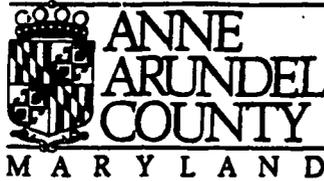


*JFK*



**Anne Arundel County**  
**OFFICE OF CENTRAL SERVICES**  
**Records Management Division**

Schedule No.

C-768

Page No.

1 of 1

**RECORDS RETENTION AND DISPOSAL SCHEDULE**

**AGENCY**

Department of Public Works

**DIVISION**

Customer Relations Div

Item No.	Description	Retention
1.	<p><u>Customer Relations</u></p> <p>A. Service Request Forms - These files include requests from citizens, elected officials, etc. for work to be done on roads, etc.</p> <p>B. Daily Audit Trails - These files consist of information pertaining to daily changes made to the Citizen Response Center computer file, (i.e., additions, deletions and updates.)</p> <p>C. Management Reports and Citizen Survey Reports - these files consist of quarterly and annual analysis of the departments' performance as it pertains to customer service.</p>	<p>Retain until request is completed, then destroyed.</p> <p>Retain six (6) months, then destroyed.</p> <p>Retain 5 years, then destroyed.</p>
2.	<p><u>Customer Relations: General Correspondence</u></p> <p>General correspondence and reports relative to Customer Relations. Contains files from 1986 to present.</p>	<p>Recommendation: Retain 5 years, then destroyed.</p>
3.	<p><u>Customer Booklets</u></p> <p>Contains Customer Hand-Out Booklets: For example: 25 ways to Prevent Water Waste, Water Conservation at Home</p>	<p>Recommendation: Retain supply until depleted, Retain one copy of each permanently for historical ref. Periodically transfer to Maryland State</p>

Schedule Approved by  
Records Management Officer

3/8/96  
Date

*Jacqueline Payne*  
Signature

Schedule Approved by  
Chief Administrative Officer

10/23/96  
Date

*[Signature]*  
Signature

Archives

Schedule Approved by  
Agency, or Division Representative

2/28/96  
Date

*[Signature]*  
Signature

Schedule Approved by  
State Archivist

DEC 20 1996  
Date

*Edward C. Pappas*  
Signature

Signature

1. DEPARTMENT/AGENCY Public Works	2. DIVISION Customer Relations	3. UNIT
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DEFINITION - Records 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 Customer Complaints, Service Request Forms	5. EARLIEST YEAR / LATEST YEAR <u>86</u> to <u>94</u>
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6. RECORD SERIES DESCRIPTION ( Briefly describe the types of information/documents/forms found in the Series. Include the purpose or function of the Series)

The customer relations division handles customers who wish to request service, voice a complaint, appeal a decision, request a billing adjustment or who need general information regarding the Department of Public Works services.

<p>7. RECORD SERIES FORMAT(S)</p> <p><input checked="" type="checkbox"/> Letter Size      <input type="checkbox"/> Microfilm</p> <p><input type="checkbox"/> Legal Size      <input type="checkbox"/> Computer Tape</p> <p><input type="checkbox"/> Bound Book      <input type="checkbox"/> Floppy Disk</p> <p><input type="checkbox"/> Audio Tape      <input type="checkbox"/> Video Tape</p> <p><input checked="" type="checkbox"/> Other (Specify) <u>hard disk</u></p>	<p>8. RECORD SERIES SEQUENCE</p> <p><input checked="" type="checkbox"/> Alphabetical</p> <p><input type="checkbox"/> Numerical</p> <p><input type="checkbox"/> Chronological</p> <p><input type="checkbox"/> Geographical</p> <p><input type="checkbox"/> Other (Specify) _____</p>	<p>9. VOLUME</p> <p><input checked="" type="checkbox"/> File Drawer(s)</p> <p><input type="checkbox"/> Microfilm Reel (s)</p> <p><input type="checkbox"/> Computer Tape (s)</p> <p><input type="checkbox"/> Other (Specify) _____</p> <p>Number _____</p> <hr/> <p>10. ANNUAL ACCUMULATION</p> <p><input type="checkbox"/> File Drawer (s)</p> <p><input type="checkbox"/> Microfilm Reel (s)</p> <p><input type="checkbox"/> Computer Tape(s)</p> <p><input type="checkbox"/> Other (Specify) _____</p> <p>Number _____</p>
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11. FILE IS USED	12. FILE BECOMES INACTIVE AFTER
<input checked="" type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly	<u>complete</u> <input type="checkbox"/> Month(s) <input type="checkbox"/> Year(s)
Number _____	

13. CURRENT LOCATION(S) (Bldg., Floor, Room)	14. IS RECORD SERIES DUPLICATED ELSEWHERE? (If yes, specify agency or office)
2662 Riva Road	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

15. ACCESS RESTRICTIONS (If yes, cite law(s) & regulation(s))	16. AUDIT REQUIREMENTS
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> None <input type="checkbox"/> State <input type="checkbox"/> Federal <input type="checkbox"/> Independent

17. IS AN INDEX SYSTEM USED? (If yes, explain briefly and describe any hardware/software)	18. RECOMMENDED RETENTION
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Until complete

19. NAME AND TITLE OF PREPARER	20. TELEPHONE NUMBER	21. DATE
E. Faye Scheibe, Manager	222-7582	May 23, 1994

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

DEPARTMENT OF GENERAL SERVICES  
RECORDS MANAGEMENT DIVISION  
7775 WATERLOO ROAD  
P.O. BOX 275 - JESSUP, MARYLAND 20734

AGENCY RECORDS INVENTORY

Page 2 Of 5

1. DEPARTMENT/AGENCY  
Public Works

2. DIVISION  
Customer Relations

3. UNIT

DEFINITION - Records 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  
Daily Audit Trails

5. EARLIEST YEAR / LATEST YEAR  
86 TO 94

6. RECORD SERIES DESCRIPTION ( Briefly describe the types of information/documents/forms found in the Series. Include the purpose or function of the Series)

These files consist of information pertaining to daily changes made to the computer service order system.

7. RECORD SERIES FORMAT(S)  
 Letter Size       Microfilm  
 Legal Size       Computer Tape  
 Bound Book       Floppy Disk  
 Audio Tape       Video Tape  
 Other (Specify) computer printout

8. RECORD SERIES SEQUENCE  
 Alphabetical  
 Numerical  
 Chronological  
 Geographical  
 Other (Specify) \_\_\_\_\_

9. VOLUME  
 File Drawers(s)  
 Microfilm Reel (s)  
 Computer Tape (s)  
 Other (Specify) \_\_\_\_\_

Number

10. ANNUAL ACCUMULATION  
 File Drawer (s)  
 Microfilm Reel (s)  
 Computer Tape(s)  
 Other (Specify) \_\_\_\_\_

Number

11. FILE IS USED  
 Daily       Weekly       Monthly

12. FILE BECOMES INACTIVE AFTER  
\_\_\_\_\_  Month(s)       Year(s)  
Number

13. CURRENT LOCATION(S) (Bldg., Floor, Room)  
2662 Riva Road

14. IS RECORD SERIES DUPLICATED ELSEWHERE? (If yes, specify agency or office)  
 Yes \_\_\_\_\_  No

15. ACCESS RESTRICTIONS (If yes, cite law(s) & regulation(s))  
 Yes \_\_\_\_\_  No

16. AUDIT REQUIREMENTS  
 None       State       Federal       Independent

17. IS AN INDEX SYSTEM USED? (If yes, explain briefly and describe any hardware/software)  
 Yes \_\_\_\_\_  No

18. RECOMMENDED RETENTION  
6 months

19. NAME AND TITLE OF PREPARER  
E. Faye Scheibe, Manager

20. TELEPHONE NUMBER  
222-7582

21. DATE  
May 23, 1994

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

DEPARTMENT OF GENERAL SERVICES  
RECORDS MANAGEMENT DIVISION  
7775 WATERLOO ROAD  
P.O. BOX 275 - JESSUP, MARYLAND 20734

AGENCY RECORDS INVENTORY

Page 3 of 5

1. DEPARTMENT/AGENCY  
Public Works

2. DIVISION  
Customer Relations

3. UNIT

DEFINITION - Records 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  
Customer Relations Management Reports

5. EARLIEST YEAR / LATEST YEAR  
86 TO 94

6. RECORD SERIES DESCRIPTION ( Briefly describe the types of information/documents/forms found in the Series. Include the purpose or function of the Series)

The Customer Relations Division produces Management Reports and satisfaction surveys on a quarterly and annual basis.

7. RECORD SERIES FORMAT(S)

- Letter Size       Microfilm  
 Legal Size       Computer Tape  
 Bound Book       Floppy Disk  
 Audio Tape       Video Tape  
 Other (Specify) hard disk

8. RECORD SERIES SEQUENCE

- Alphabetical  
 Numerical  
 Chronological  
 Geographical  
 Other (Specify) \_\_\_\_\_

9. VOLUME

- File Drawer(s)  
 Microfilm Reel (s)  
 Computer Tape (s)  
 Other (Specify) \_\_\_\_\_

Number

10. ANNUAL ACCUMULATION

- File Drawer (s)  
 Microfilm Reel (s)  
 Computer Tape(s)  
 Other (Specify) \_\_\_\_\_

Number

11. FILE IS USED

- Daily       Weekly       Monthly

12. FILE BECOMES INACTIVE AFTER

- \_\_\_\_\_  Month(s)  Year(s)  
Number

13. CURRENT LOCATION(S) (Bldg., Floor, Room)

2662 Riva Road

14. IS RECORD SERIES DUPLICATED ELSEWHERE? (If yes, specify agency or office)

- Yes \_\_\_\_\_  No

15. ACCESS RESTRICTIONS (If yes, cite law(s) & regulation(s))

- Yes \_\_\_\_\_  No

16. AUDIT REQUIREMENTS

- None       State       Federal       Independent

17. IS AN INDEX SYSTEM USED? (If yes, explain briefly and describe any hardware/software)

- Yes \_\_\_\_\_  No

18. RECOMMENDED RETENTION

5 years then destroyed

19. NAME AND TITLE OF PREPARER

E. Faye Scheibe, Manager

20. TELEPHONE NUMBER

222-7582

21. DATE

May 23, 1994

1. DEPARTMENT/AGENCY  
Public Works

2. DIVISION  
Customer Relations

3. UNIT

DEFINITION - Records 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  
Customer Relations General Correspondence

5. EARLIEST YEAR / LATEST YEAR  
86 to 94

6. RECORD SERIES DESCRIPTION ( Briefly describe the types of information/documents/forms found in the Series. Include the purpose or function of the Series)  
Customer Relations reports and general correspondences

7. RECORD SERIES FORMAT(S)

- Letter Size       Microfilm  
 Legal Size       Computer Tape  
 Bound Book       Floppy Disk  
 Audio Tape       Video Tape  
 Other (Specify) \_\_\_\_\_

8. RECORD SERIES SEQUENCE

- Alphabetical  
 Numerical  
 Chronological  
 Geographical  
 Other (Specify) \_\_\_\_\_

9. VOLUME

- File Drawer(s)  
 Microfilm Reel (s)  
 Computer Tape (s)  
 Other (Specify) \_\_\_\_\_

6

Number

10. ANNUAL ACCUMULATION

- File Drawer (s)  
 Microfilm Reel (s)  
 Computer Tape(s)  
 Other (Specify) \_\_\_\_\_

2

Number

11. FILE IS USED

- Daily       Weekly       Monthly

12. FILE BECOMES INACTIVE AFTER

5       Month(s)       Year(s)  
Number

13. CURRENT LOCATION(S) (Bldg., Floor, Room)

2662 Riva Road

14. IS RECORD SERIES DUPLICATED ELSEWHERE? (If yes, specify agency or office)

Yes       No

15. ACCESS RESTRICTIONS (If yes, cite law(s) & regulation(s))

Yes       No

16. AUDIT REQUIREMENTS

None       State       Federal       Independent

17. IS AN INDEX SYSTEM USED? (If yes, explain briefly and describe any hardware/software)

Yes       No

18. RECOMMENDED RETENTION

5 years then destroyed

19. NAME AND TITLE OF PREPARER

E. Faye Scheibe, Manager

20. TELEPHONE NUMBER

222-7582

21. DATE

May 23, 1994

