

METRO REGIONAL GOVERNMENT
Records Retention Schedule

Edition: January 2008

Expires: January 2013

Organizational Placement:

Schedule number: 2005-0006

Agency: Metro

Department: Metropolitan Exposition-Recreation Commission (MERC)

Program: Metropolitan Exposition-Recreation Commission

Program Description

The Metropolitan Exposition-Recreation Commission (MERC) is a seven-member commission that was created by the City of Portland in 1952 and later consolidated under Metro in 1989. MERC's mission is to serve the public interest by providing quality stewardship of the region's arts, convention, and exhibition centers. It is responsible for the operation of four regional facilities: the Oregon Convention Center, the Portland Center for the Performing Arts, and the Portland Metropolitan Exposition Center.

Commission members are business and community leaders who are nominated by each County Commission Chair and appointed by the Metro Chief Operating Officer for four year terms. The Commission appoints the General Manager who manages central MERC operations and oversees venue operations through the facility directors (see separate program description for General Manager). Two Commission members also act as liaison members on each venue's advisory committee.

Program support staff coordinate commission meetings and telephone conferences; prepare mailing notices, packets, and other materials; transcribe minutes; maintain commission records, and respond to public information requests such as duplication of tapes, maintain calendars and schedules, and process correspondence for commission members.

Records Description:

The meetings, discussions, and decisions of the Metropolitan Exposition-Recreation Commission (MERC) are documented by **Commission Meeting Records**. Records listing all past and present members of the commission are **Commission Member List**. Information about individual commissioner involvement in MERC is documented by **Individual Commissioner Records**. Records documenting resolutions considered and listing and assigning numbers to resolutions submitted for consideration by the commission are **Resolutions**.

Program Records

M20-01-01 Commission Meeting Records, 1954 - [ongoing] 20 c.f.

Minimum retention:

(a) Minutes, agendas, staff reports, and exhibits: Permanent

(b) Meeting audio tapes: 1 year after minutes summarized and verified

(c) All other records: 5 years

M20-01-02 Commission Member List

Minimum retention: Until superseded or obsolete

M20-01-03 Individual Commissioner Records, 1954 - [ongoing] 10 c.f.

Minimum retention:

(a) Commissioner biographies, applications, resumes, and photos: Permanent

(b) All other records: 5 years after term ends

Some information may be restricted from public disclosure as authorized by ORS 192.502(2), for life of the records.

M20-01-04 Resolutions, 1954 - [ongoing]

Minimum retention:

(a) Resolutions: Permanent

(b) Resolutions list: Until superseded or obsolete

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Databases

None

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Schedule number: 2005-0006

Agency: Metro

Department: Metropolitan Exposition-Recreation Commission (MERC)

Program: General Manager

Program Description

The General Manager program provides leadership, guidance, and direction for MERC under the direction of the Metropolitan Exposition-Recreation Commission (MERC) (see separate program description for Metropolitan Exposition-Recreation Commission). The General Manager develops policy for MERC facilities and programs and provides accountability to the public, communicating with and collaborating with MERC's local government partners, the Tri-County Lodging Association, and the hospitality industry to coordinate the stewardship of the region's arts, convention, and exhibition centers. The General Manager program also communicates with citizens about MERC's mission, programs, and procedures.

The General Manager performs a variety of public speaking activities locally, regionally, and nationally and attends meetings with local government officials, the Metro Council, facility directors, and staff. The General Manager presents the final budget to the Metro Council for approval after its preparation by MERC Financial Operations (see separate program description for Financial Operations). The program also corresponds with the public, other government officials, MERC managers, and staff on a wide variety of subjects pertaining to MERC operations and management.

Program support staff coordinate day-to-day operations of the General Manager's office, maintain calendars and schedules, maintain mailing lists, process purchase card transactions, route calls, process and mail correspondence, and related tasks.

Program Records

None

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: Calendars and scheduling records, contracts, leases, and agreements, correspondence, grant records, legislative tracking records, mailing lists, policy and procedure guidelines and manuals, public records disclosure request records, records management records, special event and celebration records, and staff meeting records.

Databases

None

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Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Division: Administration
Program: Administration (Deputy Manager/Chief Financial Officer)

Program Description

The MERC Administration (Deputy Manager/Chief Financial Officer) program provides oversight and leadership for the support functions located at the administrative offices of the Metropolitan Exposition-Recreation Commission (MERC) and the four regional facilities: Oregon Convention Center, Portland Center for the Performing Arts, and the Portland Metropolitan Exposition Center. Areas of responsibility include central management and staff functions that support the commission and are not specific to individual facilities. Administrative functions and expenses are pooled as mandated by the MERC/ City of Portland/ Metro consolidation agreement that transferred the operation and management of city recreational facilities to MERC along with the Metro owned facilities to create a regionally operated system.

Administration coordinates various aspects of the Metro/MERC relationship and negotiates and administers the contract for support services provided to MERC by Metro. It also provides management oversight of the following programs within the MERC administrative offices: Accounting, Finance and Budget, Construction and Capital Projects, Human Resources, Information Services, Public Relations/Communications, and Purchasing. These programs provide infrastructure and business services to the MERC Commission and all its facilities.

The program provides oversight of the development of MERC policies and procedures, preparation of the annual budget, Capital Improvement Plans (CIP), Marketing Plans, Business Plans, debt service plans, minority outreach, and web page management.

The Administration program also provides overall management of significant agency-wide projects and operations such as building construction, interaction with the Oregon Liquor Control Commission on alcohol management at the facilities, City of Portland on street and area construction affecting the facilities, Multnomah County on tax issues (hotel/motel), State of Oregon loan programs, technology and communications systems used by multiple facilities, and facility construction financing pro forma financial forecasts.

Other functions performed include support to the MERC Commission and the Metro Council, representing MERC on the Metro Health and Welfare Committee (health insurance) and other Metro regional services organizational issues.

Records Description:

The development and implementation of specific plans approved and budgeted for each MERC facility to implement the MERC Marketing Plan are documented by **MERC Business and Strategic Plan Records**. Negotiation and administrative oversight of the contract for services provided to MERC by Metro are documented by **MERC/Metro Services Contract Development and Administration Records** (official contracts only are kept by Metro Contracting Services, see separate program description for Contracting Services). The development and maintenance of policies and procedures guidelines and manuals that govern actions related to personnel, purchasing, and other administrative and operational activities are documented by **MERC Policy Manuals**.

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Program Records

M20-02-01 Business and Strategic Plan Records

Minimum retention: 5 years

M20-02-02 MERC/Metro Services Contract Development and Administration Records

Minimum retention: 6 years after expired or terminated

M20-02-03 MERC Policy Manuals

Minimum retention: 6 years after superseded or obsolete

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: Advisory committee records, Calendars and scheduling records, contracts, leases, and agreements, correspondence, department/division capital improvement plan records, grant records, legislative tracking records, mailing lists, policy and procedure guidelines and manuals, public records disclosure request records, records management records, and staff meeting records.

Databases

EVENT BUSINESS MANAGEMENT SYSTEM

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Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Division: Administration
Program: Accounting, Finance and Budget

Program Description

The Accounting, Finance and Budget program plans, performs, and evaluates the fiscal and financial functions of MERC and the three regional facilities managed by MERC: Oregon Convention Center, Portland Center for the Performing Arts, and Portland Metropolitan Exposition Center. General program responsibilities include accounting, budget preparation and monitoring, short term investments, reporting, and financial analysis. Accounting, Finance and Budget also responds to audits by the Metro Auditor and routine annual external audits.

Accounting, Finance and Budget performs accounting functions for MERC and its facilities. Metro Accounting Services Division retains some source documents, but a significant amount of source documents and backup information remains at MERC. Accounting, Finance and Budget coordinates with MERC's facilities and Metro Accounting Services Division to ensure that all fiscal transactions are recorded properly.

A unique and significant responsibility of this program is the final "settlement" with the promoter of every event at each MERC facility. Event settlements involve receiving information from the Event Coordinator and various facility departments detailing all the charges incurred for each event. Information about revenue generated by the event is also received or compiled. All income and expenses are calculated and reconciled to the terms and conditions of the event contract to arrive at a final "settlement" with the event promoter. The program also coordinates the bank's automatic short term overnight investment of available funds.

The program receives proposed budgets from each facility, coordinates preparation of the entire MERC budget for approval by the MERC Commission, and then for approval by the Metro Council. Accounting, Finance and Budget monitors the ongoing implementation of the budget.

Accounting, Finance and Budget also performs a wide variety of routine and special operations and projects. Project requestors include Metro Council, MERC management, and MERC facility managers. Some projects produce reports of findings, results, or recommendations. Types of projects include analysis of revenues, examination and comparison of vendor charges, examination of debt service, cash flow analysis, petty cash audits, and random cash counts of concessions and parking operations.

Records Description:

Revenues owed the agency by contractors, exhibitors, vendors, and other parties including source detail not sent to Metro Accounting, is documented by **Accounts Receivable Records** and the PEOPLESOFT database. The analysis of the profitability of events at Portland Center for the Performing Arts by types of promoters and types of events is documented by **Annual Events Analysis Reports**. Records documenting the pickup of deposit monies being transferred to the bank are the **Armored Car Receipts**. Records documenting the current status and transaction activity MERC funds held at the bank, including funds in short term investments, are **Bank Statements**. Records documenting cash received for such things as event tickets and parking are **Cash Receipts**. Records documenting redeemed checks written on agency accounts are **Checks**. Final settlement of each event under contract at MERC's facilities is documented by **Event Settlement Records** and the EVENT BUSINESS MANAGEMENT SYSTEM. The development and reporting of MERC's financial condition including the value of property owned, income, and expenditures is documented by **Financial Reports**.

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Program Records

M20-03-01 Accounts Receivable Records

Minimum retention: 4 years after collected or deemed uncollectible

M20-03-02 Annual Events Analysis Reports

Minimum retention: 10 years

M20-03-03 Armored Car Receipts

Minimum retention: 4 years

M20-03-04 Bank Statements

Minimum retention: 4 years

M20-03-05 Cash Receipts

Minimum retention: 4 years

M20-03-06 Checks

Minimum retention: 4 years

M20-03-07 Event Settlement Records

Minimum retention: 6 years after settlement is complete

M20-03-08 Financial Reports

Minimum retention: 5 years

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: Budget preparation records, calendars and scheduling records, correspondence, grant records, petty cash fund records, and project records.

Databases

EVENT BUSINESS MANAGEMENT SYSTEM

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Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Division: Administration
Program: Construction and Capital Projects

Program Description

The Construction and Capital Projects program is responsible for developing and managing assigned capital projects to construct, expand, maintain, or remodel MERC facilities. The program assists facilities in acquisition, design, and construction. Capital improvement projects are those projects meeting the agency's definition, and that cost more than \$10,000.

The program coordinates facility design activities, including architectural and engineering services. It coordinates the bidding process and develops contracts. It facilitates legal review by Office of Metro Attorney, (see separate program description for Office of Metro Attorney) and coordinates the process for the approval of land use and building permits.

Construction and Capital Projects program staff closely monitor construction activities to ensure contract compliance, at times acting as the on-site construction manager. The program staff are also involved with the creation of the MERC portion of the Metro Capital Improvement Plan (CIP) which is a product of the Metro Capital Projects program (see separate program description for Metro Capital Projects).

Records Description:

The development and management of capital projects including the acquisition, design, construction, and/or modification, expansion, maintenance, or remodeling of MERC facilities are documented by **Capital Improvement Project Records** and **Capital Project Records**. Records documenting the application for and the granting of appropriate building permits for capital projects are the **Capital Project Permit File Records**. Records documenting the tracking of capital projects involving the venue as well as expansion planning activities for the venue are the **Facility Expansion Tracking Data Records**.

Program Records

M20-04-01 Capital Improvement Project Records

Minimum retention:

- (a) As-built drawings, operation manuals, and contract close-out documents: transfer to facility manager after project completed
- (b) All other records: 10 years after substantial completion

M20-04-02 Capital Project Permit File Records

Minimum retention: 4 years after permit expiration

M20-04-03 Capital Project Records

Minimum retention: 6 years after project completion

M20-04-04 Facility Expansion Tracking Data Records

Minimum retention: 6 years after expansion is complete

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: calendars and scheduling records, competitive bid records, contracts, leases, and agreements, correspondence, and department/division capital improvement plan records.

Databases

None

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Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Division: Administration
Program: Human Resources

Program Description

MERC Human Resources serves MERC Administration, Portland EXPO Center, Oregon Convention Center, and Portland Center for the Performing Arts. The program provides technical guidance and support in the areas of labor and employee relations, employee training and organizational development, classification and compensation, recruitment and selection, and administration of merit-based pay systems.

MERC Human Resources collaborates with and receives support from the Metro Human Resources Department, which provides "outsourced" recruitment, Affirmative Action/Equal Employment Opportunity compliance reporting, benefits administration, payroll and HRIS support. The Metro Human Resources Department maintains all official personnel files for the agency (see separate description for Metro's Human Resources Department).

Records Description:

Processing and resolution of discrimination and other types of complaints made against the agency are **BOLI and Equal Employment Opportunity Discrimination Complaint Records, Grievance and Complaint Records**, and the HRIS database. Records documenting applications from MERC staff for funds for education and training classes or programs and related career development records are **Career Development Program Records**. Records describing and classifying agency jobs and positions including responsibilities of positions, education and/or experience, and documenting the development, modification, or redefinition of jobs are **Classification Records**. Records documenting the development and operation of Metro's compensation programs are **Compensation Program Records**. Informal mediation of labor-management questions and complaints is documented by **Informal Mediation Records**. Records documenting the development and implementation of procedures and computations used in laying off agency employees are **Layoff Records**. Records documenting studies and evaluations of positions to determine if reclassification is appropriate are **Position Reclassification Records**.

Program Records

M20-05-01 BOLI and Equal Employment Opportunity Discrimination Complaint Records

Minimum retention: 3 years after resolved

Some information may be restricted from public disclosure as authorized by ORS 192.502 (2), for life of the records.

M20-05-02 Career Development Program Records [1997 – 2004]

Minimum retention:

- (a) Individual employee records: transfer to Metro Human Resources Dept.
- (b) All other records: 5 years

M20-05-03 Classification Records

Minimum retention: 3 years after superseded or obsolete

M20-05-04 Compensation Program Records

(including group reclassifications, Merit Pay and Salary Surveys)

Minimum retention:

- (a) Individual Position Compensation Review: 3 years
- (b) All other records: 5 years after superseded or obsolete

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M20-05-05 Grievance and Complaint Records

Minimum retention: 3 years after resolved

Some information may be restricted from public disclosure as authorized by ORS 192.502 (2), for life of the records.

M20-05-06 Informal Mediation Records (Notes)

Minimum retention: Until resolved

Some information may be restricted from public disclosure as authorized by ORS 192.502 (2), for life of the records.

M20-05-07 Layoff Records

Minimum retention: 3 years

M20-05-08 Position Reclassification Records (including individual reclassifications)

Minimum retention: 3 years

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: Activity reports, calendars and scheduling records, contracts, leases, and agreements, correspondence, grant records, organizational records, and seminar and conference records.

Databases

KRONOS

PEOPLESOFT

METRO REGIONAL GOVERNMENT
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Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Division: Administration
Program: Information Services

Program Description

The Information Services (IS) program is responsible for the planning and development, maintenance, support, and protection of Metropolitan Exposition-Recreation Commission's (MERC) computer systems. Responsibilities include installation, performance monitoring, back-ups, scheduling, inventory management, diagnosing, and correcting user problems. The IS program supports database systems that provide subsidiary records for division programs. Program staff may also conduct formal or informal training for users and may participate in various work groups related to information system issues. Information Services also works with the Venue Telecommunications program for the physical wiring of the computer system (see separate schedule for the Venue Telecommunications program).

Records Description:

Records documenting troubleshooting and problem solving assistance provided by program staff to MERC staff concerning the information systems are the **User Support Records**.

Program Records

M20-06-01 User Support Records

Minimum retention: 1 year

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: Calendars and scheduling records, contracts, leases, and agreements, computer system maintenance records, computer system program documentation, computer system security records, correspondence, equipment/property disposition records, and grant records.

Databases

E-MAIL

EVENT BUSINESS MANAGEMENT SYSTEM

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Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Section: Administration
Program: Public Relations/Communications

Program Description

The Public Relations/Communications program handles the majority of the strategic marketing and public information efforts by the Metropolitan Exposition-Recreation Commission and its venues. Duties of this program include media relations, publications, strategic planning, community outreach, and the creation of marketing and communications plans. Advertising campaigns are contracted out to advertising agencies and are handled by the venues individually.

Records Description:

Records documenting the tracking of a particular issue or area of concern for the program are the **Issue File Records**. Records that identify target audiences for MERC facilities as well as the message for that audience, including the strategies to reach the target audience are the **Marketing Plan Records**. Records documenting who to contact within radio, television, and print media outlets for news and information releases are the **Media Contact List Records**. Records documenting the development process for MERC's responsibilities and policies that occurred after its formation are the **MERC Organizational History Development Records**. Records documenting the status of MERC activities and venues on a quarterly basis are the **Quarterly Reports**. Records documenting research performed and reports generated on a given topic of concern or comparison are the **Research Reports**.

Program Records

M20-07-01 Issue File Records

Minimum retention: Until superseded or obsolete

M20-07-02 Marketing Plan Records

Minimum retention: 3 years

M20-07-03 Media Contact List Records

Minimum retention: Until superseded or obsolete

M20-07-04 MERC Organizational History Records, [1995-1997]

Minimum retention: Permanent

M20-07-05 Quarterly Report Records, 1987 - [ongoing] 1 c.f.

Minimum retention: 1 copy of each Permanent

M20-07-06 Research Reports

Minimum retention:

(a) Contracted reports: 6 years after expiration of contract

(b) All other reports: 5 years

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: Calendars and scheduling records, contracts, leases, and agreements, correspondence, grant records, legislative tracking records, mailing lists, news/press releases, project records, publications, and speeches and presentations.

Databases

None

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Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Section: Administration
Program: Purchasing

Program Description

The Purchasing program plans, performs, and/or evaluates the purchasing and contracting functions for all sections and facilities of the Metropolitan Exposition-Recreation Commission (MERC). The program provides centralized tracking and processing of all purchase requests including purchase card transactions MERC-wide. Incoming invoices are processed through Purchasing.

Purchasing monitors all contracting and competitive bidding activities for all sections and facilities of MERC. This includes administering the First Opportunity Target Area (FOTA) program which endeavors to ensure that certain categories of firms within the Portland Northeast geographic sector are considered for MERC contracts.

This program also performs or assists with routine and special operations and projects such as developing major RFPs, and financial impact analysis.

Records Description:

Records documenting the financial analysis of agency purchasing practices that is used for budget development and monitoring are **Financial Impact Analysis Records**. Records documenting administration of the First Opportunity Target Area (FOTA) program which endeavors to ensure that certain categories of firms within the Portland Northeast geographic sector are considered for MERC contracts are **First Opportunity Target Area (FOTA) Program Records**. Records documenting orders, authorizations, and evidence of receipt of the purchase of goods and services by MERC, including purchasing card transactions and logs, are **Purchasing Records** (official Accounts Payable records are kept by Metro Accounting Services Division, Accounts Payable, see separate program description for Accounts Payable).

Program Records

M20-08-01 Financial Impact Analysis Records (General Ledgers)

Minimum retention: 5 years

M20-08-02 First Opportunity Target Area (FOTA) Program Records

Minimum retention: 5 years

M20-08-03 Purchasing Records

Minimum retention: 4 years

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: Calendars and scheduling records, competitive bid records, correspondence, grant records, and project records.

Databases

EVENT BUSINESS MANAGEMENT SYSTEM

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Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Section: Exposition Recreation Center (Expo Center)
Program: Administration

Program Description

The Exposition Recreation Center Administration program is responsible for general oversight and administrative support of facility programs. Program staff are responsible for the coordination of information between the Expo Center Manager, Expo Center staff, MERC Administration, and members of the general public. The program supports all venue departments and works closely with the Expo Center Manager.

Note: Records from the years when the facility was part of the Pacific International Livestock Association, the City of Portland or Multnomah County may still be held by those entities.

Records Description:

Records documenting the outlined procedures and policies of the Expo Center regarding a variety of topics from use of the facility to the standards for staff and exhibitors are the **Venue Policy and Procedure Records**.

Program Records

M20-09-01 Venue Policy and Procedure Records

Minimum retention: 6 years after superseded or obsolete

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: Advisory committee records, budget preparation records, competitive bid records, calendars and scheduling records, contracts, leases, and agreements, correspondence, equipment maintenance records, grant records, issue files, mailing lists, professional membership records, seminar and conference records, and staff meeting records, and vendor records.

Databases

EVENT BUSINESS MANAGEMENT SYSTEM

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Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Division: Oregon Convention Center (OCC)
Program: Administration

Program Description

The Oregon Convention Center Administration program, which includes the offices of the Executive Director and the Assistant Executive Director, is responsible for general oversight and administrative support of facility programs. The Oregon Convention Center (OCC) opened in 1990 and is the primary MERC facility for use by conventions, trade shows, and local events. The mission of the Convention Center is to provide a framework to generate economic benefit in the state of Oregon and the Portland metropolitan area by providing high-quality, cost effective services while maximizing the use of the facility.

OCC Administration program staff are responsible for the coordination of information between the OCC Executive Director, OCC staff, MERC Administration, and members of the general public. The program supports all venue departments.

Program duties also include providing administrative support to the OCC Advisory Committee. The advisory committee consists of the OCC Executive Director, two MERC Commissioners, industry representatives, and area citizens. The industry and citizen members are recruited by the OCC Executive Director. The committee provides comment on issues facing the venue and MERC.

Records Description:

Records documenting the events that are booked at the Oregon Convention Center from initial contact to final settlement are the **Event Records**. Records documenting the tracking of the different events that come through the venue are the **Event Tracking Data Records**. Records documenting the tracking of capital projects involving the venue as well as expansion planning activities for the venue are the **Facility Expansion Tracking Data Records** and the CONCENTRIX database. Records documenting the outlined procedures and policies of the Oregon Convention Center regarding a variety of topics from use of the facility to the standards for staff and exhibitors are the **Facility Policy and Procedure Records**. Records documenting the studies and reports commissioned by the Oregon Convention Center manager or prepared by venue staff concerning venue future planning, current issues and events, or other topics are the **Facility Studies and Reports**. Records documenting the reports prepared by Oregon Convention Center staff about issues of concern to the facility are **Staff Report Records**.

Program Records

M20-10-01 Event Records

Minimum retention: 4 years after event settlement is complete

M20-10-02 Event Scheduling Records

Minimum retention: 3 years

M20-10-03 Event Tracking Data Records

Minimum retention: 2 years

M20-10-04 Facility Policy and Procedure Records

Minimum retention: 6 years after superseded or obsolete

M20-10-05 Facility Studies and Reports

Minimum retention: 5 years

M20-10-06 Staff Report Records

Minimum retention: 5 years

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Databases

None

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Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Division: Oregon Convention Center (OCC)
Program: Building, Event and Venue Security and Medical Services

Program Description

The Building, Event and Venue Security program is responsible for the security and safety of the physical facilities and the staff, promoters, and public working at or attending events in each of the regional venues operated by the Metropolitan Exposition-Recreation Commission (MERC). The four facilities are the Oregon Convention Center, Portland Center for the Performing Arts, and the Portland Metropolitan Exposition Center. In some cases show promoters provide additional contract security for specific events.

The program performs security and safety surveillance by means of foot patrols, monitoring video displays and alarm systems, and by random inspections of the facilities, grounds, and adjacent parking lots. Security agents respond to and investigate accidents, injuries, property damage, and other situations. They request law enforcement assistance when needed. Program staff also provide assistance in emergency situations and administer first aid and/or request medical service when needed. Security controls and issues keys, issues parking citations to illegally parked cars, and monitors cash counting by parking contractor staff. In addition, Security develops, maintains, and exercises Emergency Manuals for each facility.

MERC security agents are certified by the State of Oregon's Public Safety Standards & Training Department (DPSST) as security officers. The program holds a program certification as well.

Records Description:

Permission to install and operate security alarm systems is documented by Alarm Permit Records. Recording and tracking of incidents, ticket scalpers, recurring problem patrons, and similar concerns at the Memorial Coliseum is documented by **Coliseum Security Incident Index Cards** (this function ceased when the Memorial Coliseum was sold in 1993). Development and maintenance of customer service procedures manuals and training of staff in customer service procedures and skills are documented by **Customer Service Manuals**. All routine and unusual events occurring during each shift are recorded in **Daily Shift Logs**. State required initial and recurring training and certification of the program and security officers is documented by **DPSST Certification Records**. Development, maintenance, and exercise of emergency procedures manuals and training of staff in emergency procedures are documented by **Emergency Manuals**. Medically related emergencies and incidents and responses to them are documented by **Medical Reports**. Initial and recurring training of security officers in MERC policies and procedures is documented by **Security Training Records**. Records that document security officer shift scheduling and actual attendance (swipe in/out and sign-in/out) of individual security officers are **Shift Schedules and Attendance Records**.

Program Records

M20-11-01 Coliseum Security Incident Index Cards

Minimum retention: Destroy

M20-11-02 Customer Service Manuals

Minimum retention: 2 years after superseded or obsolete

M20-11-03 Daily Shift Logs

Minimum retention: 1 year

M20-11-04 DPSST Certification Records

Minimum retention:

(a) Facility records: 3 years after expired or superseded

(b) Employee records: 3 years after employee separation

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M20-11-05 Emergency Manuals

Minimum retention: 2 years after superseded or obsolete

M20-11-06 Medical Reports

Minimum retention:

(a) Major incidents: 10 years

(b) Minor incidents: 2 years

(c) Medication reports: 1 year

M20-11-07 Security Training Records

Minimum retention: 2 years after employee separation

M20-11-09 Shift Schedules and Attendance Records

Minimum retention: 2 years

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: Accident incident reports, calendars and scheduling records, contracts, leases, and agreements, correspondence, grant records, lost and found property records, and staff meeting records.

Databases

DIAMOND2 SECURITY ACCESS SYSTEM

EVENT BUSINESS MANAGEMENT SYSTEM

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Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Division: Portland Center for the Performing Arts (PCPA)
Program: Administration

Program Description

The Portland Center for the Performing Arts Administration program is responsible for general oversight and administrative support of facility programs. The Portland Center for the Performing Arts is comprised of three buildings with four theatres and ancillary support spaces for a broad array of music, drama, dance, and cultural events. The buildings include the Keller Auditorium (formerly the Portland Civic Auditorium - renewed, 1967); the Arlene Schnitzer Concert Hall (restored and opened, 1984); and the New Theatre Building (built and opened, 1987) containing the Newmark and Winningstad Theatres and the Brunish Hall (completed 2000).

Program staff are responsible for the coordination of information between the Portland Center for the Performing Arts Director and Portland Center for the Performing Arts staff, MERC Administration, and members of the general public. The program supports all venue departments and works closely with the Portland Center for the Performing Arts Director.

Duties also include providing administrative support to the Portland Center for the Performing Arts Advisory Committee. The advisory committee consists of the Portland Center for the Performing Arts Director, two MERC Commissioners, industry representatives, and area citizens. The industry and citizen members are recruited by the PCPA Director. The committee provides comment on issues facing the venue and MERC.

Program Records

None

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: Advisory committee records, competitive bid records, calendars and scheduling records, contracts, leases, and agreements, correspondence, grant records, issue files, mailing lists, professional membership records, seminar and conference records, staff meeting records, and vendor records.

Databases

EVENT BUSINESS MANAGEMENT SYSTEM
KRONOS
PEOPLESOFT
VOLUNTEERS

METRO REGIONAL GOVERNMENT
Records Retention Schedule

Edition: January 2008

Expires: January 2013

Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Program: Venue Admissions Staffing

Program Description

The Venue Admissions Staffing program consists of scheduling staff and recording time worked by staff at MERC venues, including the Portland Center for the Performing Arts (PCPA), the Expo Center, and the Oregon Convention Center (OCC). The duties that this program schedules all relate to the admission of guests to the facilities, such as ushers, ticket takers, elevator operators, and coat checkroom attendants. The program coordinates the 'call times' for the workers for each event, and monitors the hours worked by staff members. In turn, the program reports recorded and verified timesheet information for payment through Metro's Payroll program (see separate schedule for Human Resources department, Payroll program).

Records Description:

Records documenting the schedules that are set for staff by this program are the **Admissions Staff Schedule Sheets**. Records documenting the arrival and departure times of admissions staff at events are the **Event Sign-In Records**. Records documenting the requests that originate at a given venue for staffing at events are the **Labor Request Records**. Records indicating the availability of staff to work particular days or events are the **Staff Availability Rosters**.

Program Records

M20-12-01 Admissions Staff Schedule Sheets

Minimum retention: 2 years

M20-12-02 Event Sign-In Records

Minimum retention: 4 years

M20-12-03 Labor Request Records

Minimum retention: 2 years

M20-12-04 Staff Availability Rosters

Minimum retention: 2 years

In addition, the following records may be found in General Administrative Records: Calendars and scheduling records, contracts, leases, and agreements, and correspondence.

Databases

None

**METRO REGIONAL GOVERNMENT
Records Retention Schedule**

Edition: January 2008

Expires: January 2013

Organizational Placement

Schedule number: 2005-0006

Agency: Metro

Department: Metropolitan Exposition-Recreation Commission (MERC)

Program: Venue Coat Check

Program Description

The Venue Coat Check program operates the coat check function at PCPA, and staffs the function at the other MERC venues. Responsibilities include providing services to venue customers, processing the money from the coat checkrooms at the venues (mainly theatres at the Portland Center for the Performing Arts) and the preparation of a bank deposit. The deposit is then transferred to the box office for armored car pickup (see separate program description for the Ticketing Program which operates the box office).

Items that are abandoned at the coat and hat checkrooms are cataloged by this program, and are held for 90 days by the Operations program (see separate program description for Venue Operations).

Records Description:

Records documenting the monies received for the coat and hat checkroom services are the **Coat Checkroom Receipts**.

Program Records

M20-13-01 Coat Checkroom Receipts

Minimum retention: 4 years

In addition, the following records may be found in General Administrative Records: Calendars and scheduling records, correspondence, and lost and found property records.

Databases

None

METRO REGIONAL GOVERNMENT
Records Retention Schedule

Edition: January 2008

Expires: January 2013

Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Program: Venue Events Management

Program Description

The Venue Events Management program encompasses the planning for and proper execution of a contracted event at any of the MERC facilities. Program staff have direct contact with the client in coordinating services and providing quality customer service to their clients from initial reservation through final event settlement. Events Management are assigned to each event to ensure the safety of the facilities and its guests as well as to provide the necessary coordination to make the event a success.

At the Portland Center for the Performing Arts (PCPA), host companies (the Portland Opera, etc.) will enter into agreements with the facility to make the facility their 'home' for a number of production seasons.

Another facet of event coordination is the coordinating of food service opportunities for event promoters and participants. Depending on the venue, catering is exclusive by contract with a portion of the catering revenues returning to the venue. At the PCPA, there are approved caterers that apply annually to become a venue-approved caterer for that year. At the other MERC venues, catering is exclusively contracted by one company (ARAMARK).

The program is also responsible for the ordering of money for the Automatic Teller Machines (ATM's) that are located in the venue lobby. Detail reports concerning the cash transactions are sent directly from the bank to the MERC Accounting program (see separate program description for MERC Accounting).

Records Description:

Records documenting the agreement established between a caterer and a venue are the **Catering Contract Records**. Records documenting the event contract and specifications are the **Event File Records** and the CONCENTRIX database. Records documenting all staff that are scheduled to work a given event are the **Event Staff Schedules**. Records tracking the venue's use and revenues across various events are the **Event Tracking Data Records**. Records documenting specific details of what is permitted and not permitted to be used or done during events at a given facility in regards to decoration or other matters are the **Facility Use Guideline Records**. Records tracking the events of a given seasonal contract are the **Season File Records**. Records indicating the availability of staff to work particular days or events are the **Staff Availability Rosters**.

Program Records

M20-14-01 Catering Contract Records

Minimum retention: 6 years after expiration of contract.

M20-14-02 Event File Records

Minimum retention:

(a) Rental application and contract: 6 years after contract expiration

(b) All other records: 4 years after event settlement is complete

M20-14-03 Event Staff Schedules

Minimum retention: 4 years

M20-14-04 Event Tracking Data Records

Minimum retention: 2 years

M20-14-05 Facility Use Guideline Records ("Decorator and Event Guidelines")

Minimum retention: 6 years after superseded or obsolete

**METRO REGIONAL GOVERNMENT
Records Retention Schedule**

Edition: January 2008

Expires: January 2013

M20-14-06 Season File Records

Minimum retention: 6 years after contract expiration

M20-14-07 Staff Availability Rosters

Minimum retention: 2 years

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: ATM log and report records, budget preparation records, calendars and scheduling records, competitive bid records, contracts, leases, and agreements, correspondence, grant records, and staff meeting records.

Databases

EVENT BUSINESS MANAGEMENT SYSTEM

METRO REGIONAL GOVERNMENT
Records Retention Schedule

Edition: January 2008

Expires: January 2013

Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Program: Venue Operations

Program Description

The Venue Operations program is responsible for the safe operation, maintenance, repair, and cleanliness of the buildings, grounds, and equipment at each of MERC's four regional facilities: Oregon Convention Center, Portland Center for the Performing Arts, and the Portland Metropolitan Exposition Center.

Program staff, depending on the facility, plan, set up, operate, and tear down event configurations as required by each event contract. This includes chairs, tables, lighting, audio-visual systems, phone lines, signage, and bleachers. At the Portland Center for the Performing Arts (PCPA) it also includes a variety of special "house services" such as theatrical scenery, lighting, sound, and assisting the stage production crews. The Operations program is responsible for hanging the banners at the venue.

Venue Operations works closely with Events Management and clients to ensure reliable operation of all venue facilities and equipment (see separate program description for Venue Events Management). At the close of each event, information is provided to the Event Manager to use in preparing the event settlement with the producer or promoter. This includes charges for actual services performed and amounts of equipment, services, and consumables used by the event.

Maintenance responsibilities include upkeep of grounds, buildings, and associated equipment. The program maintains heating and cooling (HVAC), electrical, plumbing, boilers, parking lots, vehicles, and alarm systems. It performs carpentry, painting, landscaping, gardening, custodial and refuse removal services.

Program staff coordinate with the MERC Construction and Capital Projects program in the design and procurement of facility construction and modifications (see separate program description for Construction and Capital Projects).

Records Description:

Permission to install and operate security alarm systems is documented by **Alarm Permit Records**. Records documenting the configuration of buildings and installed real property equipment are **Building Records**. Records documenting stocks of furniture and equipment on hand to be provided for events are **Equipment Inventory Records** and the CONCENTREX database. Records documenting staff work schedules for daily operations and for each event, and documenting staff who are available to work particular dates and times are **Event Scheduling Records** the CONCENTREX database. Records used to compile and report routine and special costs related to facility maintenance are **Facilities Operations Revenue and Costs Reports** and the CONCENTREX database. Records indicating the availability of staff to work particular days or events are the **Staff Availability Rosters**. Records used to compile and monitor information about each venue's event-related and ongoing utilities costs are **Utility Costs and Energy Management System Records**.

Program Records

M20-15-01 Alarm Permit Records

Minimum retention: 2 years after permit expires

M20-15-02 Building Records

Minimum retention: Life of structure

M20-15-03 Equipment Inventory Records

Minimum retention: Until superseded or obsolete

METRO REGIONAL GOVERNMENT
Records Retention Schedule

Edition: January 2008

Expires: January 2013

M20-15-04 Event Scheduling Records

Minimum retention: 3 years

M20-15-05 Facilities Operations Revenues and Costs Reports

Minimum retention: 5 years

M20-15-06 Master Key Log

Minimum retention: Until superseded or obsolete

M20-15-07 Staff Availability Rosters

Minimum retention: 2 years

M20-15-08 Utility Costs and Energy Management System Records

Minimum retention: 5 years

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: calendars and scheduling records, correspondence, grant records, lost and found property records, safety program records, vehicle maintenance and repair records, and work schedules and assignment records.

Databases

ABSCAL

EVENT BUSINESS MANAGEMENT SYSTEM

PEOPLESOFT

SMART MAINTENANCE

METRO REGIONAL GOVERNMENT
Records Retention Schedule

Edition: January 2008

Expires: January 2013

Organizational Placement

Schedule number: 2005-0006

Agency: Metro

Department: Metropolitan Exposition-Recreation Commission (MERC)

Section: Venue Parking

Program Description

The Venue Parking program is responsible for managing parking lot operations. It ensures compliance with state and local laws and regulations, adheres to budget and accounting policies and procedures, sub-contracts to vendors, and supervises their performance. The Expo Center and the Oregon Convention Center have parking lots which require security and cash handling (see separate program description for Oregon Convention Center, Building, Event and Venue Security and Medical Services).

Records Description:

Records documenting the daily parking transactions of customers and employees using MERC parking lot facilities are the **Daily Parking Activity Records**.

Program Records

M20-16-01 Daily Parking Activity Records

Minimum retention: 1 year

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: Calendars and scheduling records, contracts, leases, and agreements, and correspondence.

Databases

PARKING

**METRO REGIONAL GOVERNMENT
Records Retention Schedule**

Edition: January 2008

Expires: January 2013

Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Program: Venue Sales and Marketing

Program Description

The Venue Sales and Marketing program area is responsible for booking the venues with events and marketing the venue to potential events. Parties interested in booking the venue (or parts of the venue) may have to submit a license application that may detail the responsibilities of the venue and those of the potential licensee, as well as venue policies.

This program sets the rates for facility use. Rates may vary and are set to be competitive with like venues in the Pacific Northwest. All rate changes are approved by the MERC Commission.

The program is also responsible for the ordering of money for the Automatic Teller Machines (ATM's) that are located in the venue lobby. Detail reports concerning the cash transactions are sent directly from the bank to the MERC Accounting program (see separate program description for MERC Accounting).

Records Description:

Records documenting the activities of MERC venue clients are **Customer Files**. Records documenting the overall calendar of sold or reserved events at a given venue are the **Facility Event Scheduling and Reservation Records**. Records documenting the fees charged by a venue at a given point in time, as approved by the MERC Commissioners, are the **Fee Schedule Records**. Records documenting potential customers and events that come to the venues from internal and external entities (Portland Oregon Visitors Association, etc.) are the **Lead Sheets/Inquiry Records**. Records documenting the promotional materials created to address specific rates for venue rental, along with details about the venue are the **Marketing Rate and Venue Fact Sheets**. Records documenting the sold and standby events booked into each venue are the **Sales Event Files**.

Program Records

M20-17-01 Customer Files

- Minimum retention:
- (a) Master list: Until superseded or obsolete
 - (b) Customer files: 6 years after last contact.

M20-17-02 Facility Event Scheduling and Reservation Records ("The Book")

- Minimum retention: Until superseded or obsolete

M20-17-03 Fee Schedule Records

- Minimum retention:
- (a) Fee schedules: 4 years after superseded or obsolete
 - (b) Fee schedule preparation records: 1 year after rate is adopted or rejected

M20-17-04 Lead Sheets/Inquiry Records

- Minimum retention:
- (a) If event goes to contract: transfer to Sales Event File
 - (b) If event does not go to contract: 1 year

M20-17-05 Marketing Rate and Venue Fact Sheets

- Minimum retention: Until superseded or obsolete

METRO REGIONAL GOVERNMENT
Records Retention Schedule

Edition: January 2008

Expires: January 2013

M20-17-06 Sales Event Files

Minimum retention:

(a) Second and third hold records: 2 years

(b) All other records: 6 years after contract expiration

Some information may be restricted from public disclosure as authorized by ORS 192.502 (2), for life of the records.

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: Activity reports, ATM log and report records, budget preparation records, Calendars and scheduling records, contracts, leases, and agreements, correspondence, grant records, and publications.

Databases

EVENT BUSINESS MANAGEMENT SYSTEM

**METRO REGIONAL GOVERNMENT
Records Retention Schedule**

Edition: January 2008

Expires: January 2013

Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Section: Venue Sales and Marketing
Program: Multi-Media

Program Description

The Multi-Media program currently only exists at the Oregon Convention Center (OCC) as an added service to event promoters and attendees. The program maintains the OCC web server, event information and electronic signage. It also offers on-site advertising opportunities for event promoters through the video screens located in the venue as well as the banners on the property light poles.

The program contracts with a vendor for the operation of the Business Center, which provides "office away from your office" services and supplies. Business Center services include: shipping, photocopying, laptop docking, desktop publishing, and fax capability.

Program services can either be billed to events by authorized individuals or paid for at the time of service. All accounting functions are handled by MERC Accounting, Finance and Budget (see separate program description for MERC Accounting, Finance and Budget).

Program Records

None

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: Budget preparation records, Calendars and scheduling records, contracts, leases, and agreements, correspondence, grant records, publications, and vendor records.

Databases

EVENT BUSINESS MANAGEMENT SYSTEM

METRO REGIONAL GOVERNMENT
Records Retention Schedule

Edition: January 2008

Expires: January 2013

Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Section: Venue Telecommunications

Program Description

The Venue Telecommunications program is responsible for providing telecommunications services for events as well as support for the venue staff. Telecommunication services are provided exclusively by MERC at the Oregon Convention Center, with no outside contracting for that service allowed. Limited services are also provided to the Expo Center. Exhibitors may purchase telephone/internet service from the Telecommunications program, which assigns hardware and telephone numbers, tracks calls made, and prepares accounting documents for the final event settlement.

Records Description:

Records documenting the data about all outgoing telephone calls made from the Oregon Convention Center as tracked by the Wintrak database are the **Call Detail Records**. Records documenting the wiring of the computer network system are the **Computer Network Cable Records Book**. Records documenting the purchase of telephone services by an exhibitor are the **Exhibitor Service Order Records**. Records documenting the wiring schematics and location of all dedicated wiring in the Oregon Convention Center are located in the **Telecommunications Cable Records Book**. Records documenting the creation, modification, or disposition of the telecommunications systems are the **Telecommunications System Management Records**. Records documenting the telephone charges that are assessed on a facility by outside carriers are the **Telephone Company Billing Records**.

Program Records

M20-18-01 Call Detail Records

Minimum retention: 4 years

M20-18-02 Computer Network Cable Records Book

Minimum retention: Current plus previous version

M20-18-03 Exhibitor Service Order Records

Minimum retention: 10 years

M20-18-04 Telecommunications Cable Records Book

Minimum retention: Until superseded or obsolete

M20-18-05 Telecommunications System Management Records

Minimum retention:

(a) Repair and service orders: 4 years

(b) Other records: 1 year after system superseded or obsolete

M20-18-06 Telephone Company Billing Records

Minimum retention: 4 years

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: Budget preparation records, Calendars and scheduling records, contracts, leases, and agreements, and correspondence.

Databases

WINTRAK (CALL DETAILS)

METRO REGIONAL GOVERNMENT
Records Retention Schedule

Edition: January 2008

Expires: January 2013

Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Section: Venue Ticketing

Program Description

The Venue Ticketing program is the point for public purchase of admission to ticketed MERC events. Ticketing is done by the Portland Center for the Performing Arts, the Expo Center, and the Oregon Convention Center.

The box offices are equipped with in-house, TicketsWest, and Ticketmaster ticketing database systems. With these systems, customers can purchase tickets for over 900 events offered in the facilities. Hours of operation at the box offices vary depending on the venue schedule of ticketed events and "closed" events, such as conventions.

The program is also responsible for the ordering of money for the Automatic Teller Machines (ATM's) that are located in the venue lobby. Detail reports concerning the cash transactions are sent directly from the bank to the MERC Accounting program (see separate program description for MERC Accounting).

Records Description:

Records documenting the pickup of deposit monies being transferred to the bank are the Armored Car Receipts. Records documenting cancelled events or shows at a given venue that had tickets created or sold for it are the Cancelled Event/Show Records. Records documenting the daily number of tickets sold and revenue generated by Ticketmaster, Fastixx, and the box office are the Daily Reports, the FASTIXX Database, and the TICKETMASTER Database. Records documenting the amount of money sent to the bank in a given deposit are the Deposit Slips. Records documenting the tickets that are printed in error, printed incorrectly, or refunded are the 'Dead Wood', Error, Refunded, or Void Tickets. Records documenting the ticketing of a given event or timeframe and the manner in which tickets were sold are the Monthly Ticket Analysis and Reports. Records documenting the ticketing of a given event are the Ticketing Event Files. Records documenting the policies and procedures of the Ticketing program for the handling and accounting of cash and other revenues are the Ticketing Cash Control Policy and Procedure Records. Records documenting the annual ticket sales per venue are the Year End Ticketing Reports.

Program Records

M20-19-01 Canceled Event/Show Records

Minimum retention: 2 years after show date.

M20-19-02 Daily Reports

Minimum retention: 2 years

M20-19-03 Dead Wood (unused), Error, Refunded, Void or Used Ticket Stubs, and Unclaimed Will Call Tickets

Minimum retention: 3 months

M20-19-04 Deposit Slips

Minimum retention: 4 years

M20-19-05 Employee Parking Debit Account Receipts

Minimum retention: 3 months

M20-19-06 Monthly Ticket Analysis and Reports

Minimum retention: 5 years

M20-19-07 Ticketing Event Files

Minimum retention: 5 years

METRO REGIONAL GOVERNMENT

Records Retention Schedule

Edition: January 2008

Expires: January 2013

M20-19-08 Ticketing Cash Control Policy and Procedure Records

Minimum retention: 2 years after superseded or obsolete

M20-19-09 Year End Ticketing Reports (by venue)

Minimum retention: 5 years

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: ATM log and report records, budget preparation records, calendars and scheduling records, contracts, leases, and agreements, correspondence, grant records, and petty cash fund records.

Databases

EVENT BUSINESS MANAGEMENT SYSTEM

TICKETS.COM

WINTIX

METRO REGIONAL GOVERNMENT
Records Retention Schedule

Edition: January 2008

Expires: January 2013

Organizational Placement

Schedule number: 2005-0006

Agency: Metro
Department: Metropolitan Exposition-Recreation Commission (MERC)
Program: Venue Volunteers

Program Description

The Venue Volunteers program is an integral part of the Portland Center for the Performing Arts (PCPA) and the Oregon Convention Center (OCC). Each year over 700 volunteers provide valuable services to these facilities and serve as ambassadors for Portland and Oregon to out of town visitors of the facilities.

At OCC, the volunteers run the Visitor Information Center (VIC), which makes available a supply of complimentary brochures from appropriate area attractions. The money and receipts from the Visitor Information Center are collected on a daily basis and forwarded to the Accounting, Finance and Budget program for processing and deposit (see separate program description for the MERC Accounting, Finance and Budget program).

At PCPA, volunteer duties vary from giving theatre tours, to greeting patrons and ushering during performances, to providing office support. The volunteers also run the PCPA gift shop. The money and receipts from the gift shop are sent to Venue Ticketing for processing (see separate program description for Venue Ticketing, which operates the box office). PCPA also has a Speaker's Bureau which sends volunteers to local organizations and schools to inform audiences about PCPA events and programs.

Volunteers receive job training, followed by on-going educational, social, and recognition activities for the volunteers at both OCC and PCPA.

The volunteers at both facilities are governed by a Volunteer Committee which, in conjunction with program staff, establishes policies and procedures for the volunteers. Members of the Volunteer Committee consist of program staff and volunteers.

Records Description:

Records documenting the current inventory of brochures, as well as the contact information for businesses or attractions that have brochures at the OCC Visitor Information Center are the **Brochure Inventory Records**. Records tracking donations of time, money, objects, or services provided to the volunteer program are the **Donation Records**. Records documenting the sales done by volunteers at the gift shop are the **Gift Shop Sales Records**. Records documenting the recruitment efforts through a brochure are the **Program Recruitment Brochure Records**. Records documenting the scheduling of tours for groups are the **Scheduled Tour Records**. Records documenting the meetings volunteers attend and speak at on behalf of the venue are the **Speaker's Bureau Records**. Records documenting the number of guests served by the program as well as the number of patrons needing wheelchair or stroller assistance are the **Visitor Statistics Records**. Records documenting the election of Volunteer Committee members and the issues that they address are the **Volunteer Committee Records**. Records documenting the activities of the program in are the **Volunteer Program Annual Report**.

Program Records

M20-20-01 Brochure Inventory Records

Minimum retention: Until superseded or obsolete

M20-20-02 Donation Records

Minimum retention: 4 years

M20-20-03 Gift Shop Sales Records

Minimum retention: 1 year

**METRO REGIONAL GOVERNMENT
Records Retention Schedule**

Edition: January 2008

Expires: January 2013

M20-20-04 Program Recruitment Brochure Records

Minimum retention: Until superseded or obsolete

M20-20-05 Scheduled Tour Records

Minimum retention: 2 years

M20-20-06 Speaker's Bureau Records

Minimum retention: 5 years

M20-20-07 Visitor Statistics Records

Minimum retention:

(a) Annual reports: 2 years

(b) Visitor count sheets: 1 year

(c) Monthly reports: Until annual report is compiled and verified

M20-20-08 Volunteer Committee Records

Minimum retention:

(a) Meeting agendas and minutes: 10 years

(b) By-laws: Until superseded or obsolete

(c) All other records: 5 years

M20-20-09 Volunteer Program Annual Report, 1 c.f.

Minimum retention: 1 copy of each Permanent

Consult the General Administrative Records section for records series commonly retained by Metro, including but not limited to: Budget preparation records, calendars and scheduling records, contracts, leases, and agreements, correspondence, grant records, policy and procedure guidelines and manuals, publications, volunteer program records, and volunteer worker records.

Databases

VOLUNTEERS ADMISSION STAFFING

ZOO