

Strategic Customer Services Department Records Retention Schedules

Records Series Title	Records & Comments	State Retention Number Legal Retention
Ordinances, Orders, Resolutions – Departmental copies	Ordinances, Orders, Resolutions approved by City Council <i>Note: Official record copy filed in City Secretary's Office (permanent retention)</i>	<i>File with and follow retention for appropriate case or project</i>
Photographs, Recordings, and other Audio or Visual Media	Photographic, photographic scrapbooks, slides, sound recordings, videotapes, posters, and other non-textual media that document the history and activities of the City or any of its departments, programs, or projects, except such records as noted elsewhere in the state schedules.	<i>Transfer to the Archives Collection in the City Secretary's Office when no longer needed in department (permanent retention)</i>
Publications	Pamphlets, reports, studies, proposals, and similar material printed by or for the City or any of its departments, subdivisions, or programs and distributed to or intended for distribution to the public on request and departmental or program newsletters designed for internal distribution. Any publication which receives a PIO number.	<i>Transfer 3 copies to the Archives Collection in the City Secretary's Office as soon as published (permanent retention)</i>
Insurance Policies	Liability, theft, fire, health, life, automobile, and other policies for local government property and personnel, including supporting documentation relevant to the implementation, modification, renewal, or replacement of the policies.	<i>File with and follow retention for appropriate case or project</i>
Postal and Delivery Service Records	Registered, certified, insured, and special delivery mail receipts and similar records of transmittal by express or delivery companies	<i>File with and follow retention for appropriate case or project to prove delivery</i>
Accident Reports – Injury to Adult	Reports of accidents to adult persons on local government property or in any other situation in which a local government could be party to a law suit. If a claim is filed, use GR 1025-26.	GR 1000-20A 3 years
Accident Reports – Injury to Minor	Reports of accidents to minor persons on local government property or in any other situation in which a local government could be party to a law suit. If a claim if a claim is filed, use GR 1025-26.	GR 1000-20B 20 years

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Complaints (Service Requests)	Complaints received from the public by a governing body or any officer or employee of a local government relating to government policy. This includes City of Dallas Service Requests. <i>Includes complaints received via e-mail</i> <i>Note: For open record requests, use GR 1000-34</i>	GR 1000-24 Resolution or Dismissal of complaint + 2 years
Contracts, Leases, and Agreements – Contract Administration	Contracts, leases, and agreements, including reports, correspondence, performance bonds, and similar records related to their negotiation, administration, renewal, or termination. Includes Interlocal Agreements with other government agencies. Include bid specifications and proposal received from winning vendor. <i>Except construction contracts, use GR 1075-16 (permanent)</i>	GR 1000-25 AC + 4 years <i>Note: Send an official record copy of the contract to the City Secretary's Office</i>
Correspondence and Internal Memoranda and Subject Files - Policy and Program Development	Correspondence and internal memoranda pertaining to the formulation, planning, implementation, modification, or redefinition of the policies, programs, services, or projects of a local government including Council Resolutions and Internal Controls. Includes incoming and copies of outgoing correspondence and internal correspondence and memoranda. May also include subject files, which are collections of correspondence, memos and printed materials on various individuals, activities and topics <i>For the actual Policy or Procedure; use GR 1000-38</i> <i>Note: Includes general subject files not covered under another retention and departmental copies of records for which the official record copy is in the City Secretary's Office</i>	GR 1000-26A 3 years
Correspondence and Internal Memoranda - Administrative	Correspondence, internal memoranda pertaining to or arising from routine administrative or operation of the policies, programs, services, or projects of a local government following existing policy and programs.	GR 1000-26B 1 years

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Correspondence and Internal Memoranda - Transitory Information	Records of temporary usefulness that are not an integral part of a records series of the office, that are not regularly filed within a recordkeeping system, and that are required only for a limited period of time for the completion of an action by an official or employee of the City. Transitory records are not essential to the fulfillment of statutory obligations or to the documentation of City functions. Some examples of transitory information, which can be in any medium (voice mail, fax, email, hard copy, etc.) are routine messages; telephone message notifications; internal meeting notices; routing slips; incoming letters or memoranda of transmittal that add nothing of substance to enclosures; and similar routine information used for communication, but not for the documentation, of a specific City transactions. <i>Includes unsolicited messages about issues related to City business which are not covered by another record series.</i>	GR 1000-26C Until the purpose of record has been fulfilled <i>Exempt</i>
Legal Opinions	Formal legal opinions rendered by counsel or the Attorney General for a local government, including any written requests for opinions, concerning the governance and administration of a local government. <i>For retention of informal legal opinions and other correspondence provided by counsel see GR1000-26A.</i> <i>Note: For retention of opinions rendered for a Public Information Act Request use GR1000-34A or B.</i>	GR 1000-30 Permanent
Litigation Case Files – Departmental copies	Including all cases to which a local government is a party unless the case file is of a type noted elsewhere in the schedules.	GR 1000-31 1 year after final disposition of case <i>Exempt</i>
Minutes (Staff)	Minutes and agendas of internal staff meetings.	GR 1000-32 1 year <i>Exempt</i>

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Open Record Requests	Non-exempted records. Includes correspondence and other documentation related to the request. Including requests received via e-mail	GR 1000-34A 1 year after final decision on request <i>Exempt</i>
Open Record Requests	Exempted records. Includes legal opinion, correspondence and other documentation related to the request. Including requests received via e-mail	GR 1000-34B 2 year after notification that records are exempt from disclosure
Organizational Charts	All organizational charts, lists of employees, contact or call lists, rosters, etc.	GR 1000-35 US, expired, or discontinued. <i>Exempt</i>
Policy and Procedures Documentation	Orders, directives, manuals, and similar documents that establish and define the policies, procedures, rules, and regulations governing operations or activities of a local government as a whole or any of its departments, programs, services, or projects. <i>Review before disposal; some documentation of this type may merit permanent or long-term retention for historical or legal reasons.</i>	GR 1000-38 US, expired, or discontinued + 5 years.
Reports and Planning Studies – if requested by City Council or submitted to state agency	Reports or Studies (Non-Fiscal) submitted to a state agency as may be required by law or regulation, on the non-fiscal performance of a department, program, or project or for planning purposes, including those prepared by consultants under contract with a local government, except documents of similar types noted in this or other commission schedules. <i>Note: For reports ordered by City Manager, use 1000-26A (5 years)</i> <i>Note: If report is submitted to or considered by Council, as reflected in the minutes, the official record copy is in the City Secretary's Office.</i>	GR 1000-41A1 Permanent
Reports and Studies (non-Fiscal) – compiled on less than annual bases	Reports and studies (non-fiscal), monthly, bi-monthly, quarterly, or semi-annual, sub-annual, or irregularly prepared reports, performance audits, or planning studies submitted to the government body required by law or regulation, on the non-fiscal performance of a department.	GR 1000-41A4 3 years

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Reports and Studies (non-Fiscal) - Activity reports	Activity reports compiled on a daily or other periodic basis pertaining to workload measures, time studies, number of public contacts, etc. except reports of similar types noted in other commission scheduled. Includes tracking logs.	GR 1000-41B 1 year <i>Exempt</i>
Work papers used to create Reports and Planning Studies – if requested by City Council or submitted to state agency	Working papers used to create any report for reports and studies (non-fiscal), monthly, bi-monthly, quarterly, or semi-annual, sub-annual, or irregularly prepared reports, performance audits, or planning studies submitted to the government body required by law or regulation, on the non-fiscal performance of a department.	GR 1000-41A5 3 years
Work papers used to create Reports and Studies (non-Fiscal) – compiled on less than annual bases	Working papers used to create any report for activity reports compiled on a daily or other periodic basis pertaining to workload measures, time studies, number of public contacts, etc. except reports of similar types noted in other commission scheduled. Includes tracking logs.	GR 1000-41A6 1 year
Waivers of Liability	Includes statements signed by volunteers acknowledging non-entitlement to benefits, agreeing to abide by local government policies, etc.) Note: If an accident occurs to any person covered by a signed waiver of liability, it must be retained for the same period as accident reports. Use retention number GR 1000-20A or B	GR 1000-42 3 years from date of cessation of activity for which the waiver was signed.
Calendars	Calendars used to document appointments or activities of government officials and employees.	GR 1000-45 CE + 1 year
Customer Service Survey	Customer Service Survey Cards	GR 1000-47 AC + 3 years
Audit Records – Departmental copies and work papers	Annual or biennial or other periodic audits of a department, program, fund. Working papers, summaries, and similar records created for the purposes of conducting an audit. Both Internal and External Auditors. Includes Internal Control Reports. Note: Official record copy of Audit Reports filed in City Secretary's Office (permanent retention)	GR 1025-01E 3 years after all questions have been resolved

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Budget Documentation - Departmental copies and work papers	Working papers created exclusively for the preparation of budgets, including budget requests, justification statements and similar documents. Budget change documentation, including line item or contingency/reserve fund transfers and supplemental budget requests. Encumbrance and expenditure reports. <i>Note: Official record copy of Annual Budget filed in City Secretary's Office (permanent retention)</i>	GR 1025-04F 2 years
Capital Asset Records - Equipment or property inventories	Equipment or property inventories (including sequential number property logs). Information on cost and disposal authorization.	GR 1025-05C US or Disposition + 3 years
Financial Reports – Departmental copies	Monthly, bi-monthly, quarterly or semi-annual financial reports or statement on the accounts, funds, or projects of a local government create either for internal use or for submission to state agencies as may be required by law or regulation, except reports of similar types noted in this or other commission schedules. Including cost allocation and distribution records, annual transaction summaries, and depreciations schedules.	GR 1025-07A FE + 3 years
Grant Development and Administrative Records	Successful grant applications and proposals and any documentation that modified the terms of a grant. Financial, performance, and compliance reports submitted to granting agencies or subgrantor agencies, or documentation supporting these reports.	GR 1025-08 FE + 5 years
Accounts Payable and Disbursement Records – Departmental copies	Claims, invoices, statements, copies of checks and purchase orders, expenditure authorizations, and similar records that serve to document disbursements, including those documenting claims for and reimbursements to employees for travel or other employment- related expenses. Includes employee expense reports, P-Card documentation, and petty cash records. Requests and authorizations for travel; participation in educational programs, workshops or college classes	GR 1025-26 FE + 3 years
Accounts Receivable Records – Departmental copies	Records documenting the receipt of any monies by a local government that are remittable to the State Comptroller of Including public accounts, cash receipts, cash reports, deposits.	GR 1025-27B FE + 5 years

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Accounts Receivable Records - Accounts deemed un-collectable – Departmental copies	Records of accounts deemed un-collectable, including write-off authorizations.	GR 1025-27E FE of write off + 3 years
Banking Records – Departmental copies	Bank statements, canceled checks, check registers, deposit slips, debit and credit notices, reconciliation, notices of interest earned, etc.	GR 1025-28 FE + 5 years
Ledgers, Journals, and Entry Documentation – Departmental copies	General ledger showing receipts and expenditures from all accounts and funds of a local government, subsidiary ledgers, receipts, disbursements, general, or subsidiary journals, journal vouchers and entries or similar posting control forms including supporting documents, amendments correspondence, journal entries, and auditor adjustments.	GR 1025-30 FE + 5 yrs
Disciplinary and Adverse Action Records	Records created by personnel or supervisory officers in considering or reconsidering on appeal, an adverse action (e.g., demotion, probation, termination, suspension, leave without pay against an employee, including, as applicable, witness and employee statements, interview reports, exhibits, reports of findings and decisions and judgments.	GR 1050-07 2 years after case closed or action taken
Employee Security Records	Records created to control and monitor the issuance of keys, identification cards, passes or similar instruments of identification and access.	GR 1050-10 US, expiration or date of separation + 2 years
Employee Selection Records	Interviews, interview questions, upgrades, description, job advertisements, written score, employment applications, transcripts, and letters of reference and similar documents whose submission by candidates for vacant positions or for promotion, transfer, or training opportunity (both hires and not hired).	GR 1050-11C 2 years
Personnel Files – Employee Service Records (Department Personnel File)	Records about an employee. Applications, resume, awards, commendations, certifications, licenses, conflict of interest forms, P-2 forms, training records including training on hazardous materials, etc. <i>Note: If employee transfers to another city department send file to the new department</i>	GR 1050-12D Date of Separation from the city + 5 years
Grievance Records	Records relating to the review of employee grievances against personnel policies, working conditions, etc.	GR 1050-20 2 years

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Job Evaluations	Job evaluations of employees. <i>Note: File by date of review, not in individual employee files.</i>	GR 1050-21B US + 2 years; or date of separation + 2 years, whichever is sooner
Medical and Exposure Records	Health or physical examination reports or certificates for all applicants and employees if required for position. Includes random drug or alcohol tests.	GR 1050-22A 2 years
Work Schedules	Work, duty, shift, crew, or case schedule, rosters, or assignments.	GR 1050-31 1 year <i>Exempt</i>
Workers Compensation Claim Files – Department Copy	RMIA claims, TWCC reports, salary continuation, doctors reports, Order for Medical Treatment (OMTs), all notes from meetings or phone conversations. <i>Note: Human Resource copy retained 50 years.</i>	GR 1050-32 CE of closure of claim + 5 years
Volunteer Service Files	Information about individual volunteers and duties they perform.	GR1050-39 US or date of separation + 3 years.
Payroll Records – Departmental copies	Payroll register, payroll adjustment records, leave records including requests and authorization to use leave. Timesheets.	GR 1050-52 FE + 3 years
Bid and Bid Documentation - Successful Bids	Successful bids and request for proposals, including invitations to bid, bid bonds and affidavits, bid sheets, and similar supporting documentation. <i>Note: If successful bid or proposal results in a contract, use GR 1000-25 (AC + 4 years)</i>	GR 1075-01A FE + 3 years
Bid and Bid Documentation - Unsuccessful Bids	Unsuccessful Bids	GR 1075-01B 2 years
Purchase Order and Receipt Records – Departmental copies	Purchase Orders, requisitions, and receiving reports. Purchasing log, register or similar record providing a chronological record of purchase orders issued, orders received and similar data on procurement status	GR 1075-03A FE + 3 years

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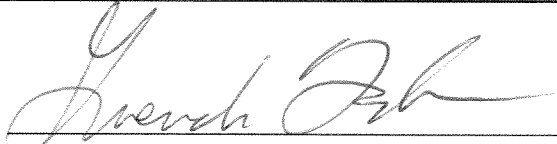
Records Series Title	Records & Comments	State Retention Number Legal Retention
Accident and Damage Reports (Property) – Departmental copies	Reports of accidents or damage to facilities, vehicles, or equipment if no personal injury is involved. <i>Note: For accidents that result in injury to persons, use GR 1000-20 A or B (5 or 20 years)</i>	GR 1075-15 3 years
Lost and Stolen Property reports	Lost and Stolen Property reports	GR 1075-17 FE + 3 years
Maintenance, Repair and Inspection Records of Vehicles, Equipment, and Facilities - Routine	Records documenting routine inspection of facilities, vehicles and equipment. Routine cleaning, janitorial and inspection work	GR 1075-18A1 1 year <i>Exempt</i>
Maintenance, Repair and Inspection Records of Vehicles and Equipment -Maintenance and repair records	Records documenting the maintenance and repair to general-purpose vehicles, office equipment, and office facilities. <i>Retention Note: If a vehicle is junked as the result of an accident, retained maintenance & repair records for LA + 1 year. For marked vehicles use PS 4050-04A1</i>	GR 1075-18A2 LA
Facilities -Non-routine maintenance, repair and inspection	Non-routine facility maintenance, repair and inspection records. Including those relating to plumbing, electrical, fire suppression, and other infrastructure systems. <i>Note: Records of the types described relating to government-owned structures or places eligible for or already listed as historic by national, state, or local organizations or authorities must be retained PERMANENTLY</i>	GR 1075-18B2 3 years
Usage Reports - If reports used for allocating costs	Any type of usage report (e.g., mileage, fuel consumption, copies run) if such reports are the basis for allocating costs, for determining payment under rental or lease agreements, etc. Reports of usage of facilities, vehicles, and equipment	GR 1075-20A FE + 3 years

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Usage Reports - Reservation logs, Vehicle Assignment Records	Reservation logs or similar records relating to the use of facilities such as meeting rooms, auditoriums, etc. by the public or other governmental agencies. Assignment logs, authorizations, and similar records relating to the assignment and use of government-owned vehicles or equipment by employees.	GR 1075-20B After return or reassignment + 2 years.
Visitor Control Registers	Logs, registers, or similar records documenting visitors to limited access or restricted areas.	GR 1075-22 3 years
Warranties	Warranty for vehicles and equipment.	GR 1075-23 Expiration of warranty + 1 year
Telephone Logs or Activity Reports - If used for internal control purposes	Registers or logs of telephone calls made and similar telephone activity reports if the log, report, or similar record is used for internal control purposes other than cost allocation.	GR 1075-41B 2 years
Communication Tapes And Printouts	Tapes and printouts of incoming and outgoing telephone and radio communications.	PS 4100-04 30 days <i>Exempt</i>

Prepared by:




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Reviewed by:

 11-7-2012

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 Margaret Wright-Rogers Date
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 Strategic Customer Services

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