

Document Management and
Archiving Assessment Study

Town of Greenwich

March 24, 2006

Final Report

Table of Contents

<u>Section</u>	<u>Description</u>
I.	Introduction
II.	Imaging Hardware and Software Overview
III.	Imaging Standards
IV.	Findings and Recommendations
V.	Implementation Cost – Benefit
Appendix - A	Retention of Documents
Exhibit A-1	Document Retention Listing
Exhibit A-2	Form RC-075
Appendix - B	Key State of Connecticut Statutes
Appendix – C	Terminology
Appendix – D	Certificate of Compliance Statement
Appendix - E	Listing of Documents Types by Department
Appendix - F	Listing of Document Types by Retention Schedule

I. Introduction

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The Town has now reached a critical milestone where an evaluation of key paper based processes, operational access, and technology may help to enhance productivity and/or reduce the paper storage costs. To help with this evaluation, Blum Shapiro was engaged to perform a Document Management and Archiving Assessment study for the Town of Greenwich.

Organizations use digital imaging systems to create efficiencies and improve their effectiveness and access to documents. Digital imaging provides users with the ability to capture, store, retrieve, and share an enormous number of records over a network. Users can typically find a document on an imaging system faster than they can find the paper or microfilm version. Document sharing can easily be obtained using workflow software or e-mail. Organizations may even find a decreased need for filing cabinets, box storage space and outside vendor storage.

Key goals and objectives of this project included:

- Review current document storage practices within Town departments that extensively process or need access to paper documents.
- Confirm, by Department, the volume of paper documents that need to be stored.
- Identify, by Department, the retention\archiving requirements of the respective paper documents.
- Confirm the retrieval frequency of stored paper documents by Department.
- Identify integration opportunities with the existing software systems.
- Identify benefits that an image processing system could provide.
- Identify the high-level costs associated with implementing an image processing system.

Some of the information provided in this report is the opinion of Blum Shapiro Consulting. The reader is advised to consult the Connecticut General Statutes and the Law Department of the Town of Greenwich for official codification of the law.

A. References

As part of this project, we also reviewed information from numerous states, as well as information provided to us by digital imaging vendors. Outlined below is a list of information sources that contributed to this overall project:

- Connecticut State Library – General Letter 2001-1
- State of Minnesota State Archives – Electronic Records Management Guidelines
- State of Georgia, Georgia Archives – Digital Imaging-What happens to the paper record.

- State of South Carolina, Department of Archives and History – Public records stored as digital images.
- State of Arizona, Digital Projects Guidelines

B. Departmental Interviews

To obtain document and archival information for this project most Departments\Divisions within the Town of Greenwich were interviewed. Outlined below is a list of the Departments that contributed to this study.

- | | |
|--------------------------------------|--------------------------------------|
| 1. Accounts Payable | 19. Parking Services |
| 2. Assessor's Office | 20. Parks & Recreation Department |
| 3. Commission on Aging | 21. Payroll |
| 4. Community Development | 22. Planning & Zoning |
| 5. Conservation** | 23. Police |
| 6. Emergency Preparedness | 24. Public Works-Administration |
| 7. Finance-Administration | 25. Public Works-Building Inspection |
| 8. Fire Department | 26. Public Works-Highway |
| 9. Fleet Department | 27. Public Works-Sewer |
| 10. Health-Administration | 28. Public Works-Traffic |
| 11. Health-Community Health Planning | 29. Purchasing |
| 12. Health-Environmental Health | 30. Retirement |
| 13. Health-Family Health | 31. Selectmen's Office |
| 14. Health-Laboratory | 32. Social Services |
| 15. Human Resources | 33. Tax Collector |
| 16. Information Technology | 34. Town Clerk |
| 17. Inland Wetlands | 35. Treasury |
| 18. Law Department | 36. Voter Registration |

***Please note that although the Conservation Department was interviewed, the project team was unable to obtain complete volume and archival document information.*

C. Technical Terminology

In order to describe and document information in the Document Management and Archiving Assessment study, it was necessary, in certain instances, to use terms more technical in nature. We have made every attempt to either minimize the use of such terms or describe in detail what is meant by each term. In addition, we have included a section in Appendix C that defines concepts and terms used in this document.

II. Imaging Hardware and Software Overview

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A. Digital Image Processing Overview

Digital imaging is the process of converting paper or microfilm documents into information that can be stored and retrieved and/or archived electronically. As such, an image is a digitized picture of a document, drawing, or photograph. There are many components to an imaging system that are integrated, working together to capture, store and retrieve an image(s). Hardware, software, image compression techniques, file formats, and media types must integrate together in order for a digital image system to be successful.

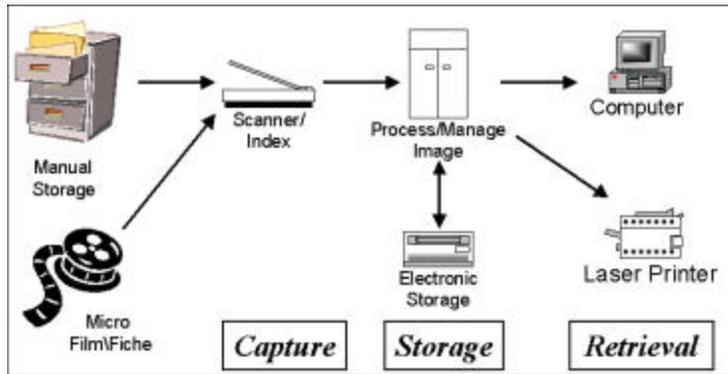
One concept that is critical to the ongoing success of an imaging system is the selection and implementation of an imaging system that uses an *open systems architecture*. These types of imaging systems help to ensure that the hardware and software will be viable over time. An open architecture means the system's components use standards or specifications that have been made public by their developers. The use of standards and publicly available specifications mitigates the impact of incompatibility in the future. An organization or company can upgrade their hardware and software with minimal impact on the overall system and without significant risk of data loss. Thus, the integrity of the imaging system is more likely ensured by using open systems architecture.

1. Hardware

The hardware of imaging systems performs three basic functions: captures, stores, and retrieves digital images. Critical to the image selection process is the need to confirm the system's capacity to capture, store and retrieve various images. In conjunction with this is the need to recognize the various types of documents to be stored within the system. Appendix E provides an overview, by department, of the documents to be stored.

Outlined below is a diagram and brief overview of the hardware components.

Digital Image Processing Overview



a. Capture

The ability to capture a document (either paper or microfilm\microfiche based) and store it electronically in a digital image format is often referred to as scanning. Within the scanning process there are several components and considerations. Among these are scanner types, paper feed-method, throughput requirements, and image resolution. Outlined below is a brief discussion of these points.

Scanner types

There are two broad categories of scanners – document and graphics. *Document scanners* are designed to capture typical black-and-white or grayscale documents. *Graphics scanners* are designed to capture color.

Document Feed Considerations

The way paper or microfilm is moved across the scanner is referred to as the *document feed method*. When selecting the appropriate feed method the condition of the documents must be considered. Frail, thin or thick documents have an impact on the way a document is processed through an automatic document feeder. In addition, high-volume documents, such as the standard 8.5x 11, should not be placed individually on the flatbed.

- *Flatbed scanners* consist of a platen glass on which you manually position books, magazines, and other documents that you want to scan.
- *Automatic document feeders (ADF)* allow stacks of pages to be fed through the scanner.
- *Simplex* captures one side of a page at a time.
- *Duplex* captures both sides of a page in a single pass.
- *High-speed* can scan several hundred pages or more per hour.
- *Film readers* are specialized and require attachments to scan microfilm and microfiche.
- Fax machines can be connected to the imaging systems so that faxed images can be imported into your indexing and retrieval software.
- *Throughput* is the rated speed at which the scanner can process pages. For example, a scanner rated at 60 ppm should be able to process 60 pages per minute.

Scanning resolution

Scanning resolution is measured in dots-per-inch (dpi). An image is a series of dots that make up a single character. Scanners are capable of supporting resolutions from 72 to 8800 dpi. Typical office documents can

be accurately captured using a scanning resolution of 200 dpi. More detailed documents, such as maps or drawings may require a higher resolution. However, there is a tradeoff between image quality (legibility) and storage. The higher the scanning resolution, the larger the image file.

b. Storage

Storage systems can be broken into three categories: on-line; near-line; and off-line. The type of storage system selected is dependent on how fast and how frequent an image needs to be accessed.

On-line

On-line storage refers to the image file being displayed in a matter of seconds. The file is stored on a hard-disk or the media is stored within an array of drives. RAID (Redundant Array of Inexpensive Disks) is considered an on-line system.

Near-line

Near-line storage files can be retrieved by the system and loaded into a drive to be read. Optical jukeboxes (including CD jukeboxes) are considered near-line systems.

Off-line

Off-line storage files reside on media (such as microfilm, optical disks, data tapes, etc.) that requires human intervention to load into a system drive.

Removable Storage Media

Removable media is a storage device/media that can be physically removed from the imaging system. There are primarily three categories of removable media: optical disks, magnetic tape, and microfilm. Factors to consider when selecting removable media include capacity, life expectancy, and cost over time. Considerations about media life-expectancy or shelf life are in order. The terms media-life refers to how long the physical media will last in perfect environmental conditions. While microfilm has been utilized since the mid-1920, optical media is still relatively new. The actual life expectancy of optical disks has not yet been proven.

Optical disks

Lasers are used to write data onto an optical disk. Typically optical disks have a high storage capacity compared to other storage alternatives. There are five major categories of optical disks used in imaging systems:

WORM (Write Once, Read Many) optical disks have large storage capacities – generally in measured in terms of gigabytes (GB). Once

information is written to the disk, it cannot be erased. Data is written to the disk sequentially. To improve efficiency, writing can be done intermittently or in batches. Because data is written sequentially, it can be read back from the disk faster than the same data on a CD-ROM. Shelf life of WORM media is typically up to 25 years.

Magneto Optical (MO), erasable, or rewritable optical disks also have large storage capacities, however, images can be deleted from the disks. Since MOs allow multiple write sessions and erasures, the media tends to degrade quickly if many write/rewrite sessions are performed. Shelf life of MO media is typically up to seven years.

CD-Recordable (CD-R) and CD-Rewritable (CD-RW) are two of the best known types of optical disk. A CD-R becomes a CD-ROM once data is written to it. Therefore, like WORM disks, data cannot be erased from CD-R disks. Typically, CD-Rs hold about 640 to 700 megabytes. Data is written to the disk spirally and is done in one session. In addition, CD's can be easily damaged.

CD- Rewritables are slightly different. Since CD-RWs allow multiple write sessions and erasures the media tends to degrade quickly if many write/rewrite sessions are performed. Although CD-RW shelf life can be impacted by the number of write/rewrite sessions performed. In addition, CD's can be easily damaged.

Digital Versatile Disks (DVD) are much like CDs. They come in both recordable and rewritable formats. DVDs can store up to 12.4 gigabytes of data. That is about 20 times that of a CD. However, there are limited imaging systems that use DVD technology.

Please Note: that for CD's and DVD's the shelf life of these types of media is undetermined. They can range anywhere from 10 years to 30 years under laboratory-controlled conditions. Realistic shelf life has not been confirmed.

Magnetic Tape

Magnetic tape is useful for infrequent retrievals and for back-ups. Tape is generally slower than optical media. Tapes can hold anywhere from one to ten gigabytes of data. The shelf life for magnetic tape is up to seven years.

Microfilm.

Microfilm can be useful for infrequent retrieval and back-ups. Some imaging systems can digitize existing microfilm and others can create microfilm from images stored on the system or on optical disk. Shelf life for microfilm is rated from 100 to 200 years or more.

c. Retrieval

Once the image is stored, it must be retrieved for viewing and/or printing. The monitor and printer must be able to render the image as closely as possible. The performance of these devices has drastically improved in recent years.

Monitors

The resolution at which a monitor can display an image is measured in picture elements or pixels. A pixel is a single point in a graphic image. The relationship between scanning dpi and display and print resolution is not one-to-one. Display quality largely depends on the monitor's resolution, that is, how many pixels it can display. The higher the display resolution, the more colors the monitor can display. However, display colors may not be important for the type of documents imaged. Another important consideration is the viewable display size. Image viewing is not easily done on small monitors. If users retrieve and view images frequently throughout the day, a large monitor is justifiable. Other monitor considerations include:

- Select a monitor capable of high- resolution display
- Select at least a 17" monitor for infrequent retrievals
- Select at least a 19" monitor for more frequent retrievals
- Select a 21" monitor for continuous retrievals

Video/Graphics Adapter

The video adapter is a physical device that plugs into a computer. Monitors can be both analog and digital devices. A monitor will only generate an image as good as the video adapter and as such, making sure the video card meets the image quality requirements is a priority.

Printers

Two broad categories of printers are laser and ink jet. Laser printers fuse toner onto paper to produce images. Ink jet printers use wet ink to print and produce an image. Laser printers generally produce higher resolution images faster than ink jet printers. No matter what type of printer is used, the print process can be extremely slow because uncompressed image files can be very large. A print accelerator board can speed up the printing process dramatically. The accelerator board is installed directly in the printer. The board instructs the imaging system to send the image file to it in a compressed format. The board then decompresses the image and prepares it for printing.

Scanning

The scanning function translates the image captured by a scanner into a graphics file format capable of being stored.

2. Software

Once a document has been scanned, in order properly store and be able to retrieve the document, various imaging activities must be performed. These activities include indexing an image, compressing and saving an image for efficient storage. All of these activities are associated with using an imaging software solution. Outlined below is additional information on these various activities.

a. Image Indexing

Once an image is scanned an index needs to be created to identify the image. Index information is usually stored in a database and allows users to search and identify images that meet specific selection criteria. The database catalogs the location of the stored image on the storage media and adds that information to the index information created by the indexing application.

b. Image Retrieval

An application must be capable of retrieving an image by querying the database, based on user selection criteria, for its location, calling the image to a monitor or a printer.

Compression

Image files can be much larger than text files. Because image files can be so large, they are usually compressed. This way they do not require as much storage space on the computer system and they can be transmitted over the network faster. However, a compressed image file must be decompressed for viewing and/or printing. The compression technique used depends on whether the image is going to capture color or not. Although proprietary compression routines exist, their use is not recommended for retention or preservation of images as they will severely limit the ability to migrate to newer technologies.

CCITT - Group III and Group IV Compression

These two compression techniques are used to compress images of black-and-white documents. Group III is specified for analog transmissions (standard facsimile machines) and Group IV is specified for digital transmissions (computer networks, digital facsimile machines, etc.). While Group III compression ratios are generally up to 10:1, Group IV typically ranges from 15:1 to 20:1. As such, Group IV compression creates smaller files. Other digital image compression techniques exist as well. Outlined below is a brief description of these other compression alternatives.

Joint Photographic Experts Group (JPEG)

JPEG is designed for compressing either full-color or grayscale photographs. Compression ratios can range up to 100:1 using JPEG.

Proprietary formats

Proprietary compression techniques may offer benefits, which includes higher compression ratios. An image stored using this technique may require less storage space and can travel through the network more quickly. However, the use of non-proprietary compression for retention, preservation, and back-up copies is required.

B. Digital Image Processing Requirements to Consider

In order to assess the varying costs, and hardware and software requirements associated with the implementation of a digital imaging system, we performed research on several document-imaging vendors that may meet the Town's requirements. The project team selected five vendors that meet the initial requirements of the Town.

- AMS Imaging
- Accelerated Imaging, Inc.
- Business Imaging Systems, Inc
- Document Imaging Solutions, Inc.
- Kofax.

Four of the five vendors were able to provide information related to the estimated costs associated with the implementation of a data image processing system. These are estimates only and could be significantly higher or lower depending upon the scope of implementation (i.e., the number of departments involved, the number of users, various documents, etc.). Below is the list of vendors contacted along with background information about their company.

AMS Imaging is located in Warwick, RI and has provided document management solutions for over three decades. It offers both imaging and micrographic products. In addition, AMS Imaging is a full service in-house conversion facility for the outsourcing of scanning and microfilming. Key elements of this vendor include:

- Technical Support/Maintenance (includes upgrades) – 20% of software costs
- Training - \$20,000 (10-15 training sessions)
- Implementation – \$20,000 (at least 10 departments) or \$5,000 per dept
- Software Licensing – \$1,200 - \$1,500 per concurrent seat
- Conversion - \$0.05 per page
- If web-based software used then a server component would not be needed
- Server price – not through AMS Imaging
- Standard monitors and printers utilized
- Scanner (feeds approx 40 pgs) -\$2,500–\$5,000 depending on resolution and speed
- Microfilm/Microfiche to digital image - \$0.02 per page
- GIS system could be image enabled \$10,000 – 15,000 to implement

Accelerated Imaging, Inc. is located in Irvine, CA and has been providing comprehensive data management, data entry, document imaging, media conversion and systems integration services for over ten years. Its preferred partners are Intellisight Technologies, specializing in web technologies and application development, and Kofax, one of the leading providers of information capture solutions.

- Performs document imaging, data entry, microfilm/microfiche services and system integration
- Not only implements system but can also process information and perform data entry
- Option to purchase program/source code
- Conversion of microfilm/fiche between .05 cents to .12 cents depending on the condition of the film/fiche.
- Web Retrieval using an internet/intranet based document retrieval and management solution – optional

Business Imaging Systems, Inc. headquarters is located in Oklahoma City, OK and has provided document management solutions, including consulting, software development, systems integration, professional services and data conversion services for state agencies, counties, school districts, local municipalities and higher education institutions within the State of Oklahoma.

- Developed their own data capture, document management and data distribution tools, marketed under MasterScan and Mobilis Professional brands.
- BIS is a reseller of document scanners from Bell+Howell, Canon and Kodak; check scanners from Canon, Digital Check and Seac Banche; document and content management software from Kofax and LEGATO; as well as a variety of other products from leading manufacturers
- Company offers a variety of products and services, including consulting, software development, systems integration, professional services, and data conversion services.
- Conversion of microfiche/microfilm – estimated \$.05-.08 cents per image
- Software implementation costs, including analysis, hardware, software, implementation, capture, retrieval, and training – \$200,000.
- 25 user concurrent seat/licensing – (\$1,520 per seat) equals \$38,000 plus maintenance fees of \$7,200; over 50 users (\$1,200 per seat).

Document Imaging Solutions, Inc. is located in Spring Lake, MI and has provided a comprehensive, out-of-the-box solution. Their document imaging system converts images to electronic PDF files. Additionally, this solution also integrates with the Windows printing system, allowing users to create a PDF file directly from any application using the “print” function. They have worked with government agencies, nonprofit organizations and municipalities. Current customers include US Army, Langley Air Force Base; American Red Cross, Nevada State University; Town of Vail Colorado, and the City of Cincinnati.

- Software utilizes PDF file format
- Maintenance costs associated with TIFF, JPEG and GIF file format (these usually require an optical drive system) is significantly higher than PDF file format maintenance.
- Do not provide any hardware – only software implementers/support
- Archiving – tape drive, CD-ROM, or optical disk
 - CD-ROM stores up to 700 Mb of data
 - CD-ROM priced at less than \$1.00 each
- System integrates with the Windows printing system, allowing users to create a PDF file directly from any application using the “print” function.
- No “per seat” charge, the price is the same - \$20,000
- Search engine is included with the software (ability to index over 1 Billion documents)
- 2 seats for labeling workstations – windows based machines (used for indexing documents) - \$26,995
- Site license cost - \$65,000 (currently running special \$26,000 – unlimited labeling workstations)
- Online training included in software costs (end user Webex session lasting approx. 45 minutes)
- On-site training additional costs (\$1,500 per day plus expenses port-to-port)
- No conversion services (ability to use a reseller) – software costs \$10,000
- Hardware Costs – add a 20% charge of hardware cost and as a result most companies buy their own – Software compatible with most servers/storage devices.

Kofax corporate headquarters is located in Irvine, CA and is the market leader in capture application software, device connectivity and image processing. Its Ascent Capture solution, an information-capture application for document and content management systems, is robust, expandable, and one of the most widely used capture solutions. Kofax has been in business for over 20 years but only offers document solutions. Although they don't make scanners, document management systems or build solutions, they will put you in contact with a local Kofax Reseller that specializes in your industry and needs. Its customer list includes the City of Boston, City of Calgary, City of Las Vegas, NASA, US Bureau of Census, Internal Revenue Service, and US Dept of Education.

- Implementation costs determined by a reseller. Would need to purchase software through a reseller (i.e., Ascent, VRS).
- Software costs based on a tiered structure (\$995 – \$3,000 per concurrent seat) and volume of paper scanned per month
- Does not provide any hardware services

Some vendors may work with other vendor document imaging solutions including: Documentum, FileNET, OnBase, Open Text, and Adobe PDF. These solutions provide data capture, retrieval and storage capabilities and have been implemented within other US State-Local Government agencies.

1. Summary of Software Capability

Since there are many elements to an imaging system, Appendix 1 provides a summary of the capabilities based on a preliminary survey. This list provides a high-level overview of software solution considerations when evaluating an imaging solution.

Appendix 1

Categories	AMS Imaging	Accelerated Imaging, Inc.	Business Imaging Systems, Inc.	Document Imaging Solutions, Inc.	Kofax
Document Imaging Solution	X	X	X	X	Services provided through a Reseller
Development - Custom Software	X				
Content Management Software	X	X	X	X	
Training - web based				X	
Training - onsite	X	X	X	X	
Technical Support/Maintenance	X	X	X	X	
Conversion - paper	X	X	X	X	
Conversion - microfiche/film	X	X	X	X	
Hardware (scanners)	X		X	X	
Hardware (document storage)			X	X	
Consulting & Integration	X	X	X	X	
On-site Storage	X	X			
Data Entry Services		X			
Licensing - no per seat charge				X	
Per-Seat Charge - Licensing	X	X	X		

C. Purchase Considerations

Based on our initial review of the document imaging market, there are several factors when considering an imaging solution purchase. They are as follows:

1. Software Cost

Many of the software vendors reviewed price their software product using a concurrent seat license. As such, the cost of the software is based on the number of concurrent users, accessing the imaging system at a time. Some vendors, however, do not charge a “per-seat” fee, but rather the licensing cost is fixed whether there are 2 users or 1,000 users on the system. In addition, some of the vendors separated out the cost of a casual “viewing only” user from a “labeling” or indexing user.

2. Hardware Cost

Most of the vendors do not sell their own proprietary hardware, but instead use standard hardware devices for their imaging solution. Scanners, servers and storage devices for document imaging would need to be purchased. For the most part, no specialized screens or printers would need to be purchased to view or printout document images. The Town may need to upgrade limited screens and/or printers depending on the user.

3. Annual Maintenance

Technical support and maintenance services are also offered by the vendors and vary depending on the number of users. The cost of annual maintenance could range from 20% to 28% of the then current software cost. This cost needs to be confirmed during the contract negotiations and fixed for a number of years.

4. Training Cost

On-site training costs vary from vendor to vendor. Although one of the vendors surveyed does include on-line training in their software implementation costs; on-site training is generally recommended. The costs range from \$1,500 to \$2,000 per day.

5. Conversion Cost

Conversion costs associated with taking paper documents and/or microfilm/microfiche to create digital images can be one of the largest costs of this type of project. During the evaluation process, the project team needs to develop a document conversion strategy that outlines which documents need to be converted, how many years worth of documents will be converted and who will perform the conversion process. Some of the vendors surveyed provide services for the conversion of microfiche/microfilm to digital images. This can be a highly specialized requirement and needs to be considered as part of the overall cost of an imaging system.

6. Hardware/Software Integration

The vendor survey confirmed that some vendors only provide software services; therefore, any hardware requirements (i.e., scanners, servers, etc.) would need to be purchased from another vendor. It is highly recommended that the Town of Greenwich consider only vendors that provide a complete solution, which includes software, hardware, training, and conversion and implementation services.

III. Imaging Standards

III. State of Connecticut-Public Records Administrator's-Imaging Standards

The Public Records Administrator for the State of Connecticut has developed guidelines for the use and implementation of imaging systems for municipalities and governmental agencies within Connecticut. Prior to the implementation of any imaging system, a Certificate of Compliance form (see Appendix D) must be completed by the Town of Greenwich and sent to Connecticut's Public Records Administrator for approval of the system.

As part of the approval process, the Town of Greenwich must first certify that the Town meets the Digital Imaging requirements established by the Public Records Administrator as specified in General Letter #2001-1. Outlined below is a list of requirements as defined within the General Letter #2001-1.

A. Open Architecture

An imaging system requires an open systems architecture for digital imaging applications or require vendors to provide a bridge to systems with non-proprietary configuration. Although the term open systems architecture is defined in various ways, public officials should follow a system design approach that permits future component upgrades with minimal degradation of system functions. This open system architecture allows the system to be upgraded over time without a significant risk of records loss. It also supports the importing and exporting of digital images to and from other sources. The flexibility of open system architecture enables long-term records to be accessed and transferred, as well as upgraded or modified, from one hardware or software platform to another. One key factor in achieving an open system architecture is the adoption of non-proprietary standards.

B. File Format

The use of a non-proprietary digital image file format is highly recommended. If using a proprietary format is required, a bridge to a non-proprietary digital image file format must be provided.

A digital image file format is a structured container for information about each digital image and the image data. Information about the digital image file includes, but is not limited to, its name, width, length, resolution, and compression techniques. The computer requires this information to interpret the digital image. It is essential to use a non-proprietary image file format to ensure the ability to transfer successfully digital images between different systems or when a system is upgraded or modified.

American National Standard Institute (ANSI)/Association for Information and Image Management (AIIM) MS53-1993, Standard Recommended Practice - File Format for Storage and Exchange of Images - Bi-Level Image File Format: Part I details a standard definition for file formats. Despite the existence of a standard, there is not an agreed-upon, industry-wide image format standard. Many digital

imaging systems use the Tagged Image File Format, or TIFF. Because different versions of TIFF exist (TIFF-5, TIFF-4, etc.) there is still no absolute guarantee that images can be transported seamlessly from one system to another. Comprehensive documentation of the digital image file format, including TIFF, is recommended.

A number of other file formats exist, such as Graphics Interchange Format (GIF), Joint Photographic Experts Group (JPEG), and Bitmap (BMP). These file formats are commonly used in conjunction with hypertext markup language (HTML) for Internet and intranet applications. Many systems or third-party graphics packages will convert images from one to another, although often with unpredictable results.

Please note: There is no mention of a PDF format in the original guidelines produced by the Public Records Administrator of the State of Connecticut. Preliminary searches of State of Connecticut statutes do not provide any guidance in this area either. As identified earlier, a PDF file format is a "read only" document that cannot be altered without leaving an electronic footprint. This file format also meets all legal requirements to be admissible in a court of law. The Federal Court system accepts and requires PDF files for brief and other document submission.

C. Compression

Use International Telecommunications Union (ITU) Group 3 and Group 4 compression techniques or have the vendor provide a bridge to these techniques. The large file sizes of typical scanned documents require digital image compression to support data transmission and to promote storage efficiency. Most digital imaging systems use standard compression algorithms to "shrink" images. Standard compression techniques are instrumental in ensuring a migration strategy for records needed for long-term use. Two international standards are currently available. Using compression techniques conforming to either of these specifications will increase the likelihood that the images can be used with other technologies or migrated between systems.

D. Encryption

An agency cannot use any software or hardware that utilizes an encrypted software source code.

E. Storage Media

Where data longevity or records integrity is a primary concern use a recording media that is not rewritable. The storage capacity of optical disks versus paper is a primary advantage to the use of digital imaging systems. However, optical disks are not the only option. Other storage solutions that can be used with digital imaging systems include output to microfiche or microfilm, digital tape, and magnetic disks.

The issues of data longevity and integrity must be considered when selecting optical storage media. There are a variety of optical disks available such as Write Once Read Many (WORM), Rewritable, and Compact Disk-Read Only Memory (CD-ROM)/Compact Disk-Recordable (CD-R). Each solution has its own advantages and disadvantages. WORM, CD-R, and COLD (Computer Output to Laser Disk) are not rewritable. These media offer a high level of data security because data cannot be altered without destroying the medium itself. If a record is no longer needed, software may allow the pointer to the data to be disabled, preventing normal access. Because the data cannot truly be deleted, however, it may remain accessible by other means.

An agency using optical storage media shall only use nonerasable write-once-read-many (WORM) disks. Disk drives and multifunction disk drives capable of recording on WORM disks or rewriteable disks may be used. However, only optical storage disks manufactured exclusively as WORM shall be used.

F. Migration

Provide specific plans for an ongoing process of migrating long-term and archival records from older to newer hardware and software platforms. Municipalities and agencies must ensure that their long-term and archival records are continually accessible. While the physical system could be operational for ten years or more, its technology will often be superseded within two to three years. If the system stores records with retention periods exceeding the life span of the hardware and software, it is essential that the administrator plan for future data migration. A migration strategy documents how an organization will safely and completely transfer long-term and archival records from one generation of hardware and software to another generation. The strategy should be written and maintained with the system documentation. Current strategies for migrating digital imaging system records include: upgrading equipment and software as technology evolves and periodically recopying optical or magnetic storage media as required; recopying optical or magnetic storage media based upon projected longevity and/or periodic verification of the records; or, transferring the data from an obsolete generation of optical or magnetic storage media to a newly-emerging technology, in some cases bypassing the intermediate generation that is mature but at risk of becoming obsolete.

G. Indexing and Image Retrieval

An agency using an imaging system shall index each image stored by the system with a specific or unique identifier. The index shall contain information sufficient to enable the agency to retrieve images and records in an efficient and effective manner based on the anticipated needs of its users. The index shall have the same retention period as the image and shall be migrated at the same time as the image.

An agency shall implement procedures and a regular timetable for verifying the accuracy of index entries. Verification may be accomplished visually, by duplicative typing of index data, or by any other method that accomplishes positive index data verification. An agency shall test its indexing verification method to ensure that the index permits the retrieval of images in an efficient and effective manner.

All index information relating to stored images shall be retained on magnetic or optical media that are designed to function with the imaging system. An agency may retain index data on the same medium where recorded images are stored, if the agency also retains a separate copy of the index.

If an agency replaces any storage media, then the agency shall maintain the integrity of the index as well as the images onto the new medium. The new medium shall be capable of reading and fully converting all information stored on the replaced disk.

H. Error Detection and Correction

Error detection and correction is the ability to predict the point at which an optical storage disk is no longer readable. This ability is critical if the recopying of disks is to take place at the appropriate time. Refer to ANSI/AIIM MS 59-1996, Media Error Monitoring and Reporting Techniques for Verification of Stored Data on Optical Digital Data Disks.

An agency shall specify that the small computer standard interface (SCSI) command "Write and Verify" is used when writing data to optical or magnetic storage disks. The command is valuable for assessing how accurately the scanned information is transferred from the central processing unit of the computer to the digital imaging system. The command requires verification from the system that the digital image is correctly written to the disk and provides additional protection for continued access to long-term records.

An agency shall acquire a utility program that monitors the amount of disk space used to relocate data sectors when errors are detected.

I. Labeling

Offline storage media shall be kept in protective cartridges. Such media shall have a human readable label and should be labeled as completely as possible to ensure future use and accessibility.

The following types of information may be included on the label: (1) name of agency; (2) the unit or division that is responsible for the records on the disk; (3) sequential number or other specific identifier that identifies the disk in the series of disks used by the system; (4) date of manufacture; (5) identification of the disk

as the master or backup storage copy; (6) records series title and item number from the retention and disposition schedule; (7) creation dates of the records; (8) beginning and ending dates during which images were recorded onto the disk; (9) software needed to access the digital images or index stored on the disk.

J. Environmental Conditions for Optical Storage Disks

In accordance with ANSI/AIIM TR25-1995, Use of Optical Disks for Public Records, users should obtain and follow the manufacturer's recommendations for the storage and use of optical disks. An agency should request that the vendor supply specifications for the storage of digital optical disks and ensure that office conditions meet these specifications.

An agency shall provide a stable storage and use environment for optical disks. Technical specialists recommend a stable environment with a temperature between 65 and 75 degrees Fahrenheit and a relative humidity between 30 and 50 per cent. Adverse storage conditions, especially high humidity, can cause rapid deterioration of the media.

All disk media shall be kept free of condensation.

An optical disk is affected by dust, debris, and fingerprints. An agency shall not remove the plastic cartridge protecting a disk. A cartridge shutter shall not be opened to expose the optical disk's recording surface. To protect disks from warping, they should not be subject to pressure and should be stored in an upright position when not in the disk drive.

An agency shall not store disk media under other objects, in a place that could readily permit water damage to occur, in a manner or place that is likely to subject the disks to physical shocks, shattering due to rapid temperature change, or damage due to exposure to direct sunlight, other light sources, or sources of heat, oil, or solvents.

K. Backup Storage Media

An agency shall periodically prepare backup storage copies of recorded information and shall store the backup media at a secure, environmentally controlled, off-site location.

An agency shall store its backup image media and backup index media together.

An agency shall update its backup storage media on a regular basis.

An agency shall copy or migrate, or copy and migrate, its backup storage media and original image media at the same time.

L. Scanning and Testing for Quality

An agency shall establish scanning quality control procedures and shall periodically document the use of procedures.

To help ensure the integrity of long-term and archival records stored on the system, staff members should perform a visual quality evaluation of each index entry and scanned image before writing the digital image to optical or magnetic media. Visual inspection must be a part of operational procedures in order to verify the completeness and accuracy of scanning after documents have been transferred to a disk.

Overall system quality control is best when the scanned image is temporarily stored on magnetic media, as this allows corrections to be made by re-scanning. Depending on the system configuration, corrections may be performed at the scanner capture station or at designated inspection/re-scan workstations.

Training and supervision of the operations staff is a key factor in maintaining acceptable image and index quality as well as user satisfaction with the system.

An agency shall test and certify scanner performance as a routine part of a regularly established schedule of maintenance for operating an imaging system.

M. Image Resolution

When determining document scanning resolution, consider data storage requirements, document scanning throughput rates, and the accurate reproduction of the image. The resolution of scanned images shall be sufficient to permit the recording of an accurate image of the public record. An agency shall use the AIIM technical report AIIM TR26-1993, "Resolution as it Relates to Photographic and Electronic Imaging," as a guide for established resolution criteria.

The selection of scanning density involves a trade-off between image clarity, storage capacity and speed. When selecting a scanner, ask the vendor to perform a quality test on a broad sampling of agency documents at various dpi settings so that an appropriate end-to-end throughput rate and resolution can be determined.

Standard letter quality records shall be scanned at not less than 200 pixels per inch. Photographs and other higher quality or more detailed records shall be scanned at not less than 400 pixels per inch. Engineering drawings shall be scanned at not less than 200 pixels per inch. A higher scanning density (600 dpi or higher) is appropriate for deteriorating documents, and documents with visual elements such as, engineering drawings, maps, or documents with background detail. A trial and error method should be used to find the minimal acceptable image.

N. System Security

An agency shall ensure that the system's software is designed to track use of and access to the system and will attempt to prevent or indicate the occurrence of unauthorized access to sensitive records.

O. Document Authentication

The software will ensure that records were created, edited, and deleted according to documented procedures and will maintain this information in chronological order.

Legal retention periods shall be included in retention and disposition schedules in accordance with CGS §11-8.

P. Metadata

The metadata file is necessary to assure that future changes in personnel will have the information necessary for migration to newer systems. It will also facilitate any state audits when necessary for compliance to state laws.

An agency shall prepare a procedures manual and flowchart indicating the normal routine of the agency and the role that the imaging system assumes in normal activities. The documentation shall describe the procedures to be followed for all of the following: document preparation, document scanning, scanner testing, method of indexing, verification of index data, image editing, image enhancing, image and index updating, and image and index deleting.

An agency shall maintain a description of file layouts and content, including, but not limited to the following information:

1. Identification of all imaging system hardware and software by manufacturer, model, release and installation dates. Provisions shall also be made to include updates, upgrades and their installation dates
2. The location of files on the computer system
3. How the files are laid out
4. The meaning of the information in the file directory
5. The formats used to encode the contents of
6. A plan to enable the storage media recorded by the system to be read by another brand or type of system if the system's hardware or software fails or otherwise becomes permanently inoperable
7. A description of security procedures
8. A plan to provide for major upgrades of hardware and software to avoid obsolescence or the loss of recorded information\
9. A contingency plan to allow the agency to continue functioning during temporary system's downtime, which shall also be included in the procedures manual

10. A description of the hardware and software used for the detection and correction of error codes, including the placement of error correcting codes and a description and orientation of preformatted blocks on a disk.

Q. System Administrator

An agency shall identify a system administrator to monitor the installation, operation, and security of the imaging system as well as the training of assigned personnel. It is recommended that there be a backup system administrator to be responsible for the system in the administrator's absence.

The system administrator shall maintain documentation pertaining to the imaging system (metadata file), including any offline storage media, and its procedures. In addition to any other record required by this policy, the system administrator shall maintain all of the following records:

1. A description of the imaging system and the storage media hardware, including equipment specifications, names and addresses of manufacturers, equipment model numbers, equipment maintenance requirements, and technical operating manuals.
2. Records reflecting the results of the performance appraisal and reliability testing performed at the time of system installation.
3. Before an imaging system is purchased, the system administrator shall arrange to have the agency's retention and disposition schedule amended to include the imaging of records, the retention of the human-readable copies, and the storage of backup copies and shall ensure that the new schedule is approved by the Public Records Administrator.
4. A written procedure governing the regular removal of images and indexes in accordance with established retention schedules and in accordance with security provisions established in this policy. The system administrator must have a plan for recreating the indexes and a record of this shall be maintained.

The system administrator shall be responsible for documenting and updating the metadata file, and for planning and administering data migration as required.

The system administrator shall be responsible for administering system security as described in this section.

Please Note: The System Administrator needs to have both operational and technical knowledge of the selected digital imaging system. As such, since most Departments' within the Town will use the application, the IT Department should have overall ownership and responsibility to oversee not only the implementation but also ongoing support of the digital imaging application.

R. Safeguard Plan; Vendor Codes Escrow; Notice from Vendor

Before acquiring an imaging system, an agency shall prepare a written plan that includes safeguards to ensure the agency's continued ability to access and retrieve image data if the agency's vendor no longer supports the system's hardware or software or if the system becomes inoperable due to damage, malfunction, or obsolescence.

By contract, an agency shall require its imaging system vendor to:

1. Deposit a copy of the imaging system's application software codes and associated documentation in an escrow account with a bank, archive, or other institution acceptable to the agency for transmission to the agency if the vendor's business fails. The vendor must verify that the code is updated every year. If the vendor goes out of business, the agency must be given a copy of the source code. The contract must state that "upon termination of this contract, all data/tapes must be returned to this agency." The system administrator must have this documentation. *(As previously mentioned, the System Administration function would be the IT Department)*
2. Notify the system administrator about the discontinuation of the imaging system or its product line, changes or upgrades to the imaging system, or the cessation of service support for the imaging system.
3. In order to maintain the integrity of the agency's records, the agency shall retain ownership and access to all information maintained by the vendor either at the location of the agency or at the vendor's location.

S. Annual System Review

An agency must periodically review its metadata file to verify all of the following:

1. That the statistical error rate and any loss of recorded information are being tracked.
2. That satisfactory scanner performance and reliability are being maintained by comparing currently scanned and recreated hard copy images of test targets with original benchmark target images.
3. That the scanner testing logbook is being properly maintained and that all necessary procedures are being followed and documented.
4. That all required targets are being scanned on a routine basis.
5. That backup storage copies of images and indexes are routinely produced on separate media and stored at an off-site location.
6. That human-readable copies of records are created, managed, and stored as required by this policy.
7. That images stored on master use and backup storage disks have not deteriorated.

8. That security measures have been developed and are being utilized.
9. That comprehensive documentation about appropriate aspects of the imaging system has been created and retained.

IV. Findings and Recommendations

IV. Findings and Recommendations

To better understand the imaging issues confronting the Town of Greenwich from an operational and technology perspective, the project team tracked document storage and retention information obtained during departmental and individual interviews. This information was then analyzed to determine the Town's digital imaging needs and requirements. In addition, we performed an extensive evaluation of on-line research to identify overall issues regarding digital imaging within the public sector for the State of Connecticut.

The project team interviewed approximately 37 different departments\divisions and obtained detailed information about the documents stored and archived within each area. The project team identified over 300 document types stored within the Town. Although some of these documents were copies of the same document types stored by other departments, many were original documents that needed to be stored for a period of time.

As part of our analysis, we reviewed the types of documents that the departments save on a regular basis. Appendix - E provides a complete listing of all the documents that were reviewed and identified during this project. This list is sorted by department and demonstrates the various types of documents and archiving requirements that would need to be in place if an imaging system were implemented.

One of the common concerns identified during the interview process was that of document security. Most departments wanted to make sure that whatever imaging system was selected, that appropriate security could be put into place to limit access to certain types of documents by person. Examples include personnel and other confidential information document types that cannot be shared with most of the imaging processing users. Any image processing solution must have a robust security scheme in order to handle the many requirements of the Town of Greenwich.

As part of this project, we also identified open issues and discussion points that need to be addressed prior to the implementation of a digital imaging system. Outlined below are the project team's findings and recommendations:

A. Document Storage Duplication

A review of the document listing (Appendix – E) confirmed that there are a number of document types that are stored multiple times by various departments. In particular, outlined below is a list of documents stored by multiple departments.

- Purchase Orders\Invoices
- Contracts
- Personnel Files
- Meeting Minutes
- Time Sheets

In each of the document types listed above, there was a minimum of four other departments that maintains (stores) these document types. Although each department interviewed believes that they need access to the aforementioned documents, they do not need to maintain these documents independently. In particular, maintaining these documents by department can cause potential problems.

Storing some of the document types (i.e. personnel files and contracts) by department could cause inaccurate information to be communicated to personnel and/or bad decisions made because of wrong/incorrect information.

In addition, the Town is storing hundreds of thousands of duplicate documents within these individual departments. Additional storage space is required to maintain these documents on site.

Recommendations

With the implementation of a digital imaging system, all document types, (i.e. personnel files and contract) should be maintained by one department in a single location. Although most document types have a primary owner (by default), the Town should reconfirm the department that is responsible for the maintenance and upkeep of each document type and eliminate the duplication of the aforementioned document.

An imaging system would allow all departments (assuming appropriate security clearance) access the previously identified (duplicated) document types and not force each department to store them individual. This would also enhance and ensure that the document information is the most accurate and up-to-date information. This will eliminate the possibility that a department uses the wrong document to perform or take a specific action.

B. Document Retention

Presently, the Town of Greenwich has no formal documented policies and procedures that are used to guide the retention of various document types. As a result, departments have independently developed their own set of document retention standards. However, these standards are not consistently applied between and within the Town's departments. Depending on the department, different document retention standards have been implemented.

The State of Connecticut, through the Public Records Administrator's office, has developed policies and general guidelines for the retention of documents. Appendix – A outlines the standards that the State has developed. Typically these standards are by department and document type. Appendix – A includes the appropriate document retention standards for the various departments.

For purposes of this project, the project team used the information in Appendix A and the various Schedule M documents to attempt to align the retention requirements identified by the State compared to those used within the Town of Greenwich. Appendix – F provides a report by department that demonstrates by department and document type the retention schedule adopted by the State versus the retention schedules tentatively implemented by the Town of Greenwich.

A review of the document retention schedules confirmed that in many instances, the Town of Greenwich is retaining documents for a longer period of time than is necessary. For example, we found many instances where departments within the Town of Greenwich identified that a specific document type is stored permanently. When comparing the document type to the State's requirements, the document type needs to be saved for a 5 to 7 year period and not permanently. This situation could result in the Town storing too many documents and using up too much storage space.

During our analysis, we also found that some Greenwich document types may not be stored long enough, based on the State of Connecticut's guidelines. This could expose the Town to potential liability issues, if the Town threw out a document that it was required to retain.

Please note: Every attempt was made to associate the State's retention requirements with the appropriate document types of the Town. In some instances, the project team used our best judgment to identify the appropriate retention schedule and document type. Further evaluation of the State of Connecticut's retention schedules to the current Town of Greenwich retention requirements needs to be performed by representatives from each department.

Recommendations

Based on the information outlined above, the project team recommends that the Town formalize their document retention policies/practices and develop a file retention strategy for all document types. As part of this effort, a Committee should be formed that reviews the various document types and compares them to the State of Connecticut's guidelines. This analysis will help to eliminate retention issues and problems in the future.

Since the Town needs to formally apply for permission to destroy or transfer hard copy records (See Appendix – A), this Committee could also be used as an oversight board. Not only would they have responsibility in developing and overseeing the document retention policies and practices, they could also help to manage the destruction of documents and ensure that all departments comply with the State's regulations.

In addition, this Committee could be used to develop guidelines for the imaging system. In particular, the Town needs to develop criteria on the following:

- Type of documents to be imaged
 - Should the Town image correspondence and other similar types of documents
- Minimum retention of documents to be imaged
 - Should the Town image documents that only have a 1 to 2 year retention requirement.
- Scanning quality controls process and procedures

C. Legal Issues and Concerns – Digital Imaging

Although the State of Connecticut, in conjunction with the Public Records Administrator, has developed guidelines and standards for digital imaging (see Section IV), there are a number of open legal issues and concerns as it relates to digital imaging. They are as follows:

As mentioned previously, the State of Connecticut has created legislation for the electronic imaging for recording documents into land records. However, it is unclear if other departments with the Town can also take advantage of electronic imaging as identified by this statute.

In particular, CSG §1-7, confirms “Properly certified reproductions of any record made under the provisions of this section shall be admissible in evidence in the same manner and entitled to the same weight as copies made and certified from the original”. However, it is unclear what documents meet the following provision:

"When any officer, office, court, commission, board, institution, department, agent or employee of the state, or of any political subdivision thereof, is required or authorized by law or has the duty to record or copy any document, plat, paper, or instrument of writing, such recording or copying may be done by any photographic, micrographic, electronic imaging or other process, which clearly and accurately copies, photographs or otherwise reproduces the original document, plat, paper or instrument of writing...". It is clear that *CGS* §1-7 includes copies of land recordings that are made using computer based digital imaging technology. However, it is unclear if this extends to certified copies of other types of records.

There have always been concerns about the legality of copies of digitized documents. *CGS* §52-180 "Admissibility of Business Entries and Photographic Copies," confirms that for properly microfilmed or photographically reproduced records, they can be admitted as evidence into court as business records, provided a proper evidentiary foundation has been created. However, the statute does not mention computer based digital imaging technology directly.

Records that are reprinted by a computer based imaging system are not considered photographic copies. Although some states have changed their evidence statutes to specifically include imaging systems, the State of Connecticut has not.

Recommendations

As mentioned discussed, the State of Connecticut has created legislation for the electronic imaging for recording documents into land records. However, it is unclear if this can also pertain to other document types within a Town. Prior to selecting an imaging system, the Town of Greenwich should work with legal counsel to obtain a legal opinion and confirm that a digital imaging system is an acceptable way to store and access documents.

D. Legal Issues and Concerns – PDF Files

As identified in section IV, the Public Records Administrator for the State of Connecticut has developed specific guidelines for the use and implementation of imaging systems for municipalities and governmental agencies within Connecticut. As part of these specifications, the Public Records Administrator mentioned specific types of file formats that were acceptable for an imaging system. One of the file formats that was not mentioned was the Adobe PDF file. A PDF file is a "read only" document that cannot be altered without leaving an electronic footprint within the document, while meeting legal requirements in a court of law. In addition, the PDF format allows these documents to be stored on virtually any network server. This provides better integration into most networks.

Although this file format is newer than the formats identified in the specifications document, it has several overall benefits that may enhance the use and implementation of an imaging system within the Town of Greenwich. They are as follows:

1. Software to View PDF Files Readily Available

PDF files can be retrieved, viewed and printed with using a readily available and free software product called Adobe Acrobat Reader. This software can be installed (via Internet) on any PC for internal and external users. Documents can be shared easily with anyone inside or outside of the Town with no additional expenses.

2. PDF Files Meet Legal Document Requirements

As mentioned earlier, for an electronic document to be admissible in a court of law, it must be created in a file format that cannot be altered without leaving an electronic footprint. The Federal Government has adopted the PDF file format as a way to submit documents to the Court.

In contrast, since the TIFF, JPEG, GIF file formats can be easily altered without leaving an electronic footprint, it is necessary to copy them at the time of scanning directly to an optical drive. Documents on an optical drive cannot be removed or changed, making them legal in a court of law. However, optical drive systems can be more expensive as a result of the need for optical drive and scanning integration.

3. PDF files are Compatible Across Multiple Platforms

A PDF file format represents a document that is independent of the hardware, operating system and application software used to create the original PDF file. Adobe designed and created this file format so it could be shared across multiple computer platforms.

4. PDF File Security

Securing documents can be important in order to share the document across a network or through the Internet. The PDF format allows password security at the document level (if required).

5. Longevity of PDF Files

The PDF file format was originally developed by Adobe for the U.S. Federal Government to store its legacy files. The U.S. Federal Government is still the largest user of PDF technology. In 2000, the U.S. Federal Courts adopted the PDF file as their electronic document format. This widespread governmental use of the PDF format for archiving and sharing documentation suggests that the PDF file will remain as a long-term format standard.

Recommendations

Since the State of Connecticut has not formally approved the PDF file format, the Town of Greenwich should work with legal counsel to obtain a legal opinion and confirm that the use of a PDF file format in conjunction with a digital imaging system is an acceptable way to store documents.

V. Implementation Cost-Benefit

V. Implementation Cost and Benefits

As part of the overall evaluation of a digital image processing system, the project team attempted to develop a cost – benefit analysis to help justify the implementation of an imaging system. By using information received from multiple vendors and obtaining hardware cost estimates, the project team was able to develop realistic cost information.

Unfortunately, attempting to create realistic benefit figures was difficult. Numerous assumptions would need to be made in order to create some level of benefit estimates. In addition, these estimates were “soft” benefits that could not be well supported or defended. As such, the project team chooses not to include benefit figures into the document and instead focus on the proposed costs for an imaging solution.

Outlined below are known benefits associated with the implementation of an imaging system.

Image Processing Benefits

- Allows multiple people to access and share documents simultaneously
- Reduces time spent retrieving and finding documents
- Reduces the time spent filing documents
- Reduces storage costs of documents
- Protects an organization and enhances disaster recovery
- Reduce time spent and costs associated with copying documents
- Allows searching through documents based on key words
- Paper storage requirements are growing at (20-25%) per year
- Eliminate the need to store documents at an external facility
- Enhance services to residents
- Ability to share documents through the network or Internet

Exhibit VI provides an overview of the estimated costs associated with this project.

Our cost analysis assumed that the imaging system would be purchased and implemented within one and a half years. Our assumption is based on the fact that implementation services would be brought in from the outside and conversion of existing documents would also use outside resources.

Outlined below are the project team’s assumptions:

General Assumptions

- All document types for the various departments will be imaged
- In general, the Departments will access approximately 1/4 of the documents imaged

- In general, the Departments will print approximately 1/8 of the documents filed
- Over the past two years, external storage costs were on average \$30,000 per year.
- Residents have approximately 500 requests per year, per Department to look up and/or retrieve documents
- Departments have 250 requests per month of other Department to look up and/or retrieve documents

General Cost Assumptions

- All Departments require low-end scanners
- Documents that had a retention requirement at two years or less would not be imaged
- 75% of documents identified as part of the study will be converted
- Approximate storage requirement per document page is 100K
- Application costs are based on the number of concurrent users, which was identified at three per department
- No additional personnel would need to be hired to index and oversee imaging system.
 - The project team assumed the IT Department would be able to take on the System Administration role and responsibilities for digital imaging
 - All departments would be responsible for their own indexing of documents
- Training is based on the number of departments working within the imaging system.

Outlined below is a summary of the costs associated with implementing a digital imaging system.

Town of Greenwich
Digital Imaging and Archiving Study
March 24, 2006

Exhibit VI

Cost Analysis - Version 2.0

	Year 1	Year 2	Year 3	Year 4	Year 5
<u>Imaging Costs</u>					
Hardware	\$219,667	\$23,667	\$43,667	\$29,583	\$36,979
Software	\$186,500	\$41,625	\$43,706	\$45,892	\$48,186
Implementation	\$75,000	\$0			
Conversion	\$632,765	\$0			
Training	\$51,800	\$0	\$7,000		
Total	\$1,165,732	\$65,292	\$94,373	\$75,475	\$85,165

Assumptions

- A. Additional server/storage required in Year 3
- B. Maintenance costs increase 5% annually
- C. Approximate storage requirement per document page is 100K
- D. Year 3 additional training is provided

Appendix - A

Retention of Town of Greenwich's Documents

The State of Connecticut has established document retention and destruction rules by which all local governments must abide by. In particular, the Office of the Public Records Administrator confirms that local government records are eligible for destruction or transfer to a certified repository if they have met the minimum retention requirements established by retention schedules issued by this Office. The State of Connecticut has established two statutes governing this process; CGS 7-109 and CGS 11-8 (outlined below).

In order for the Town of Greenwich to comply with State statutes, the Town must apply for permission to destroy or transfer hard copy records by using the "Records Disposal Authorization, Connecticut Towns, Municipalities, and Boards of Education" state form (Form RC-075, see exhibit A-1). All requests must be signed by the *custodian of the records and the administrative head of the municipality*. The Public Records Administrator and the State Archivist will review all completed requests for formal approval. The statutes confirm that records cannot be destroyed or transferred until the Office of the Public Records Administrator has returned a signed authorization form to the requester.

The State of Connecticut's Office of the Public Records has adopted a set of guidelines and standards for all municipalities for record retention. There are many records that are created or kept in municipal offices which are permanent and may not be destroyed. Other records "*may be historical or archival records and may be transferred to other locations for permanent retention after review and approval by the Public Records Administrator and the State Archivist*".

Permanent and/or archival records may be transferred only to a repository that has been certified by the Office of the Public Records Administrator. Non-permanent records that have met the required retention period may be transferred to an appropriate repository, but that repository does not need to meet the stricter criteria applied to repositories for permanent records.

Outlined below is a list of the various document retention guidelines developed for the respective areas of local government. Exhibit A-2 provides a comprehensive listing of the schedules outlined below. This information was last updated in February 2005.

- Schedule M1 - General Administration Records
- Schedule M2 - Personnel/Labor Relations Records
- Schedule M3 - Fiscal Records
- Schedule M4 - Taxation-Assessment Collection Records
- Schedule M5 - Town Clerks and Registrars Records
- Schedule M6 - Electors and Elections Records
- Schedule M7 - Public Safety and Emergency Services Records
- Schedule M8 - Education Records
- Schedule M9 - Public Works Records

- Schedule M10 - Land Use and Development Records
- Schedule M11 - Library Records
- Schedule M12 - Health Departments/Districts/Clinics Records
- Schedule M13 - Human Services/Social Services/General Assistance
- Schedule M14 - Parks and Recreation Records
- Schedule M15 - Locally Owned Utilities/Regional Authorities
- Schedule M16 - Electronic Data Processing Records

Records that do not appear within the list of schedules (Schedules M1 to M16) may be eligible for destruction. However, a request form (RC-075) must be completed and sent to the Office of the Public Records Administrator for prior approval.

Appendix - B

Key State of Connecticut Statutes and Public Acts

Outlined below are various Connecticut Statutes that address digital imaging and archiving guidelines and standards for the State. These Statutes have been directly copied from the State of Connecticut's General Assembly Legislative databases.

Sec.1-7. Recording or copying by photographic, micrographic, electronic imaging or other process. When any officer, office, court, commission, board, institution, department, agent or employee of the state, or of any political subdivision thereof, is required or authorized by law or has the duty to record or copy any document, plat, paper or instrument of writing, such recording or copying may be done by any photographic, micrographic, electronic imaging or other process, which clearly and accurately copies, photographs or otherwise reproduces the original document, plat, paper or instrument of writing. Each such photographic, micrographic, electronic imaging or other process shall be subject to the approval of the Public Records Administrator. Properly certified reproductions of any record made under the provisions of this section shall be admissible in evidence in the same manner and entitled to the same weight as copies made and certified from the original.

Sec.1-8. "Recorded" defined. When books, records, papers or documents are required to be recorded by law, the word "recorded" shall be construed to include, and such recording may be made by, photographic, micrographic, electronic imaging or any other process with the reproduced image proportional in size to the original. Each such photographic, micrographic, electronic imaging or other process shall be subject to the approval of the Public Records Administrator.

Sec.1-14. "Certified copy" defined. Evidence. When the term "certified copy" is used in any statute relating to any recording agency, such term shall be construed to include a certified reproduction of the image or images of such books, records, papers or documents, which is proportional in size to the original. Each process used for such reproductions shall be subject to the approval of the Public Records Administrator. Any such reproduced record or any such certified copy may be admitted in evidence with the same effect as the original thereof, and shall be prima facie evidence of the facts set forth therein.

Sec.1-16. Reproductions. Any officer of the state or any political subdivision thereof, any judge of probate and any person, corporation or association required to keep records, papers or documents may cause any or all such records, papers or documents to be photographed, microphotographed or otherwise reproduced by electronic imaging or any other process approved by the Public Records Administrator. Such reproductions shall conform to standards specified in sections 1-7 and 1-8, and the device used to reproduce such records shall be one which accurately reproduces the original thereof in all details.

Sec.1-17. Reproductions to serve purposes of originals. Such photographs, microphotographs, electronic images or other reproductions shall for all purposes be considered the same as the original records, papers or documents. A transcript,

exemplification or certified copy thereof shall for all purposes be deemed to be a transcript, exemplification or certified copy of the original.

Sec.7-23. Records and copies. Town clerks shall keep the records of their respective towns and truly enter therein, either by transcribing or by photographic, micrographic, electronic imaging or any other process approved by the Public Records Administrator, all votes of the town and give true copies of the same and of all deeds and other instruments by them recorded; and all attested copies of deeds, with a certificate of the town clerk or assistant town clerk that they have been recorded, shall be conclusive evidence of that fact. No copy of record certified by the town clerk or assistant town clerk of any town shall be deemed valid in law unless the seal of such town is affixed thereto; and the town clerk of each town or his legally qualified assistant shall affix the seal of such town to all certified copies of record, and no fee shall be allowed for affixing the same.

Sec.7-27a. Destruction of original land records or instruments. Whenever land records or instruments have been photographed, microphotographed or otherwise reproduced by electronic imaging or any other process approved by the Public Records Administrator, as permitted under section 1-16, and the reproduced images have been placed in conveniently accessible files, and adequate provision has been made for preserving, examining and using the same, and a copy or copies have been deposited for security storage in the State Library or in some other safe storage facility, as shall be required or approved by the Public Records Administrator, the town clerk may, with approval of the administrative head of the municipality and the Public Records Administrator, destroy the original land record books so reproduced; provided, no original book, record or document created prior to the year 1850 shall be destroyed without the express written approval of the State Librarian. When land records have been microphotographed or otherwise reproduced by a process approved by the Public Records Administrator and the originals have been destroyed as provided in this section, the reproduced images thus made shall be deemed to be the record for all purposes.

Sec.7-29. Release or assignment of mortgage or lien. Digitized images. When any town clerk has recorded any instrument that the town clerk knows to be a release, partial release or assignment of a mortgage or lien recorded on the records of such town, the town clerk shall make a notation on the first page where such mortgage or lien is recorded, stating the book and page where such release, partial release or assignment is recorded. If the land records are not maintained in a paper form, the town clerk shall make the notation on the digitized image of the first page of such mortgage or lien in a form or manner approved by the Public Records Administrator.

Sec.7-109. Destruction of documents. Any official, board or commissioner of a municipality may, with the approval of the chief administrative officer of such municipality and of the Public Records Administrator, destroy any document in his or its custody relating to any matter which has been disposed of and of which no record is

required by law to be kept, after such document has been held for the period of time specified in a retention schedule adopted by the Public Records Administrator. The tax collector may, with like approval, destroy any duplicate record receipt book, duplicate tax receipts or rate bills, at a time specified by the Public Records Administrator. The provisions of section 12-151 requiring the retention of duplicate tax receipts as permanent records shall not apply in the case of such receipts destroyed as provided in this section. The tax collector may, with like approval, destroy any old age assistance or personal tax records. The town clerk may, with like approval, destroy any liquor permit, any corporation annual report, any registration list of motor vehicles, any voting check list, any tax list or abstract, any tax lien, release of tax lien, attachment or any original document lodged with him for record, of which the proper owner or owners are not known to him, and which has remained in his office uncalled for, at a time specified by the Public Records Administrator. In lieu of destroying any document, under any provision of this section, any official, board or commissioner of a municipality may, with like approval, deposit the same in the custody of any society incorporated or organized under the laws of this state exclusively for historical or educational purposes; provided all documents so deposited shall be maintained and made available by such society for the use of the public. No original document dated prior to the year 1900 shall be destroyed under the provisions of this section without the express written approval of the Public Records Administrator.

Sec.11-8. Records management program. Public Records Administrator. (a) Under the direction of the State Library Board, the State Librarian shall be responsible for developing and directing a records management program for the books, records, papers and documents of all state agencies within the executive department, and the books, records, papers and documents of the several towns, cities, boroughs, districts and other political subdivisions of the state, including the probate districts, pursuant to the provisions of section 11-8a. The State Librarian shall also supervise the operation of state records centers; provide photoduplication and microfilming service and document repair and restoration service for state and local records; approve security storage facilities, within or without the state, or establish and operate such facilities within the state, for the safe storage of original public records or security copies thereof; and carry out a program for the identification and preservation of essential records of the state and of its political subdivisions. He shall, with the approval of the State Library Board, and in accordance with the provisions of chapter 54, adopt regulations for the creation and preservation of the records of the several towns, cities, boroughs and districts, including probate districts, of the state. Such regulations shall establish the physical characteristics required for papers, inks, typewriter ribbons, carbon papers, loose-leaf binders, photographic films or other supplies and materials, including photographic or other processes for recording documents, used in the creation of public records; and the design, construction and degree of fire resistance required for safes, cabinets, vaults and file rooms in which public records are housed. He shall ascertain from time to time whether the provisions of the general statutes and of such regulations relating to the recording, filing, indexing, maintenance and disposition of such records are being carried out. He may order any person having the care and custody of such records to comply with such statutes or with such regulations. He shall send a copy of such order to the chief

administrative officer of the town, city, borough or district to which the records relate. The order shall specify the time within which it shall be complied with; and, in setting such time, he shall take into consideration the availability of facilities or equipment or the need for the construction or purchase thereof. The State Librarian may cause the enforcement of any such order by application to the Superior Court, or to any judge thereof if said court is not then sitting, to issue an appropriate decree or process, which application shall be brought and the proceedings thereon conducted by the Attorney General.

(b) The State Librarian shall, subject to the provisions of chapter 67, appoint an assistant who shall be the Public Records Administrator. All powers, functions and duties assigned to the Examiner of Public Records are hereby transferred to the Public Records Administrator.

Sec.52-180. Admissibility of business entries and photographic copies. (a) Any writing or record, whether in the form of an entry in a book or otherwise, made as a memorandum or record of any act, transaction, occurrence or event, shall be admissible as evidence of the act, transaction, occurrence or event, if the trial judge finds that it was made in the regular course of any business, and that it was the regular course of the business to make the writing or record at the time of the act, transaction, occurrence or event or within a reasonable time thereafter.

(b) The writing or record shall not be rendered inadmissible by (1) a party's failure to produce as witnesses the person or persons who made the writing or record, or who have personal knowledge of the act, transaction, occurrence or event recorded or (2) the party's failure to show that such persons are unavailable as witnesses. Either of such facts and all other circumstances of the making of the writing or record, including lack of personal knowledge by the entrant or maker, may be shown to affect the weight of the evidence, but not to affect its admissibility.

(c) Except as provided in the Freedom of Information Act, as defined in section 1-200, if any person in the regular course of business has kept or recorded any memorandum, writing, entry, print, representation or combination thereof, of any act, transaction, occurrence or event, and in the regular course of business has caused any or all of them to be recorded, copied or reproduced by any photographic, photostatic, microfilm, microcard, miniature photographic or other process which accurately reproduces or forms a durable medium for so reproducing the original, the original may be destroyed in the regular course of business unless its preservation is otherwise required by statute. The reproduction, when satisfactorily identified, shall be as admissible in evidence as the original in any judicial or administrative proceeding, whether the original is in existence or not, and an enlargement or facsimile of the reproduction shall be likewise admissible in evidence if the original reproduction is in existence and available for inspection under direction of court. The introduction of a reproduced record, enlargement or facsimile shall not preclude admission of the original.

(d) The term "business" shall include business, profession, occupation and calling of every kind.

Public Acts

PUBLIC ACT NO. 97-89

AN ACT CONCERNING THE RECORDING, COPYING AND MAINTENANCE OF CERTAIN PUBLIC RECORDS.

Be it enacted by the Senate and House of Representatives in General Assembly convened: Section 1. Section 1-7 of the general statutes is repealed and the following is substituted in lieu thereof: When any officer, office, court, commission, board, institution, department, agent or employee of the state, or of any political subdivision thereof, is required or authorized by law or has the duty to record or copy any document, plat, paper or instrument of writing, such recording or copying may be done by any photographic, MICROGRAPHIC, ELECTRONIC IMAGING OR OTHER process, [approved by the Public Records Administrator,] which clearly and accurately copies, photographs or OTHERWISE reproduces the original document, plat, paper or instrument of writing. EACH SUCH PHOTOGRAPHIC, MICROGRAPHIC, ELECTRONIC IMAGING OR OTHER PROCESS SHALL BE SUBJECT TO THE APPROVAL OF THE PUBLIC RECORDS ADMINISTRATOR. Properly certified [photographic copies] REPRODUCTIONS of any record made under the provisions of this section shall be admissible in evidence in the same manner and entitled to the same weight as copies made and certified from the original.

Sec. 2. Section 1-8 of the general statutes is repealed and the following is substituted in lieu thereof: When books, records, papers or documents are required to be recorded by law, the word "recorded" shall be construed to include, and such recording may be made by, photographic, [reproduction, including proper fixation, of such books, records, papers or documents, on such sensitized paper or cellulose acetate photographic film, and] MICROGRAPHIC, ELECTRONIC IMAGING OR ANY OTHER PROCESS with the reproduced image [in such ratio] PROPORTIONAL in size to the original. [object photographed, as may be approved by the Public Records Administrator] EACH SUCH PHOTOGRAPHIC, MICROGRAPHIC, ELECTRONIC IMAGING OR OTHER PROCESS SHALL BE SUBJECT TO THE APPROVAL OF THE PUBLIC RECORDS ADMINISTRATOR.

Sec. 3. Section 1-14 of the general statutes is repealed and the following is substituted in lieu thereof: When the term "certified copy" is used in any statute relating to any recording agency, such term shall be construed to include a certified [photographic] reproduction of the [reproduced] image or images of such books, records, papers or documents, [in such ratio] WHICH IS PROPORTIONAL in size to the original. [object photographed as may be approved by the Public Records Administrator] EACH PROCESS USED FOR SUCH REPRODUCTIONS SHALL BE SUBJECT

TO THE APPROVAL OF THE PUBLIC RECORDS ADMINISTRATOR. Any such [photographic] REPRODUCED record or any such certified copy may be admitted in evidence with the same effect as the original thereof, and shall be prima facie evidence of the facts set forth therein.

Sec. 4. Section 1-16 of the general statutes is repealed and the following is substituted in lieu thereof: Any officer of the state or any political subdivision thereof, any judge of probate and any person, corporation or association required to keep records, papers or documents may cause any or all such records, papers or documents to be photographed, microphotographed or OTHERWISE reproduced [on film] BY ELECTRONIC IMAGING OR ANY OTHER PROCESS APPROVED BY THE PUBLIC RECORDS ADMINISTRATOR. Such [photographic film] REPRODUCTIONS shall conform to standards specified in [section] SECTIONS 1-7 AND 1-8, AS AMENDED BY SECTIONS 1 AND 2 OF THIS ACT, and the device used to reproduce such records [on such film] shall be one which accurately reproduces the original thereof in all details.

Sec. 5. Section 1-17 of the general statutes is repealed and the following is substituted in lieu thereof: Such photographs, microphotographs, [or photographic film] ELECTRONIC IMAGES OR OTHER REPRODUCTIONS shall for all purposes be considered the same as the original records, papers or documents. A transcript, exemplification or certified copy thereof shall for all purposes be deemed to be a transcript, exemplification or certified copy of the original.

Sec. 6. Section 7-23 of the general statutes is repealed and the following is substituted in lieu thereof: Town clerks shall keep the records of their respective towns and truly enter therein, either by transcribing or by photographic, [process] MICROGRAPHIC, ELECTRONIC IMAGING OR ANY OTHER PROCESS APPROVED BY THE PUBLIC RECORDS ADMINISTRATOR, all votes of the town and give true copies of the same and of all deeds and other instruments by them recorded; and all attested copies of deeds, with a certificate of the town clerk or assistant town clerk that they have been recorded, shall be conclusive evidence of that fact. No copy of record certified by the town clerk or assistant town clerk of any town shall be deemed valid in law unless the seal of such town is affixed thereto; and the town clerk of each town or his legally qualified assistant shall affix the seal of such town to all certified copies of record, and no fee shall be allowed for affixing the same.

Sec. 7. Section 7-27a of the general statutes is repealed and the following is substituted in lieu thereof: Whenever land records or instruments have been photographed, microphotographed or OTHERWISE reproduced [on film] BY ELECTRONIC IMAGING OR ANY OTHER PROCESS APPROVED BY THE PUBLIC RECORDS ADMINISTRATOR, as permitted under section 1-16, AS AMENDED BY SECTION 4 OF THIS ACT, and the [filmed] REPRODUCED images have been placed in conveniently accessible files, and adequate provision has been made for preserving, examining and using the same, and a copy or copies have been deposited for security storage in the state library or in some other safe storage facility, as shall be required or

approved by the Public Records Administrator, the town clerk may, with approval of the administrative head of the municipality and the Public Records Administrator, destroy the original land record books so [copied or] reproduced; provided, no original book, record or document created prior to the year 1850 shall be destroyed without the express written approval of the State Librarian. When land records have been microphotographed or otherwise reproduced [on film] BY A PROCESS APPROVED BY THE PUBLIC RECORDS ADMINISTRATOR and the originals have been destroyed as provided in this section, the [filmed] REPRODUCED images thus made shall be deemed to be the record for all purposes.

Approved May 29, 1997

Public Act No. 00-92

An Act Concerning The Duties Of Town Clerks And The Establishment Of Ethics Agencies By Special Districts.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

Section 1. Section 7-29 of the general statutes is repealed and the following is substituted in lieu thereof:

When any town clerk has recorded any instrument [, known to him] that the town clerk knows to be a release, partial release or assignment of [any] a mortgage or lien recorded on the records of such town, [he] the town clerk shall make a [memorandum] notation on the first page where such mortgage or lien is recorded, stating the book and page where such release, partial release or assignment is recorded. If the land records are not maintained in a paper form, the town clerk shall make the notation on the digitized image of the first page of such mortgage or lien in a form or manner approved by the Public Records Administrator.

Sec. 2. Section 7-34a of the general statutes is repealed and the following is substituted in lieu thereof:

(a) Town clerks shall receive, for recording any document, ten dollars for the first page and five dollars for each subsequent page or fractional part thereof, a page being not more than eight and one-half by fourteen inches. Town clerks shall receive, for recording the information contained in a certificate of registration for the practice of any of the healing arts, five dollars. Town clerks shall receive for recording documents conforming to, or substantially similar to, section 47-36c, which are clearly entitled "statutory form" in the heading of such documents, as follows: For the first page of a warranty deed, a quitclaim deed, a mortgage deed, or an assignment of mortgage, ten dollars; for each additional page of such documents, five dollars; and for each marginal notation of an assignment of mortgage, subsequent to the first two assignments, one dollar. Town clerks shall receive, for recording any document with respect to which certain data must be submitted by each

town clerk to the Commissioner of Revenue Services in accordance with section 10-261b, the sum of two dollars in addition to the recording fee. Any person who offers any written document for recording in the office of any town clerk, which document fails to have legibly typed, printed or stamped directly beneath the signatures the names of the persons who executed such document, the names of any witnesses thereto and the name of the officer before whom the same was acknowledged, shall pay one dollar in addition to the regular fee. Town clerks shall receive for recording any deed, except a mortgage deed, conveying title to real estate, which deed does not contain the current mailing address of the grantee, the sum of five dollars in addition to the regular recording fee.

Town clerks shall receive, for filing any document, five dollars, for receiving and keeping a survey or map, legally filed in the town clerk's office, five dollars and for indexing such survey or map, in accordance with section 7-32, five dollars, except with respect to indexing any such survey or map pertaining to a subdivision of land as defined in section 8-18, in which event town clerks shall receive fifteen dollars for each such indexing.

Town clerks shall receive, for [making] a copy of any document either recorded or filed in their offices, one dollar for each page or fractional part thereof, as the case may be; for certifying any copy of the same, one dollar, for making a copy of any survey or map, the actual cost thereof; and for certifying such copy of a survey or map, one dollar. Town clerks shall receive, for recording the commission and oath of a notary public, ten dollars; for certifying under seal to the official character of a notary, two dollars.

(b) The fees set forth in subsection (a) of this section received by town clerks for recording documents include therein payment for the return of each document which shall be made by the town clerk to the designated addressee.

(c) Compensation for all services other than those enumerated in subsection (a) of this section which town clerks are required by the general statutes to perform and for which compensation is not fixed by statute shall be fixed and paid by the selectmen or other governing body of the town or city in which such services are performed.

Sec. 3. Section 7-51a of the general statutes is repealed and the following is substituted in lieu thereof:

Any person eighteen years of age or older may purchase certified copies of marriage and death records, and copies of records of births which are at least one hundred years old, in the custody of any registrar of vital statistics. During all normal business hours, members of genealogical societies incorporated or authorized to do business or conduct affairs in this state shall (1) have full access to all vital records in the custody of any registrar of vital statistics, including certificates, ledgers, record books, card files, indexes and database printouts, except confidential files on adoptions, (2) be permitted to make notes from such records and (3) be permitted to purchase certified copies of such records.

Sec. 4. Section 7-73 of the general statutes is repealed and the following is substituted in lieu thereof:

(a) To the person performing the duties required by the statutes relating to registration of births, marriages and deaths, the following fees shall be allowed: To the registrar for completing each record of birth by procuring and inserting the full name of the child, or for the recording, indexing, copying and endorsing of each birth, marriage or death certificate, two dollars; [for ascertaining, recording and indexing each birth or death of which no certificate has been returned to him, one dollar;] for the license to marry, ten dollars; for issuing each burial or removal permit, three dollars. [; for certifying to each certificate returned by physicians, midwives and persons having charge of burial places, five cents; for endorsing and recording each burial permit filed pursuant to law, ten cents; to the sexton or other person making returns required by section 7-72, fifty cents for each monthly return, and to the registrar, for recording the same, twenty-five cents for each certificate. All such fees, except those for certificates of license to marry and for removal permits, shall be paid by the town in which the duties for which said fees are allowed are performed.]

(b) A twenty-dollar surcharge shall be paid to the registrar for each license to marry in addition to the fee for such license established pursuant to subsection (a) of this section. The registrar shall retain one dollar from each such surcharge for administrative costs and shall forward the remainder, on or before the tenth day of the month following each calendar quarter, to the Department of Public Health. The receipts shall be deposited into an account of the State Treasurer and credited to the General Fund for further credit to a separate nonlapsing account established by the Comptroller for use by the Department of Social Services for shelter services for victims of household abuse in accordance with section 17b-850 and by the Department of Public Health for rape crisis services funded under section 19a-2a. Such funds shall be allocated for these purposes by the Office of Policy and Management in consultation with the Commissioners of the Department of Social Services and the Department of Public Health based on an evaluation of need, service delivery costs and availability of other funds. No such moneys shall supplant any state or federal funds otherwise available for such services.

Sec. 5. Section 7-76 of the general statutes is repealed and the following is substituted in lieu thereof:

The fees due registrars of vital statistics for the making of records, copies and endorsements relating to births and deaths, and marriages, when the residence of the parents of the child or of the deceased or of either party to a marriage is in some other town in this state than that in which the birth, death or marriage occurred, shall be paid by such other town except as they relate to vital statistics of inmates of any state institution. All bills for such fees shall be submitted by such registrars to such other towns on or before February first of each year, provided if a bill amounts to less than twenty-six dollars, no bill shall be sent and the amount shall not be due. If the registrar of vital statistics of any town or city receives a salary for the performance of his duties, the amount of fees due under the provisions of this section shall be paid to such town or city.

Sec. 6. Section 7-191 of the general statutes is repealed and the following is substituted in lieu thereof:

(a) The commission shall hold at least two public hearings on the proposed charter, charter amendments or home rule ordinance amendments; one prior to the beginning of any substantive work on such charter, charter amendments or home rule ordinance amendments, and one after the draft report to the appointing authority has been completed, but not submitted, after which hearings the commission may amend such report. The commission may hold such other public hearings as it deems necessary.

(b) The commission shall submit its draft report, including the proposed charter, charter amendments or home rule ordinance amendments, to the clerk of the municipality, who shall transmit such report to the appointing authority. The appointing authority shall hold at least one public hearing on the draft report and shall hold its last hearing [within] not later than forty-five days [of] after the submission of the draft report to such clerk. [Within] Not later than fifteen days after its last hearing, the appointing authority shall make recommendations to the commission for such changes in the draft report as it deems desirable.

(c) If the appointing authority makes no recommendations for changes in the draft report to the commission within such fifteen days, the report of the commission shall be final and the appointing authority shall act on such report. If the appointing authority makes recommendations for changes in the draft report to the commission, the commission shall confer with the appointing authority concerning any such recommendations and may amend any provisions of the proposed charter, charter amendments or home rule ordinance amendments, in accordance with such recommendations, or the commission may reject such recommendations. In either case the commission shall make its final report to the appointing authority [within] not later than thirty days after receiving such recommendations.

(d) [Within] Not later than fifteen days after receiving the final report, the appointing authority, by a majority vote of its entire membership, shall either approve the proposed charter, charter amendments or home rule ordinance amendments or reject the same or separate provisions thereof. [Within] Not later than forty-five days after a vote of the appointing authority to reject such matter, a petition for a referendum thereon, signed by not less than ten per cent of the electors of such municipality, as determined by the last-completed registry list thereof, and filed and certified in accordance with the provisions of section 7-188, may be presented to the appointing authority. [Within] Not later than thirty days after approval by the appointing authority or the certification of such a petition, the proposed charter, charter amendments or home rule ordinance amendments shall be published in full at least once in a newspaper having a general circulation in the municipality.

(e) The appointing authority shall, by a majority vote of its entire membership, determine whether the proposed charter, charter amendments or home rule ordinance amendments shall be submitted to the electors for approval or rejection at a regular election or at a special election warned and held for that purpose, which shall be held not later than fifteen months after either the approval by the appointing authority or the certification of a petition for a referendum.

(f) The proposed charter, charter amendments or home rule ordinance amendments shall be prepared for the ballot by the appointing authority and may be submitted in the form of one or several questions; and, if approved by a majority of the electors of the municipality voting thereon at a regular election or if approved by a majority which number equals at least fifteen per cent of the electors of the municipality as determined by the last-completed active registry list of such municipality at a special election, such proposed charter, charter amendments or home rule ordinance amendments shall become effective thirty days after such approval unless an effective date or dates are specified therein, in which event the date or dates specified shall prevail.

(g) Every proposed charter, amendment or amendments or home rule ordinance or amendment or repeal of a home rule ordinance approved at any regular or special election held on or after November 5, 1974, and prior to July 1, 1975, shall be deemed to have been effective as of the date of such approval, unless another effective date or dates were specified therein; provided any actions taken by a municipality or any administrative agency or official thereof, under the provisions of its charter or home rule ordinance in effect immediately prior to the date of such approval, between the date of such approval and July 1, 1975, shall be deemed valid.

(h) [Within] Not later than thirty days after the approval by the electors of any proposed charter, charter amendments or home rule ordinance amendments, the town or city clerk shall file, with the Secretary of the State, (1) three certified copies thereof, with the effective date or dates indicated thereon, and (2) in the case of the approval of charter or home rule ordinance amendments, three certified copies of the complete charter or ordinance incorporating such amendments. The Secretary of the State shall distribute two copies to the State Library, where a file of such charters, charter amendments and home rule ordinance amendments shall be kept for public inspection.

Sec. 7. Section 12-100 of the general statutes is repealed and the following is substituted in lieu thereof:

All products of cuttings on classified land shall be taxed with a yield tax as provided in sections 12-97 and 12-98, except material cut for domestic use, which shall be limited to fuel and the construction of fences, buildings or other improvements which tend to develop the property of the owner and increase its taxable value, when such material is used by the owner of such land, or by a tenant with the permission of such owner, upon property belonging to such owner which is taxable in the same town as the timber land from which such material was removed. If such material is sold or otherwise disposed of or transferred to the ownership of other persons, it shall be subject to a yield tax as provided in sections 12-97 and 12-98. Whenever a cutting is made, other than as excepted above, the owner of the land shall file a sworn statement with the assessors and the State Forester of the quantity and stumpage value of all timber cut, before any of it is removed from the land. If the assessors deem the quantity or value to be incorrectly stated, they may themselves determine the quantity cut and stumpage value of the same. If the owner is unwilling to accept their valuation, the matter shall be referred to a special board consisting of the first selectman [and town clerk] of the town in which the land is located

and the State Forester, and the decision of said board with regard to quantity and value shall be final. Upon the valuation thus determined, a yield tax as provided in sections 12-97 and 12-98 shall be paid by the owner of the land. If it is necessary to remove any products of a cutting before the operation is completed, the owner of the land shall deposit with the tax collector a sufficient sum to cover the estimated yield tax. When the cutting is completed, such tax shall be levied as herein provided and the balance of such deposit, if any, returned. If the products of a cutting have been unlawfully removed, the owner of the land and the owner of the timber shall be jointly liable to the town for the full value of both land and timber.

Sec. 8. Section 33-183 of the general statutes is repealed and the following is substituted in lieu thereof:

Seven or more persons of lawful age, inhabitants of this state, may, by written articles of agreement, associate themselves together for the purposes of trade or for carrying on any lawful mercantile, mechanical, manufacturing or agricultural business within this state, and, when such articles of association have been executed and filed in the office of the Secretary of the State, the franchise tax provided by section 33-187 paid to, and such articles of association approved by, said secretary, [and a copy thereof certified by said secretary filed and recorded in the office of the town clerk in the town in which the association's principal office is located,] such persons shall become a corporation and enjoy all the powers and privileges and be subject to all the duties, restrictions and liabilities of other corporations, except so far as the same may be limited or enlarged by this chapter.

Sec. 9. Section 33-188 of the general statutes is repealed and the following is substituted in lieu thereof:

[Within] Not later than thirty days after the first meeting of the association, the board of managers shall prepare a report, setting forth the name of the association, the principal office of the association, the names of the respective business and residence addresses of the board of managers and officers of the association, the amount of capital stock, the par value of the shares, and the number of shares issued, together with a statement that such shares are fully paid or, if not fully paid, a statement of the amount payable in respect thereof, which report shall be filed and recorded in the office of the Secretary of the State. [and in the office of the town clerk of the town in which the association's principal office is located; and, on] On or before the tenth day of March in each year thereafter, the board of managers shall prepare a like report of the same facts as they existed on the first day of such March and the same shall be filed and recorded in the office of the Secretary of the State. [and the office of the town clerk of the town in which the association's principal office is located.] All the statements provided for in this section shall be signed and sworn to by a majority of the board of managers.

Sec. 10. Section 33-268 of the general statutes is repealed and the following is substituted in lieu thereof:

The trustees of each Methodist Church shall be elected by ballot by the members of such church, of legal age, on the second Monday of October of each year, at the usual place of worship of such church; or in such other manner as the discipline of the Methodist Church may prescribe. Notice of such election shall be given from the pulpit of such church on at least two Sundays preceding or by having such notice posted on the door of the place of worship by the clerk of the board of trustees at least fifteen days next preceding the time of election, and such trustees shall hold their office until their successors are elected. The polls of such election shall remain open for at least one hour after the time designated in such notice and, in case of failure to elect on the day named in such notice, the election may be held on any subsequent day of the same month after legal notice thereof. If a vacancy occurs in the board of trustees, it may be filled at any special meeting called for that purpose, after giving the notice provided for in this section. At each election there shall be appointed by the electors present a chairman and clerk, who shall act jointly as inspectors of election, receive and count the votes for such trustees and certify under oath who have received the majority of the votes. [; which certificate shall be deposited with and kept on file by the town clerk.] Whenever the members of any Methodist Church fail to elect trustees as above provided, the quarterly conference of such church may elect trustees to fill the vacancy until the next ensuing annual election; and at each annual election the legal voters shall elect trustees to fill any vacancies for the unexpired terms. Upon the formation of any Methodist Church, the first election of its trustees shall be made by the quarterly conference, and such trustees shall hold office until the next ensuing annual election. Said quarterly conference shall determine the number of trustees to be so elected, which number shall not be more than fifteen nor less than three.

Sec. 11. Section 33-271 of the general statutes is repealed and the following is substituted in lieu thereof:

The district superintendent or presiding elder and a majority of the district stewards appointed according to the discipline of the Methodist Church, residing in any ecclesiastical district, the whole or a part of which is in this state, and which has been or shall be created by an annual conference of said church as a district superintendent's or presiding elder's district, may organize a corporation by making, signing and acknowledging before some officer competent to take acknowledgments of deeds, and filing [in the office of the clerk of the town in which such corporation is to be located, and a duplicate thereof] in the office of the Secretary of the State, a certificate in writing in which shall be stated: The corporate name of such corporation; the town in such district in which it is to be located; the names, residences and official relations to the district of the persons signing such certificate; the number of trustees, not less than three nor more than fifteen, who shall manage the property and affairs of such corporation for the first year, and their names; and that the object of such corporation shall be to secure the benefits of this section and sections 33-272, 33-273 and 33-274.

Sec. 12. Section 34-82 of the general statutes is repealed and the following is substituted in lieu thereof:

(1) Notwithstanding the provisions of sections 34-300 to 34-434, inclusive, any three or more persons, licensed or authorized to practice a profession by the state of Connecticut, may associate to practice such profession for profit, if the articles of association of the members provide that the association thereby formed and hereby authorized shall have at least three of the following four attributes: (a) Continuity of life so that the death, insanity, bankruptcy, retirement, resignation or expulsion of any member will not cause a dissolution of the association; (b) centralized management so that any one or more but less than all of the members has continuing exclusive authority to make management decisions necessary to the conduct of the professional business for which the association was formed, and so that no member of the association, acting without the authority of the managing member or members, shall have the power to bind the association by his act; (c) limited liability so that the individual members of the association shall not be individually or severally liable for its debts; provided, however, the members shall in no way limit their individual or several liability in the articles of association, or otherwise, for any acts of reckless or wanton misconduct, negligence, malpractice, professional misconduct or tort; and (d) free transferability of interests so that each of its members or those members owning substantially all of the interests in the association have the power, without the consent of other members, to substitute for themselves in the same association a person duly licensed or authorized to practice the profession for which the association was formed who is not a member of the association, or, a modified form of free transferability of interests so that each member of the association can transfer his interest to a person so licensed or authorized who is not a member of the association only after having offered such interest to the association or to the other members of the association at its fair market value as established in the articles of association, or otherwise.

(2) The articles of association of any association, formed and authorized pursuant to paragraph (1) of this section, shall expressly state that the association is formed under said paragraph (1) and shall be signed and sworn to by all of the members. The articles of association, duly executed, shall be filed for record with the Secretary of the State, together with a filing fee of twenty-five dollars. [, and shall be filed for record in the office of the town clerk of the town wherein the association has its principal offices.] The Secretary of the State [and the town clerk] shall index and keep the documents in files used exclusively for such purpose.

(3) Any association formed and authorized under paragraph (1) of this section shall be subject to the laws of the state of Connecticut regulating the practice of the profession of the individual members of the association.

(4) The articles of association shall be cancelled when the association is dissolved by all of its members or as otherwise provided in the articles of association. The articles of association shall be amended when (i) there is a change in the name or principal place of business of the association, (ii) the members desire to make a change in any other statement in the articles of association and have adopted such change in the manner provided in the articles of association.

(5) No amendment to the articles of association nor any dissolution of the association shall be effective until the amendment or an agreement of dissolution has been duly executed and filed for record with the Secretary of the State, together with a filing fee of ten dollars. [, and shall be filed for record in the office of the town clerk of the town wherein the association has its principal office.]

(6) An association formed under this section may become a professional service corporation, in accordance with section 33-182b, by complying with the provisions of chapter 594a and with this subsection. Upon the filing of a certificate of incorporation in compliance with section 33-182c, the association shall file with the Secretary of the State, in such form as the Secretary of the State shall prescribe, a certificate of cancellation of its articles of association and a consent of each member to the association becoming a professional service corporation, together with a filing fee of ten dollars. Upon the filing of such a certificate and consents and the incorporation of the professional service corporation, the association shall become a professional service corporation and the interests therein shall be converted to such number of shares of capital stock of the professional service corporation as the members shall approve. The provisions of subdivisions (2), (3), (4) and (6) of subsection (a) of section 33-820 shall apply as though the professional service corporation was the surviving corporation in a merger and the association the merging corporation.

Sec. 13. Section 7-148h of the general statutes is repealed and the following is substituted in lieu thereof:

(a) Any town, city, district, as defined in section 7-324, or borough may, by charter provision or ordinance, establish a board, commission, council, committee or other agency to investigate allegations of unethical conduct, corrupting influence or illegal activities levied against any [municipal] official, officer or employee of such town, city, district or borough. The provisions of subsections (a) to (e), inclusive, of section 1-82a shall apply to allegations before any such agency of such conduct, influence or activities, to an investigation of such allegations conducted prior to a probable cause finding, and to a finding of probable cause or no probable cause. Any [such] board, commission, council, committee or other agency established pursuant to this section may issue subpoenas or subpoenas duces tecum, enforceable upon application to the Superior Court, to compel the attendance of persons at hearings and the production of books, documents, records and papers.

(b) Notwithstanding the provisions of any special act, municipal charter or ordinance to the contrary, an elected [municipal] official [, in] of any town, city, district or borough [which] that has established a board, commission, council, committee or other agency under subsection (a) of this section, has an interest [which] that is in substantial conflict with the proper discharge of [his] the official's duties or employment in the public interest and of [his] the official's responsibilities as prescribed by the laws of this state, if [he] the official has reason to believe or expect that [he, his] the official, the official's spouse [, a] or dependent child, or a business with which he is associated, as defined in section 1-79, will derive a direct monetary gain or suffer a direct monetary loss, as the case may be, by

reason of [his] the official's official activity. Any such elected [municipal] official does not have an interest [which] that is in substantial conflict with the proper discharge of [his] the official's duties in the public interest and of [his] the official's responsibilities as prescribed by the laws of this state, if any benefit or detriment accrues to [him, his] the official, the official's spouse [, a] or dependent child, or a business with which he, his spouse or such dependent child is associated as a member of a profession, occupation or group to no greater extent than to any other member of such profession, occupation or group. Any such elected [municipal] official who has a substantial conflict may not take official action on the matter.

Sec. 14. Subsection (b) of section 51-164n of the general statutes, as amended by section 1 of public act 99-23, section 8 of public act 99-163, section 27 of public act 99-194, section 4 of public act 99-255 and section 31 of public act 99-268, is repealed and the following is substituted in lieu thereof:

(b) Notwithstanding any provision of the general statutes to the contrary, any person who is alleged to have committed (1) a violation under the provisions of section 1-9, 1-10, 1-11, 4b-13, 7-13, 7-14, 7-18, 7-35, 7-41, 7-83, 7-104, 7-283, 7-325, 7-393, 8-25, 8-27, 9-63, 9-296, 9-305, 9-322, 9-350, 10-193, 10-197, 10-198, 10-230, 10-251, 10-254, 12-52, 12-170aa, 12-292, 12-326g, subsection (4) of section 12-408, subsection (3), (5) or (6) of section 12-411, section 12-435c, 12-476a, 12-476b, 12-487, 13a-71, 13a-107, 13a-113, 13a-114, 13a-115, 13a-117b, 13a-123, 13a-124, 13a-139, 13a-140, 13a-143b, 13a-247, 13a-253, subsection (f) of section 13b-42, section 13b-90, 13b-221, 13b-224, 13b-292, 13b-336, 13b-337, 13b-338, 13b-410a, 13b-410b, 13b-410c, subsection (a), (b) or (c) of section 13b-412, section 13b-414, subsection (d) of section 14-12, section 14-20a, 14-27a, subsection (e) of section 14-34a, subsection (d) of section 14-35, section 14-43, 14-49, 14-50a, 14-58, subsection (b) of section 14-66, section 14-66a, 14-66b, 14-67a, subsection (f) of section 14-80h, section 14-97a, subsection (c) of section 14-100a, section 14-100b, 14-103a, 14-106a, 14-106c, 14-146, 14-152, 14-153, 14-163b, a first violation as specified in subsection (f) of section 14-164i, section 14-219 specified in subsection (e) of said section, subsection (b) of section 14-227a, section 14-240, 14-249, 14-250, subsection (a), (b) or (c) of section 14-261a, section 14-267a, 14-269, 14-270, 14-275a, 14-278, 14-279, subsection (e) of section 14-283, section 14-291, 14-293b, 14-319, 14-320, 14-321, 14-325a, 14-326, 14-330, 14-332a, subdivision (1), (2) or (3) of section 14-386a, section 15-33, subsection (a) of section 15-115, section 16-256, 16-256e, 16a-15, 16a-22, subsection (a) or (b) of section 16a-22h, section 17a-24, 17a-145, 17a-149, 17a-152, 17a-465, 17a-642, 17b-124, 17b-131, 17b-137, 17b-407, 17b-451, 17b-734, subsection (b) of section 17b-736, 19a-30, 19a-33, 19a-39, 19a-87, subsection (b) of section 19a-87a, section 19a-91, 19a-105, 19a-107, 19a-108, 19a-215, 19a-219, 19a-222, 19a-224, 19a-286, 19a-287, 19a-297, 19a-301, 19a-309, 19a-335, 19a-336, 19a-338, 19a-339, 19a-340, 19a-425, 19a-502, 20-7a, 20-14, 20-158, 20-231, 20-257, 20-265, 20-324e, subsection (a) of section 20-341, section 20-341i, 20-597, 20-608, 20-610, 21-30, 21-38, 21-39, 21-43, 21-47, 21-48, 21-63, 21-76a, 21a-21, 21a-25, 21a-26, 21a-30, 21a-31, subsection (a) of section 21a-37, section 21a-46, 21a-61, 21a-63, 21a-77, subsection (b) of section 21a-79, section 21a-85, 21a-154, 21a-159, 21a-201, 21a-211, 22-13, 22-14, 22-15, 22-16, 22-29, 22-34, 22-35, 22-36, 22-37, 22-38, 22-39, 22-39a, 22-

39b, 22-39c, 22-39d, 22-39e, 22-49, 22-54, 22-61, 22-89, 22-90, 22-98, 22-99, 22-100, 22-111o, 22-123, 22-279, 22-280a, 22-318a, 22-320h, 22-324a, 22-326, 22-342, subsection (b) or (e) of section 22-344, section 22-359, 22-366, [22-379, 22-380,] 22-391, 22-413, 22-414, 22-415, 22a-66a, 22a-246, subsection (a) of section 22a-250, subsection (e) of section 22a-256h, section 22a-449, 22a-461, 23-37, 23-38, 23-46, 23-61b, subsection (a) or (b) of section 23-65, section 25-37, 25-40, 26-19, 26-21, 26-31, 26-40, 26-40a, 26-49, 26-54, 26-59, 26-61, 26-64, 26-79, 26-89, 26-97, 26-107, 26-117, 26-128, 26-131, 26-132, 26-138, 26-141, 26-207, 26-215, 26-221, 26-222, 26-224a, 26-227, 26-230, 26-234, 26-267, 26-269, 26-294, 28-13, 29-6a, 29-109, 29-161a, 29-161b, 29-198, 29-210, 29-243, 29-277, 29-316, 29-318, 29-341, 29-381, 30-48a, 30-86a, 31-3, 31-10, 31-11, 31-12, 31-13, 31-14, 31-15, 31-16, 31-18, 31-23, 31-24, 31-25, 31-28, 31-32, 31-36, 31-38, 31-38a, 31-40, 31-44, 31-47, 31-48, 31-51, 31-51k, 31-52, 31-52a, 31-54, subsection (a) or (c) of section 31-69, section 31-70, 31-74, 31-75, 31-76, 31-76a, 31-89b, 31-134, subsection (g) of section 31-273, section 31-288, 36a-787, 42-230, 44-3, 45a-450, 45a-634, 45a-658, subdivision (13) or (14) of section 46a-54, section 46a-59, 46b-22, 46b-24, 46b-34, 47-34a, 47-47, 49-8a, 49-16, 53-133, subsection (a) or (b) of section 53-211, section 53-212a, 53-249a, 53-252, 53-264, 53-301, 53-302a, 53-303e, 53-311a, 53-321, 53-322, 53-323, 53-331, 53-344 or 53-450, or (2) a violation under the provisions of chapter 268, or (3) a violation of any regulation adopted in accordance with the provisions of section 12-484, 12-487 or 13b-410, shall follow the procedures set forth in this section.

Sec. 15. Subsection (a) of section 9-369b of the general statutes is repealed and the following is substituted in lieu thereof:

(a) Any municipality may, by vote of its legislative body, authorize the preparation and printing of concise explanatory texts of local proposals or questions approved for submission to the electors of a municipality at a referendum. Thereafter, each such explanatory text shall be prepared by the municipal clerk, subject to the approval of the municipal attorney, and shall specify the intent and purpose of each such proposal or question. Such text shall not advocate either the approval or disapproval of the proposal or question. The municipal clerk shall cause such question or proposal and such explanatory text to be printed in sufficient supply for public distribution and shall also provide for the printing of such explanations of proposals or questions on posters of a size to be determined by said clerk. At least three such posters shall be posted at each polling place at which electors will be voting on such proposals or questions. Any posters printed in excess of the number required by this section to be posted may be displayed by said clerk at his discretion at locations which are frequented by the public. The explanatory text shall also be furnished to each absentee ballot applicant pursuant to subsection (d) of section 9-140. Except as provided in subsection (c) of this section, no expenditure of state or municipal funds shall be made to influence any person to vote for approval or disapproval of any such proposal or question. Any municipality may, by vote of its legislative body and subject to the approval of its municipal attorney, authorize the preparation and printing of materials concerning any such proposal or question in addition to the explanatory text if such materials do not advocate the approval or disapproval of the proposal or question. This subsection shall not apply to a written,

printed or typed summary of an official's views on a proposal or question, which is prepared for any news medium or which is not distributed with public funds to a member of the public except upon request of such member.

Sec. 16. Sections 22-368 to 22-380, inclusive, 50-6 and 50-7 of the general statutes are repealed.

Approved May 26, 2000

Appendix - C

Agency	A state agency or municipality or political subdivision as referred to in CGS §11-8 falling under the authority of the records management program administered by the Connecticut State Library.
Archival	Records which have been appraised by the State Archivist to have permanent value to the State of Connecticut and which may be scheduled for transfer to the State Library or to an archival repository approved by the Public Records Administrator.
Backfile Conversion	A process of scanning, indexing and inspecting a large existing collection of documents
CD-R	CD-Recordable - An optical disk that once information is written onto it can not be erased, data is written to the disk spirally and complete in one session.
CD-RW	CD-Rewritables – An optical disk that allow multiple write sessions and allows erasures.
Digital Imaging	The process of converting paper or microfilm documents into information that can be stored, retrieved and/or archived electronically.
Document feed method	The way paper or microfilm is moved across the scanner.
Document scanner	A scanner that is designed to capture black-and-white or grayscale documents.
Flatbed scanner	A scanner that consists of a platen glass on which you manually position books, magazines and other images/documents to scan.
Graphic scanner	A scanner that is designed to capture color images on a document.
Human-readable storage medium	Paper, a photograph, a photocopy, or a microform, including, but not limited to, microfilm, microfiche, computer output microfilm, and aperture cards
Imaging system	A computer based digital system used to store documents and records electronically by recording a digital reproduction of a scanned document or record and a suitable method of indexing and retrieving the stored images
JPEG	Joint Photographic Experts Group – designed for compressing either full-color or grayscale photographs.
Metadata	Documentation of information and data about the imaging system hardware, software and storage file systems
Near-line storage	Files/images that need to be loaded into a drive to be read.
Off-line storages	Files/images that reside on media and require human intervention to load into a system.
Off-site location	A premises, building, or structure that is separate and apart from the premises, building, or structure that houses an agency's primary imaging system.
On-line storage	Files/images that can be displayed in a matter of seconds.
Open Architecture	A system's components that use standards or specifications that have been made public by their developers.
Optical disks	Disks that have high storage capacity. Lasers are used to write data onto.
Public records or files	In accordance with CGS §1-200 means any recorded data or information relating to the conduct of the public's business prepared, owned, used, received or retained by a public agency, whether such data or information be handwritten, typed, tape-recorded, printed, photo stated, photographed or recorded by any other method.
Records retention and disposition schedule	A comprehensive list of record series which indicates for each series the length of time it is to be maintained until it is reviewed for destruction or archival retention. It also indicates retention in active and inactive storage
Removable storage	Storage device/media that can be physically removed from an imaging system
State Archives	The department within the State Library having custody of the records appraised for permanent retention by the State Archivist
Throughput	The rated speed at which a scanner can process pages.
Video adapter	A physical device that plugs into a computer.
WORM	Write Once, Read Many – An optical disk that once information is written onto it can not be erased.

Appendix - D

Connecticut State Library

Certificate of Compliance Digital Imaging Standards For Public Records

Send signed certificate to:

Office of the Public Records Administrator
Connecticut State Library
231 Capitol Avenue
Hartford, CT 06106

We certify that we meet the Digital Imaging requirements established by the Public Records Administrator as specified in General Letter #2001-1.

Name and address of State Agency/Municipality

Name of Imaging System

Name and address of Vendor company or In-house operation

We have reviewed General Letter #2001-1 and our digital imaging system meets the digital imaging standards in accordance with the provisions of the above referenced General Letter.

Signature of Records Custodian of Municipality/Records Management Liaison Officer (RMLO) of State Agency

Printed or typed name

(Date)

Agency/municipality Information Technology representative, if applicable.

Printed or typed name

(Date)

We have reviewed General Letter #2001-1 and our digital imaging system meets the standards in accordance with the provisions of the General Letter.

Authorizing Vendor Signature/Authorized individual for in-house operation

Printed or typed name

(Date)

Approved by Public Records Administrator

Signature

Date

Appendix - E

Town of Greenwich - Listing of Documents-By Department

Department *Accounts Payable*

	<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 .	Check Registers	8 1/2 X 11	Standard	940	11,280	78,960
2 .	Contracts	8 1/2 x11 (90%) and legal or l	Standard	150	7,500	45,000
3 .	Invoices (Originals)	8 1/2 x 11 - 85%; remaining 1	Standard	1	47,000	180,600
4 .	Journal Entries Report	8 1/2 x 11	Standard	125	1,500	4,500
5 .	Purchase Order Maintenance Report	8 1/2 x 11	Standard	4,200	4,200	12,600
6 .	Purchase Orders	8 1/2 x 11	Standard	1	28,500	***

Town of Greenwich - Listing of Documents-By Department

Department *Assessor's Office*

	<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 .	Board of Assessment Appeals	8 1/2 x 11; 8 1/2 x 14	Standard	20	4,000	100,000
2 .	Condo Declaration	8 1/2 x 11	Standard	1	680	17,000
3 .	Deeds - Non-Useable	8 1/2 x 11	Tissue	1	1,500	6,000
4 .	Deeds - Useable	8 1/2 x 11	Tissue	1	1,800	7,200
5 .	Field Cards	8 1/2 x 11	Cardboard	1	22,000	89,250
6 .	Grand List - Motor Vehicle	8 1/2 x 11	Standard	1,050	14,700	147,000
7 .	Grand List - Real Property	8 1/2 x 11	Standard	1,050	7,350	183,750
8 .	Income and Expense Statement Forms	8 1/2 x 11	Standard	1	5,950	59,500
9 .	Motor Vehicle Proofs	8 1/2 x 11	Standard	1	5,000	25,000
10 .	Old Field Cards	8 1/2 x 11	Cardboard	1	1,488	89,250
11 .	Personal Property Declaration	Assorted	Standard	1	29,750	89,250
12 .	Personnel Files	8 1/2 x 11	Standard	1	683	13,650
13 .	PO's - Invoices	8 1/2 x 11	Standard	1	1,500	4,500
14 .	Street Cards	6 x 8	Cardboard	2	2,000	20,000
15 .	Veteran Exempt Cards	9 x 9	Cardboard	50	150	1,000

Town of Greenwich - Listing of Documents-By Department

Department Commission on Aging

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 . Financial Records	8 1/2 x 11	Standard	3	252	1,008
2 . Grant Requests (Newsletters)	Assorted	Standard\photo	1	150	3,750
3 . Meeting Minutes-Board	8 1/2 x 11	Standard	5	60	1,200
4 . Personnel Files	8 1/2 x 11	Standard	1	105	2,100
5 . Program Files	8 1/2 x 11; 8 1/2 x 14	Standard	1	525	5,950

Town of Greenwich - Listing of Documents-By Department

Department *Community Development*

	<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 .	Correspondence	8 1/2 x 11	Standard	3	750	3,000
2 .	Environmental Review Binder	8 1/2 x 11	Standard	263	1,575	15,750
3 .	HUD Manuals	8 1/2 x 11	Standard	50	50	788
4 .	HUD Regulations	8 1/2 x 11	Standard	50	50	11,900
5 .	Non-Profit Grant Files	8 1/2 x 11	Standard	20	1,000	4,000
6 .	Plan Document (Report)	8 1/2 x 11	Standard	75	1,500	6,000
7 .	Project Files	8 1/2 x 11	Standard	50	2,500	10,000
8 .	Proposals/Plans	8 1/2 x 11	Standard	25	625	5,625

Town of Greenwich - Listing of Documents-By Department

*Department**Conservation/Land Use*

	<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 .	Correspondence from Commission	8 1/2 x 11	Standard		200	0
2 .	Easement Language Documents	8 1/2 x11	Standard		0	0
3 .	Final Document for Study	8 1/2 x 11	Standard		0	0
4 .	Grants	8 1/2 x 11; 8 1/2 x 14	Standard	35	53	788
5 .	Invoices & Contracts	Various	Standard	2	10	146
6 .	Photographs	various	Photo		1,488	0
7 .	Plans/Drawings	mostly 8 1/2 x 11; various blu	varies		0	0
8 .	Time Sheets-Payroll	8 1/2 x 11	Standard		0	0

Town of Greenwich - Listing of Documents-By Department

Department Emergency Preparedness

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 . Emergency Management Homeland	8 1/2 x 11	Standard	10	20	20
2 . Emergency Operations Plan	8 1/2 x 11	Standard	200	200	1,000
3 . Misc Documents	8 1/2 x 11	Standard	1,500	1,500	14,000
4 . PO's - Invoices	8 1/2 x 11	Standard	1,500	1,500	3,000
5 . Situational Status Reports	8 1/2 x 11	Standard	20	80	400
6 . State of CT EAS Plan	8 1/2 x 11	Standard	50	200	1,000
7 . State Training Program	8 1/2 x 11	Standard	50	200	1,000

Town of Greenwich - Listing of Documents-By Department

Department *Fire Department*

	<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 .	Blasting Permits	8 1/2 x 11	Standard	5	250	1,000
2 .	Contracts	8 1/2 x 11	Standard	100	2,500	50,000
3 .	Daily Logs	8 1/2 x 11	Standard	25	300	6,000
4 .	Fire Incident Reports	8 1/2 x 11	Standard & Tissue	5	67,500	202,500
5 .	Labor Relations	8 1/2 x 11	Standard	2	24	480
6 .	Personnel Files	8 1/2 x 11	Standard	3	150	1,295
7 .	PO's - Invoices	8 1/2 x 11	Standard	1	1,500	14,875
8 .	Special Events Forms	8 1/2 x 11; 8 1/2 x 14	Standard	20	240	720
9 .	Street Files	8 1/2 x 11	Standard	2	60	9,000
10 .	Training	8 1/2 x 11	Standard	10	500	14,875

Town of Greenwich - Listing of Documents-By Department

Department Fleet Department

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1. Complaints	8 1/2 x 11	Standard	50	250	5,000
2. Invoices	various	Standard	40	480	2,880
3. Meeting Minutes-Foreman/Safety Com	8 1/2 x 11	Standard	5	60	1,200
4. Time Sheets-Payroll	Assorted	Standard	17	884	6,188
5. TQM Cards	3 x 5	Cardboard	17	884	6,188
6. Vehicle Folder	various	Standard	25	13,125	157,500
7. Work Orders	8 1/2 x 11	Standard	6,000	6,000	60,000

Town of Greenwich - Listing of Documents-By Department

Department Health - Environmental Health

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 . Daycare	Letter; 8 1/2 x 4	Standard	150	750	10,500
2 . Food Borne Illness	Letter, 8 1/2 x 14	Standard	25	1,375	6,875
3 . Food Services File	Letter; 8 1/2 x 4; 2 1/2' x 3'	Standard	10	67	4,000
4 . Septic File	Letter; 2 1/2' x 3'; 8 1/2 x 4; 8	Standard; Cardboard; Tissue	25	833	50,000
5 . Surveys	8 1/2 x 11	Standard	5	200	3,000
6 . Well Files	Letter; 8 1/2 x 4; 11 x 17	Standard	10	4,000	40,000

Town of Greenwich - Listing of Documents-By Department

Department Health - Family Health

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 . Daycare Inspection Report	8 1/2 x 11	Standard	10	50	2,500
2 . Daycare Licensing Medical Deficienci	8 1/2 x 11	Standard	10	50	5,000
3 . Daycare Relicensure Check Off	8 1/2 x 11	Standard	10	50	2,500
4 . Health Service Reports	8 1/2 x 11	Standard	2	2,000	20,000
5 . Immunization Clinic Vaccine Admin	8 1/2 x 11	Standard	1	700	7,000
6 . Special Needs Record	8 1/2 x 11	Standard	2	250	2,500
7 . Tuberculosis Assessment	8 1/2 x 11	Standard	1	200	2,000
8 . Tuberculosis Records	8 1/2 x 11	Standard	2	100	59,500
9 . Vaccine Eligibility	8 1/2 x 11	Standard	1	700	2,100
10 . Vaccine History Reports	8 1/2 x 11	Standard	1	2,000	60,000
11 . Well Child Records	8 1/2 x 11	Standard	250	18,750	187,500

Town of Greenwich - Listing of Documents-By Department

Department Health Department

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 . Federal and State Grants	8 1/2 x 11	Standard	3	35	1,050
2 . Medicare Consent Forms	8 1/2 x 11	Standard	1	4,200	35,700
3 . Personnel Files	8 1/2 x 11	Standard	3	450	33,600
4 . PO's - Invoices	8 1/2 x 11	Standard	1	2,975	5,950
5 . Revenue Statements	8 1/2 x 3	Thin	2	3,000	12,600
6 . Time Sheets-Payroll	8 1/2 x 11	Standard	30	1,560	9,360
7 . Urinalysis for Lead Paint	8 1/2 x 4"	carbon	1	4,200	16,800
8 . Well Files	8 1/2 x 11	Standard	774	774	3,868

Town of Greenwich - Listing of Documents-By Department

Department *Human Resources*

	<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 .	Affirmative Action Files	8 1/2 x 11	Standard	4,760	4,760	23,800
2 .	Application for Retirement Reimburse	8 1/2 x 11	Standard	2	50	1,000
3 .	Application for Summer/Seasonal Emp	8 1/2 x 14	Standard	2	500	2,500
4 .	Applications - Part Time	8 1/2 x 11	Standard	5	750	22,500
5 .	Employment Application (non-hires)	8 1/2 x 11 (tri-fold front and b	Standard	10	1,500	137,200
6 .	Employment Applications & Resumes (8 1/2 x 11 (tri-fold front and b	Standard	15	18,000	360,000
7 .	Exam scores - 3rd Party	8 1/2 x 11	Standard	2	500	1,000
8 .	Exams - Internally	8 1/2 x 11	Standard	2	500	1,000
9 .	Health Benefits	8 1/2 x 11	Standard	200	740,000	962,000
10 .	I9, Employment Eligibility Verification F	8 1/2 x 11	Standard	1	1,200	5,950
11 .	Individual Project Files	8 1/2 x 11	Standard	10	200	5,950
12 .	Insurance (medical/dental) Files	8 1/2 x 11	Standard	263	6,563	525,000
13 .	Job Descriptions	8 1/2 x 11	Standard	2	200	17,850
14 .	Job Posting Binders	8 1/2 x 11	Standard	1	525	7,875
15 .	Journal Voucher	8 1/2 x 11	Standard	25	25	250

Town of Greenwich - Listing of Documents-By Department

16 .	Letters Generated by HR	8 1/2 x 11	Standard	2	300	900	
17 .	Medical Files	8 1/2 x 11	Standard	2	2,400	17,850	
18 .	Meeting Minutes-BET	8 1/2 x 11	Standard	25	300	3,000	
19 .	Meeting Minutes-HR Committee	8 1/2 x 11	Standard	3	30	180	
20 .	Name and Address Change Form	8 1/2 x 11	Standard	1	1,200	6,000	
21 .	Notice of Employee Separation Form	8 1/2 x 11	Standard	2	200	11,900	
22 .	Personnel Files	8 1/2 x 11	Standard	13	15,000	148,750	
23 .	Personnel Information Form	8 1/2 x 11	Standard	1	2,000	11,900	
24 .	PO's - Invoices	8 1/2 x 11	Standard	15	780	1,560	
25 .	Problem Employee Files	8 1/2 x 11	Standard				***
26 .	References Files	8 1/2 x 11	Standard	2	198	5,950	
27 .	Request for Employment /Salary Appr	8 1/2 x 11	Standard	1			***
28 .	Telephone Reference Check Form	8 1/2 x 11	Standard	1			***
29 .	Time Sheets-Payroll	8 1/2 x 11	Standard	1	15	150	
30 .	Union Files/Grievance Files	8 1/2 x 11	Standard	50	1,000	5,000	

Town of Greenwich - Listing of Documents-By Department

Department Information Technology

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 . Contract Invoices	8 1/2 x 11	Standard	2	200	8,925
2 . Contracts	8 1/2 x 11	Standard	25	500	3,000
3 . GIS Orders	8 1/2 x 11	Standard	1	2,400	14,400
4 . Software Licensing	8 1/2 x 11	Standard	1	1,190	5,950

Town of Greenwich - Listing of Documents-By Department

*Department**Inland/Wetlands*

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 . Application	8 1/2 x 11; 8 1/2 x 14	Standard	10	8,000	80,000
2 . Application Files	Various	Various	263	65,625	656,250
3 . Permits	8 1/2 x 11	Standard	10	2,500	25,000
4 . Violation/Compliance Letter	8 1/2 x 11	Standard	2	20	200

Town of Greenwich - Listing of Documents-By Department

Department *Law Department*

	<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 .	Bankruptcies	8 1/2 x 11	Standard	15	198	11,900
2 .	Board of Estimate Taxation	8 1/2 x 11	Standard	1	1,035	23,800
3 .	Claims Committee Settlements	8 1/2 x 11	Standard	10	149	5,950
4 .	Closed Lawsuits	8 1/2 x 11; 8 1/2 x 14	Assorted	75	35,700	178,500
5 .	Contracts and Leases	Assorted	Standard; Tissue	5	496	29,750
6 .	Current Lawsuits	8 1/2 x 11; 8 1/2 x 14	Standard	50	5,454	327,250
7 .	Meeting Minutes-Town	8 1/2 x 11	Standard	3	433	23,800
8 .	Notice of Claims	8 1/2 x 11	Standard	5	1,488	2,975
9 .	Opinions/Correspondence	8 1/2 x 11	Standard; Tissue	1	298	11,900
10 .	Outgoing Correspondence	8 1/2 x 11	Standard	1,050	12,600	75,600
11 .	Personnel	8 1/2 x 11	Standard	1	1,964	9,913
12 .	Planning & Zoning Lawsuits	Assorted	Standard	15	4,760	71,400
13 .	PO's - Invoices	8 1/2 x 11	Standard	2	800	20,825
14 .	Research Materials	varies	varies	5	3,471	208,250
15 .	Special Education Hearings	8 1/2 x 11	Standard	15	1,692	101,500

Town of Greenwich - Listing of Documents-By Department

16 .	Town Charter and Code	Assorted	Tissue	5	198	11,900
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Town of Greenwich - Listing of Documents-By Department

Department Parking Services

	<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 .	Dismissed Tickets	3 x 6	cardboard	1	1,488	2,975
2 .	Parking Permit Applications	8 1/2 x 3	Cardboard	1	5,770	11,540
3 .	Parking Tickets	8 1/2 x 3	Tissue	1	120,000	240,000
4 .	Personnel File	8 1/2 x 11	Standard	10	120	2,400
5 .	PO's - Invoices	8 1/2 x 11	Standard	2	288	864
6 .	Request For Appeal Form	8 1/2 x 11	Carbon	1		***
7 .	Transmittal to Treasury	8 1/2 x 11; 8 1/2 x 3	Standard; Tissue	1	52	104

Town of Greenwich - Listing of Documents-By Department

Department Parks & Recreation Department

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1. Activity Application	8 1/2 x 11	Standard	1	120,000	360,000
2. Application & W4	8 1/2 x 11	Standard	350	2,100	14,700
3. Boating Application	8 1/2 x 11	Standard	1	4,000	40,000
4. Golf Application	8 1/2 x 11	Standard	1	4,000	10,000
5. Historical Archiving	8 1/2 x 11, 8 1/2 x 14	Standard	10	5,000	357,000
6. Park Passes	8 1/2 x 11	Standard	4	180,000	360,000
7. PO's - Invoices	8 1/2 x 11	Standard	2	15,000	30,000
8. Special Permits	8 1/2 x 11	Standard	3	16,500	33,000
9. Time Sheets-Payroll	8 1/2 x 11	Standard	2	49,192	344,344

Town of Greenwich - Listing of Documents-By Department

Department

Payroll

	<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 .	401K & 457 Changes	8 1/2 x 11	Standard	1	600	1,800
2 .	Authorization Agreement for Direct De	8 1/2 x 11	Standard	2	1,200	7,200
3 .	Authorized Dues Deduction Card	8 1/2 x 11	Standard	2	1,200	3,600
4 .	Classified Staff - Time Off Request	8 1/2 x 11	Standard	2	1,200	3,600
5 .	Employer Payroll Deduction Authorizat	5 1/2 x 6 1/2	Standard	2	1,200	3,600
6 .	Notice of Income Withholding Order	8 1/2 x 11	Standard	2	1,200	7,200
7 .	Payment Request Form	8 1/2 x 11	Standard	3	1,500	9,000
8 .	Payroll Register	8 1/2 x 11	Standard	700	33,600	201,600
9 .	Payroll Reports	8 1/2 x 11	Standard	10	520	3,640
10 .	Salary Change Verification Reports	8 1/2 x 11	Standard	10	120	720
11 .	Time Card	3 1/2 x 8 1/2	Standard	24	4,800	24,000
12 .	Time Card Summary	5 1/2 x 8 1/2	Standard	1	41,600	208,000
13 .	Time Sheet	8 1/2 x 11	Standard	26	18,200	54,600
14 .	US Savings Bond Authorization	7 1/2 x 3 1/2	Cardboard	1		***
15 .	W-4 Form	8 1/2 x 11	Standard	200	200	1,000

Town of Greenwich - Listing of Documents-By Department

Department *Planning & Zoning*

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 . Application	8 1/2 x 14	Standard	10	8,000	80,000
2 . Decision Letter (Preliminary and Final)	8 1/2 x 11	Standard	4	2,800	28,000
3 . Meeting Minutes-Commission	8 1/2 x 11	Standard	10	180	4,500
4 . Plans	various	various	70	4,200	105,000

Town of Greenwich - Listing of Documents-By Department

Department *Police*

	<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 .	Accident Reports (fatal)	8 1/2 x 11	Standard	50	250	23,800
2 .	Accident Reports (non-fatal)	8 1/2 x 11	Standard	5	12,500	125,000
3 .	Cash Bond Receipts	8 1/2 x 4	Carbon	2	200	200
4 .	Day Sheets	2 x 3	Standard	50	18,250	273,750
5 .	Incident Reports	8 1/2 x 11	Standard	100	700,000	7,000,000
6 .	Infractions (driving)	8 1/2 x 3	Carbon	10	20,000	100,000
7 .	Personnel Files	Assorted	Standard	5	750	20,000
8 .	PO's - Invoices	8 1/2 x 11	Standard	2	5,950	23,800
9 .	Tow Truck Logs	8 1/2 x 11	Standard	1	500	3,500

Town of Greenwich - Listing of Documents-By Department

Department Public Works

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 . Accrual Reports	8 1/2 x 11	Standard	15	180	540
2 . AIA Forms	8 1/2 x 11	Standard	4	126	378
3 . Contracts	8 1/2 x 11; 8 1/2 x 14	Standard	25	900	119,000
4 . Insurance Documents	8 1/2 x 11	Standard	4	875	5,250
5 . Memos	8 1/2 x 11	Standard	3	250	2,975
6 . Payment Requests	8 1/2 x 11	Standard	1	750	15,000
7 . Payroll Check Registers	8 1/2 x 11	Standard	12	624	1,872
8 . Personnel Files	8 1/2 x 11	Standard	5	250	2,520
9 . PO's - Invoices	8 1/2 x 11 (some double side	Standard	90	4,680	14,040
10 . PO's - Invoices	8 1/2 x 11	Standard	2	5,000	15,000
11 . Time Cards-Payroll	4 x 6	cardboard	100	5,200	15,600
12 . Time Sheets-Payroll	8 1/2 x 11; 8 1/2 x 14	Standard	100	5,200	15,600

Town of Greenwich - Listing of Documents-By Department

Department Public Works - Building Inspecti

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 . Board of Appeals Documents	8 1/2 x 11; 8 1/2 x 14	Standard/microfilm	2	2,479	148,750
2 . Condition Letters, Approved Plans, Re	Assorted	Standard	2	600	29,750
3 . Correspondence Files	8 1/2 x 11	Standard	2	1,190	71,400
4 . Permits	8 1/2 x 11	Standard	5	35,000	350,000
5 . Record Cards	5 x 8	Cardboard	1	1,488	119,000
6 . Swimming Pool Lists (Plans)	8 1/2 x 11	Onion skin; blueprints	3	340	11,900

Town of Greenwich - Listing of Documents-By Department

Department *Public Works - Highway Divisio*

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 . Highway Permits	8 1/2 x 14; various	Standard; blueprints	9	360	8,500
2 . Street Files	various	Standard	250	212,500	17,000,000

Town of Greenwich - Listing of Documents-By Department

Department *Public Works - Sewer Division*

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 . Applications	8 1/2 x 11	Standard	5	3,925	314,000
2 . Correspondence	8 1/2 x 11; 8 1/2 x 14	Standard	2	1,091	32,725
3 . Cronos/Backup	8 1/2 x 11	Standard	1	1,190	11,900
4 . Gannett Fleming Files	8 1/2 x 11; 8 1/2 x 14	Standard	1	595	17,850
5 . Investigation Files	8 1/2 x 11; 8 1/2 x 14	Standard	3	85	2,975
6 . Permits	8 1/2 x 14	Standard	2	661	59,500
7 . Permits (Green Copy)	8 1/2 x 14 (2003 on); 8 1/2 x	Standard	550	550	5,950
8 . Personnel Files	8 1/2 x 11; 8 1/2 x 14	Standard	8	263	2,625
9 . Receipt Books	Payment size	Tissue	1	267	400
10 . Site Plan Files	8 1/2 x 11; 8 1/2 x 14; Map	Standard	25	595	2,975

Town of Greenwich - Listing of Documents-By Department

Department Public Works - Traffic Division

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 . Correspondence Files (Black)	8 1/2 x 11; 8 1/2 x 14	Standard	2	500	59,500
2 . Cronos	8 1/2 x 11; 8 1/2 x 14	Standard	1	1,190	11,900
3 . Intersection Files For Signals	8 1/2 x 11; 8 1/2 x 14; Plans	Standard	10	992	59,500
4 . Intersection Files For Stop Signs	8 1/2 x 11; 8 1/2 x 14; Plans	Standard	10	645	38,675
5 . Project Files	8 1/2 x 11; 8 1/2 x 14; Plans	Standard	75	198	11,900
6 . Site Plan Files	8 1/2 x 11; 8 1/2 x 14; Maps	Standard; blueprints	100	595	35,700
7 . Street Files (Red)	8 1/2 x 11; 8 1/2 x 14	Standard	150	992	59,500

Town of Greenwich - Listing of Documents-By Department

Department Purchasing

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 . Joan's Chronological File	8 1/2 x 11	Standard	1	1,125	11,250
2 . Request for Proposal - Moderate	8 1/2 x 11	Standard	532	8,512	127,680
3 . Requests for Bid - Complex	8 1/2 x 11	Standard	532	10,108	151,620
4 . Requests for Bid - Easy	8 1/2 x 11	Standard	71	1,917	28,755
5 . Requests for Bid - Moderate	8 1/2 x 11	Standard	500	27,500	412,500
6 . Requests for Information - Moderate o	8 1/2 x 11	Standard	469	938	14,070
7 . Requests for Proposal - Complex	8 1/2 x 11	Standard	2,625	15,750	236,250
8 . Requests for Proposal - Easy	8 1/2 x 11	Standard	223	223	3,345
9 . Requests for Quotation - Easy only	8 1/2 x 11	Standard	35	315	4,725

Town of Greenwich - Listing of Documents-By Department

*Department**Retirement*

	<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 .	401K Beneficiary Designation Form	8 1/2 x 11	Standard	1	250	18,000
2 .	401K Enrollment Application	8 1/2 x 11	Standard	2	500	36,000
3 .	457b Beneficiary Designation Form	8 1/2 x 11	Standard	1	250	18,000
4 .	457b Enrollment Application	8 1/2 x11	Standard	2	500	36,000
5 .	Actuarial Valuation Report	8 1/2 x 11	Standard	50	50	1,250
6 .	Diversified Investment Advisors Repo	8 1/2 x 11	Standard	20	80	2,000
7 .	Employee Contribution Election Form	8 1/2 x 11	Standard	1	250	18,000
8 .	Employee Retirement Package Files	8 1/2 x 11	Standard	5	60	11,500
9 .	Enrollment in the Retirement System of	8 1/2 x 11	Standard	1	1,200	18,000
10 .	Fund Performance	8 1/2 x 11	Standard	2	1,200	7,200
11 .	Meeting Minutes-Retirement Board	8 1/2 x 11	Standard	10	120	1,800
12 .	PCRA Form and Terms	8 1/2 x 11	Standard	7	467	14,000

Town of Greenwich - Listing of Documents-By Department

Department *Selectman's Office*

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 . Crono Correspondence	8 1/2 x 11	Standard	1	992	5,950
2 . Meeting Minutes	8 1/2 x 11	Standard	3	1,964	41,650
3 . Saving General Documents	8 1/2 x 11	Standard	1	893	53,550

Town of Greenwich - Listing of Documents-By Department

Department Social Services

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1. Annual Report	8 1/2 x 11	Standard	90	90	2,250
2. Application and Forms	8 1/2 x 11	Standard	1	4,813	288,750
3. Client Files	8 1/2 x 11; 8 1/2 x 14	Standard	25	3,750	22,500
4. Individual Program Reports	8 1/2 x 11	Standard	5	50	100
5. Meeting Minutes	8 1/2 x 11	Standard	10	120	3,000
6. Meeting Minutes-Board	8 1/2 x 11	Standard; Glossy (Brochures	5	60	1,500
7. Personnel Files	8 1/2 x 11	Standard	20	1,000	10,000
8. PO's - Invoices	8 1/2 x 11	Standard	2	3,000	9,000

Town of Greenwich - Listing of Documents-By Department

Department *Tax Collector*

	<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 .	Certificate of Correction	8 1/2 x 11	Standard	1	263	1,050
2 .	Daily Collection Receipts	Stubs	carbon	1	71,400	214,200
3 .	Daily Summaries	8 1/2 x 11	Standard	2	8,400	89,250
4 .	Escrow Accounts	8 1/2 x 11	Standard	1	11,900	23,800
5 .	Misc Adjustments	8 1/2 x 11	Standard	2	2,000	17,850
6 .	Payment Reports	8 1/2 x 11	Standard	10	1,400	4,200
7 .	PO's - Invoices	8 1/2 x 11	Standard	2	525	5,250
8 .	Rate Info	15 x 11	Standard	1	1,050	15,750
9 .	Refund Vouchers	8 1/2 x 11 plus envelope	Standard	2	2,000	17,850
10 .	Returned Bills	8 1/2 x 11 plus envelope	Standard/envelope	4	1,300	3,900
11 .	Time Sheets-Payroll	8 1/2 x 11	Standard	1	1,300	5,950

Town of Greenwich - Listing of Documents-By Department

Department

Town Clerk

	<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 .	Absentee Ballots & Applications	8 1/2 x 11	Standard	1	20,000	40,000
2 .	Births/Deaths & Marriages	8 1/2 x 11	Standard	1	1,050	87,150
3 .	Burial Permits	8 1/2 x 11	Standard	1	5,950	357,000
4 .	Cards With Maps Plus Originals	7 1/2 x 3	Standard	5	134	8,031
5 .	Corrections to Indices	8 1/2 x 14	Standard	1	1,960	29,400
6 .	Day Book	Ledger	Standard	100	1,200	6,000
7 .	Dog Licenses	8 1/2 x 11	Standard	1	1,440	2,880
8 .	Grantor/Grantee Books	8 1/2 x 11	Standard	100	525	21,000
9 .	Hunting/Fishing/Shellfish Licenses	8 1/2 x 11	Standard	1	5,950	5,950
10 .	Land Record Books	8 1/2 x 11	Standard	250	21,875	1,312,500
11 .	Liquor Permits	various	Standard	1	10	10
12 .	Marriage/Civil Union Worksheets	8 1/2 x 11	Standard	1	25	88
13 .	Meeting Minutes-Boards/Commissions	8 1/2 x 11	Standard	5	60	3,600
14 .	Military Cards	3 x 5	Standard	1	793	47,600
15 .	Military Discharge	8 1/2 x 11	Standard	1	99	5,950

Town of Greenwich - Listing of Documents-By Department

16 .	Notary Signature Cards	3 1/2 x 5	cardboard	1	200	200
17 .	Postings - Meetings/Boards	8 1/2 x 11	Standard	25	300	600
18 .	Receipts	8 1/2 x 11	Standard	100	1,200	3,000
19 .	Request For Birth Certificates	8 1/2 x 11	Standard	1	4,200	8,400
20 .	RTM Minutes	8 1/2 x 11	Standard	10	80	2,000
21 .	Studies	8 1/2 x 11	Standard		2,188	131,250
22 .	Trade Name Certificates	8 1/2 x 11	Standard		5,950	11,900

Town of Greenwich - Listing of Documents-By Department

Department Treasury

<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 . Bank Deposit Ticket	5 1/2 x 2	Standard	50	2,600	18,200
2 . Bank Statement	8 1/2 x 11	Standard	5	1,560	10,920
3 . Banking Agreement (Contract)	8 1/2 x 11; 8 1/2 x 14	Standard	5	130	130
4 . Department of Health Lab Tests/Licen	8 1/2 x 11	Standard	1	397	23,800
5 . Deposit Slips from Tax Collector	5 1/2 x 3	Tissue	1	6,800	47,600
6 . Payroll Register	8 1/2 x 11	Standard	500	13,000	91,000
7 . Retiree Payroll Register	8 1/2 x 11	Standard	250	250	1,750
8 . Vendor Register	8 1/2 x 11	Standard	38	450	3,150
9 . Worker's Comp Register	8 1/2 x 11	Standard	10	520	3,640

Town of Greenwich - Listing of Documents-By Department

Department *Voter Registration*

	<i>Document Name</i>	<i>Document Size</i>	<i>Document Thickness</i>	<i>*Pages/Per Document</i>	<i>Total Pages/Year</i>	<i>Total Pages On-</i>
1 .	Canvass Letter	8 1/2 x 11	Standard	1	88	263
2 .	Checker Books	8 1/2 x 11	Standard	53	525	1,575
3 .	Payrolls for Poll Workers	8 1/2 x 11	Standard	50	250	750
4 .	PO's - Invoices	Assorted	Standard	2	3,000	9,000
5 .	Records of Previous Elections	8 1/2 x 11	Standard	1	1,050	2,100
6 .	Voter Registration Card	8 x 10	Cardboard	1	40,000	200,000

Appendix - F

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Accounts Payable*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Check Registers	3 years or until audited, whichever comes later	6-7 years (held in Treasury)	T
2 . Contracts	6 years after completion of project or 6 years after filing if not built for Construction; 3 years after expiration for Services and Supply	Construction - 6 years after completion of project or 6 years after filing if not built; Services or Supply - accepted and not accepted 3 years after audit	-
3 . Invoices (Originals)	3 years or until audited, whichever comes later	hardcopies at least 7 years; microfilm have 20 plus years	T
4 . Journal Entries Report	3 years or until audited, whichever comes later	3 years	-
5 . Purchase Order Maintenance Report	3 years or until audited, whichever comes later	3 years	-
6 . Purchase Orders	3 years or until audited, whichever comes later	hardcopies at least 7 years; microfilm have 20 plus years	T

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department Assessor's Office

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Board of Assessment Appeals	1 year, if no court appeal taken	Permanent	T
2 . Condo Declaration	**6 years from due date of tax**	Permanent	T
3 . Deeds - Non-Useable	**4 years from date of application**	4 years	-
4 . Deeds - Useable	**Permanent**	Permanent	-
5 . Field Cards	**Permanent**	Permanent	-
6 . Grand List - Motor Vehicle	10 years from due date of tax (motor vehicle, personal property)	10 years	S
7 . Grand List - Real Property	Permanent	Permanent	-
8 . Income and Expense Statement Forms	Until implementation of next revaluation	Permanent	T
9 . Motor Vehicle Proofs	**10 years from due date of tax**	5 years	S
10 . Old Field Cards	Keep current and preceding set	Permanent	T

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

11 . Personal Property Declaration	6 years from due date of tax	3 years	S
12 . Personnel Files	n/a - HR maintains legal records	Permanent	-
13 . PO's - Invoices	3 years or until audited, whichever comes later	Originals in Finance	-
14 . Street Cards	**Permanent**	Permanent	-
15 . Veteran Exempt Cards	4 year from date of application	Permanent	T

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Commission on Aging*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Financial Records	Budget - 2 years; invoices/billings - 3 years or until audited	approx 4 years	T
2 . Grant Requests (Newsletters)	**no state requirement**	Unclear	T
3 . Meeting Minutes-Board	**Permanent**	Permanent	-
4 . Personnel Files	n/a - HR maintains legal records	Permanent	-
5 . Program Files	**Permanent**	Permanent	-

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

<i>Department</i>		<i>Community Development</i>		
<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>	
1 . Correspondence	**2 years**	4 years after Caper	T	
2 . Environmental Review Binder	**Permanent**	1996 to present	-	
3 . HUD Manuals	**Permanent**	Permanent	-	
4 . HUD Regulations	**Permanent**	Permanent	-	
5 . Non-Profit Grant Files	**3 years or until audited, whichever comes later**	4 years after program audit	T	
6 . Plan Document (Report)	**3 years or until audited, whichever comes later**	4 years after program audit.	T	
7 . Project Files	**3 years or until audited, whichever comes later**	Federal programs open until audited. Retain 4 years after program is audited.	T	
8 . Proposals/Plans	**3 years or until audited, whichever comes later**	Couple years. 1996 to present	T	

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department Conservation/Land Use

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Correspondence from Commission	Permanent	Permanent	-
2 . Easement Language Documents	**Permanent**	Permanent	-
3 . Final Document for Study	Permanent	Permanent	-
4 . Grants	Grants - 6 years after renewal, termination, or final report, or audited, whichever is later	Permanent	T
5 . Invoices & Contracts	Contracts - 6 years after completion of project; Services - 3 years after expiration	Permanent	T
6 . Photographs	**Permanent**	Permanent	-
7 . Plans/Drawings	Permanent	Permanent	-
8 . Time Sheets-Payroll	3 years or until audited, whichever comes later	not provided	S

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

<i>Department</i>		<i>Emergency Preparedness</i>		
	<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1.	Emergency Management Homeland	**Permanent**	Permanent	-
2.	Emergency Operations Plan	**Permanent**	Permanent	-
3.	Misc Documents	**Permanent**		-
4.	PO's - Invoices	3 years or until audited, whichever comes later	Originals in Finance	-
5.	Situational Status Reports	Permanent	Permanent	-
6.	State of CT EAS Plan	**Permanent**	Permanent	-
7.	State Training Program	6 years	5 years	S

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

<i>Department</i>		<i>Fire Department</i>		
<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>	
1 . Blasting Permits	4 years	Permanent	T	
2 . Contracts	Construction - 6 years after completion of project; Services & Supplies - 3 years after expiration	Permanent	T	
3 . Daily Logs	**Permanent**	Permanent	-	
4 . Fire Incident Reports	**Permanent**	3 years on site. Prior years on microfilm.	-	
5 . Labor Relations	5 years	Duration of employment	T	
6 . Personnel Files	n/a - HR maintains legal records	Permanent	-	
7 . PO's - Invoices	3 years or until audited, whichever comes later	Originals in Finance	-	
8 . Special Events Forms	**no requirement**	several years on hand	T	
9 . Street Files	**Permanent**	1940's to 1988 - on microfilm; rest on-site	-	
10 . Training	**Duration of employment plus 30 years**	Permanent	T	

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Fleet Department*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Complaints	2 years after resolution	Permanent	T
2 . Invoices	3 years or until audited, whichever comes later	5-7 years	T
3 . Meeting Minutes-Foreman/Safety Com	Permanent	Permanent	-
4 . Time Sheets-Payroll	3 years or until audited, whichever comes later	7 years	T
5 . TQM Cards	**Permanent**	Permanent	-
6 . Vehicle Folder	**Permanent**	Permanent	-
7 . Work Orders	**Life of Vehicle**	Life of vehicle	-

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Health - Environmental Health*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Daycare	**5 years**	Unclear	S
2 . Food Borne Illness	5 years	5 years	-
3 . Food Services File	Permanent	Permanent	-
4 . Septic File	Permanent	Permanent	-
5 . Surveys	5 years	Retains back to the mid 90's	T
6 . Well Files	Permanent	Permanent	-

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Health - Family Health*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Daycare Inspection Report	5 years	Permanent	T
2 . Daycare Licensing Medical Deficienci	**Permanent**	Permanent	-
3 . Daycare Relicensure Check Off	**Permanent**	Permanent	-
4 . Health Service Reports	**10 years from end of year immunization was given**	10 years	-
5 . Immunization Clinic Vaccine Admin	10 years from end of year immunization was given	10 years	S
6 . Special Needs Record	10 years from end of year immunization was given	10 years	S
7 . Tuberculosis Assessment	10 years from end of year immunization was given	10 years	S
8 . Tuberculosis Records	10 years from end of year immunization was given	10 years	S
9 . Vaccine Eligibility	**10 years from end of year immunization was given**	3 years	S
10 . Vaccine History Reports	Duration of employment, plus 30 years	30 years + length of employment	-

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Health Department*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Federal and State Grants	6 years after renewal, termination, or final report, or audited, whichever is later	30 years	T
2 . Medicare Consent Forms	3 years	7-10 years but only 3 years required	T
3 . Personnel Files	n/a - HR maintains legal records	Permanent	-
4 . PO's - Invoices	3 years or until audited, whichever comes later	Originals in Finance	-
5 . Revenue Statements	**6 years or until audited, whichever comes later**	Have files from 2001 to current	S
6 . Time Sheets-Payroll	3 years or until audited, whichever comes later	1999-present	T
7 . Urinalysis for Lead Paint	3 years	3 Years	-
8 . Well Files	5 years	5 years	-

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Human Resources*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Affirmative Action Files	5 years	5 years	-
2 . Application for Retirement Reimburse	Duration of employment plus 30 years	Permanent	T
3 . Application for Summer/Seasonal Emp	5 years	5 years	-
4 . Applications - Part Time	Duration of employment plus 30 years	Duration of employment plus 30 years	-
5 . Employment Application (non-hires)	2 years after life of list	5 years	T
6 . Employment Applications & Resumes (Hired - Duration of employment plus 30 years; Seasonal (hired) - 5 years	Permanent	T
7 . Exam scores - 3rd Party	2 years after life of list	2 years after list expires	-
8 . Exams - Internally	2 years after life of list	2 years after list expires	-
9 . Health Benefits	Duration of employment plus 30 years	Permanent	T
10 . I9, Employment Eligibility Verification F	3 years after date of hire or one year aft the date employment ends, whichever is later	Permanent	T

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

11 . Individual Project Files	**Duration of employment, plus 30 years**	Permanent	T
12 . Insurance (medical/dental) Files	3 years after audit, whichever comes later (for claim files - 6 years after audit, whichever comes later	Permanent	T
13 . Job Descriptions	Until superceded	Until superceded	-
14 . Job Posting Binders	Until superceded	Since 1990	T
15 . Journal Voucher	3 years or until audited, whichever comes later	Permanent	T
16 . Letters Generated by HR	2 years - routine; permanent if policy	Permanent	T
17 . Medical Files	Duration of employment plus 30 years	Permanent	T
18 . Meeting Minutes-BET	**Permanent**	Permanent	-
19 . Meeting Minutes-HR Committee	**Permanent**	Permanent	-
20 . Name and Address Change Form	Duration of employment plus 30 years	Permanent	T
21 . Notice of Employee Separation Form	Duration of employment plus 30 years	Permanent	T

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

22 . Personnel Files	Duration of employment plus 30 years	Permanent	T
23 . Personnel Information Form	Duration of employment plus 30 years	Permenent	T
24 . PO's - Invoices	3 years or until audited, whichever comes later	2 years	-
25 . Problem Employee Files	*no requirement**	Permanent	T
26 . References Files	**Duration of employment, plus 30 years**	Permanent	T
27 . Request for Employment /Salary Appr	Duration of employment plus 30 years	Permanent	T
28 . Telephone Reference Check Form	**Permanent**	Permanent	-
29 . Time Sheets-Payroll	3 years or until audited, whichever comes later	10 years	T
30 . Union Files/Grievance Files	5 years	5 years	-

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Information Technology*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Contract Invoices	3 years or until audited, whichever comes later	3 years	S
2 . Contracts	3 years after expiration	5-7 years	T
3 . GIS Orders	**3 years or until audited, whichever comes later**	5-7 years	T
4 . Software Licensing	Retain until one year after last remaining machine readable file produced a superseded or discontinued system has been erased or destroyed	Life of the software	S

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

<i>Department</i>		<i>Inland/Wetlands</i>		
<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>	
1 . Application	10 years after issuance of decision; 2 years after denial of decision or 2 year after application was withdrawn	Permanent	T	
2 . Application Files	Permanent	Permanent	-	
3 . Permits	Permanent	Permanent	-	
4 . Violation/Compliance Letter	10 years after correction of violation	Permanent	T	

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Law Department*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Bankruptcies	**Permanent**	permanent	-
2 . Board of Estimate Taxation	**Permanent**	1983 to present	-
3 . Claims Committee Settlements	**Permanent**	1965 to present	-
4 . Closed Lawsuits	25 years after resolution related to cases that set legal precedence or importance; all other 5 years after resolution	5 years	S
5 . Contracts and Leases	**Permanent**	Permanent	-
6 . Current Lawsuits	**Permanent**	Permanent	-
7 . Meeting Minutes-Town	Permanent	1951 to present	S
8 . Notice of Claims	**Permanent**	2 years - after which goes to closed - stored permanently	-
9 . Opinions/Correspondence	25 years after resolution related to cases that set legal precedence or importance; all other 5 years after resolution	Permanently- have files from 1965 to present	T
10 . Outgoing Correspondence	25 years after resolution related to cases that set legal precedence or importance; all other 5 years after resolution	6 years - older are put on microfiche	T

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

11 . Personnel	Duration of employment plus 30 years	Permanent	T
12 . Planning & Zoning Lawsuits	**10 years after issuance of decision**	10 years	-
13 . PO's - Invoices	3 years or until audited, whichever comes later	5 years	T
14 . Research Materials	**Permanent**	Permanent	-
15 . Special Education Hearings	**Permanent**	Permanent	-
16 . Town Charter and Code	Permanent	Permanent	-

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Parking Services*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Dismissed Tickets	**1 year after audit**	2 years	T
2 . Parking Permit Applications	1 year after expiration of permit	2 years	T
3 . Parking Tickets	1 year after audit	2 years	T
4 . Personnel File	Duration of employment plus 30 years	Permanent	T
5 . PO's - Invoices	3 years or until audited, whichever comes later	Originals in Finance	-
6 . Request For Appeal Form	1 year after resolution	2 years	T
7 . Transmittal to Treasury	3 years or until audited, whichever comes later	from 2004 to present	S

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Parks & Recreation Department*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Activity Application	**3 years or until audited**	2-3 years	S
2 . Application & W4	Duration of employment plus 30 years	7 years	S
3 . Boating Application	**Permanent**	Forever	-
4 . Golf Application	**3 years or until audited**	2.5 years	S
5 . Historical Archiving	**3 years or until audited**	Unclear	S
6 . Park Passes	**3 years or until audited**	2 years	S
7 . PO's - Invoices	3 years or until audited, whichever comes later	2 years	S
8 . Special Permits	1 year after expiration of permit	2 years	T
9 . Time Sheets-Payroll	3 years or until audited, whichever comes later	7 years	T

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

<i>Department</i>	<i>Payroll</i>			
<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>	
1 . 401K & 457 Changes	3 years or until audited, whichever comes later	Permanent	T	
2 . Authorization Agreement for Direct De	6 years or until audited, whichever comes later	7 years	T	
3 . Authorized Dues Deduction Card	3 years or until audited, whichever comes later	7 years	T	
4 . Classified Staff - Time Off Request	3 years or until audited, whichever comes later	7 years	T	
5 . Employer Payroll Deduction Authorizat	3 years or until audited, whichever comes later	7 years	T	
6 . Notice of Income Withholding Order	6 years after superseded certificate is filed, or employment is terminated	7 years	T	
7 . Payment Request Form	6 years or until audited, whichever comes later	7 years	T	
8 . Payroll Register	6 years or until audited, whichever comes later	7 years	T	
9 . Payroll Reports	6 years or until audited, whichever comes later	6 -7 years	-	
10 . Salary Change Verification Reports	6 years or until audited, whichever comes later	7 years	T	

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

11 . Time Card	3 years or until audited, whichever comes later	7 years	T
12 . Time Card Summary	Duration of employment plus 30 years	Permanent	T
13 . Time Sheet	3 years or until audited, whichever comes later	7 years	T
14 . US Savings Bond Authorization	Until maturity		-
15 . W-4 Form	6 years	5 years	S

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Planning & Zoning*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Application	10 years after issuance of decision - Approved; 2 year after denial of decision or 2 years after application is withdrawn - Denied or Withdrawn	Permanent	T
2 . Decision Letter (Preliminary and Final)	10 years after issuance of decision	Permanent	T
3 . Meeting Minutes-Commission	Permanent	Permanent	-
4 . Plans	Life of use - Built; 5 years from issuance of decision of approving authority - Not Executed	Permanent	T

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

<i>Department</i>	<i>Police</i>				
		<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1.		Accident Reports (fatal)	Permanent	Permanent	-
2.		Accident Reports (non-fatal)	10 years	10 years	-
3.		Cash Bond Receipts	**1 year**	1 year	-
4.		Day Sheets	**7 years**	Permanent	T
5.		Incident Reports	10 years or permanent (depending on type of incident)	10 years	S
6.		Infractions (driving)	10 years	from 2000 to present	S
7.		Personnel Files	n/a - HR maintains legal records	Permanent	-
8.		PO's - Invoices	3 years or until audited, whichever comes later	4 years	T
9.		Tow Truck Logs	Current plus 2 years	7 years	T

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Public Works*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Accrual Reports	**3 years or until audited, whichever comes later**	3 fiscal years	-
2 . AIA Forms	**3 years after audit**	Permanent	T
3 . Contracts	Construction - 6 years after completion of project; Services & Supplies - 3 years after expiration	Permanent	T
4 . Insurance Documents	3 years after audit, whichever comes later (for claim files - 6 years after audit, whichever comes later)	Permanent	T
5 . Memos	Permanent	Permanent	-
6 . Payment Requests	**3 years or until audited, whichever comes later**	Permanent	T
7 . Payroll Check Registers	6 years or until audited, whichever comes later	3 fiscal years	S
8 . Personnel Files	n/a - HR maintains legal records	Permanent	-
9 . PO's - Invoices	3 years or until audited, whichever comes later	3 fiscal years	-
10 . PO's - Invoices	3 years or until audited, whichever comes later	3 fiscal years	-

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

11 . Time Cards-Payroll	3 years or until audited, whichever comes later	3 fiscal years	-
12 . Time Sheets-Payroll	3 years or until audited, whichever comes later	3 fiscal years	-

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Public Works - Building Inspecti*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Board of Appeals Documents	Permanent	Permanently (10 years retained, remainder on microfilm)	-
2 . Condition Letters, Approved Plans, Re	**Life of Structure**	Permanent	-
3 . Correspondence Files	Permanent	Permanent	-
4 . Permits	Life of Structure	Life of the building	-
5 . Record Cards	**Permanent**	Permanent	-
6 . Swimming Pool Lists (Plans)	Life of the structure	Permanent	-

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Public Works - Highway Divisio*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Highway Permits	Permanent	Permanent	-
2 . Street Files	Life of the structure	Permanent	-

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Public Works - Sewer Division*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Applications	Permanent	Permanent	-
2 . Correspondence	2 years; for complaints 2 years after resolution	Permanent	T
3 . Cronos/Backup	**10 years**	10 years	-
4 . Gannett Fleming Files	Permanent	Permanent	-
5 . Investigation Files	**Permanent**	Permanent	-
6 . Permits	Life of Structure	Permanent	-
7 . Permits (Green Copy)	Life of Structure	Permanent	-
8 . Personnel Files	Duration of employment plus 30 years	10 years	S
9 . Receipt Books	3 years or until audited, whichever comes later	1 1/2 years	S
10 . Site Plan Files	Life of use - Built; 5 years from issuance of decision of approving authority - Not Executed	5 years	S

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Public Works - Traffic Division*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Correspondence Files (Black)	Permanent	Permanent	-
2 . Cronos	**10 years**	10 years	-
3 . Intersection Files For Signals	Life of the light	Permanent	-
4 . Intersection Files For Stop Signs	Life of structure	Permanent	-
5 . Project Files	Permanent	Permanent	-
6 . Site Plan Files	Permanent	Permanent	-
7 . Street Files (Red)	Life of the structure	Permanent	-

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department Purchasing

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Joan's Chronological File	**no requirement**	Permanent	T
2 . Request for Proposal - Moderate	Construction - 6 years after completion of project or 6 years after filing if not built; Service or Supply - 3 years or until audited, whichever comes later	Permanent	T
3 . Requests for Bid - Complex	Construction - 6 years after completion of project or 6 years after filing if not built; Service or Supply - 3 years or until audited, whichever comes later	Permanent	T
4 . Requests for Bid - Easy	Construction - 6 years after completion of project or 6 years after filing if not built; Service or Supply - 3 years or until audited, whichever comes later	Permanent	T
5 . Requests for Bid - Moderate	Construction - 6 years after completion of project or 6 years after filing if not built; Service or Supply - 3 years or until audited, whichever comes later	Permanent	T
6 . Requests for Information - Moderate o	Construction - 6 years after completion of project or 6 years after filing if not built; Service or Supply - 3 years or until audited, whichever comes later	Permanent	T
7 . Requests for Proposal - Complex	Construction - 6 years after completion of project or 6 years after filing if not built; Service or Supply - 3 years or until audited, whichever comes later	Permanent	T
8 . Requests for Proposal - Easy	Construction - 6 years after completion of project or 6 years after filing if not built; Service or Supply - 3 years or until audited, whichever comes later	Permanent	T
9 . Requests for Quotation - Easy only	Construction - 6 years after completion of project or 6 years after filing if not built; Service or Supply - 3 years or until audited, whichever comes later	Permanent	T

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

<i>Department</i>		<i>Retirement</i>		
	<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 .	401K Beneficiary Designation Form	Permanent	Permanent	-
2 .	401K Enrollment Application	Permanent	Permanent	-
3 .	457b Beneficiary Designation Form	Permanent	Permanent	-
4 .	457b Enrollment Application	Permanent	Permanent	-
5 .	Actuarial Valuation Report	No requirement if duplicate otherwise Permanent	Permanent	T
6 .	Diversified Investment Advisors Repo	Permanent	Permanent	-
7 .	Employee Contribution Election Form	**3 years or until audited, whichever comes later**	Permanent	T
8 .	Employee Retirement Package Files	**Permanent**	Permanent	-
9 .	Enrollment in the Retirement System of	Permanent	Permanent	-
10 .	Fund Performance	6 years or until audited, whichever comes later	Permanent	T

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

11 . Meeting Minutes-Retirement Board	Permanent	12 months	S
12 . PCRA Form and Terms	**no requirement**	Permanent	T

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Selectman's Office*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Crono Correspondence	**5 years**	1999 to present	T
2 . Meeting Minutes	Permanent	Permanent	-
3 . Saving General Documents	**Permanent**		-

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department *Social Services*

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1. Annual Report	Permanent	20+ years filed on network drive, from 1980's to current. Prior to 1980's not electronic, paper only.	-
2. Application and Forms	**Permanent**		-
3. Client Files	6 years after last contact with client	Several Years	-
4. Individual Program Reports	2 years after date of application	Permanent	T
5. Meeting Minutes	Permanent	Permanent	-
6. Meeting Minutes-Board	Permanent	Permanent	-
7. Personnel Files	n/a - HR maintains legal records	Permanent	-
8. PO's - Invoices	3 years or until audited, whichever comes later	Originals in Finance	-

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

<i>Department</i>	<i>Tax Collector</i>				
		<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 .		Certificate of Correction	record and discard	4 years	T
2 .		Daily Collection Receipts	3 years or until audited, whichever comes later	3 years	-
3 .		Daily Summaries	3 years or until audited, whichever comes later	3 years	-
4 .		Escrow Accounts	1 year after audit	Current year plus one	T
5 .		Misc Adjustments	3 years or until audited, whichever comes later	3 years	-
6 .		Payment Reports	3 years or until audited, whichever comes later	3 years	-
7 .		PO's - Invoices	3 years or until audited, whichever comes later	5 years	T
8 .		Rate Info	15 years from due date of tax	15 years	S
9 .		Refund Vouchers	3 years or until audited, whichever comes later	3 years	-
10 .		Returned Bills	1 year after audit	3 years	T

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department Town Clerk

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Absentee Ballots & Applications	60-180 days after election, if not contested; Report - 2 years	several years	T
2 . Births/Deaths & Marriages	Permanent	Permanent	-
3 . Burial Permits	Permanent	Permanent	-
4 . Cards With Maps Plus Originals	Permanent	Permanent	-
5 . Corrections to Indices	**15 years**	15 years	-
6 . Day Book	5 years	5 years	-
7 . Dog Licenses	1 year, audited	Keep one year (2005/2006)/year 2 (2004) discard in June	T
8 . Grantor/Grantee Books	Permanent	Permanent	-
9 . Hunting/Fishing/Shellfish Licenses	1 year, audited	2 years	T
10 . Land Record Books	Permanent	Permanent	-

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

11 . Liquor Permits	1 year	1 year	-
12 . Marriage/Civil Union Worksheets	1 year	3-4 years	T
13 . Meeting Minutes-Boards/Commissions	Permanent	Permanent	-
14 . Military Cards	Permanent	Permanent	-
15 . Military Discharge	Permanent	Permanent	-
16 . Notary Signature Cards	Retain for one year after expiration of term	Retain for one year after expiration of term	-
17 . Postings - Meetings/Boards	1 year or as required by Town Charter	2 years	T
18 . Receipts	3 years or until audited, whichever comes later	2-3 years	S
19 . Request For Birth Certificates	2 years	2 years	-
20 . RTM Minutes	Permanent	Permanent	-
21 . Studies	Permanent	Permanent	-

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

22 . Trade Name Certificates	no requirement	several years	T
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Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

Department Treasury

<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>
1 . Bank Deposit Ticket	6 years or until audited, whichever comes later	7 years	T
2 . Bank Statement	6 years or until audited, whichever comes later	7 years	T
3 . Banking Agreement (Contract)	Permanent	Permanent	-
4 . Department of Health Lab Tests/Licen	**Permanent**	Permanent	-
5 . Deposit Slips from Tax Collector	3 years or until audited, whichever comes later	7 years	T
6 . Payroll Register	6 years or until audited, whichever comes later	7 years	T
7 . Retiree Payroll Register	6 years or until audited, whichever comes later	7 years	T
8 . Vendor Register	6 years or until audited, whichever comes later	7 years	T
9 . Worker's Comp Register	6 years or until audited, whichever comes later	7 years	T

Appendix - F **Town of Greenwich - Listing of Documents-By Retention**

<i>Department</i>		<i>Voter Registration</i>		
<i>Document Name</i>	<i>State Retention Requirement</i>	<i>*Town Retention Requirement</i>	<i>T/S</i>	
1 . Canvass Letter	1 year from last election date	several years	T	
2 . Checker Books	**no state requirement**	Several years	T	
3 . Payrolls for Poll Workers	**3 years or until audited, whichever comes later**	Several years	S	
4 . PO's - Invoices	3 years or until audited, whichever comes later	Several years	-	
5 . Records of Previous Elections	2 years	2-3 years	T	
6 . Voter Registration Card	until elector omitted from registry list for 5 years	Active/inactive (permanently); deceased/moved (5 years)	-	