



CITY OF DOVER

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COMMUNITY SERVICES DEPARTMENT DOCUMENT RETENTION AND DISPOSITION SCHEDULE

1. The City of Dover Community Services Department shall be responsible for administering this schedule and retaining and disposing of records pursuant to this schedule, RSA chapter 33-A, Dover Code Section 33, and any other applicable federal or state law. In the event of any conflict between this schedule and local, state, or federal law, then applicable local, state, or federal law shall control.
2. In administering this retention schedule, reference is made to Dover Code Section 33, and specifically [Section 33-7](#) (“Responsibilities of City departments and agencies”). Community Services staff shall review this schedule at least annually for necessary updates or changes in applicable law.
3. Where state and federal law each have a retention period, the longer applicable period has been selected below. Where applicable law does not provide a clear retention period, one is selected below either by sufficient analogy to an existing statutory provision (denoted by “Cf.”), or by defaulting to a permanent retention period in the absence of sufficient statutory guidance. Municipal records, for recordkeeping purposes, includes “all municipal records, reports, minutes, tax records, ledgers, journals, checks, bills, receipts, warrants, payrolls, deeds and any other written or computerized material that may be designated by the [Municipal Records Committee].” RSA 33-A:1, IV.
4. While RSA 33-A:5-a, II allows for paper records to be converted to microfilm, the Dover Municipal Records Committee is against, and has not approved, further use of microfilm for archival purposes for this department’s schedule and recordkeeping.
5. Statutory citations refer to statutes in effect as of the date of approval of this schedule. In the event of a change in mandatory state, federal, or local law, such change in law shall supersede this schedule.
6. Documents being retained “as needed for reference” pursuant to this schedule may be destroyed or deleted at the discretion of the Director of Community Services Department with concurrence of the City Clerk. However, litigation holds placed by the City Attorney may override the provisions of this schedule and require retention of specified documents until further directed by the City Attorney.
7. For any document subject to a retention period different than “as needed for reference”, destruction of that document may only occur under the supervision of, and with the concurrence of, the City Clerk, as required by Dover Code Section 33-6(D). Reference is also made to federal law requiring secure disposal of protected health information in both physical and electronic formats. *See* 45 C.F.R. § 164.310(d)(2)(i). A business associate agreement may be required for third-party vendor destruction of confidential medical information.
8. Where a document is electronically stored, the electronically stored document shall be located either (i) in a municipal Information Technology system

that is also backed up by the City¹, and/or (ii) by a City vendor who either guarantees the City accessibility of the documents for the duration of the applicable retention period irrespective of whether the City has continued to engage that vendor, or who has agree to provide the City with a copy of the document in archival format as requested or on a recurring schedule. Electronically stored documents subject to a retention period different than “as needed for reference” shall not be located solely on any device’s local drive or solely on a file-sharing or cloud service (e.g., Dropbox) or similar storage method.

9. For any other document not specifically listed on this retention schedule, it is the Department Head’s responsibility to notify the City of Dover Municipal Records Committee of any retention questions and the need, or possible need, for amendment to this schedule.
10. Records related to this department that are stored by another City department are to be addressed in those other departments’ retention and disposition schedules. Such other departments’ obligations (not herein addressed) would include, for example, human resources functions/documents (e.g., for personnel information) and finance function/documents (e.g., for purchases).

¹ The backup copy made by the City’s Information Technology systems should not be relied upon as the sole archival copy. The requirement of a backup is to ensure redundancy.

Category	Record Title or Type	Retention Period	Allowable Format(s)	Citation(s)
Community Services – Administration (Paper Copies)	Bag & Tag weekly order form and invoices (These go up to Finance to complete entries) – does C/S need to keep?	?	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a
Community Services – Administration (Paper Copies)	Water maintenance invoices w/original blue order card attached	One (1) year or longer if pending dispute	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a, LIX
Community Services – Administration (Paper Copies)	Engineering Permits (prior to Energov)	Permanent	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a, XV
Community Services – Administration (Paper Copies)	Invoicing batch reports with invoice copies attached (engineering, fleet, utilities, misc., etc.)	Two (2) years	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a, LIX
Community Services – Administration (Paper Copies)	TR Deposits Report (NOTE: CS does not handle or keep deposit slips)	Three (3) years	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a, X
Community Services – Administration (Paper Copies)	Journal Entries (bag & tag & fleet) and Excel spreadsheets on Administrative Assistant H Drive (These go up to Leah in Finance for final entry) – does C/S need to keep?	One (1) year ??	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a, LXIV
Community Services – Administration (Paper Copies)	Cash Receipt Books	Six (6) years	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a, XIX
Community Services – Administration (Paper Copies)	Appropriation transfer request – Bookkeeper currently saving permanently (Request goes up to Kevin in Finance)	?	Paper or solely electronic in native file format or PDF/A format	RSA 33-A:3-a ?
Community Services – Administration (Paper Copies)	Abatements (paper copies & Treeno)	Five (5) years	Paper or solely electronic in native file format or PDF/A format	RSA 33-A:3-a, I
Community Services – Administration (Paper Copies)	Packing Slips	Minimum of One (1) year	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a, XXV

The following Five Entries currently go back as early as 2000:				
Community Services – Administration (Digital Copies)	Petty Cash reconciliation sheets attached to PO (final goes to Cynthis in Finance)	One (1) year then DELETE	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a,
Community Services – Administration (Digital Copies)	Bag & Tag inventory spreadsheet (these go to Finance to complete entries)	Audited plus One (1) year then DELETE	Paper or solely electronic in native file format or PDF/A format	Cf. RSA 33-A:3-a,
Community Services – Administration (Digital Copies)	Fleet outside billings spreadsheet	One (1) then DELETE	Paper or solely electronic in native file format or PDF/A format	RSA 33-A:3-a,
Community Services – Administration (Digital Copies)	Cintas weekly spreadsheet	One (1) year then DELETE	Paper or solely electronic in native file format or PDF/A format	RSA 33-A:3-a,
Community Services – Administration (Digital Copies)	DUC & SWAC agendas/minutes	IF IN TREENO Then DELETE OR SHRED IF PAPER	Paper or solely electronic in native file format or PDF/A format	RSA 33-A:3-a,
Random outdated files on a Shared Drive in C/S going back to 2003:				
Community Services-Administration (Digital Copies)	Old WB Mason Orders; CIP info-2009; Fee Schedules 2007; Financial 2007; Employee education files & licenses 2005; Severino invoices 2017; City approved contract list 2017; Vendor list with past due amounts owed 2013; Snow reports 2005; copies of requisitions & invoices 2013; FEMA file 2003; Time Clock Reports 2017 NOTE: THERE ARE HUNDREDS OF OTHER FILES ON THE SHARED DRIVE THAT NEED TO BE REVIEWED AND POSSIBLY DELETED	Can all be SHREDDED AND DELETED Per Committee		

Solid Waste & Recycling	Scale Tickets	Required to keep for 24 months at Recycling Center per the Bureau of Weights & Measures	Paper format	
Solid Waste & Recycling	NH Department of Labor Inspection Log Book	NEED TO FIND OUT TIMELINE ON HOW LONG TO KEEP	Paper Form	
Facilities & Grounds & Cemetery	Cemetery Donation Contracts	Permanently	Paper or solely electronic so long as stored in PDF/A format	
Facilities & Grounds & Cemetery	Cemetery Deeds Rough Drafts	Permanently	Paper or solely electronic so long as stored in PDF/A format	
Facilities & Grounds & Cemetery	Cemetery Deeds Final Copies	Permanently	Paper or solely electronic in native file format or PDF/A format	
Facilities & Grounds & Cemetery	Burial Cards	Permanently	Paper or solely electronic so long as stored in PDF/A format	
Facilities & Grounds & Cemetery	Internment Orders	2 years	Paper or solely electronic so long as stored in PDF/A format	
Facilities & Grounds & Cemetery	Transaction Reports	2 years	Paper or solely electronic so long as stored in PDF/A format	
Facilities & Grounds & Cemetery	Miscellaneous Billing	2 years	Paper or solely electronic so long as stored in PDF/A format	
Streets & Drains	Tree Letters – Treeno & VueWorks – attached to the property	Indefinitely – everything is in Treeno or VueWorks	Electronic so long as stored in PDF/A format	

Streets & Drains	Service Requests – logged in VueWorks	Indefinitely – everything is in VueWorks	Electronic so long as stored in PDF/A format	
Streets & Drains	Service Requests - potholes	Indefinitely everything is in VueWorks	Electronic so long as stored in PDF/A format	
Streets & Drains	Time Clock Plus	?	Electronic in native file format or PDF/A format	
Streets & Drains	Obstruction/Deficiency Letters	Indefinitely – everything is stored in Treeno or VueWorks and attached to Property	Electronic so long as stored in PDF/A format	
WWTP	Monthly Discharge Monitoring Reports	Three (3) years; kept on a shared S:// drive	Electronic so long as stored in PDF/A format	RSA 33-A:3-a,
WWTP	Monthly State Reports	Three (3) years but often held longer for occasional look back if needed	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a,
WWTP	Monthly Laboratory QA/QC	? Kept on Shared S:// drive	Electronic so long as stored in PDF/A format	RSA 33-A:3-a,
WWTP	Septage Hauler Discharge information	? Kept on Shared S:// drive	Electronic so long as stored in PDF/A format	RSA 33-A:3-a,
WWTP	Industrial Pretreatment Program Application	Indefinitely	Electronic so long as stored as PDF/A format	RSA 33-A:3-a,
WWTP	Industrial Pretreatment Program Permits	Indefinitely	Electronic so long as stored in PDF/A format	RSA 33-A:3-a,
WWTP	Weekly Safety Meetings	? Kept on Shared S:// drive	Electronic so long as stored in PDF/A format	RSA 33-A:3-a,

WWTP	National Pollution Discharge Elimination System (NPDES) Permit	Indefinitely	Electronic so long as stored in PDF/A format	RSA 33-A:3-a,
Fleet	Vendor Invoices and packing slips	3 years	Paper or solely electronic PDF/A format	RSA 33-A:3-a,
Fleet	Purchase Orders	3 years	Paper or solely electronic PDF/A format	
Fleet	Off road fuel sheets	3 years	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a,
Fleet	Vehicle Purchase paperwork	Life of Equipment	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a,
Fleet	Up Fitting Paperwork	Life of Equipment	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a,
Fleet	Titles and Original Vehicle Registrations	Life of Equipment	Paper or solely electronic so long as stored in PDF/A format	
Fleet	Bid Paperwork	Life of Equipment	Paper or solely electronic so long as stored in PDF/A format	
Fleet	Employee Paperwork	Length of Employment (until retire or terminated)	Paper or solely electronic as long as stored in PDF/A format	
Fleet	Work Orders	Life of Equipment	Paper or solely electronic so long as stored in PDF/A format	
Fleet	Vendor Parts PO's	Permanent in CFA	Paper or solely electronic so long as stored in PDF/A format	
Fleet	Off Road Fuel Usage	Permanent in CFA	Paper or solely electronic so long as stored in PDF/A format	
UTILITIES	Abatements	5 years	Paper or solely electronic so long as	RSA 33-A:3-a,

			stored in PDF/A format	
UTILITIES	Consumer Confidence Reports	Permanently	Paper or solely electronic so long as stored in PDF/A format	
UTILITIES	DUC Minutes	Held in Treeno	Electronic as long as stored in PDF/A format – no need to keep	
UTILITIES	Excavation Permits	3 years	Paper or solely electronic so long as stored in PDF/A format	
UTILITIES	Water Reports (monthly, quarterly, lead & copper, water service line inventory)	Permanently	Paper or solely electronic so long as stored in PDF/A format	
UTILITIES	Water/Sewer Tie Cards	Permanently	Paper or solely electronic so long as stored in PDF/A format	
UTILITIES	Work Orders	Permanently	Paper or solely electronic so long as stored in PDF/A format	
UTILITIES	Water Plan O/M	Permanently	Paper or solely electronic so long as stored in PDF/A format	
UTILITIES	Storage Tank O/M	Permanently	Paper or solely electronic so long as stored in PDF/A format	
UTILITIES	Booster Station O/M	Permanently	Paper or solely electronic so long as stored in PDF/A format	
UTILITIES	Sanitary Sewer Overflow	Permanently	Paper or solely electronic so long as stored in PDF/A format	
ENGINEERING	Abatement Requests	Five (5) years	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a,I
ENGINEERING	Accounts Receivable	Until Audited plus one (1) year	Paper or Electronic as long as stored in PDF/A format	RSA 33-A:3-a,II

ENGINEERING	Aerial Photographs	Permanently	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a,III
ENGINEERING	Archives	Permanently	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a,VIII
ENGINEERING	Blueprints-Architectural	Life of Building	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a,XI
ENGINEERING	Bonds and Continuation Certs (are these Letter of Credit Bonds? If yes, originals for engineering projects go to Kevin Madden in Finance who holds until Engineering notifies him that the project is complete and can be release.) Planning may also hold??	Expiration of Bond plus two (2) years	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a,XII
ENGINEERING	Budgets (we have No paper copies only digital)	Permanently	Electronic as long as stored in PDF/A format	RSA 33-A:3-a,XIV
ENGINEERING	Building Permits-Lapsed	Permanently	Electronic as long as stored in PDF/A format	RSA 33-A:3-a,XV
ENGINEERING	Capital Projects & Fixed Assets	Life of project or purchase	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3a,XVIII
ENGINEERING	Cash Receipt and Disbursement Book	Six (6) years after last entry or until audited	Paper or Electronic form as long as in PDF/A format	RSA 33-A:3a,XIX
ENGINEERING	Complaint Logs (Currently working on a form for the complainant to fill out and sign. We do not have paper copy as of yet. Currently log all complaints into VuWorks)	Expiration of Appeal Period	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3a, XXII
ENGINEERING	Construction Permits (Currently working on scanning all the old paper files and setting up digital ones. There is not a timeline listed – DO WE HAVE ONE?)	Permanently	Paper or solely electronic so long as stored in PDF/A format	
ENGINEERING	Contract Drawings (Currently working on scanning all the old paper files and setting up digital ones. There is not a timeline listed – DO WE HAVE ONE?)	Permanently	Paper or solely electronic so long as stored in PDF/A format	

ENGINEERING	Contracts (Bid Results-Successful)(We do not keep this information. Believe Finance does)	Life of project or purchase	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a,XXIII
ENGINEERING	Contracts (Bid Results-Unsuccessful))(We do not keep this information. Believe Finance does)	Completion of project plus one year	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a,XXIV
ENGINEERING	Correspondence	*One (1) year *By type of record *Retain as needed for reference	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a,XXV RSA 33-A:3-a,XXVI RSA 33-A:3-a,XXVII
ENGINEERING	Dredge and Fill Permit	4 years	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a,XXXIII
ENGINEERING	Driveway Permits	Permanently	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a,XXXIV
ENGINEERING	Easements award to municipality	Permanently	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a, XXV
ENGINEERING	Excavation Permits	Permanently	Paper or solely electronic so long as stored in PDF/A format	
ENGINEERING	Excavation Tax Warrant and Book (Not sure what this is but we don't keep it in Admin)	?	Paper or Electronic as long as stored in PDF/A format	RSA 33-A:3-a, XLII
ENGINEERING	Inspections – Bridges and Dams (Engineering is currently working on scanning all paper to digital)	Permanently	Paper or solely electronic so long as stored in PDF/A format	RSA 33-A:3-a, LIII
ENGINEERING	Intent to Cut Trees or Bushes (according to our website, this goes through Planning and the City Clerk)	Three (3) years (held in ViewWorks and attached to property?)	Electronic as long as stored in PDF/A format	
ENGINEERING	Intent to Excavate	Completion of reclamation plus 3 years	Electronic as long as stored in PDF/A format	RSA 33-A:3-a,CLIV
ENGINEERING	Intergovernmental Agreements (held by Legal)	End of Agreement plus Three (3) years	Electronic as long as stored in PDF/A form	

ENGINEERING	Invoices and Bills (held by finance?)	Until audited plus one (1) year	Electronic as long as stored in PDF/A form	
ENGINEERING	Ledger and Journal Entry Records (held by finance?)	Until Audited plus one year	Electronic as long as stored in PDF/A format	RSA 33-A:3-a,LXIV
ENGINEERING	Meeting Minutes, Board & Committees, Selectmen, Town Meeting/Council, tape recordings	Permanently Held in Treeno	Electronic as long as stored as PDF/A – No Need to Keep	RSA 33-A:3-a,LXXX
ENGINEERING	Municipal Agent daily log	Until Audited plus 1 year	Paper or Electronic as long as stored in PDF/A format	RSA 33-A:3-a,LXXXVIII
ENGINEERING	Obstruction Permits	Permanently	Paper or Electronic as long as stored in PDF/A format	
ENGINEERING	Paving Licenses	Duration plus one year	Paper or Electronic as long as stored in PDF/A format	RSA 33-A:3-a,LXVII
ENGINEERING	Perambulations of Town Lines	Permanently – one copy kept by town and one copy sent to Secretary of State	Paper or Electronic as long as stored in PDF/A format	RSA 33-A:3-a,XCIV
ENGINEERING	Record Drawings	Permanently	Paper or Electronic as long as stored in PDF/A format	
ENGINEERING	Record Management Forms (Is this our service requests through VuWorks)	Permanently	Paper or Electronic as long as stored in PDF/A format	
ENGINEERING	Road & Bridge construction/reconstruction, including highway complaint slips (working on a form for the complainant to fill out and sign, currently log all complaints into VuWorks)	Six (6) years	Paper or Electronic as long as stored in PDF/A format	
ENGINEERING	Road Layouts and Discontinuances – held by Clerk	Permanently	Paper or Electronic as long as stored in PDF/A format	
ENGINEERING	Scenic Roads – held by Clerk	Permanently	Paper or Electronic as long as stored in PDF/A format	

ENGINEERING	Septic Plan Approvals	Until replaced or removed	Paper or Electronic as long as stored in PDF/A format	RSA 33-A:3-a,CXX
ENGINEERING	Sewer system filtration study	Permanently	Paper or Electronic as long as stored in PDF/A format	RSA 33-A:3-a,CXXI
ENGINEERING	Sewer Tie Cards	?		
ENGINEERING	Sign Inventory	Seven (7) years	Paper or Electronic as long as stored in PDF/A format	RSA 33-A:3-a,CXXII
ENGINEERING	Site Plan Review	Life of improvement plus 3 years	Electronic as long as stored in PDF/A format	RSA 33-A:3-a,CXXIII
ENGINEERING	Site plan review-lapsed	Until notified that planning board action and appeal time has expired plus one year	Electronic as long as stored in PDF/A format	RSA 33-A:3-a,CXXIV
ENGINEERING	Site Plan review -withdrawn or not approved	?	Electronic as long as stored in PDF/A format	RSA 33-A:3-a,CXXV
ENGINEERING	Street Acceptances – held by City Clerk	Permanently	Paper or Electronic as long as stored in PDF/A format	RSA 33-A:3-a,CXXVII
ENGINEERING/FG&C	Street signs, street lights and traffic lights – Maintenance Records	10 years	Paper or Electronic as long as stored in PDF/A format	RSA 33-A:3-a,CXXVIII
ENGINEERING	Subdivision applications-lapsed	Until notified that Planning Board action and appeal time has expired plus one year	Electronic as long as stored in PDF/A format	RSA 33-A:3-a,CXXIX
ENGINEERING	Subdivision applications – successful and final plan	Permanently	Electronic as long as stored in PDF/A format	RSA 33-A:3-a,CXXX
ENGINEERING	Subdivision applications – withdrawn	Appeal period plus 1 year	Electronic as long as stored in PDF/A format	RSA 33-A:3-a,CXXXI

ENGINEERING	Subdivision applications -working drafts prior to approval	Expiration of appeal period	Electronic as long as stored in PDF/A format	RSA 33-A:3-a,CXXXII
ENGINEERING	Utility Licenses	Duration plus one year	Electronic as long as stored in PDF/A format	RSA 33-A:3-a,LXVII
ENGINEERING	Wastewater Connection Permits	Permanently	Electronic as long as stored in PDF/A format	RSA 33-A:3-a,XCV

NOTE: Still working on filling in the Citations