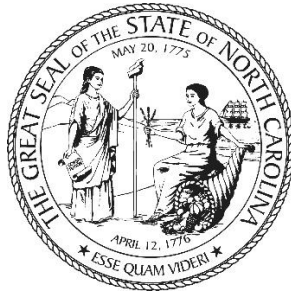


RECORDS RETENTION AND DISPOSITION SCHEDULE

PUBLIC TRANSPORTATION SYSTEMS AND AUTHORITIES



Issued By:

North Carolina Department of Cultural Resources
Division of Historical Resources
Archives and Records Section
Government Records Branch

April 1, 2006

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**PUBLIC TRANSPORTATION SYSTEMS AND AUTHORITIES
RECORDS RETENTION AND DISPOSITION SCHEDULE**

The records retention and disposition schedule and retention periods governing the records series listed herein are hereby approved. In accordance with the provision of Chapter 121 and 132 of the General Statutes of North Carolina, it is agreed that the records do not and will not have further use or value for official business, research, or reference purposes after the respective retention periods specified herein and are authorized to be destroyed or otherwise disposed of by the agency or official having custody of them without further reference to or approval of either party to this agreement. It is further agreed that these records may not be destroyed prior to the time periods stated; however, for sufficient reason they may be retained for longer periods. This schedule is to remain in effect from the date of approval until it is reviewed and updated.

APPROVAL RECOMMENDED


Agency Director, CEO



David Brook, Director
Division of Historical Resources

APPROVED

Chairman, Agency Governing Board



Lisbeth C. Evans, Secretary
Department of Cultural Resources

April 1, 2006

Transportation System/Authority Name

EXECUTIVE SUMMARY

Q. *Why do I need this schedule?*

- A. According to G.S. §121-5 and G.S. §132-3, you may only destroy public records with the consent of the Department of Cultural Resources. This schedule is the primary way DCR gives its consent. Without approving this schedule, your agency is obligated to obtain the Department's permission to destroy *any* record, no matter how insignificant.
-

Q. *When can I destroy records?*

- A. Each records series listed on this schedule has specific disposition instructions which will indicate how long that series must be kept in your offices. In some cases, the disposition instructions are "Retain in office permanently," which means that those records must be kept in your offices forever.
-

Q. *What film services do you provide?*

- A. The Department of Cultural Resources provides microfilming of the minutes of major decision-making boards and commissions in a county. Once those records are filmed, we will store the silver negative (the original) in our security vault.

At the time this schedule is published, there is no fee for the filming or for storage. There will be a fee if you request duplicate reels of film, or if we destroy your adoption records after filming. Contact the analyst assigned to your county for the most current information.

Q. *What should I do in case of fire or flood?*

- A. Secure the area, and keep everyone out until fire or other safety professionals allow entry. Then, call our Raleigh office at (919) 807-7365 for the Head of the Local Records Program or (919) 807-7339 for the State Preservation Officer. If you're in the western part of the state, call our Asheville Office at (828) 274-6789. Nights and weekends, call your local emergency management office.

DO NOT ATTEMPT TO MOVE OR CLEAN ANY RECORDS.

Damaged records are extremely fragile and require careful handling. Our staff is trained in preliminary recovery techniques, and professional vendors can handle larger disasters.

Q. *Who can I call with questions?*

- A. If you are located west of about Statesville, call our Western Office in Asheville at (828) 274-6789. East of Statesville, all the way to the coast, call our Raleigh office at (919) 807-7350.

MANAGING PUBLIC RECORDS IN NORTH CAROLINA

Q. *What is this “records retention and disposition schedule”?*

- A. This document is a tool for the employees of local governments across the state to use when managing the records in their offices. It lists records commonly found in transportation authorities, and gives an assessment of their value by indicating when (and if) those records should be destroyed. This schedule is also an agreement between your agency and the Department of Cultural Resources.

This schedule serves as the inventory and schedule that the Department of Cultural Resources is directed by G.S. §121-5 (c) and G.S. §132-8 to provide. It supersedes all previous editions, including all amendments.

Q. *Why do I need this schedule?*

- A. According to G.S. §121-5 and G.S. §132-3, you may only destroy public records with the consent of the Department of Cultural Resources. This schedule is the primary way DCR gives its consent. Without approving this schedule, your agency is obligated to obtain permission to destroy *any* record, no matter how insignificant.
-

Q. *How do I get it approved?*

- A. The governing Board of your agency must approve this schedule for use by your agency. That approval should be made in a regular meeting and recorded as an action in the minutes. It may be done as part of the consent agenda, by resolution, or other action.
-

Q. *Do I have to have all of the records listed on this schedule?*

- A. No. This is not a list of records you must have in your office.
-

Q. *I can’t find some of my records on this schedule.*

- A. Call the Records Management Analyst assigned to your county. We will work with you to amend this records schedule so that you may destroy records appropriately.
-

Q. *What are public records?*

- A. The *General Statutes of North Carolina*, Chapter §132, provides this definition of public records:

"Public record" or "public records" shall mean all documents, papers, letters, maps, books, photographs, films, sound recordings, magnetic or other tapes, electronic data- processing records, artifacts, or other documentary material, regardless of physical form or characteristics, made or received pursuant to law or ordinance in connection with the transaction of public business by any agency of North Carolina government or its subdivisions. Agency of North Carolina government or its subdivisions shall mean and include every public office, public officer or official (State or local, elected or appointed), institution, board, commission, bureau, council, department, authority or other unit of government of the State or of any county, unit, special district or other political subdivision of government.

Q. *Can anyone see my records?*

- A. Yes, except as restricted by specific provisions in state or federal law. G.S. §132-6 instructs:
- “Every custodian of public records shall permit any record in the custodian's custody to be inspected and examined at reasonable times and under reasonable supervision by any person, and shall, as promptly as possible, furnish copies thereof upon payment of any fees as may be prescribed by law. ... No person requesting to inspect and examine public records, or to obtain copies thereof, shall be required to disclose the purpose or motive for the request.”
-

Q. *What about my confidential records?*

- A. Not all government records are open to public inspection. Exceptions to the access requirements in G.S. §132-6 and the definition of public records in G.S. §132-1 are found throughout the General Statutes. You must be able to cite a specific provision in the General Statutes or federal law when you restrict or deny access to a particular record.

Q. *Do I have to make copies of drafts available to the public that haven't been approved?*

- A. Yes, even if a report, permit, or other record has not been finalized. Any record that is not confidential by law must be copied when a request is received, whether it is “finished” or not.

Q. *What do I do with permanent records?*

- A. Permanent records should be maintained in the office that created the records forever. They must also have a preservation duplicate, which is either a paper or microfilm copy. The State Archives will store the silver halide (original) copy of your microfilm, as long as it has been properly processed.

Q. *What is historical value?*

- A. Historical records document significant events, actions, decisions, conditions, relationships, and similar developments. These records have administrative, legal, fiscal, or evidential importance for the government or its citizens. Call the analyst assigned to your county for further assistance.

Q. *I don't have any records.*

- A. Nearly every position in government generates, receives, or uses records. Computer files of any kind, including drafts and email, are public records. Even if your records aren't the official or final version, your records are public records. Not all records have high historical, legal, or fiscal value, but they all must be destroyed in accordance with the provisions of the appropriate records schedule.

Q. *Can I store our unused records in the basement (attic, outdoor shed)?*

- A. Public records are public property. While we encourage offices to find places to store records that do not take up too much valuable office space, the selected space should be dry, secured, and free from pests and mold. Your office must ensure that records stored away from your main office area are well protected from natural and man-made problems, while remaining readily available to your staff and the public.

Q. *Our old records are stored in the attic, basement or off-site building, etc. Do we have to let anyone who asks see them?*

- A. Yes, as long as the records are not confidential by law. You should also be aware that confidentiality could expire.

Q. *Aren't all of our old records at the State Archives?*

- A. Probably not. The State Archives collects only very specific types of records from local government offices. You are certainly welcome to contact the analyst assigned to your county for more information about appraisal and accessioning.

Q. *I have found some really old records. What should I do with them?*

- A. Call the analyst assigned to your county. We will help you examine the records and assess their historical value.

Q. *Can I give my old records to the historical society or public library?*

- A. Before you offer any record to a historical society, public library, or any other entity, you must contact the Records Management Analyst assigned to your county. Permanent records must be kept either in your offices or at the State Archives.

Q. *Who can I call with questions?*

- A. If you are located west of about Statesville, call our Western Office in Asheville at (828) 274-6789. East of Statesville, all the way to the coast, call our Raleigh office at (919) 807-7350.

AUDITS, LITIGATION AND OTHER OFFICIAL ACTION

No record involved in a pending audit, legal or other official action may be destroyed before that audit or action is resolved.

We have used an asterisk (*) in the disposition instructions to mark records series that are commonly audited, litigated or maybe subject to other official actions, however, any record has this potential. Records custodians are responsible for being aware of potential actions, and for preventing the destruction of any record that is, or may be reasonably expected to become, involved in an audit, legal or other official action.

Records used during routine audits may be destroyed when the governing body accepts the audit, if the records have completed the retention period listed in this schedule. If time remains in the retention period, the records must be maintained for the remainder of the period. The auditor's working papers must be kept according to the schedule. (See **AUDITS: PERFORMANCE** Item 6, page 2 and **AUDITS: FINANCIAL** Item 6, page 13.) Should a dispute arise over an audit, the records that were audited should be retained until that dispute is resolved.

The attorney representing the county should inform records custodians when legal matters are concluded and records will no longer be needed. Following the conclusion of any legal action, the records may be destroyed if they have met the retention period in the schedule. Otherwise, they should be kept for the remaining time period.

DESTRUCTION OF PUBLIC RECORDS

Q. When can I destroy records?

- A. Each records series listed on this schedule has specific disposition instructions that indicate how long that series must be kept in your offices. In some cases, the disposition instructions are “Retain in office permanently,” which means that those records must be kept in your offices forever. (See also the question below, “**How should I deal with my permanent records?**”)
-

Q. How do I destroy records?

- A. After your agency has approved this records retention and disposition schedule, records should be destroyed in one of the following ways:
- a) burned, unless prohibited by local ordinance;
 - b) shredded, or torn up so as to destroy the record content of the documents or material concerned;
 - c) placed in acid vats so as to reduce the paper to pulp and to terminate the existence of the documents or materials concerned;
 - d) buried under such conditions that the record nature of the documents or materials will be terminated;
 - e) sold as waste paper, provided that the purchaser agrees in writing that the documents or materials concerned will not be resold as documents or records.

— N.C. Administrative Code, Title 7, Chapter 4, Subchapter M, Section .0510

Confidential records should be destroyed in a secure manner so that the information contained in them cannot be used.

Q. How can I destroy records if they are not listed on this schedule?

- A. Contact the Records Management Analyst assigned to your county. Your analyst will discuss the nature of the records with you to determine if the records have historical value. If the records do have historical value, we will discuss the possibility of transferring the records to the State Archives to be preserved permanently.

If the records do not have historical value, we will ask you to complete a **Request and Approval of Unscheduled Records Disposal** (located at the end of this schedule) if the records are not currently created. If the records are an active records series, your analyst will help you develop an amendment to this schedule so that you can continue to destroy the records appropriately.

Q. I have some old records that aren't on this schedule, but that we don't use any more. How can I get them destroyed?

- A. At the end of this schedule is a form called the **Request and Approval of Unscheduled Records Disposal**. Complete that form and submit it to us. We will get in touch with you, and make a determination about that destruction.
-

Q. Do I have to tell anyone about the destruction?

- A. We recommend that you report on your records retention activities to your governing board on an annual basis. This report does not need to be detailed, but it is important that significant destructions be entered into the minutes of the Board.
-

Q. Computer storage is cheap. I'll just keep my computer records.

- A. The best practice is to destroy all records that have met their retention requirements at the same time, regardless of format.
-

Q. Can I give my old records to the historical society or public library?

- A. Before you offer any record to a historical society, public library, or any other entity, you must contact the Records Management Analyst assigned to your county. Permanent records must be kept either in your offices or at the State Archives.

ELECTRONIC RECORDS AND DIGITAL IMAGING

Q. When can I delete my email?

- A. Electronic mail is just as much a record as any traditional paper record, and must be treated in the same ways. It is the content of each message that is important. If a particular message would have been filed as a paper memo, it should still be filed (either in your email program or in your regular directory structure), and it should be retained the same length of time as its paper counterparts. It is inappropriate to destroy email simply because storage limits have been reached.

Three of our publications will be particularly helpful (available online at <http://www.ah.dcr.state.nc.us/records/>):

- *E-Mail as a Public Record in North Carolina: Guidelines for its Retention and Disposition*
 - *E-Mail User Guidelines Checklist*
 - *North Carolina Public Records with Short-Term Value: Guidelines for their Retention and Disposition*
-

Q. We have an imaging system. Do we have to keep the paper?

- A. You may scan any record, including permanent records. Your office should follow the instructions in the *North Carolina Guidelines for Managing Public Records Produced by Information Technology Systems* to conduct the Self Warranty process, develop an Electronic Records Policy, and complete a copy of the “Request to Destroy Records Duplicated by Electronic Means,” (located at the end of this schedule). Then submit all three to us.

Permanent records must have a preservation copy as defined by G.S. §132-8.2:

Preservation duplicates shall be durable, accurate, complete and clear, and such duplicates made by a photographic, photo static, microfilm, micro card, miniature photographic, or other process which accurately reproduces and forms a durable medium for so reproducing the original shall have the same force and effect for all purposes as the original record whether the original record is in existence or not. ... Such preservation duplicates shall be preserved in the place and manner of safekeeping prescribed by the Department of Cultural Resources.

The preservation duplicate of permanent records must be either on paper or microfilm.

Non-permanent records may be retained in any format. You will have to take precautions with records that you must keep more than about 10 years. Computer systems do not have long life cycles. Each time you change computer systems, you will have to convert all records to the new system so that you can assure their preservation and provide access. Your office will still be required to conduct the Self-Warranty process, establish an Electronic Records Policy, and submit the “Request to Destroy Records Duplicated by Electronic Means” form for our approval.

Q. Do I have to print my email to file it?

- A. As long as the email is not a permanent record, as defined by the schedule, you may elect to keep it in electronic format.
-

Q. Computer storage is cheap. I'll just keep my computer records.

- A. The best practice is to destroy all records that have met their retention requirements at the same time, regardless of format.
-

Q. I use my personal email account for work. No one can see my personal email.

- A. The best practice is to avoid using personal resources, including private email accounts, for public business. G.S. §132-1 states that records “made or received pursuant to law or ordinance in connection with the transaction of public business by any agency of North Carolina government or its subdivisions” are public records (emphasis added). The fact that public records reside in a personal email account is irrelevant.

MICROFILM

Q. *Why do you still use microfilm?*

- A. Microfilm is a legally acceptable replacement for original records, as outlined in G.S. §8-45 and §153A-436. Our office provides a publication, *Micrographics: Technical and Legal Procedures*, on our website. It explains the four groups of national standards for the production of archival quality microfilm:
- manufacture of raw film;
 - filming methods;
 - processing (developing) film;
 - storage methods.

That publication also provides sample forms, targets, and procedures that you or your vendor can use in producing film of your records.

Microfilm can be read with nothing more sophisticated than a magnifying glass. There is no software to keep current. Usually, deterioration in the film itself can be detected by visual inspection.

Q. *What film services do you provide?*

- A. The Department of Cultural Resources provides microfilming of minutes of major decision-making boards and commissions in a county. Once those records are filmed, we will store the silver original in our security vault.

At the time this schedule is published, there is no fee for the filming or for storage. There will be a fee if you request duplicate reels of film, or if we destroy your adoption records after filming. Contact the analyst assigned to your county for the most current information.

Q. *How do I get my minutes filmed?*

- A. We have two processes to film minutes. First, you can send photocopies of your approved minutes to us in the mail. Simply include a copy of the *Certification of the Preparation of Minutes for Microfilming* form (available online at <http://www.ah.dcr.state.nc.us/records/micro.htm#minutes>) with each shipment. For more detailed instructions, contact the analyst assigned to your county.

Alternatively, you can bring us your original books. We will film them and return them to you. This process is most useful when you have more minutes to film than you are willing to photocopy. It is important to remember that a representative of your office or ours must transport the original books in person so that the custody of the records is maintained. You should not mail or ship your original minutes. Call the analyst assigned to your county to make arrangements for an appointment for your books to be filmed. We will make every effort to expedite the filming so that your books will be returned to you as quickly as possible.

Q. *What if I need my books while they're being filmed?*

- A. Just call the Raleigh Office at (919) 807-7350, and ask for the analyst in charge of minutes.

Q. *Can I email you my minutes?*

- A. Not at this time. We require photocopies of the approved minutes, complete with signatures.

Q. *I have some old minutes that aren't signed. Can they still be filmed?*

- A. If the only copy you have available is unsigned, and you use it as the official copy, we will film it.

Q. *What if my books are destroyed after they have been filmed?*

- A. Call the analyst assigned to your county, who will help you make arrangements to purchase copies of the microfilm from our office. You can then send those reels to a vendor, who can either make new printed books, or scan the film to create a digital copy.

DISASTER ASSISTANCE

Q. *What should I do in case of fire or flood?*

- A. Secure the area, and keep everyone out until fire or other safety professionals allow entry. Then, call our Raleigh office at (919) 807-7365 for the Head of the Local Records Program or (919) 807-7339 for the State Preservation Officer. If you're in the western part of the state, call our Asheville Office at (828) 274-6789. Nights and weekends, call your local emergency management office.

DO NOT ATTEMPT TO MOVE OR CLEAN ANY RECORDS.

Damaged records are extremely fragile and require careful handling. Our staff is trained in preliminary recovery techniques, and professional vendors can handle your larger disasters.

Q. *What help do you give in case of an emergency?*

- A. We will do everything we can to make a visit to you at the earliest opportunity to provide hands-on assistance. We can assist you in appraising the records that have been damaged so that precious resources (and especially time) are not spent on records with lesser value. We can provide lists of professional recovery vendors that you can contact to preserve your essential and permanent records.
-

Q. *What can I do to prepare for an emergency?*

- A. We provide training to interested government agencies on disaster preparation. We discuss the roles of proper inventories, staff training, and advance contracts with recovery vendors. If you would like to have this workshop presented, just call the analyst assigned to your county.
-

STAFF TRAINING

Q. *What types of workshops or training do you offer?*

- A. While we have a group of prepared workshops that we can offer at any time, we are also happy to work with you directly to develop training suited to your specific needs. Our basic workshops are:
- **Managing Public Records: Law and Practice in North Carolina** – our basic introduction to the Public Records law and records management;
 - **Evaluating Filing Systems** – how to evaluate and improve filing systems;
 - **Scanning Public Records: Laying the Groundwork** – considerations and procedures to establish an imaging system;
 - **Disaster Preparedness and Recovery** – how to be prepared for disasters, and what will have to be done after a disaster happens;
 - **Microfilming as a Preservation Tool: Digital Imaging and Microfilm** – why microfilm is still used, and how it can work with digital technologies.
-

Q. *Will you design a workshop especially for our office?*

- A. Yes, we will. Just let the analyst assigned to your county know what type of training you need.
-

Q. *Do we have to come to Raleigh for workshops?*

- A. No, we will come to your offices to present the workshops you need. We have no minimum audience requirement. We will also do presentations for professional associations, regional consortiums, and the public.
-

Q. *Is there a fee for workshops?*

- A. Not at this time.

PUBLIC RECORDS WITH SHORT-TERM VALUE

GUIDELINES FOR THEIR RETENTION AND DISPOSITION

According to North Carolina General Statutes §121 and §132, every document, paper, letter, map, book, photograph, film, sound recording, magnetic or other tape, electronic data processing record, artifact, or other documentary material, regardless of physical form or characteristic, made or received in connection with the transaction of public business by any state, county, municipal agency, or other political subdivision of government is considered a public record and may not be disposed of, erased, or destroyed without specific guidance from the Department of Cultural Resources. The Department of Cultural Resources recognizes that many records exist that may have very short-term value to the creating agency. These guidelines, along with any approved program records retention and disposition schedule, are intended to authorize the expeditious disposal of records possessing only brief administrative, fiscal, legal, research, or reference value, in order to enhance the efficient management of public records. Examples of those records include:

- facsimile cover sheets containing only transmittal (“to” and “from”) information, or information that does not add significance to the transmitted material;
- routing slips or other records that transmit attachments;
- reservations and confirmations;
- personal messages (including electronic mail) not related to official business;
- preliminary or rough drafts containing no significant information that is not also contained in the final drafts of the records;
- documents downloaded from the World Wide Web or by file transfer protocol not used in the transaction of business;
- records that do not contain information necessary to conduct official business, meet statutory obligations, carry out administrative functions, or meet organizational objectives.

The records described above may be destroyed or otherwise disposed of when their reference value ends.

These guidelines are not intended to serve as authorization to destroy or otherwise dispose of unscheduled records. They are intended to complement the use of an approved records retention and disposition schedule for the creating government or agency, not replace or supersede it. Should a creating government or governmental agency lack an approved records retention and disposition schedule, it may not destroy or otherwise dispose of any records in its custody, whether in electronic, paper, or other format (including electronic mail) until it receives approval of its **Request and Approval of Unscheduled Records Disposal** (located at the end of this schedule). Such offices should contact the Government Records Branch of the Division of Historical Resources for assistance in creating a schedule.

While records of short-term value may be discarded as described above, all public employees should be familiar with specific records retention and disposition schedules and applicable guidelines for their office and the public records law (G.S. §132). When in doubt about whether a record has short-term value, or whether it has special significance or importance, retain the record in question.



As of March 1, 2019, all local government agencies in North Carolina will use the General Records Schedule for Local Government Agencies to find the appropriate disposition instructions for records that fall under these standards:

- Administration and Management Records
- Budget, Fiscal, and Payroll Records
- Geographic Information Systems Records
- Information Technology Records
- Legal Records
- Personnel Records
- Public Relations Records
- Risk Management Records
- Workforce Development Records

More information about this transition can be found on our blog at <https://ncrecords.wordpress.com/2019/01/14/new-retention-schedule-model-for-north-carolina-local-governments/>.

This new Local Government General Records Schedule can be found on our website at <https://archives.ncdcr.gov/government/retention-schedules/local-government-schedules> and supersedes the correlating standards that were a part of previously approved local government agency schedules, so we have deleted those standards from the published version of this schedule.

If you have any questions, please contact [a records management analyst](#) in the Government Records Section of the State Archives of North Carolina.

STANDARD-6. PUBLIC TRANSPORTATION SYSTEMS AND AUTHORITIES

Records received and created by public transportation systems and authorities necessary to meet all statutory requirements.

Comply with requirements of the Federal Transit Administration's Best Practice Procurement Manual, Master Agreement MA(11) Section 8 manual, and 49 CFR 18 regarding retention, access, security, and confidentiality of records where applicable.

STANDARD—6. PUBLIC TRANSPORTATION SYSTEMS AND AUTHORITIES

ITEM #	RECORD SERIES TITLE	DISPOSITION INSTRUCTIONS	CITATION
1.	ACCREDITATION RECORDS Records concerning compliance with those standards outlined by accreditation programs.	Destroy in office 1 year after superseded.*	
2.	AGENCY LOGS (SHEETS) Records concerning individual agency ridership.	Destroy in office after 5 years.*	49 CFR 18.42
3.	APPLICATIONS FOR AWARDS Applications and supporting documentation used to apply for various public and private awards.	Destroy in office when administrative value ends.	
4.	APPLICATIONS FOR DISCOUNT PASSES Applications, certificates of disability, and supporting documentation used to apply for discount passes.	Destroy in office 3 years after service is terminated or denied.	Refer to U.S. Privacy Act 5 U.S.C. 552a for information on confidentiality of patient medical information.
5.	APPLICATIONS FOR TRANSIT SERVICE Customer applications, eligibility assessment records, correspondence, health information, riders' guides, and related records.	Destroy in office 3 years after service is terminated or denied.	
6.	APPLICATIONS FOR ART-IN-TRANSIT Applications and supporting documentation submitted by regional and national artists for exhibit on agency property.	Destroy in office when administrative value ends.	

*See *AUDITS, LITIGATION AND OTHER OFFICIAL ACTIONS*, page v.

STANDARD—6. PUBLIC TRANSPORTATION SYSTEMS AND AUTHORITIES

ITEM #	RECORD SERIES TITLE	DISPOSITION INSTRUCTIONS	CITATION
7.	CALL IN LOGS (SHEETS) Record concerning on-demand service requests.	Destroy in office after 5 years.*	49 CFR 18.42
8.	CUSTOMER (RIDER) ALERTS Records alerting customers of changes in regular service (i.e. detours, festivals, parades, etc.).	Destroy in office when administrative value ends.	
9.	CUSTOMER (RIDER) IDENTIFICATION RECORDS Records concerning customer identification, approvals, denials, and related information.	Destroy in office when administrative value ends.	
10.	DEPARTURE RECORDS Includes logs, sheets, reports and similar records documenting vehicle arrivals and departures.	Destroy in office after 1 year.	
11.	DISADVANTAGED BUSINESS ENTERPRISE (DBE) RECORDS Files contain company's articles of incorporation, financial statements, signed affidavits, letters of reference, declarations, Federal Schedule A or B, and related correspondence.	a) Destroy in office 5 years after company is removed from certified list. b) Destroy in office remaining DBE program records, including Federal Transit Administration reports, 5 years from date record was created.	49 CFR 26
12.	DISPATCH RECORDS Reports, logs, and similar records used to document dispatch activities.	Destroy in office after 5 years.	49 CFR 18.42
13.	LOST AND FOUND RECORDS Logs, sheets, and similar records documenting items recovered from agency facilities and vehicles. May include customer receipts for claimed items.	Destroy in office when administrative value ends.	

*See *AUDITS, LITIGATION AND OTHER OFFICIAL ACTIONS*, page v.

STANDARD—6. PUBLIC TRANSPORTATION SYSTEMS AND AUTHORITIES

ITEM #	RECORD SERIES TITLE	DISPOSITION INSTRUCTIONS	CITATION
14.	MARKETING AND PROMOTIONAL RECORDS Reference copies relating to agency promotion.	a) Retain records with historical value permanently. b) Destroy in office project records 5 years after project is complete. c) Destroy in office remaining records when reference value ends.	49 CFR 18.42
15.	NATIONAL TRANSIT DATABASE (NTD) REPORT Annual report submitted to the Federal Transit Administration and used as the basis for calculating each system's funding. May include records (data) used to generate reports regardless of format.	Destroy in office after 5 years.*	49 CFR 18.42
16.	OPERATOR BID RECORDS Cards, sheets and similar records documenting operators' route selections and choice for a service period.	Destroy in office when administrative value ends.	
17.	OPERATOR ACCIDENT/INCIDENT REPORTS	See ACCIDENT/INCIDENT REPORTS (CUSTOMER AND EMPLOYEE) item 1, page 57.	
18.	OPERATOR OBSERVATION RECORDS Records concerning monitoring operators' work performance.	See EMPLOYEE PERFORMANCE REVIEW FILE item 27, page 42.	
19.	OPERATOR SHIFT INSPECTION RECORDS Reports and similar records of operator's inspections of vehicle at the beginning and end of shift.	Destroy in office after 5 years.	49 CFR 18.42
20.	OPERATOR SCHEDULING AND ASSIGNMENT RECORDS Logs, sheets, schedules, reports, and similar records used to track work assignments and activities of individual operators to routes and shifts.	Destroy in office when administrative value ends. See also TIME SHEETS, CARDS, AND ATTENDANCE RECORDS item 51, page 49.	

*See *AUDITS, LITIGATION AND OTHER OFFICIAL ACTIONS*, page v.

STANDARD—6. PUBLIC TRANSPORTATION SYSTEMS AND AUTHORITIES

ITEM #	RECORD SERIES TITLE	DISPOSITION INSTRUCTIONS	CITATION
21.	PARATRANSIT MANIFESTS Driver's daily assignments of passenger pick-ups and drop-offs.	Destroy in office after 5 year.	49 CFR 18.42
22.	RADIO DISPATCH RECORDINGS AND LOGS Recordings and logs of dispatch messages to and from transit operators.	Destroy in office after 90 days.*	
23.	RIDERSHIP REPORTS	Destroy in office after 5 years.	49 CFR 18.42
24.	ROUTE HISTORY RECORDS Includes descriptions of routes, bus stops, passenger lists and other related records.	Destroy in office when administrative value ends.	
25.	ROUTE MAINTENANCE RECORDS Logs, sheets, and related records used to record needed road improvements.	Destroy in office when administrative value ends.	
26.	ROUTE REQUESTS Requests from customers for additional or revised routes.	Destroy in office 3 years after resolution.	
27.	SEAT BELT AND RESTRAINT SYSTEM RECORDS Records concerning the use and installation of seat belts and other restraint systems in vehicles.	Destroy in office when administrative value ends.	
28.	SERVICE CHANGE RECORDS Records concerning changes in routes and transportation services offered by the agency.	a) Retain records with historical value permanently. b) Destroy in office 3 years after records were created or project ends, whichever occurs last.	
29.	SERVICE PERFORMANCE RECORDS Records concerning quality control performance checks conducted on agency staff, contractors, and vendors.	a) Retain records with historical value permanently. b) Destroy in office 3 years after records were created or project ends, whichever occurs last.	

*See *AUDITS, LITIGATION AND OTHER OFFICIAL ACTIONS*, page v.

STANDARD—6. PUBLIC TRANSPORTATION SYSTEMS AND AUTHORITIES

<i>ITEM #</i>	RECORD SERIES TITLE	DISPOSITION INSTRUCTIONS	CITATION
30.	SERVICE PLANNING AND DEVELOPMENT RECORDS	a) Retain records with historical value permanently. b) Destroy in office 3 years after records were created or project ends, whichever occurs last.	
31.	SHELTER RECORDS Includes adopt-a-shelter program records, listings of shelter sites, site permission for right of way, easements and related documentation. See Also GRANTS Item 27, page 5.	Destroy in office when administrative value ends.	
32.	SHUTTLE LOGS (SHEETS) Records concerning regularly schedule individual ridership.	Destroy in office after 5 years.*	49 CFR 18.42
33.	TICKET CONSIGNMENT RECORDS Logs, notebooks, and related records used to track tickets and passes provided customers.	Destroy in office when administrative value ends.	
34.	TERMINAL DISPATCH RECORDS Reports, logs, and similar records used to track daily terminal operations and activities.	Destroy in office after 1 year.	
35.	TRIP REQUESTS Passenger trip requests.	Destroy in office after 5 years.	49 CFR 18.42
36.	TRANSIT (BUS) SCHEDULES Printed route schedules and related information used to generate schedules.	Destroy in office when administrative value ends.	
37.	TRANSPORTATION SYSTEM OPERATIONS REPORTS Reports and supporting records summarizing transit system operations.	Destroy in office after 5 years.	49 CFR 18.42

*See *AUDITS, LITIGATION AND OTHER OFFICIAL ACTIONS*, page v.

STANDARD—6. PUBLIC TRANSPORTATION SYSTEMS AND AUTHORITIES

<i>ITEM #</i>	RECORD SERIES TITLE	DISPOSITION INSTRUCTIONS	CITATION
38.	TRANSPORTATION SYSTEM SERVICE PERFORMANCE EVALUATIONS	Destroy in office after 1 year.	
39.	TRANSPORTATION SYSTEM STATISTICAL RECORDS Reports and supporting records showing passenger trips, mileage, service hours, on-time performance, missed and/or late trips, road call, rider-ship, and similar statistical information.	a) Retain records with historical value permanently. b) Destroy in office 5 years after records were created or project ends, whichever is longer.	49 CFR 18.42
40.	VANPOOL DRIVER APPLICATIONS Applications and supporting records submitted by persons operating vanpool vehicles.	Destroy in office 3 years after person leaves the program.	
41.	VANPOOL MONTHLY USAGE REPORTS Includes logs, sheets, reports and similar records documenting starting and ending mileage, total miles driven, route locations, passenger rosters, and similar information.	Destroy in office after 5 years.	49 CFR 18.42
42.	VEHICLE BREAKDOWN RECORDS Reports and similar records documenting response time, location, vehicle identification and similar information. See also WORK ORDERS (VEHICLE REPAIR) item 63, page 12.	Destroy in office after 1 year.	
43.	VEHICLE OPERATOR INSTRUCTIONS	Destroy in office when administrative value ends.	
44.	VEHICLE USAGE LOGS (SHEETS) Includes date vehicle was used, pick-up and delivery locations, starting and ending mileage, total miles driven and signature of driver.	Destroy in office after 1 year.*	

*See *AUDITS, LITIGATION AND OTHER OFFICIAL ACTIONS*, page v.



The formatting of this document has been modified to comply with the web content accessibility requirements of Title II of the Americans with Disabilities Act (ADA), effective April 24, 2026. Its content remains unchanged.

For accessibility purposes, we have removed the following PDF forms from the appendix:

- Request for Change in Records Schedule
- Request for Disposal of Unscheduled Records
- Request for Disposal of Original Records Duplicated by Electronic Means

The latest versions of these forms are instead available for download on our website at: <https://archives.ncdcr.gov/government/rm-tools>.

For the most current FAQs about commonly asked records management questions and services, please see: <https://archives.ncdcr.gov/government/rm-tools/faq>.

If you have any questions, please contact recordsmanagement@dncr.nc.gov.

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