNIT: Same as #2

DEFINITION-RECORD SERIES- A GROUP OF RELATED RECORDS NORMALLY FILED AND USED AS A UNIT FOR REFERENCE AS WELL AS RETENTION AND DISPOSITION PURPOSES

4. RECORD SERIES TITLE: GENERAL ADMINISTRATIVE FILE

5. EARLIEST YEAR/LATEST YEAR: 1987 TO 1992

6. RECORD SERIES DESCRIPTION (BRIEFLY DESCRIBE THE TYPES OF INFORMATION/DOCUMENTS/FORMS FOUND IN THE SERIES. INCLUDE THE PURPOSE OR FUNCTION OF THE SERIES

Correspondence, reports, memoranda and miscellaneous materials which reflect the routine operations of this office.

7. RECORD SERIES FORMAT(S)
- [X] LETTER SIZE
- [ ] MICROFILM
- [ ] LEGAL SIZE
- [ ] COMPUTER TAPE
- [ ] BOUND BOOK
- [X] FLOPPY DISK
- [ ] AUDIO TAPE
- [ ] VIDEO TAPE
- [ ] OTHER(SPECIFY)

8. RECORD SERIES SEQUENCE
- [X] ALPHABETICAL
- [ ] NUMERICAL
- [ ] CHRONOLOGICAL
- [ ] GEOGRAPHICAL
- [ ] OTHER(SPECIFY)

9. VOLUME
3 NUMBER
- [X] FILE DRAWER(S)
- [ ] MICROFILM REEL(S)
- [ ] COMPUTER TAPE(S)
- [ ] OTHER(SPECIFY)

10. ANNUAL ACCUMULATION
1/2 NUMBER
- [X] FILE DRAWER(S)
- [ ] MICROFILM REEL(S)
- [ ] COMPUTER TAPE(S)
- [ ] OTHER(SPECIFY)

11. FILE IS USED
- [X] DAILY
- [ ] WEEKLY
- [ ] MONTHLY

12. FILE BECOMES INACTIVE AFTER
3 NUMBER
- [ ] MONTH(S)
- [X] YEAR(S)

13. CURRENT LOCATION(S) (BLDG.,FLOOR,ROOM)
MVA
2nd Floor, Room 209

14. IS RECORD SERIES DUPLICATED ELSEWHERE? (IF YES, SPECIFY AGENCY OR OFFICE)
- [ ] YES
- [X] NO

15. ACCESS RESTRICTIONS
- [ ] YES
- [X] NO

(IF YES, CITE LAW(S) & REGULATION(S))

16. AUDIT REQUIREMENTS
- [X] NONE
- [ ] STATE
- [ ] FEDERAL
- [ ] INDEPENDENT

17. IS AN INDEX SYSTEM USED? (IF YES,EXPLAIN BRIEFLY AND DESCRIBE ANY HARDWARE/SOFTWARE)
- [X] YES
- [ ] NO

Floppy Disk

18. RECOMMENDED RETENTION

Three (3) years

19. NAME AND TITLE OF PREPARER
Carole A. Shipley, Asst. Director

20. TELEPHONE NUMBER

21. DATE
6-26-92

DGS 550-4 (REVISED 2/87)

INSTRUCTIONS--TYPE OR PRINT A SEPARATE FORM FOR EACH NEW OR REVISED RECORD SERIES. FORWARD WITH RECORDS RETENTION SCHEDULE (DGS 550-1)

DEPARTMENT OF GENERAL SERVICES
RECORDS MANAGEMENT DIVISION
7275 WATERLOO ROAD
P.O. BOX 275
JESSUP, MARYLAND 20794

AGENCY RECORDS INVENTORY

1. DEPARTMENT/AGENCY
Motor Vehicle Administration

2. DIVISION
Customer Service SEction

3. UNIT
Same as #2

DEFINITION-RECORD SERIES- A GROUP OF RELATED RECORDS NORMALLY FILED AND USED AS A UNIT FOR REFERENCE AS WELL AS RETENTION AND DISPOSITION PURPOSES

4. RECORD SERIES TITLE
EXIT INTERVIEW SURVEY FILE

5. EARLIEST YEAR/LATEST YEAR
1990 TO 1991

6. RECORD SERIES DESCRIPTION (BRIEFLY DESCRIBE THE TYPES OF INFORMATION/DOCUMENTS/FORMS FOUND IN THE SERIES. INCLUDE THE PURPOSE OR FUNCTION OF THE SERIES)

Reports on survey throughout the Branches and Express Office, Quarter reports

7. RECORD SERIES FORMAT(S)
- [x] LETTER SIZE
- [ ] MICROFILM
- [ ] LEGAL SIZE
- [ ] COMPUTER TAPE
- [ ] BOUND BOOK
- [ ] FLOPPY DISK
- [ ] AUDIO TAPE
- [ ] VIDEO TAPE
- [ ] OTHER(SPECIFY)

8. RECORD SERIES SEQUENCE
- [x] ALPHABETICAL
- [ ] NUMERICAL
- [ ] CHRONOLOGICAL
- [ ] GEOGRAPHICAL
- [ ] OTHER(SPECIFY)

9. VOLUME
1/2 NUMBER
- [x] FILE DRAWER(S)
- [ ] MICROFILM REEL(S)
- [ ] COMPUTER TAPE(S)
- [ ] OTHER(SPECIFY)

10. ANNUAL ACCUMULATION
1/2 NUMBER
- [x] FILE DRAWER(S)
- [ ] MICROFILM REEL(S)
- [ ] COMPUTER TAPE(S)
- [ ] OTHER(SPECIFY)

11. FILE IS USED
- [ ] DAILY
- [x] WEEKLY
- [ ] MONTHLY

12. FILE BECOMES INACTIVE AFTER
2 NUMBER
- [ ] MONTH(S)
- [x] YEAR(S)

13. CURRENT LOCATION(S) (BLDG.,FLOOR,ROOM)
MVA
2nd Floor, Room 224

14. IS RECORD SERIES DUPLICATED ELSEWHERE? (IF YES, SPECIFY AGENCY OR OFFICE)
- [ ] YES
- [x] NO

15. ACCESS RESTRICTIONS
- [ ] YES
- [x] NO

(IF YES, CITE LAW(S) & REGULATION(S))

16. AUDIT REQUIREMENTS
- [x] NONE
- [ ] STATE
- [ ] FEDERAL
- [ ] INDEPENDENT

17. IS AN INDEX SYSTEM USED? (IF YES, EXPLAIN BRIEFLY AND DESCRIBE ANY HARDWARE/SOFTWARE)
- [ ] YES
- [x] NO

18. RECOMMENDED RETENTION
Two (2) years

19. NAME AND TITLE OF PREPARER
arole A. Shipley, Asst.Director
Carole A. Shipley

20. TELEPHONE NUMBER
768-7225

21. DATE
6-26-92

DGS 550-4 (REVISED 2/87)

INSTRUCTIONS--TYPE OR PRINT A SEPARATE FORM FOR EACH NEW OR REVISED RECORD SERIES. FORWARD WITH RECORDS RETENTION SCHEDULE (DGS 550-1)

DEPARTMENT OF GENERAL SERVICES
RECORDS MANAGEMENT DIVISION
7275 WATERLOO ROAD
P.O. BOX 275
JESSUP, MARYLAND 20794

AGENCY RECORDS INVENTORY

PAGE 5 OF 6

1. DEPARTMENT/AGENCY: Motor Vehicle Administration

2. DIVISION: Customer Service Section

3. UNIT: Same as #2

DEFINITION-RECORD SERIES- A GROUP OF RELATED RECORDS NORMALLY FILED AND USED AS A UNIT FOR REFERENCE AS WELL AS RETENTION AND DISPOSITION PURPOSES

4. RECORD SERIES TITLE: CITIZENS ASSISTANCE NETWORK (CAN) GOVERNOR'S PROGRAM

5. EARLIEST YEAR/LATEST YEAR: 1989 TO 1991

6. RECORD SERIES DESCRIPTION (BRIEFLY DESCRIBE THE TYPES OF INFORMATION/DOCUMENTS/FORMS FOUND IN THE SERIES. INCLUDE THE PURPOSE OR FUNCTION OF THE SERIES

CAN correspondence, list of State Agencies relating to the nature of the problem

7. RECORD SERIES FORMAT(S)
- [x] LETTER SIZE
- [ ] MICROFILM
- [ ] LEGAL SIZE
- [ ] COMPUTER TAPE
- [ ] BOUND BOOK
- [ ] FLOPPY DISK
- [ ] AUDIO TAPE
- [x] VIDEO TAPE
- [ ] OTHER(SPECIFY)

8. RECORD SERIES SEQUENCE
- [x] ALPHABETICAL
- [ ] NUMERICAL
- [ ] CHRONOLOGICAL
- [ ] GEOGRAPHICAL
- [ ] OTHER(SPECIFY)

9. VOLUME
1/4 NUMBER
- [x] FILE DRAWER(S)
- [ ] MICROFILM REEL(S)
- [ ] COMPUTER TAPE(S)
- [ ] OTHER(SPECIFY)

10. ANNUAL ACCUMULATION
Minimal NUMBER
- [x] FILE DRAWER(S)
- [ ] MICROFILM REEL(S)
- [ ] COMPUTER TAPE(S)
- [ ] OTHER(SPECIFY)

11. FILE IS USED
- [ ] DAILY
- [x] WEEKLY
- [ ] MONTHLY

12. FILE BECOMES INACTIVE AFTER
6 NUMBER
- [x] MONTH(S)
- [ ] YEAR(S)

13. CURRENT LOCATION(S) (BLDG.,FLOOR,ROOM)
MVA
2nd Floor, Room 224

14. IS RECORD SERIES DUPLICATED ELSEWHERE? (IF YES, SPECIFY AGENCY OR OFFICE)
- [ ] YES
- [x] NO

15. ACCESS RESTRICTIONS
- [ ] YES
- [x] NO

(IF YES, CITE LAW(S) & REGULATION(S))

16. AUDIT REQUIREMENTS
- [x] NONE
- [ ] STATE
- [ ] FEDERAL
- [ ] INDEPENDENT

17. IS AN INDEX SYSTEM USED? (IF YES, EXPLAIN BRIEFLY AND DESCRIBE ANY HARDWARE/SOFTWARE)
- [x] YES
- [ ] NO

Video

18. RECOMMENDED RETENTION
Six (6) months

19. NAME AND TITLE OF PREPARER
Carole A. Shipley, Asst. Director
Carole A. Shipley

20. TELEPHONE NUMBER
768-7235

21. DATE
6-26-92

DGS 550-4 (REVISED 2/87)

INSTRUCTIONS--TYPE OR PRINT A SEPARATE FORM FOR EACH NEW OR REVISED RECORD SERIES. FORWARD WITH RECORDS RETENTION SCHEDULE (DGS 550-1)

DEPARTMENT OF GENERAL SERVICES
RECORDS MANAGEMENT DIVISION
7275 WATERLOO ROAD
P.O. BOX 275
JESSUP, MARYLAND 20794

AGENCY RECORDS INVENTORY

1. DEPARTMENT/AGENCY: Motor Vehicle Administration

2. DIVISION: Customer Service Section

3. UNIT: Same as #2

DEFINITION-RECORD SERIES- A GROUP OF RELATED RECORDS NORMALLY FILED AND USED AS A UNIT FOR REFERENCE AS WELL AS RETENTION AND DISPOSITION PURPOSES

4. RECORD SERIES TITLE: SAVING BOND DRIVE/UCC CAMPAIGN

5. EARLIEST YEAR/LATEST YEAR: 1987 TO Present

6. RECORD SERIES DESCRIPTION (BRIEFLY DESCRIBE THE TYPES OF INFORMATION/DOCUMENTS/FORMS FOUND IN THE SERIES. INCLUDE THE PURPOSE OR FUNCTION OF THE SERIES

Reports, miscellaneous materials, memoranda, correspondence, coordinators

7. RECORD SERIES FORMAT(S)
- [X] LETTER SIZE
- [ ] MICROFILM
- [ ] LEGAL SIZE
- [ ] COMPUTER TAPE
- [ ] BOUND BOOK
- [X] FLOPPY DISK
- [ ] AUDIO TAPE
- [ ] VIDEO TAPE
- [ ] OTHER(SPECIFY)

8. RECORD SERIES SEQUENCE
- [X] ALPHABETICAL
- [ ] NUMERICAL
- [ ] CHRONOLOGICAL
- [ ] GEOGRAPHICAL
- [ ] OTHER(SPECIFY)

9. VOLUME
1/2 NUMBER
- [X] FILE DRAWER(S)
- [ ] MICROFILM REEL(S)
- [ ] COMPUTER TAPE(S)
- [ ] OTHER(SPECIFY)

10. ANNUAL ACCUMULATION
1/2 NUMBER
- [X] FILE DRAWER(S)
- [ ] MICROFILM REEL(S)
- [ ] COMPUTER TAPE(S)
- [ ] OTHER(SPECIFY)

11. FILE IS USED
- [ ] DAILY
- [ ] WEEKLY
- [X] MONTHLY

12. FILE BECOMES INACTIVE AFTER
3 NUMBER
- [X] MONTH(S)
- [ ] YEAR(S)

13. CURRENT LOCATION(S) (BLDG.,FLOOR,ROOM)

14. IS RECORD SERIES DUPLICATED ELSEWHERE? (IF YES, SPECIFY AGENCY OR OFFICE)
- [ ] YES
- [X] NO

15. ACCESS RESTRICTIONS
- [ ] YES
- [X] NO

(IF YES, CITE LAW(S) & REGULATION(S))

16. AUDIT REQUIREMENTS
- [X] NONE
- [ ] STATE
- [ ] FEDERAL
- [ ] INDEPENDENT

17. IS AN INDEX SYSTEM USED? (IF YES,EXPLAIN BRIEFLY AND DESCRIBE ANY HARDWARE/SOFTWARE)
- [X] YES
- [ ] NO

floppy disk

18. RECOMMENDED RETENTION

Two (2) years

19. NAME AND TITLE OF PREPARER: Carole A. Shipley, Asst. Director

Carole A. Shipley

20. TELEPHONE NUMBER: 768-7225

21. DATE: 6-26-92

DGS 550-4 (REVISED 2/87)