

Authority: Section 217-5D of City of Toronto Municipal Code Chapter 217, Records, Corporate (City) and Section 169-5.2B of City of Toronto Municipal Code Chapter 169, Officials, City
City Council voted in favour of this by-law on July 30, 2026
Written approval of this by-law was given by Mayoral Decision 13-2026 dated July 30, 2026

CITY OF TORONTO

BY-LAW 1159-2026

To amend City of Toronto Municipal Code Chapter 217, Records, Corporate (City), to establish four new records retention periods and amend one existing retention period contained within Schedule A, Record Retention Schedule of Chapter 217, and to make technical amendments to update references to City administrative units, and legislative citations, correct typographical errors, and other similar technical errors throughout the Schedule, including those affecting several other records retention periods contained within Schedule A of Chapter 217.

Whereas under section 201 of the City of Toronto Act, 2006, the City may establish retention periods during which the records of the City and local boards of the City must be retained and preserved; and

Whereas Council has delegated to the City Clerk the authority to establish or amend a retention schedule in accordance with Section 217-5D and to authorize the City Solicitor to submit implementation by-laws directly to Council; and

Whereas under Section 169-5.2B of Municipal Code Chapter 169, Officials, City, the City Solicitor, in consultation with the City Clerk, may submit bills directly to Council to make technical amendments to the Municipal Code and other by-laws to correct references to the current City administrative units and legislative citations referenced therein, typographical errors, and other technical errors; and

Whereas the City Clerk has exercised the authority to establish or amend a retention schedule, to amend the retention schedules affecting the records of the City, specifically to: a) establish one new retention schedule for records relating to Telematics Records originating from the City Division known as Fleet Services; one new retention schedule for records relating to Employee Service Requests originating from the City Divisions known as Pension, Payroll & Employee Benefits; and People & Equity, and two new retention schedules for records relating to Hours of Service Compliance, and Local Reference Employee History Files with respect to City Divisions generally; and to: b) amend one existing retention schedule for records relating to Corporate Employee History Files originating from the City Division known as People & Equity in accordance with the requirements of Section 217-5D and has sought the City Solicitor to submit by-laws directly to Council for the implementation of these amendments; and

Whereas Chapter 217, Records, Corporate (City), is in need of updating to modernize references to the current City administrative units, and legislative citations referenced therein, correct various typographical errors, and other amendments of technical nature, with respect to several other retention schedules contained within Schedule A, Record Retention Schedule, and such changes have also been approved by the City Clerk; and

Whereas the City Clerk has approved the establishment or amendment of the attached retention schedules;

The Council of the City of Toronto enacts:

1. Schedule A, Record Retention Schedule, of Chapter 217, Records, Corporate (City), of The City of Toronto Municipal Code is amended by adding the new records classes bearing specific code numbers: A1552, H1218, H1220 and H1401 listed in Schedule 1 to this by-law in alphanumerical order to Schedule A by code number, under the functional category as set out in Schedule 1 to this by-law for reference purposes; and
2. Schedule A, Record Retention Schedule, of Chapter 217, Records, Corporate (City), of The City of Toronto Municipal Code is amended by deleting the following existing record class listed under the following specified code number: H1201, and replacing this record class with the entry listed in Schedule 2 attached to this by-law with the corresponding code number in alphanumerical order to Schedule A by code number, under the functional category as set out in Schedule 2 for reference purposes.
3. Schedule A, Record Retention Schedule, of Chapter 217, Records, Corporate (City), of The City of Toronto Municipal Code is amended by:
 - A. Deleting the column phrase “Records Title” wherever this phrase appears within a column heading and replace that phrase with “Records Title/Description”; and,
 - B. Deleting each of the following existing records class listed under the following specific code numbers: A0033; A0035; A0046; A0047, A0049, A0100, A0167; A0172; A0173; A0176; A0270; A0271; A0272; A0273; A0290; A0497; A0500; A0501; A0502; A0503; A0504; A0505; A0506; A0508; A0510; A0512; A0518; A0520; A0525; A0526; A0530; A0532; A1401; A1410; A1415; A1418; A1544; A1545; A1550; A1560; C2000; C2001; C2010; C2020; C2022; C2025; C2030; C2200; C2201; C2205; C2207; C2210; C2215; C2216; C2220; C2221; C2225; C2235; C2245; C2246; C2252; C2350; C2351; C2352; C2353; C2354; C2400; C2403; C2410; C2414; C2420; C2425; C2430; C2435; C2446; C2460; C2461; C2463; C2464; C2485; C2487; C2488; C2540; C2605; C2642; C2670; C2701; C2720; C2721; C2722; C2723; C2724; C2725; C2726; C2727; C2911; C2912; C2913; C2930; C2935; C2936; C2940; C2950; C2972; C3100; C3101; C3102; C3140; C3141 C3142; C3143; C3170; C3270; C3280; C3281; C3282; C3283; C3284; C3285; C3286; C3287; C3300; C3420; C3431; C3432; C3433; D0001; D0002; D0003; D0005; D0011; D0013; D0014; D0015; D0018; D0019; D0020; D0021; D0024; D0026; D0031; D0034; D0035; D0036; D0037, D0039; D0042; D0043; D0044; D0045; D0046; D0051; D0052; D0053; D0060; D0070; D0071; D0080; D0082; D0083; D0084; D0085; D0410; D0429; D0430; D0432; D0455;

D0553; E0015; E0305; E0306; E0401; E0404; E0405; E0406; E0410; F0045;
 F0169; F0400; F1301; F1303; F1320; F1325; F1500; F1541; F1560; F1562;
 F1563; F1570; F1575; F2157; F2207; F2240; F2301; F2303; F2313; F2350;
 F2401; F2430; F2510; F2541; F2801; F3100; F3204; F3210; F3212; F3215;
 F3216; F3237; F3240; F3241; F3245; F3250; F3253; F3255; F3256; F3257;
 F3264; F3305; F3307; F4000; F4200; F4307; F4600; F4650; F4700; F4750;
 F4950; F5401; F5402; F5404; F5503; F5505; F5857; F6000; F6050; F6200;
 G0001; G0002; G0004; G0006; G0007; G0010; G0018; G0051; G0055; G0058;
 G0080; G0200; G0244; G0250; G0260; G0261; G0262; G0263; G0265; G0266;
 G0267; G0268; G0300; G0310; G0325; G0330; G0340; G0350; G0355; G0360;
 G0365; G0370; G0400; G0415; G0420; G5001; H0135; H1200; H1201; H1202;
 H1204; H1205; H1207; H1208; H1209; H1210; H1211; H1213; H1215; H1240;
 H1241; H1242; H1246; H1250; H1260; H1261; H1275; H1280; H1355; I0005;
 I0006; I0019; I0020; I0021; I0028; I0040; I0060; I0161; I0186; I0188; I0199;
 I0200; I0201; I0203; I0204; I0220; I0230; I0240; I0243; I0245; I0249; I0253;
 I0265; I0270; I0280; I0300; I0315; I0320; I0340; I0345; I0455; I0470; I0489;
 I0495; I0500; I0540; I0550; I0553; I0556; I0557; I0558; I1000; I2616; I2625;
 I4110; I4120; I4124; I5001; I5010; I5012; L0045; L0046; L0047; L0048; L0360;
 L0361; L0375; L0380; L0385; L0400; L0410; L0420; L0495; L0520; L2000;
 L2100; L2200; L2206; L3050; L3085; L3088; L4020; L5001; L5002; L5003;
 L5004; L5101; L5102; L5104; L5105; L5107; L5108; L5301; N0033; N0034;
 N0039; N0041; N0045; N0046; N0048; N0049; N0050; N0051; N0052; N0053;
 N0055; N0056; N0059; N0060; N0061; N0062; N0512; N0513; N0514; P3602;
 P3611; P3615; P3616; P3617; P3618; P3619; P3621; P3650; P3651; P3652;
 P3653; P3654; P3711; P3721; P3722; P3733; P3741; P3742; P3743; P3761;
 P3801; P3811; P3821; P3822; P3823; P3824; P3830; P3831; P3834; P3835;
 P3836; P3837; P3841; P3842; P3846; P3851; P3852; P3853; P3854; P3860;
 P3861; P3862; P3863; P3864; P3865; P3866; P3867; P3868; P3869; P3871;
 P3872; P3873; P3876; P3880; R0008; R0013; R0016; R0027; R0030; R0031;
 R0033; R0034; R0040; R0045; R0193; R0197; R0205; R0430; W0001; W0004;
 W0005; W0006; W0007; W0009; W0011; W0012; W0013; W0016; W0018;
 W0019; W0020; W0022; W0023; W0024; W0026; W0027; W0029; W0030;
 W0031; W0032; W0033; W0035; W0036; W0037; W0038; W0040; W0044;
 W0054; W0057; W0058; W0064; W0065; W0066; W0070; W0072; W0073;
 W0074; W0075; W0076; W0077; W0079; W0084; W0086; W0087; W0088;
 W0090; W0091; W0092; W0093; W0095; W0096; W0097; W0098; W0099;
 W0100; W0101; W0105; W0108; and, W0110;

and replacing each of these record class with the entry listed in Schedule 3
 attached to this by-law with the corresponding code number in alphanumerical
 order to Schedule A by code number, under the functional category as set out in
 Schedule 3 for reference purposes for the purpose of replacing the existing record
 class with corresponding record class, each of which has been amended to update
 the record class by correcting references to City administrative units, legislative
 citations, correcting other typographic errors, and other similar amendments of a
 technical nature.

Enacted and passed on July 30, 2026.

Frances Nunziata,
Speaker

John D. Elvidge,
City Clerk

(Seal of the City)

SCHEDULE 1

**NEW ENTRIES TO BE ADDED TO SCHEDULE A, RECORDS
RETENTION SCHEDULE OF MUNICIPAL CODE CHAPTER 217,
RECORDS, CORPORATE (CITY) BEARING CODE NUMBER
A1552, H1218, H1220 and H1401**

A	Functional Category: Assets and Property Management Description: Records relating to the construction, operation, and maintenance of the City's physical assets and property, which it owns or leases. This may include buildings, facilities, lands, vehicles, office and computer equipment, trees, uniforms, artifacts and heritage sites, and office supplies.						
A1552	Telematics Records Records relating to the tracking and monitoring of City of Toronto-owned, leased, or rented vehicles, equipment, and numbered attachments (referred to as "City Units") using GPS (Global Positioning System) / AVL (Automatic Vehicle Location) technology and vehicle onboard diagnostics to collect information about where a City Unit is, how it is being used, and its operating condition. The records support the City's ability to safely operate and maintain its fleet, comply with legal and regulatory requirements, manage risk, and improve service delivery. Records include raw sensor data and aggregated data (e.g., dashboards, summaries, reports), diagnostics and mechanical data (e.g., engine status, fault codes, on-board diagnostic readings, battery health for electric vehicles), operational performance indicators (e.g., engine hours, idling duration, speed-related events, harsh driving events, fuel consumption indicators, EV battery charging history), safety-related alerts and event data (e.g., harsh breaking events, seatbelt status, impact point, incident-related sensor events), trip and location data (e.g., GPS location, route history, trip start and end time), driver and asset identifiers telematics data capture.	Fleet Services	C	7	C+7	D	Legislation/Regulations: Highway Traffic Act, Commercial Motor Vehicle Inspections, O. Reg. 199/07, ss 15 - 18 Limitations Act, 2002, s 4

	Note 1: This records class does not include records related to vehicle and equipment inventory and lifecycle management, vehicle pre-trip inspections, or Hours of Service. These records must be filed under the appropriate primary records class that governs those activities. Note 2: In case of insurance claim, investigation or litigation, a copy of the documentation will be forwarded to the appropriate division to become part of the case file under that division.						
H	Functional Category: Human Resources Description: Records relating to City employees and personnel services. Includes records relating to training, labour relations, health and safety, staff benefits, salary administration, and professional associations.						
H1218	Hours of Service Compliance Records relating to requirements to remain in compliance with Hours of Service regulations established by Transport Canada and the Ontario Ministry of Transportation. These regulations govern the maximum driving and on-duty hours for commercial vehicle drivers. Types of information include those required by applicable legislation and may include, but are not limited to, driver identification and licence information, City of Toronto vehicle license plate (vehicle ID), driving time, hours of service, duty status, location, speed, device ID, direction, vehicle identification number (VIN), engine diagnostics, access/audit logs, Electronic Logging Device (ELD) malfunction records, and backup data.	Common	C+7	0	C +7	D	Legislation/Regulations: Highway Traffic Act, Hours of Service, O. Reg. 555/06, ss 19(7) & 26(1)(b)

H1220	Local Reference Employee History Files Records relating to divisionally managed human resource (HR) processes and the management of information about individual employees throughout their employment in a division. This information is maintained by the division's HR group(s) and/or divisional managers and used for divisional operational purposes. Documents may include divisional supporting documentation and copies of records related to hiring, training, performance management, secondments and acting assignments, discipline and labour relations, divisional management of employee short-term disability, long-term disability (LTD), workers' compensation and disability management and claims (WSIB), accommodation, and return to work related information. Note 1: Divisions must submit records requiring corporate human resource actions, and/or centralized management in accordance with policy or legal requirements to People & Equity (P&E) for filing under H1201 – Corporate Employee Files. Divisional copies of these records may be retained under H1220 – Local Reference Employee Files. Note 2: Police reference check data (H1211 - Police Reference Checks) are not included in this records classification.	Common	T+2	20	T+22	D	Comments: T = File is closed when the employee leaves the division or when all issues have been resolved. Legislation/Regulations: City of Toronto Act, 2006, s 136(b) & (c) Employment Standards Act, 2000, s 15(5)
H1401	Employee Service Requests Records relating to documenting the fulfillment of routine, high-volume inquiries and interactions between City employees in any status of	Pension Payroll & Employee Benefits People & Equity	T	7	T+7	D	Comments: T = Termination based on resolution of inquiry. Legislation/Regulations: City of Toronto Act, 2006, s 136(b) & (c)

	employment (i.e., active, on leave, retired), and/or authorized third parties and Toronto Employee and Manager (TEAM) Central on human resources, payroll, benefits, and pension matters via any channel (e.g., phone, email, self-service). Types of information include the event dataset (e.g., date and time of request), agent dataset (e.g., agent user id), client data set (e.g., name, email, employee number description of inquiry including supporting documentation attachments, and transaction number (e.g., unique ticket number). Note: P&E and PPEB staff fulfilling the request are responsible for ensuring that all authoritative records are managed in accordance with applicable policies or laws and filed under the appropriate retention codes.						
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SCHEDULE 2
ENTRY TO BE ADDED TO SCHEDULE A, RECORDS RETENTION SCHEDULE
OF MUNICIPAL CODE CHAPTER 217, RECORDS, CORPORATE (CITY) TO
REPLACE THE EXISTING RECORDS CLASS BEARING CODE NUMBER
H1201

A	Functional Category: Human Resources Description: Records relating to City employees and personnel services. Includes records relating to training, labour relations, health and safety, staff benefits, salary administration, and professional associations.						
H1201	Corporate Employee History Files Records relating to the management of information about individual employees throughout their employment lifecycle at the City of Toronto. This includes information related to hiring, promotions, acting assignments, secondments, layoffs, disciplinary actions, separations and terminations. Records may also include associated documentation for Temporary Foreign Workers. Document types may include offer letters and employment agreements, termination or resignation letters, retirement documentation, disciplinary letters, work permits, and all supporting documentation related to employment. Note 1: Locally managed employee files kept by divisions should be classified under H1220 - Local Reference Employee History File. Note 2: Only Parks & Recreation's recruitment function is approved to use H1201 employee records for Part-Time Community Recreation Workers. Note 3: Records associated with specific employee related processes should be classified under their respective records classes within the H series functional category (e.g., employee grievance files should	People & Equity	T	20	T+20	D	Comments: T = Termination date of employee with the City, or upon resolution of outstanding issues. Legislation/Regulation: Employment Standards Act, 2000, s 15(5) Immigration and Refugee Protection Act, s 32

	be filed under H1250 – Grievance and Arbitrations).						
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SCHEDULE 3
ENTRIES TO BE ADDED TO SCHEDULE A, RECORDS RETENTION
SCHEDULE UNDER TORONTO MUNICIPAL CODE CHAPTER 217,
RECORDS, CORPORATE (CITY) FOR THE PURPOSES OF
REPLACEMENT OF EXISTING RECORDS CLASS IN THIER ENTIRETY
WITHIN SCHEDULE A TO IMPLEMENT A VARIETY OF TECHNICAL
AMENDMENTS

A	Functional Category: Assets and Property Management Description: Records relating to the construction, operation, and maintenance of the City's physical assets and property, which it owns or leases. This may include buildings, facilities, lands, vehicles, office and computer equipment, trees, uniforms, artifacts and heritage sites, and office supplies.						
A0033	Artifacts Records relating to the collection and preservation of artifacts with historical, heritage, or symbolic value, which may include flags, plaques, photographs, and tools. These artifacts are preserved as evidence of the City's historical culture. Includes information on the acquisition, accessioning, and inventory of City-owned artifacts. Documents may include artifact historical statements, accession lists, historical artifact appraisals, monetary artifact appraisals, and donation statements and memoranda.	Economic Development & Culture	P	0	P	P	Comments: File to remain active until artifact no longer in existence.
A0035	City Properties Renaming Records relating to the renaming of City streets, parks, areas, and community centres and arenas. Renaming is usually associated with the commemoration of individuals, events, and areas of historical significance. Includes commemorative certificates, reports, civilian correspondence, proposals, and copies of plans and drawings.	Economic Development & Culture	C+2	7	C+9	D	

A0046	Archaeological Assets Records relating to the examination, appropriation, and display of City-owned archaeological findings. Archaeological assets provide physical evidence for the understanding and appreciation of humanity's past and may include coins, tools, and ancient artifacts. Documents may include historical appraisals of findings and supporting correspondence.	Economic Development & Culture	P	0	P	P	Comments: File to remain active until artifact no longer in existence.
A0047	Archaeological Resources Records relating to the protection of archaeological resources on lands which have been assessed for the presence of archaeological resources, including human settlement history, and Indigenous and Euro-Canadian archaeological sites within the City's boundaries. Assessments are conducted on areas and lands with archaeological resource potential prior to development in accordance with City of Toronto Official Plan, the Planning Act and the Ontario Heritage Act. Records include project mapping; archaeological resource management plan(s); archaeological assessment reports; applications and copies of archaeological licenses issued by the Ministry; budgetary submissions; letter of occurrence; newspaper clippings and all other supporting documents. Note: The owner of the respective property is responsible for contracting excavation work out to licensed archaeologists as per the recommendations of the City and the Ontario Government.	City Planning	T	100	T+100	AR	Comments: T= Completion of archaeological assessment.

A0049	Accidents & Incident Reports Records relating to the City's reporting of accidents or incidents that have occurred on City properties, including parks and recreational facilities, and that may involve members of the public, City staff, and buildings and structures. Accident reporting concerns events such as vandalism, arson, vehicle accidents, and personal injuries that have occurred. Incident reporting concerns events that had the potential to be accidents, but were not accidents, and are used for tracking hazardous trends. May also include detailed investigative reports for individual accidents or incidents, which document synopses of events, probable causes, and recommendations for improvement. Documents may include completed accident and incident report forms, detailed investigative full and summary reports, and all supporting correspondence. Note 1: In case of insurance claim or litigation a copy of the report will be forwarded to the appropriate division to become part of the case file under this division. Note 2: Accident and incident reports about City staff are created and kept electronically in the City's incident, health and safety management system.	Parks & Recreation	T+2	2	T+4	D	Comments: T = date of last recorded action. Adult records: T+4 Minor records: T+20 years Legislation/Regulations: Limitations Act, 2002, ss 4 & 6
			T+2	18	T+20	D	
A0100	Public Art and Monuments Collection Records relating to the Public Art and Monuments Collection displayed in public spaces acquired through capital projects, commissions and donation. Records will include: information about the collection management,	Economic Development & Culture	T+8	10	T+18	AR	Comments: T = Until the artwork/collection is decommissioned.

	conservation and maintenance, artist selection process; fabrications and decommissioning of artworks, if any and partnerships with internal and external stakeholders. Documents will include: The Collection inventory and photographs; RFPs/RFQs; curatorial information such as: artist biography, artist statement; copies of legal agreements; public art plans; conservation and maintenance manual for each collection; treatment records; communication and publicity plans including catalogues and brochures and all supporting correspondence. Records are organized by collection name.						
A0167	Books and Subscriptions Records relating to office subscriptions, books, and digital publications purchased by City staff and City departments. This includes subscriptions for professional newsletters, printed and electronic journals, business and news periodicals, and book orders. Subscriptions may be used for reference, research, or display purposes. Documents may include completed subscription order forms, copies of financial invoices, and correspondence.	City Clerk's Office	C+1	1	C+2	D	
A0172	Office Supplies Records relating to the tracking and provision of office supplies and consumables, including stationery and letterhead. Documents may include tracking worksheets, completed materials store warehouse supply forms, copies of purchase orders, copies of supplies catalogues, and correspondence.	City Clerk's Office	C+1	1	C+2	D	

A0173	Operational Equipment and Furnishings Records relating to the management and tracking of operational equipment and furnishings routinely used in City-owned and leased buildings and properties. This may include information on file cabinets, shelving units, cash registers, vote tabulating machines, desks, chairs, and lawn mowers. Documents may include copies of purchase orders, user guidelines, operations manuals, maintenance and repair history files, asset inventories, copies of contracts and service agreements, and copies of warranties.	Corporate Real Estate Management	T	0	T	D	Comments: T = Life of asset.
A0176	Employee Uniforms Records relating to the management and inventory control of special, safety, protective, and required clothing and footwear for City employees. This includes information on designated uniforms for law enforcement, paramedic, housekeeping, works, fleet, and fire-fighting staff. Documents may include clothing specification sheets, order tracking reports, complaints, copies of purchase orders, copies of invoices, and correspondence.	Corporate Real Estate Management	C+1	1	C+2	D	
A0270	Computer System Implementation & Management Records relating to the development, implementation, and support of computer system applications used by the City. This may include information on computer resources, technical design, systems development, user requirements, project definitions, and database	Technology Services	S	7	S+7	D	Comments: S = Until superseded.

	management. Documents may include project management reports, copies of purchase orders and requests for proposals, system testing statements, and correspondence.						
A0271	Telecommunications and Electronic Communications Systems Records relating to the installation, maintenance, operation, and use of telecommunications equipment and systems. Includes information on telephone, cable, fibre optics, electronic mail, voice mail, fax, pager, cell phone, and emergency systems and processes. Documents include requests for installation or maintenance, change requests, copies of service contracts and maintenance agreements, copies of purchase orders, and service call requests to service providers.	Technology Services	S	7	S+7	D	Comments: S = Until superseded.
A0272	Computer Hardware Records relating to installing and maintaining computer hardware, which is the physical equipment used in computer systems. Hardware includes laptop and notebook computers, personal computers, network hardware, and peripheral hardware. May include information on hardware replacements, specifications, and capacity planning. Documents include copies of purchase orders, copies of license agreements, hardware manuals, requests for installation and maintenance, and hardware inventories.	Technology Services	S	7	S+7	D	Comments: S = Until superseded.

A0273	Computer Software Records relating to computer software, which are computing programs that can be used in conjunction with various computer and operating systems. May include information on tracking of software upgrades, sign-in authorization codes, and software development. Documents may include upgrade notifications, requests for additional site/user licenses on network applications, recommendations or reports regarding specific software products, user lists, copies of purchase orders, copies of license agreements, software user manuals, requests for software installation, and software inventories.	Technology Services	S	7	S+7	D	Comments: S = Until superseded.
A0290	Computer Systems Networks Records relating to the City's interconnected computing systems and components, which are cables and other devices that connect workstation computers with one another for the purposes of data transmission and sharing. Includes the establishment and ongoing management of local area networks (LAN), wide area networks (WAN), and the metropolitan area network (MAN). Documents may include network functional review statements and reports, user complaints, network needs specifications, and correspondence.	Technology Services	S	7	S+7	D	Comments: S = Until superseded.
A0497	Real Estate Appraisals Records relating to determinations of the financial value of properties, including buildings, vacant lands, and roadways. Property value may be assessed according to such factors as	Corporate Real Estate Management	T	21	T+21	AR	Comments: T = Completion of appraisal. Legislation/Regulations: Limitations Act, 2002, s 15(2)

	property location, building availability, property depreciation, and the local market's purchasing power. Appraisals are typically conducted by a licensed real estate appraiser, usually after an inspection of the property. Documents may include feasibility studies, investigation reports, valuations, market reviews, cost estimates, appraisal reports, and background correspondence.						
A0500	Property Design Planning Records relating to internal initiatives intended to ensure effective construction and renovation of City-owned property, including buildings and other structures, through analysis of, and compliance with, all issues that may affect the actual work. This is performed prior to the construction or renovation work actually being undertaken. May include information on floor load capacity, space planning, need for ventilation, and other design requirements. Documents may include project proposals, structural investigation reports, feasibility studies, preventative maintenance studies, noise and signage studies, consultant selection criteria, staffing layout plans, detailed needs analysis reports, and copies of capital budget statements.	Corporate Real Estate Management	C+2	17	C+19	D	

A0501	Construction and Renovation Records relating to construction and renovation of City- owned or leased buildings and parks. Also includes information relating to the construction and renovation of buildings and properties which the City does not own or lease but may help operate. Documents may include renderings for specification guidelines, reports, commentary, guidelines, architectural and engineering drawings, consultant reports, land appraisals, photographs, material and environment testing reports, and building phase reports. May also include copies of contracts, building permits, and insurance damage claims.	Common	T	20	T+20	D	Comments: T = Completion of construction and/or renovation project. Legislation/Regulations: Limitations Act, 2002, s 15(2)
A0502	Property Maintenance Records relating to the ongoing and scheduled maintenance of City-owned buildings and property, and the scheduled and ongoing landscaping and maintenance of City parks. May include information on lawn-mowing, building and elevator inspections, and janitorial services. Documents may include inspection reports, preventive maintenance reports, maintenance logs, copies of work orders, copies of contracts and supporting agreements, and correspondence.	Common	T	20	T+20	D	Comments: T = Expiration of contract. Legislation/Regulations: Limitations Act, 2002, s 15(2)
A0503	Property Demolitions Records relating to the physical demolition of City-owned properties, including lands, buildings, and other structures. May include information relating to removal of debris, demolition contractors, explosives, property cleanup, types of structures, and disposal of	Corporate Real Estate Management	T	15	T+15	D	Comments: T = Demolition project is completed. Legislation/Regulations: Limitations Act, 2002, s 15(2)

	structural materials. Documents may include site inspection reports, copies of demolition contracts and purchase orders, demolition project status reports, and all supporting correspondence.						
A0504	Parks Title Histories Records relating to the history of the City's parks, parkettes, and greenspaces. Documents may include original drawings, plans, and proposals for park creations; dedications for existing and obsolete parks; opening ceremony reports and memoranda; and documentation describing the land use before park creation. Also may include deeds, leases, and license arrangements specifically pertaining to existing or obsolete parks.	Parks & Recreation	P	0	P	P	Comments: File to remain active until park no longer in existence
A0505	Parks Management Records relating to the management and routine operation of municipal parkland, playgrounds, and open spaces. May include information on park staffing requirements, park conditions, facility statistics, and suggested park improvements, such as path paving and lighting. Documents may include civic proposals for suggested park use, public complaints, request for improvements, public commendations, copies of park inspection reports, park daily activity sheets, park facility inventories, and supporting correspondence.	Parks & Recreation	C+2	4	C+6	D	
A0506	Swimming Pool Log Books Swimming Pool Log Books are record books created during the operational months for pools. These logs detail daily activities and related incidents including water test	Parks & Recreation	C+1	5	C+6	D	Legislation/Regulations: Health Protection and Promotion Act; Public Pools, RRO 1990, Reg 565, ss 8 & 9

	readings, emergencies, staff issues, mechanical breakdowns, some training information, and general communication log books for operational months for the outdoor pools.						
A0508	Facility and Vehicle Bookings Records relating to selecting and reserving City office facilities or individual rooms for meetings, instructional seminars, and other professional purposes. Documents may include facility and room availability schedules, facility and room booking schedules, vehicle and fleet booking schedules and correspondence.	Corporate Real Estate Management	C+1	1	C+2	D	
A0510	Workplace Space Planning and Moves Records relating to determining workplace space requirements, planning and implementing moves of office equipment and employees to different locations, and designing and implementing workplace consolidation initiatives. May include information on organizational moves. Documents may include reports and statistics concerned with current and future space accommodation requirements, expansion plans, space inventories, move schedules, floor plans for all move stages, detailed needs analyses of client groups impacted by moves, copies of committee minutes and agendas, and all supporting correspondence.	Corporate Real Estate Management	S	5	S+5	D	Comments: S = Until superseded.
A0512	Park Dedication Records relating to parkland and open space dedications, which officially ensure that designated land is reserved for parkland or open space. May include information on	Parks & Recreation	C+2	7	C+9	AR	

	parkland dedication requirements, planning, and scheduled activities. Documents may include proposals, parkland requirements reports and statistics, and correspondence.						
A0518	Security and First Aid Records relating to the physical security of City of Toronto- owned buildings, properties, parks, and facilities. Security measures are intended to guard against damage and unauthorized intrusion and to ensure personal safety. May include information on identification tags, security and alarm systems, authorized use of keys and access cards. Security system journal log data is generated and stored as a result of security access card activity of all City staff and includes temporary visitors issued access cards. Documents may include first aid treatment as administered by City security personnel and employee evacuations, security clearance files, security logs, security user guide books, first aid and emergency treatment notes and completed forms, and all supporting correspondence	Corporate Real Estate Management	C+2	4	C+6	D	Comments: 7 Years Retention for paper records, which are the authoritative records for this records class; 3 Year Retention applies only to the electronic security system journal log data.
			3	0	3	D	
A0520	Vehicle and Equipment Management Records relating to the management and operation of vehicles, boats, and light and heavy equipment (such as sanders, pumps, and trailers) that the City leases, owns, and operates. Also includes information on the acquisition and disposition of vehicles and light and heavy equipment. Documents may include work orders, inspecting, testing & replacement vehicle	Common	T	20	T+20	D	Comments: T = Vehicle is removed or no longer operates, as per Fleet Services Division's direction. Legislation/Regulations: Highway Traffic Act, s 15(2); and, Commercial Vehicle Inspections, O. Reg. 199/07, ss 15 - 18 Limitations Act, 2002, ss 4 & 15

	equipment, permit registrations, asset inventories, tracking logs, preventive maintenance reports, copies of agreements, repairs and maintenance services history files, and equipment inspection reports. Note 1: Light and heavy equipment is typically used in such operations as construction, works, and transportation. Note 2: Excluded from this record class are Telematic records (GPS born).						
A0525	Video Surveillance Video surveillance records relating to the physical security of City of Toronto-owned buildings, properties, parks, and facilities. Video recordings are used to guard against damage, unauthorized intrusion, and to ensure personal safety. This class of records includes only the video recordings (regardless of medium) themselves.	Corporate Real Estate Management	30DY	0	30DY	D	Comments: Retention applies to Electronic Records. Active retention period is interrupted when there is an investigation by Corporate Security, or more likely, Toronto Police. Once the videotape(s) have been obtained by Toronto Police in particular, they become part of a different record (police evidence file) independent of Corporate Security's tapes. The securement of the tapes are recorded in A0526 - Video Surveillance Logs with a retention of 3 years.
A0526	Video Surveillance Logs This class governs records tracking or logging video surveillance recordings. The physical security of City of Toronto-owned buildings, properties, parks, and facilities uses video recordings to guard against damage, unauthorized intrusion, and to ensure personal safety. This class of records includes only the logbooks, inventories, and accompanying control data, e.g., from tracking systems.	Corporate Real Estate Management	3	0	3	D	
A0530	Automated Shuttle Trial	Transportation	3DY	0	3DY	D	Comments:

	Camera Recordings Video surveillance records relating to the interior and exterior monitoring of automated shuttle vehicles for an Automated Shuttle Trial. These video-only records are used to review vehicle performance, operational issues encountered and in-cabin security. Video includes recordings of the environment surrounding the vehicle in all directions, as well as the interior cabin. Note: Recordings are retained under "General Operations". If the recording is required to document a particular incident for law enforcement purposes, it is then retained under "Investigations".	Services	T+3	0	T+3	D	3 DY = General operations. T+3 = Investigations, where T=File closed upon resolution. 1. The active retention period is interrupted when there is an investigation by the City or Toronto Police Services. Once the video recordings have been obtained by Toronto Police in particular, they become part of a different record (police evidence file) independent of the City's records. 2. The securement of the video recordings are recorded in A0526 - Video Surveillance Logs with a retention of 3 years. 3. Recordings required for research purposes are retained under W0065 Travel Surveys and Transportation Monitoring Programs.
A0532	Property Management Records relating to the overall management of City-owned properties and buildings, which includes renting or leasing City space to commercial and other tenants, administering the landlord/tenant relationship, and arranging to conduct repairs and upgrades as required for the benefit of the tenants. May include information on evictions, terminations of leases, available parking spaces, fire and safety code compliance, and negotiating rental payments and lease conditions with prospective	Corporate Real Estate Management	T+2	21	T+23	D	Comments: T = Tenant departs and is no longer renting or leasing space. Legislation/Regulations: Limitations Act, 2002, s 15(2)

	and current tenants. Documents may include lease reports, leases, mortgage discharge statements, copies of insurance certificates, rental agreements, copies of deeds, and all supporting correspondence.						
A1401	Heritage Properties and Districts on the Heritage Register Records relating to properties and districts on the Toronto Heritage Register, including buildings and lands that are listed for their cultural heritage value or interest, or designated under either Part IV or V of the Ontario Heritage Act. Records may include but are not limited to: information about the property's historical background and significance; building architectural contexts; property descriptions and its surrounding buildings; and neighbourhood profiles. Documents may include land records; copies of minutes and reports of the decision bodies; designation by-laws; legal descriptions and property descriptions; plans, drawings and photographs; easement agreements; statement of significance and their heritage attributes; heritage grants; heritage property tax rebates and all supporting documents.	City Planning	T	100	T+100	AR	Comments: T = Date of last recorded action or event specified by the business division. Legislation/Regulations: Ontario Heritage Act, s 27(1)
A1410	Requests for Heritage Property Inclusion and/or Designation Records relating to requests for properties and districts within the City's boundaries, including buildings and lands, to be listed on the Heritage Register and/or to receive designation under Part IV or Part V of the Ontario Heritage Act on account of their historical significance. The	City Planning	P	0	P	P	Comments: File to remain active until further notice from the Division.

	requests may include information about the property's historical background and significance, building architectural contexts, property descriptions, and the profiles of surrounding buildings and neighbourhoods. Records may include, but are not limited to: approved and declined request files; evaluation forms, notes, recommendations and correspondence related to approved and declined requests; copies of land records; maps, photographs and publications; copies of council, committee and board minutes and reports; surveys and research notes; and correspondence. Note: City Council may reject or accept recommendations for property inclusion on the Heritage Register. See A1401 for included and/or designated properties and districts.						
A1415	Adjacent Lands and Heritage Properties Records relating to lands adjoining a property on the Toronto Heritage Register or lands that are directly across from and near a heritage property and surrounding buffer areas, whose location has the potential to have an impact on a heritage property in accordance, or as otherwise defined in a Heritage Conservation District Plan adopted by City of Toronto by-law, the Planning Act, the Provincial Policy Statement, and the Heritage Resources of the City of Toronto's Official Plan. This may include information relating to development and site alteration studies, and/or assessment and mitigated	City Planning	T	100	T+100	AR	Comments: T = Date of last recorded action or event specified by the business division.

	measures to conserve protected heritage properties. Documents include plans, drawings, maps, photographs, staff recommendations and all other supporting documents.						
A1418	Heritage Conservation District Studies Records relating to internally and externally-produced studies and reports concerning the City's older residential districts and neighbourhoods, including both private properties and public areas such as streets and parks within a district. These studies are conducted to determine if heritage status should be allocated to all structures and areas, including both residential and commercial properties, in a specific residential district. If the report's recommendations are approved, City Council will pass a bylaw to grant the entire district as having heritage status. May include information on landscape character, planning conservation and development, architectural and building conditions, study area boundaries, historical development of the districts, and public participation in the process. Documents may include area site plans, photographs, heritage conservation studies and reports, property survey assessments, building inventories, copies of policies and procedures, copies of by-laws, and supporting correspondence.	City Planning	P	0	P	P	Comments: File to remain active until further notice from the Division.
A1544	Work Orders and Internal Requisitions Records relating to the creation and processing of work orders and internal requisitions. Work orders are	Common	C+2	4	C+6	D	

	issued to City employees or contractors and indicate required tasks to be performed on City property, whereas internal requisitions are used to obtain goods or services from a City department. Includes cyclical, emergency, preventive, non-emergency, and maintenance completed work order forms and internal requisition forms. Arrange case files numerically by work order or internal requisition number.						
A1545	Vehicle Pre-Trip Inspections Records relating to the regular and ongoing automotive inspections of the City's licensed commercial motor vehicles which weigh over 4,500 kilograms. These inspections examine the mechanical and operating conditions of vehicles prior to them being used for daily trips and tasks. Inspection results and recommendations are recorded in inspection reports. Documents may also include supporting correspondence.	Common	6M	0	6M	D	Legislation/Regulations: Highway Traffic Act; Commercial Vehicle Inspections, O. Reg. 199/07, ss 15 - 18
A1550	Backup Data Records relating to data stored by the Technology Services Division as annual network backups, and unique or one-time backups, e.g. when a server is de-commissioned. Series excludes data backups of records of Elected Officials and Accountability Officers. This series includes the backed up data as well as the associated backup metadata. Backup data is created primarily for investigations. Unique or one-time backups may be created by Technology Services Division for various reasons, e.g., to mitigate against the risk of	Technology Services	2	0	2	D	

	unsuccessful data migration or unanticipated failure of a new production system. This will also apply to user deleted email in the Microsoft 365 migration process. Backup data and media are organized or classified by the backup application.						
A1560	System Log Data Records consist of system log data, excluding reports generated from log data, created and stored on City systems by the Information and Technology Division. System log data is generated as a result of interactions of City staff and other systems, with the City's network and application clients. System log data is used primarily for trouble- shooting network and application problems (i.e. loss or damage to computer memory / hardware, workstation issues). It may also be shared with business units, e.g., for time and billing validation for wireless systems. System log data are backed up regularly on tape as per backup schedule. Note: This record class does not govern: Business audit data, e.g., Secure Access Control System, which logs use of City security passes for administration of staff access rights; Instant Messaging (IM) logs, where the content (messages) is inseparable from the log data.	Technology Services	3	0	3	D	Legislation/Regulations: Limitations Act, 2002, ss 4 & 5

C	Functional Category: Community and Social Services Description: Records relating to the management and delivery of social and community programs and services designed to assist the City's residents in need, including children, youth, families, senior citizens, and homeless persons. Includes records relating to day care, homes for the aged, shelter and affordable housing projects, social assistance, and public counselling.						
C2000	Community and Social Services Records relating to the City's community and social services in general. These services are designed to ensure accountability and responsibility for families, individuals, and communities and also ensure that persons requiring support receive the necessary assistance. Documents may include copies of federal and provincial guidelines, copies of mission statements, and supporting correspondence.	Social Development, Finance & Administration	C+2	4	C+6	D	
C2001	Community Access Records relating to community access to social programs. Community access is concerned with ensuring equal access to all social programs, such as social assistance and multilingual services, for all City residents. Documents may include copies of federal and provincial guidelines, access initiative statements, and supporting correspondence.	Social Development, Finance & Administration	C+2	4	C+6	D	
C2010	Community Resources Records relating to community resources support for a wide range of community, corporate and/or Council initiatives to increase civic engagement and service access for vulnerable Torontonians. Supports may include funding to community agencies, partnerships with funding institutions; community engagement activities with residents (including youth and seniors); capacity-building work with community institutions, governments, agencies and diverse residents; community safety activities within neighbourhoods and crisis intervention work; community space development projects; and tower renewal and neighbourhood revitalization initiatives. Documents	Social Development, Finance & Administration	S	7	S+7	D	Comments: S = Until superseded.

	may include briefing notes, project charter/terms of reference, motions, policy reports, minutes, funding contracts, partner profiles, resources produced, issue background/research, progress reports and evaluation results and other supporting correspondence.						
C2020	Community Development Records relating to the Community Development Program, which supports the City of Toronto's Strategic Plan in general and Social Development Strategy goals in particular. This includes, but is not limited to implementing: Strengthening communities, investing in social infrastructure, expanding civic leadership and developing partnerships. Provides community development services within and for the community-based sector to politicians, volunteers, managers and staff of incorporated and unincorporated groups and community coalitions. Provides management and organizational consulting services to City of Toronto Management and Board of Directors, management and staff within the community- based sector. Co-ordinates and/or provides management advice, project management and policy development support to community development program initiated, corporate, determined and community-based initiatives.	Social Development, Finance & Administration	T+3	4	T+7	D	Comments: T = Termination of program.
C2022	Community Human Service Planning Records relating to project management efforts to convene and integrate the planning and delivery of human services. Services may include City services across program areas, community- based services, services of other orders of government or other institutions that may be combined or aligned to better serve residents in areas such as social inclusion, service access, equity and wellbeing, economic development, neighbourhood development and civic engagement. May include services specific to populations like youth, seniors,	Social Development, Finance & Administration	C+2	4	C+6	D	

	newcomers, undocumented Torontonians and other vulnerable residents. Documents may include briefing notes, project charters/terms of reference, motions, policy reports, related legislation and laws, minutes, funding contracts, partner profiles, resources produced, issue background/research, reports and evaluation results and other supporting correspondence.						
C2025	Human Services Integration - Client Records Records relating to individuals who have applied for, or who are currently receiving benefits administered by the Human Services Integration Office (HSIO), of which programs are intended to address immediate needs, create pathways to prosperity, and drive systemic change for those living in poverty in the City. These records relate to the Application & Support Centre (ASC) administration of these programs. This office falls under the Social Development, Finance, and Administration division's Human Services Integration Office. Documents may include records of individuals, including youth, seniors, newcomers, low-income households, undocumented Torontonians and other vulnerable residents who have applied for, and/or who are currently receiving Fair Pass Transit Discount Program, Welcome Policy, and/or other related City programs, such as proof of income information, file updates and other supporting correspondence.	Social Development, Finance & Administration	T	7	T+7	D	Comments: T = Client no longer meets the eligibility criteria outlined by each program.
C2030	Social Development Records relating to social development that is not found elsewhere in this functional category. Social development is the process of planned social change designed to promote people and community well-being. Includes general information on housing, homelessness, children and seniors, education and health issues. Documents may include copies of federal and provincial acts, copies of Council reports, and supporting	Social Development, Finance & Administration	C+2	4	C+6	D	

	correspondence.						
C2200	Children's Programs and Services Records relating to children's services in general. Children's services is designed for children at risk of, or already in, provincial custody, with the objective being to enable these children to reach full potential as productive and healthy persons. May include general information on special needs children, daycare subsidies, family support services, adoption, and foster care. Documents may include copies of federal and provincial guidelines, copies of mission statements, and supporting correspondence.	Children's Services	T	7	T+7	D	Comments: T = Services terminated. Legislation/Regulations: Child, Youth and Family Services Act, 2017, ss 291.1 - 292.1
C2201	Children's Services Vulnerable Sector Checks Vulnerable Sector Checks (VSC) records are used to assess the suitability of individuals such as employees, job candidates, students, independent contractors, service providers, and Home Child Care providers to work with Children's Services, where the primary responsibilities involve direct contact with children. Documents may include the Vulnerable Sector Checks (VSC), Offence Declarations (OD) Forms, Police Reference Checks (PRC), PRC Assessment Tool Forms, and any other relevant supporting documentation.	Children's Services	T+5	3	T+8	D	Comments: T = File is closed when a new VSC is issued and replaces the expired VSC for any active employee, student, and service provider or upon the expiration or termination of the work placement or contracts with Children Services. Legislation/Regulations: Child Care and Early Years Act, 2014, s 35; and, General, O. Reg. 137/15, ss 59 - 64 & 82
C2205	Subsidized Childcare – Request for Appeals Records relating to requests for, and appeals of decisions concerning, the City's provision of financially subsidized childcare services, including daycare placement and caregiver assistance. May include	Children's Services	T	7	T+7	D	Comments: T = Appeal is resolved.

	information relating to City decisions regarding whether or not applicants are eligible for subsidized assistance, with these decisions being primarily based on applicants' income, expenses, and assets; whether this assistance should be temporary or ongoing; admissions of applicants' children to childcare facilities; and fee reductions. Documents may include completed appeal information forms, completed client eligibility assessment forms, copies of 'permission to release information' forms, copies of affidavits, and all supporting correspondence.						
C2207	Children's Services – Agency Services Records relating to the services and programs provided to child care programs by external agencies. Services and programs offered may include educational workshops, entertainment, summer day camp programs, and support for children requiring special assistance. Documents may include budget reports, licensing letters, copies of wage subsidies and other funding documents, copies of service contracts, and correspondence.	Children's Services	T	7	T+7	D	Comments: T = End of service contract with agency.
C2210	Client Eligibility Intake – Case Files Records relating to the financial eligibility / intake of families whose children were enrolled in child care programs. Documents may include consent forms, authorization forms, copies of fee statements, personal financial records of the family, and correspondence.	Children's Services	T	9	T+9	D	Comments: T = Discharge of child. Legislation/Regulations: Child Care and Early Years Act, 2014; General, O. Reg. 137/15, ss 72(5) & 82
C2215	Attendance – Group Child Care Records relating to the attendance of children in group child care programs. Documents may include attendance lists, statements, memoranda, invoices, payment summaries and correspondence. Case files are arranged alphabetically by centre name.	Children's Services	C+2	4	C+6	D	Legislation/Regulations: Child Care and Early Years Act, 2014; General, O. Reg. 137/15 ss 72(5) & 82

C2216	Attendance – Licensed Home Child Care Records relating to the attendance of children at licensed home child care programs. These programs are managed by trained caregivers within their residential homes. Documents may include attendance lists, statements, memoranda, invoices, payment summaries and correspondence. Case files are arranged alphabetically by agency name.	Children's Services	C+2	4	C+6	D	Legislation/Regulations: Child Care and Early Years Act, 2014; General, O. Reg. 137/15, ss 72(5) & 82
C2220	Early Learning Child Care Centres City Operated Services Records relating to City operated child care centres that are not found elsewhere in this functional category. These child care centres are directly operated by the City, not by private companies or individuals. Documents may include copies of operating guidelines, lists of municipally operated centres, profiles of individual centres, copies of committee and meeting minutes, home visitor reports, copies of internal newsletters, and supporting correspondence.	Children's Services	C+2	4	C+6	D	Legislation/Regulations: Child Care and Early Years Act, 2014; General, O. Reg. 137/15, ss 72(5) & 82
C2221	Early Learning Child Care Centres – Clients Records relating to all individual children enrolled in early learning child care centres. Documents may include consent forms, authorization forms, copies of fee statements, child accident reports, and correspondence. Case files are arranged alphabetically by the child's surname.	Children's Services	T+2	5	T+7	D	Comments: T = Discharge of child.
C2225	Early Learning Child Care Centres – City-operated Child Care Centres Records relating to the daily operations and management of child care centres owned and City operated. May include information on supervision of children, entertainment, nutrition, art, drama, music, physical education, and learning initiatives. Documents may include developmental profiles, parent and staff interview reports,	Children's Services	C+2	4	C+6	D	Legislation/Regulations: Child Care and Early Years Act, 2014; General, O. Reg. 137/15, ss 72(5) & 82

	and supporting correspondence.						
C2235	Toronto Home Child Care Records relating to the daily operations and management of child care programs directly operated by the City, but provided within caregivers' residential homes. Documents may include information on child supervision, insurance coverage, legislated standards, home safety, and nutrition.	Children's Services	T	7	T+7	D	Comments: T = Services terminated. Legislation/Regulations: Child Care and Early Years Act, 2014; General, O. Reg. 137/15, ss 72(5) & 82
C2245	Child Care Centres – Special Needs Program Records relating to the administration and management of programs designed to assist and integrate children with special needs, including developmental and physical impairment, into licensed child care programs such as child care centres and nursery schools. May include information on behaviour management and subsidized enrolment spaces. Documents may include training materials, curriculum materials, copies of financial supporting documentation, disabilities reference materials, and correspondence.	Children's Services	C+2	4	C+6	D	Legislation/Regulations: Child Care and Early Years Act, 2014; General, O. Reg. 137/15, ss 72(5) & 82
C2246	Child Care Centres – Special Needs Clients Records relating to the assessments of, and program planning for, individual children with special needs who are enrolled in child care special needs programs. Special needs may include developmental and physical impairments. Documents may include informal development assessments, individualized planning sheets, psychological and educational assessments, and correspondence.	Children's Services	T+2	5	T+7	D	Comments: T = Discharge of child. Legislation/Regulations: Child Care and Early Years Act, 2014; General, O. Reg. 137/15, ss 72(5) and 82

C2252	Children's Programs – District Operations Records relating to the development and management of licensed group child care, home child care, special needs resourcing, family resource centres and summer day programs. These programs are not operated by the City. Information includes program planning, behaviour guidance, first aid, and child safety. Documents may include copies of vital case information, registries, criteria, scoring sheets, site visits, staffing sheets, operating licenses, serious occurrence reports, and correspondence.	Children's Services	C+2	4	C+6	D	Legislation/Regulations: Child Care and Early Years Act, 2014; General, O. Reg. 137/15, ss 32(3), 72(5), 76(1) & 82
C2350	Youth Services Records relating to youth development services designed to support vulnerable youth and encourage healthy positive youth development. Supports to vulnerable youth may include the areas of case management, employment/skill development, entrepreneurship, leadership and civic engagement, art and culture, and recreation. Positive youth development may include the areas of case management, employment/skill development, entrepreneurship, leadership and civic engagement, art and culture, and recreation. Positive youth development may include the areas of youth workers, community organizations, families, and funders. Strategies and programs focus on youth including sub-populations of young people (vulnerable to involvement in crime and violence, young women, racialized, low income, LGBTQ, etc.). Documents may include briefing notes, project charter/terms of reference, motions, policy reports, minutes, funding contracts, partner/participant profiles, resources produced, issue background/research, progress reports and evaluation results, and other supporting correspondence.	Social Development, Finance & Administration	S	3	S+3	AR	Comments: S = Until program is closed or superseded.
C2351	Youth Services – Employment Programs Records relating to the development,	Social Development, Finance &	T	2	T+2	D	Comments: T = Termination of program or when

	management and administration of youth employment programs, which are designed to address employment barriers faced by youth who may be homeless or living in "at risk" neighbourhoods. The programs provide a variety of supports such as vocational counselling, life skills training and an employment experience placement. Youth Services Employment Programs embraces: Youth Employment Toronto (YET), Street Involved Youth Program (SIYP) and Toronto Youth Job Corps (TYJC). Information includes documents such as funding Agreements between the City and other orders of government and community delivery partners, program proposals, attendance and payroll records of youth participants, statistical outcome reports on program activity, and supporting correspondence.	Administration					services no longer required.
C2352	Youth Engagement Toronto Youth Cabinet Records relating to youth engagement including capacity building, constitutional and election protocols, communication campaigns, community, conferences, summits and organizational development. Additional issue base documents include police, housing / homelessness, youth safety, education, TTC diversity, anti-oppression and activism, and supporting correspondence.	Social Development, Finance & Administration	T	2	T+2	D	Comments: T = Termination of program or when services no longer required.
C2353	Youth Services – Job Development Records relating to the City's development of a coordinated youth employment service sector among community-based organizations that recruit employers to create strong partnerships with the employer community for the purpose of increasing job opportunities for youth facing barriers to employment. Youth Services - Job Development embraces: Youth Employment Partnerships - YEP (formerly known as Youth Employment Job Development Grant Program YEJD). Documents include promotional materials, event planning, report on	Social Development, Finance & Administration	T	2	T+2	D	Comments: T = Termination of program or when services no longer required.

	outcomes of project activities Agreements between the City and community delivery partners, information pertaining to intergovernmental collaboration, and supporting correspondence.						
C2354	Youth Safety Records relating to the development of youth safety programs, services and policies. Youth safety includes a holistic and community health approach that takes a balance approach to prevention and intervention. Includes information on youth justice, violence, asset based planning, community, gangs, weapons, innovative program models, school-based programs, and youth and police issues. Documents include copies of federal and provincial guidelines, committee reports, terms of reference and supporting correspondence.	Social Development, Finance & Administration	S+2	5	S+7	D	Comments: S = Until superseded.
C2400	Adult and Senior Services Records relating to services designed to provide care and assistance to adult and senior citizens who are unable to live independently. May include general information on Emergency response, Community support and adult day care programs. Documents may include copies of federal and provincial guidelines, copies of mission statements, and supporting correspondence.	Seniors Services and Long-Term Care	T	6	T+6	D	Comments: T = Termination when services no longer required.
C2403	Community Support Programs for Seniors Records relating to the development and management of community support programs for senior citizens who do not enter long-term care homes but remain instead in their own residences. offer temporary relief to regular caregivers, such as family members and friends. Documents may include program statistics, individual program profile reports and brochures, program strategy and planning reports, and supporting correspondence.	Seniors Services and Long-Term Care	T	6	T+6	D	Comments: T = Termination when services no longer required.
C2410	Home Operations – Senior Services	Seniors Services and	C+1	2	C+3	D	

	and Long-Term Care Records relating to operating and managing long-term care facilities, which provide accommodation and services to senior citizens and younger adults requiring care. May include information on nursing and personal care, housekeeping, spiritual guidance, and administrative support. Documents may include copies of financial reports and payments, copies of committee minutes and agendas, and supporting correspondence.	Long-Term Care					
C2414	Resident/Client Concerns, Complaints and Inquiries - Seniors Services and Long-Term Care Records relating to long-term care homes residents and their families' concerns, complaints and/or inquiries over the operations, programs and services offered by the home and/or community-based services. May include admission eligibility and criteria, service levels, actual programs and services offered within the home or community-based program. Documents may include internal formal complaint forms, progress notes and documented follow-up copies of minutes and agendas, reference outcomes, resolutions and disposition and all supporting correspondence, i.e. copies of e-mail messages, etc.	Seniors Services and Long-Term Care	T	5	T+5	D	Comments: T = Discharge or death of resident. Legislation/Regulations: Fixing Long-Term Care Act, 2021; General, O. Reg. 246/22, ss 274 - 283
C2420	Admissions – Senior Services and Long-Term Care Records relating to the admission and acceptance of senior citizens to long-term care homes. May include information relating to the admission process to Homes, referrals from other facilities and agencies, and waiting lists. Documents may include resident applications, emergency and urgent placement applications, release of information consent forms, functional and social assessments, medical reports, and all supporting correspondence.	Seniors Services and Long-Term Care	T	2	T+2	D	Comments: T = Discharge or death of resident. Legislation/Regulations: Fixing Long-Term Care Act 2021; General, O. Reg. 246/22, ss 274 - 283
C2425	Support Services – Senior Services	Seniors Services and	C+1	1	C+2	D	

	and Long-Term Care Records relating to the various personal and support services available to residents (clients) who reside in long-term care facilities. May include details related to therapeutic services, hairdressing, library services, telephone access, pet adoption and care, and religious counselling and advice. Documents may include event calendars and schedules, program update reports, requests for services, television cable subscription applications, lists and descriptions of services offered, and supporting correspondence.	Long-Term Care					
C2430	Residents' Safety and Security – Senior Services and Long-Term Care Records relating to safety and security issues specifically concerning residents who reside in long-term care facilities. May include information on accident prevention, resident identification bracelets, and resident monitoring. Documents may include accident prevention reports, security logs, resident incident reports, and supporting correspondence.	Seniors Services and Long-Term Care	C+1	1	C+2	D	
C2435	Resident Transfers - Senior Services and Long-Term Care Records relating to the physical transfer of residents who live in long-term care homes. Residents may be transferred between rooms and floors. Transfers may occur as a result of personal or medical reasons. Documents may include daily census reports, occupancy reports, resident bed utilization reports, bed availability reports, hospital admission statistics, vacation and other departure leave notices, and supporting correspondence.	Seniors Services and Long-Term Care	C+1	1	C+2	D	Legislation/Regulations: Fixing Long-Term Care Act; General, 2021, O. Reg. 246/22, ss 274 - 283

C2446	Resident Evaluations - Senior Services and Long-Term Care Records relating to developing and administering assessments designed to determine the physical and mental abilities of residents residing in long-term care facilities. The results of these assessments are used to determine the programs and services that would be best for the individual. Documents may include assessments, social workers' reports containing evaluations and recommendations, social workers' screening tools, depression rating documentation, and all supporting correspondence.	Senior Services and Long-Term Care	T	10	T+10	D	Comments: T = Discharge or death of resident. Legislation/Regulations: Fixing Long-Term Care Act, 2021; General, O. Reg. 246/22, ss 274 - 283
C2460	Supportive Housing Program Records relating to the Supportive Housing Program which assists seniors who do not require full-time care to live as independently as possible. The long-term care homes supportive housing program provides supportive services (such as meal preparation, homemaking, laundry services, personal support, and medication reminders) to eligible clients who are tenants in a number of contracted supportive housing sites. Persons in supportive housing do not require the level of care and services available in a long-term care homes, but can benefit from access to a minimal amount of support on a 24- hour basis. Documents may include program description reports and brochures, copies of committee minutes, and correspondence.	Seniors Services and Long-Term Care	T	7	T+7	D	Comments: T = Program no longer required. Legislation/Regulations: Housing Services Act, 2011; General, O. Reg 367/11, s 102(2)
C2461	Supportive Housing Clients Case Files Records relating to the individual seniors enrolled in supportive housing programs, which are designed to assist them in living as independently as possible. Documents may include medical reports, assessment forms, progress reports, care plans and consent forms.	Seniors Services and Long-Term Care	T	10	T+10	D	Comments: T = Discharge or death of client. Legislation/Regulations: Home Care and Community Services Act, 1994, s 68(1)27 Fixing Long-Term Care Act, 2021; General, O. Reg. 246/22, ss 274 - 283

C2463	Adult Day Programs Records relating to developing and managing programs designed to provide ongoing services to senior citizens who live independently and who require only minimal and part-time assistance during the day. Adult day care programs are directly operated by the City at designated City-owned facilities. Program services provided may include entertainment, meals, and supervision. Documents may include program description reports and brochures, copies of committee minutes, and correspondence.	Seniors Services and Long-Term Care	T	6	T+6	D	Comments: T = Services are no longer required.
C2464	Adult Day Care Clients Case Files Records relating to the individual senior citizens enrolled in adult day care programs, which are designed to provide minimal assistance as required. Documents may include adult day care program applications, copies of monthly invoices, admission agreements, and supporting correspondence.	Seniors Services and Long-Term Care	T	10	T+10	D	Comments: T = Services are no longer required. Legislation/Regulations: Home Care and Community Services Act, 1994, s 68(1)27 Fixing Long-Term Care Act, 2021; General, O. Reg. 246/22, ss 274 - 283
C2485	Homemakers and Nurses Services – HMNS Records relating to developing and managing programs designed to provide Homemakers and Nurses Services (HMNS), as required, to eligible seniors or disabled citizens who require assistance in living as independently as possible at their personal residences. Services provided may include housekeeping, laundry and shopping. Documents may include program description reports and brochures, copies of committee minutes, and correspondence.	Seniors Services and Long-Term Care	T	6	T+6	D	Comments: T = Services are no longer required.
C2487	Community Support Programs Admissions Records related to the admission and acceptance or rejection of applicants to Community Programs. May include information related to the screening for eligibility, admission process to HMNS, SH or ADP,	Seniors Services and Long-Term Care	T	6	T+6	D	Comments: T = Services are no longer required.

	referrals from outside agencies and self-referrals. Documents may include client initial assessment and referral, authorization forms, progress notes, reason for rejection of the application, consent forms, functional and financial assessments and all other relating correspondence.						
C2488	Homemakers and Nurses Services Clients Case Files Records relating to the individual clients who receive Homemakers and Nurses Services (HMNS). These programs provide assistance to seniors or disabled citizens at their personal residences, so that they may live as independently as possible. Documents may include copies of applications, client assessments, progress notes and reports, copies of subsidy authorizations, and all supporting correspondence.	Seniors Services and Long-Term Care	T	10	T+10	D	Comments: T = Discharge or death of resident. Legislation/Regulations: Fixing Long-Term Care Act, 2021; General, O. Reg. 246/22, ss 274 - 283
C2540	Resident Administration Case Files - Senior Services and Long-Term Care Records relating to the resident administration case files. Incorporates registration, ongoing residence, general administrative and financial information as well as medical information. Documents include client profile, client information sheet, admission acceptance statements, resident social and financial history, doctors and nurses progress notes, information on medication, historical record of allergies and vaccinations, vital signs, dietary notes and plans, hospital discharge summary statements, resident transfer records, copies of death and discharge notices and other related correspondence.	Seniors Services and Long-Term Care	T	10	T+10	D	Comments: T = Discharge or death of resident. Legislation/Regulations: Fixing Long-Term Care Act, 2021; General, O. Reg. 246/22, ss 274 - 283 Personal Health Information Protection Act, 2004, ss 13 & 14
C2605	Activities and Events - Seniors Services and Long-Term Care Records relating to organizing and facilitating recreational, educational, and physical fitness activities and events for residents in long-term care facilities. May include information on garden parties, day trips, bazaars, sightseeing outings, and holiday festivities. Documents may include	Seniors Services and Long-Term Care	C +1	1	C +2	D	

	activity schedules, requests for activities, lists and descriptions of activities and events that are sponsored, and supporting correspondence.						
C2642	Medical Services Administration - Senior Services and Long- Term Care Records relating to the administration of medical services provided at the long-term care homes. Documents may include procedures for planning and evaluation of resident medical care offered at the Homes, medical directors' reports, hospitals / laboratory information, lists of approved drugs, lists of residents requiring specific medicines, lists of residents' drug allergies, lists of prescription orders, prescription surplus documentation, daily prescription audit trails, and supporting correspondence. Analysis of medical information helps in providing best health services to residents, improves commitment to protect medical- legal interests of residents, promotes health by preventing diseases and encourages review of payment processes for health related services in long-term care homes.	Seniors Services and Long-Term Care	C+2	2	C+4	D	
C2670	Rehabilitation Services - Senior Services and Long-Term Care Records relating to the administration and provision of rehabilitation services for residents in long-term care homes. May include information about assistive and adaptive devices, physiotherapy, and occupational therapy. Documents may include residents' requests for services, copies of service provider contracts and agreements, copies of rehabilitation staff schedules, and all supporting correspondence.	Seniors Services and Long-Term Care	T	10	T+10	D	Comments: T = Discharge or death of resident. Legislation/Regulations: Fixing Long-Term Care Act, 2021, General, O. Reg. 246/22, ss 274 - 283
C2701	Housing Services - Rental and Tenant Support Records relating to the provision and management of programs and services designed to assist City of	Toronto Shelter and Support Services	T	7	T + 7	D	Comments: T = Termination of service contract or program. Legislation/Regulations:

	Toronto tenants to keep their housing. Includes information on grants to community agencies that assist tenants in organizing tenant associations, operating a tenant hotline and/ or developing sample notices to landlords and tenants regarding property tax reductions. Documents may include copies of signed service agreements, funding applications, records of payments to community agencies, reports and supporting correspondence.						Housing Services Act, 2011; General, O. Reg. 367/11, s 102(2)
C2720	Social Housing Records relating to the administration of social housing which entails finding suitable and affordable rental housing for persons unable to find adequate housing in the private rental market. May include information on non-profit, public, and co-operative housing. Documents may include copies of federal and provincial Legislation/Regulation, copies of mission statements, copies of provider contracts and agreements, and supporting correspondence.	Toronto Shelter and Support Services	T	7	T+7	AR	Comments: T = Termination of agreement or contract. Legislation/Regulations: Housing Services Act, 2011; General, O. Reg. 367/11, s 102(2)
C2721	Non-Profit Housing Providers – Provincial Program Records relating to provincial non-profit housing corporations' provision and management of social housing projects for low- income persons who require subsidized accommodation, which may include apartments, houses, and duplexes. May include information on provincial public housing subsidies, co-operative housing, and provincial public housing authorities. Documents may also include lists of available public housing accommodations, copies of operating agreements, placement lists, statistics, and supporting correspondence.	Toronto Shelter and Support Services	T	7	T+7	D	Comments: T = Service no longer required or closure of housing provider. Legislation/Regulations: Housing Services Act, 2011; General, O. Reg. 367/11, s 102(2)
C2722	Non-Profit Housing Providers – Federal Program Records relating to federal non-profit housing corporations' provision and management of public housing	Toronto Shelter and Support Services	T	7	T+7	D	Comments: T = Service no longer required or closure of housing provider. Legislation/Regulations:

	projects for low- income persons who require subsidized accommodation, which may include apartments, houses, and duplexes. May include information on federal public housing subsidies and co-operative information on federal public housing subsidies and co-operative housing. Documents may include lists of available public housing accommodations, placement lists and statistics, copies of operating agreements, and supporting correspondence.						Housing Services Act, 2011; General, O. Reg. 367/11, s 102(2)
C2723	Non-Profit Housing Providers – Multi-Program Records relating to non-profit housing corporations' provision and management of multiple public housing projects for low- income persons who require subsidized accommodation, which may include apartments, houses, and duplexes. May include information on public housing subsidies and co- operative housing. Documents may include lists of available public housing accommodations, placement lists and statistics, copies of operating agreements, and supporting correspondence.	Toronto Shelter and Support Services	T	7	T+7	D	Comments: T = Service no longer required or closure of housing provider. Legislation/Regulations: Housing Services Act, 2011; General, O. Reg. 367/11, s 102(2)
C2724	Non-Profit Housing Provision Records relating to the operation and maintenance of non- profit housing units, including apartments and duplexes that the City owns and makes available to low-income persons who require subsidized accommodation. May include information relating to the housing units' structural stability, the results of safety inspections, whether the units meet standards for health and cleanliness, current occupancy or availability, the maximum number of persons who can be accommodated in an individual unit, addresses and locations of the housing units, and the names of past and present tenants. Documents may include completed subsidy summary forms, completed statement of account forms, copies of auditors' financial reports, public housing accommodation listings, copies of	Toronto Shelter and Support Services	C+2	5	C+7	D	Legislation/Regulations: Housing Services Act, 2011; General, O. Reg. 367/11, s 102(2)

	operating agreements, inspection reports, placement lists, and all supporting correspondence.						
C2725	Rental Supplements Records relating to the development and management of rental supplement programs and services, which provide subsidies to individual tenants living in accommodations owned by private or non-profit landlords. These rental subsidies cover the difference between what the low- income tenant can afford to pay versus the market or contract amount. Documents may include copies of subsidy applications and grants, copies of federal or provincial Legislation/Regulation, program description summaries and brochures, and all supporting correspondence.	Toronto Shelter and Support Services	T	7	T+7	D	Comments: T = Services no longer required or landlord terminates agreement as a provider. Legislation/Regulations: Housing Services Act, 2011; General, O. Reg. 367/11, s 102(2)
C2726	Rent Supplement - Client Case Files Records relating to low income tenants, individuals and families that are receiving housing subsidies. Services are supplied under the commercial rent supplement program. Rental subsidies are administered under the rent-geared-to- income guidelines set out by Housing Services Act. All Client Case files will include Canadian/Immigration Status documents; income documents (such as cheque stubs, employment letters, Employment insurance receipts, Social Assistance receipt, Child Tax, Pension Assessments); Notice of Assessments from Revenue Canada; and bank statements. Client Case files may also include support letters from medical professionals and/or agencies; Public Guardian and Trustee documentation; legal documents relating to children's custodies; and powers of attorney and other related correspondence.	Toronto Shelter and Support Services	T+1	6	T+7	D	Comments: T = Files closed when the client no longer participating in subsidized housing program. Legislation/Regulations: Housing Services Act, 2011; General, O. Reg. 367/11, s 102(2)
C2727	Rent Supplement - Landlord Case Files Records relating to individual landlords that provide rental housing	Toronto Shelter and Support Services	T+2	5	T+7	D	Comments: T = Files are closed when the landlord is no longer participating in the subsidized housing

	units under a rent supplement agreement with City of Toronto. The subsidy is paid to a private landlord to allow a defined number of units to be rented to low-income clients on a rent-geared-to-income (RGI) basis. The rent subsidy equals the difference between the RGI portion of the rent paid by the qualifying client and the government- approved market rent of a unit. Documents include rent supplement agreements, staff site visit reports, assessments of fair market value, records of payments made to the landlord, and other supporting correspondence.						program. Legislation/Regulations: Housing Services Act, 2011; General, O. Reg. 367/11, s 102(2)
C2911	Housing and Homelessness- Analysis and Research Records relating to analytical and research materials on people who are homeless or precariously housed. These materials may be used to develop and guide initiatives and programs aimed at this group. Documents may include divisional policy and discussion documents, consultation papers, demographic studies, surveys and questionnaires, provincial, federal and international publications and studies, internal reports, deliverables from purchased service contracts and supporting correspondence.	Toronto Shelter and Support Services	S	7	S+7	D	Comments: S = Superseded by updated analysis and research materials.
C2912	Housing and Homelessness - Programs and Services Records relating to the management and provision of programs and services designed to assist homeless people and people who are precariously housed. Includes information on grants to community agencies providing street outreach services, drop-in services, housing help services, special projects, supports to daily living, homelessness programs and small capital. Documents may include funding applications, letters of understanding, service agreements, records of payments, program reports, complaints and inquiries and supporting correspondence. Note: These files contain Letters of Understanding and Contracts for	Toronto Shelter and Support Services	T	7	T+7	AR	Comments: T = Termination of service contract or program. Legislation/Regulations: Housing Services Act, 2011; General O. Reg. 367/11, s 102(2)

	grants from the City to community agencies.						
C2913	Housing and Homelessness - Client Case Files Records relating to the individual clients participating in case management services directly operated by Housing and Homelessness, Supports and Initiatives. These services provide individualized supports to shelter clients, Streets to Homes clients and clients participating in other special projects or programs. Documents may include skills assessments, psychological assessments, copies of applications, client assessments, progress notes and reports, consent for release of information and all supporting correspondence. Files may contain personal medical information. Note: Records should not contain any program information.	Toronto Shelter and Support Services	T	10	T+10	D	Comments: T = Closure of case or if client is a minor, upon age of majority (eighteen years). Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, ss 18 - 20
C2930	Hostel Services - Program Administration Records relating to the administration of programs pertaining to hostel services in general. Hostel Services provide shelter and assistance to homeless individuals and families, and assist them to arrange for their housing and/or treatment needs through City directly-operated shelters or community-operated shelters by way of purchase-of-service agreements. Documents may contain statistics on hostel occupancy, operational standards, reports such as Council and Committee reports, samples of brochures describing the type of hostels and the services and programs provided, referrals, policy development, performance measures and all supporting correspondence.	Toronto Shelter and Support Services	3	4	7	D	Legislation/Regulations: Ontario Works Act, 1997, s 42
C2935	Hostel Client Case Files Records relating to homeless individuals and families who require emergency shelters or assistance on a short-term basis either through City-operated or purchase of service	Toronto Shelter and Support Services	T	10	T+10	D	Comment: T = Termination of case and/or last activity date. Legislation/Regulations: Ontario Works Act, 1997, s 42

	shelters. Documents include intake assessment, vital case information, counsellors' client case-planning, special assistance records, health and medical notes and other supporting correspondence.						Medicine Act 1991, General, O. Reg. 114/94, s 19(1)
C2936	Anti-Black Racism Incidents in City Shelter & Support Programs and Services Records relating to anti-black racism incidents occurring within City of Toronto operated shelters and in programs and services delivered by the Toronto Shelter and Support Services division. Documents may include incident and complaint reports, investigation summaries and findings, meeting minutes, memos, corrective actions, correspondence with clients and concerned parties, internal reviews, and all supporting evidence and documentation. Note: In case of insurance claim or litigation, a copy of the documentation will be forwarded to the appropriate division to become part of the case file under this division.	Toronto Shelter & Support Services	T	10	T+10	AR	Comments: T = Closure of the of case or last recorded action, whichever is longer. For records involving minors, retain for 10 years after the minor reaches the age of majority (18 years). Legislation/Regulations: Limitations Act, 2002, ss 4, 7, & 15
C2940	Hostel Services - Purchase of Service Shelters Records relating to the monitoring, administration and/or management of shelters, operated by non-profit, community- based organizations under purchase-of-service agreements with the City of Toronto Hostel Services Unit. Records many include supporting documents for operational applications, quality assurance documents, recommendations for improvement, standard compliance reports, site visit reports, funding submissions, supporting correspondence, shelter program reports, and other relevant financial-related correspondence/reports, shelter emergency plans, policy & procedures, shelter brochures/information materials, etc.	Toronto Shelter and Support Services	T	10	T+10	D	Comments: T = Termination of shelter service agreement. Legislation/Regulations: Ontario Works Act, 1997, s 42

C2950	Hostel Services - City-Operated Shelters Records relating to the monitoring, administration and/or management of City directly-operated shelters, which provide temporary accommodation to homeless individuals and/or families. May include information on meals, services provided, and daily operations. Documents may include quality assurance, recommendation for improvements, standards compliance reports, site visit reports, financial reports, shelter program reports, shelter emergency plans, policies and procedures, samples of shelter brochures and other informational material and all supporting correspondence.	Toronto Shelter and Support Services	3	4	7	D	Legislation/Regulations: Ontario Works Act, 1997, s 42
C2972	Residential Rehabilitation Assistance Program (RRAP) Case Files Records relating to the development and management of funding requests that provide financial loan assistance to low and moderate-income persons and organizations so that they may improve, preserve, and/or increase their existing affordable housing. This Federal Program may apply to private homeowners, landlords and non-profit associations. The funds are determined by confirming affordable home values or rents and by income testing of homeowners and tenant households. The City conducts inspections to determine the scope of work and to ensure that the work was successfully completed and that the funds awarded were properly spent. Documents may include copies of application for assistance, household income documents, medical information, contractor quotations, inspection reports, copies of land title reports, promissory notes, and associated correspondence.	Toronto Shelter and Support Services	T+2	13	T+15	D	Comments: T = Loan being closed out, loan forgiven, application withdrawal or application completion. Legislation/Regulations: National Housing Act, s 32(3)(a) Housing Development Act; General, Reg. 641, s 4(d)

C3100	Social Assistance and Support Programs Records relating to social support services which entails financial and other services provided to individuals who may require help in meeting financial payments or participating in social and community life. Documents include client verification reports, eligibility review criteria, copies of federal and provincial acts, copies of mission statements, and correspondence.	Employment & Social Services	C+2	4	C+6	D	
C3101	Special Needs Programs Records relating to the administration and provision of programs specially designed to provide support to persons who do not qualify for Ontario Works assistance but may require help in meeting financial demands. This may include assistance in purchasing and maintaining medical items such as wheelchairs and eyeglasses, paying for funerals and burials. Documents may include program development and status reports, copies of Legislation/Regulations:, copies of contracts and purchase orders, and supporting correspondence.	Employment & Social Services	C+2	4	C+6	D	Legislation/Regulations: Ontario Works Act, 1997, s 42
C3102	Family Support Programs - Ontario Works Records relating to Family Support Program in general. Documents may include general information on Federal and Provincial Child Support Legislation/Regulations:, Family Law Act, Family Responsibility and Support Arrears Enforcement Act, Ontario Disability Support Program, Ontario Family and Support Services, and copies of federal and provincial guidelines and supporting correspondence.	Employment & Social Services	C+2	4	C+6	D	Legislation/Regulations: Ontario Works Act, 1997, s 42

C3140	Ontario Works Records relating to the provision of Ontario Works (OW) assistance in general. Ontario Works provides temporary financial support to people who are in financial need and assists them to find paid employment. May include information on social assistance eligibility criteria, copies of federal and provincial acts, copies of mission statements, and correspondence.	Employment & Social Services	C+2	4	C+6	D	Legislation/Regulations: Ontario Works Act, 1997, s 42
C3141	Shelter and Residence - Ontario Works Records relating to shelter and residence for Ontario Works clients. Documents may include information regarding fuel and shelter, rent-geared-to-income, rooming house, co- residence, and room and board.	Employment & Social Services	C+2	4	C+6	D	Legislation/Regulations: Ontario Works Act, 1997, s 42
C3142	Financial Employment Support - Ontario Works Records relating to administering and providing financial programs and services to Ontario Works assistance recipients to support their participation in activities related to securing employment. Financial support is provided for living expenses during the job training and/or search period. Documents may include copies of policies and procedures, program definition and mandate statements, and correspondence.	Employment & Social Services	C+2	4	C+6	D	Legislation/Regulations: Ontario Works Act, 1997, s 42
C3143	Special Benefits and Allowances - Ontario Works Records relating to the management and provision of special benefits and allowances to Ontario Works assistance recipients. This may include information about mandatory discretionary benefits. Documents may include copies of policies and procedures, special benefit and allowance definition and mandate statements, and correspondence.	Employment & Social Services	C+2	4	C+6	D	Legislation/Regulations: Ontario Works Act, 1997, s 42

C3170	Monitoring and Control - Ontario Works Records relating to the monitoring and controlling of benefits and services provided to Ontario Works assistance recipients. May include information on fraudulent means used to obtain social assistance, overpayments, and appeals provisions. Documents may include copies of policies and procedures, procedural reviews, copies of mission statements, and correspondence.	Employment & Social Services	C+2	4	C+6	D	Legislation/Regulations: Ontario Works Act, 1997, s 42
C3270	Caseload Management - Ontario Works Records relating to the management and administration of Ontario Works assistance client caseloads. Caseload management involves the provision and monitoring of services provided to active social assistance recipients, such as youth issue, kids and computer initiatives. Documents may include statistical caseload reports and statements and supporting correspondence.	Employment & Social Services	C+2	4	C+6	D	Legislation/Regulations: Ontario Works Act, 1997, s 42
C3280	Ontario Works Clients Case Files Records relating to individuals who have applied for, or who are currently receiving, Ontario Works assistance and other related programs. May include information on supplementary aid, special assistance and applications for social assistance, proof of employment information, asset information, birth certificate, immigration documents and supporting correspondence.	Employment & Social Services	T	7	T+7	D	Comments: T = Services are no longer required or case is terminated. Legislation/Regulations: Ontario Works Act, 1997, s 42
C3281	Disruptive Clients Case Files - Ontario Works Records relating to individual Ontario Works assistance clients who have displayed, or who have a history of, disruptive behaviour. Examples of disruptive behavior may include making threats or abusing caseworkers. Case file documents may include disruptive client reports, copies of medical reports, copies of police reports, and	Employment & Social Services	T	7	T+7	D	Comments: T = Case is resolved or becomes inactive from social assistance. Legislation/Regulations: Ontario Works Act, 1997, s 42

	supporting correspondence.						
C3282	Fraud Case Files – Ontario Works Records relating to individual social assistance clients where evidence was obtained indicating potential fraudulent receipt of social assistance. Case file may include documents and notes regarding the allegation, the investigation process, client and/or informant interviews, verification of undeclared matters, disentitlement calculations, synopsis, decision- making checklists, legal and court documentation, and other correspondence. Note 1: Fraud case files and overpayment case files cannot exist simultaneously for the same client. If a Fraud case file is concluded with the decision that the client has an over issuance to be recovered, re-classify the file number C3283. The case file and related documents must be retained indefinitely when there is an ongoing fraud investigation. Note 2: Allegations of fraud that are deemed to be unfounded or unsupported as a result of an assessment or investigation must be deleted/disposed from both electronic & paper files one year from the date that the assessment or investigation was completed (including documentation from police, crown & trial activities, where applicable). Any information pertaining to the eligibility complaint and results of the assessment or investigation should be destroyed.	Employment & Social Services	T	7	T+7	D	Comments: T = Case is resolved by conviction or termination of investigation. Legislation/Regulations: Ontario Works Act, 1997, s 42
C3283	Overpayments Case Files - Ontario Works Records relating to individual Ontario Works assistance clients who have been identified as having outstanding overpayment balances and must now make financial restitution. May include overpayment files that contain original, or photocopied, documentation such as: payment histories, Equifax information, employer and wage information,	Employment & Social Services	T	7	T+7	D	Comments: T = Case is resolved or overpayment paid in full. Legislation/Regulations: Ontario Works Act, 1997, s 42

	legal and court documents, supporting correspondence, overpayment calculation sheets, overpayment letters, client profiles, portability information from other municipalities and narrative printouts from CWT/SDMT/MERTS, and all supporting correspondence.						
C3284	Appeals Case Files - Ontario Works Records relating to individual Ontario Works assistance clients who are appealing rulings concerning ineligibility decisions, reductions of assistance, or a disagreement concerning decisions reached. Documents include completed submissions and all supporting documentation, copies of legal and court documentation, and correspondence.	Employment & Social Services	T	7	T+7	D	Comments: T = Case is resolved. Legislation/Regulations: Ontario Works Act, 1997, s 42
C3285	Family Support Case Files – Ontario Works Records relating to Family Support Program. The Family Support Program provides services to ensure applicants and participants of Ontario Works Assistance are supplied with information, referrals and resources to pursue financial support from those who have legal obligations to provide it, according to the Ontario Works and Family Law Acts. Documents may include referrals forms, copy of Ontario Court of Justice Application, answers by responding party, financial statement for both applicant and respondent, correspondence from lawyers, copies of court orders and agreements, cancellations, settlements, payment histories, SDMT/FLOW notes, MECA screens, divorce papers and other legal documents.	Employment & Social Services	T	10	T+10	D	Comments: T = Services are no longer required or case is terminated. Legislation/Regulations: Ontario Works Act, 1997, s 42
C3286	Funerals and Burials Case Files - Ontario Works Records relating to individual Ontario Works assistance clients who have received funds for a funeral and/or burial. Funerals and burials may involve the social assistance clients themselves,	Employment & Social Services	T	7	T+7	D	Comments: T = Case is resolved. Legislation/Regulations: Ontario Works Act, 1997, s 42

	or their immediate family members. Documents may include death certificates, copies of policies and procedures discussing payment disbursements, lists of standard funeral homes, copies of payment receipts, and all supporting correspondence.						
C3287	Special Benefits Allowances Case Files - Ontario Works Records relating to individual Ontario Works assistance clients and Ontario Disability Support Program who are entitled to, and receive, special benefits and allowances. These special benefits supplement basic assistance payments and may include clothing allowances and dental benefits for dependent children. Documents may include client applications for special benefits and allowances, eligibility criteria statements, copies of payment receipts, medical reports and statements, copies of policies and procedures, and correspondence.	Employment & Social Services	T	7	T+7	D	Comments: T = Services are no longer required or case is terminated. Legislation/Regulations: Ontario Works Act, 1997, s 42
C3300	Client Categories - Ontario Works Records relating to information about the individual categories of Ontario Works assistance clients. This information is used to help determine assistance requirements and eligibility criteria for persons categorized within particular groups. Examples of client groups may include students, homeless persons, refugees, legal immigrants, disruptive persons, and unemployable clients. Documents may include group profiling statistics, copies of policies and procedures, client category reports and statements, and supporting correspondence.	Employment & Social Services	C+2	4	C+6	D	Legislation/Regulations: Ontario Works Act, 1997, s 42

C3420	Employment Services - Ontario Works Records relating to general information about employment services provided to Ontario Works assistance recipients. May include information on employment trends and issues and employment resource centres. Documents may include employment availability reports, labour market reports, and supporting correspondence.	Employment & Social Services	C+2	4	C+6	D	Legislation/Regulations: Ontario Works Act, 1997, s 42
C3431	Employment Support Programs - Ontario Works Records relating to programs offered to Ontario Works assistance clients which provide them with support in locating and securing employment. May include information on programs such as skill development, academic upgrading, independent job hunting, and English language instruction. Documents may include copies of federal and provincial Legislation/Regulation, training workbooks and outlines, copies of contracts with external agencies, program development and status reports, and correspondence.	Employment & Social Services	C+2	4	C+6	D	Legislation/Regulations: Ontario Works Act, 1997, s 42
C3432	Employment Placements – Ontario Works Records relating to referring employable Ontario Works assistance clients to external job placement agencies. These agencies assist clients in improving their job search skills, link clients with prospective employers, and may also provide entrepreneurial training and support. Documents include lists of eligible clients, lists of job placement agencies, copies of contracts with external agencies, training work booklets and handouts, and all supporting correspondence.	Employment & Social Services	C+2	4	C+6	D	Legislation/Regulations: Ontario Works Act, 1997, s 42
C3433	Community Participation / Volunteering - Ontario Works Records relating to providing volunteer job placements to Ontario Works assistance clients to enable them to gain work experience and develop their skills. Clients may be	Employment & Social Services	C+2	4	C+6	D	Legislation/Regulations: Ontario Works Act, 1997, s 42

	placed with non-profit agencies and community organizations. Documents may include progress evaluations of individual clients, client statistics, volunteer work placement description statements, copies of policies and procedures, and supporting correspondence.						
D	Functional Category: Development and Planning Description: Records relating to the management of economic and business development initiatives, conducted both directly by the City and by independent parties; and the planning and development of City buildings, facilities, parks and properties, prior to actual construction. Includes records relating to rezoning, business improvement initiatives, and building and land development plans.						
D0001	Official Plan Amendments Records relating to amendments made to the City's Official Plan, in order to reflect new realities and issues. The Official Plan contains objectives and policies for the City's physical development, as well as measures and procedures to attain these objectives. Also includes amendments made to the City's secondary plans, which establish detailed policies and provisions to guide future development for specific areas. Documents may include background studies, planners' comments and notes, copies of notices of public meetings, Ontario Municipal Board (OMB) appeals, and related correspondence.	City Planning	T	50	T+50	D	Comments: T = Approval of amendment.
D0002	Assessment Maps Records relating to the maps of assessed property within the City. These maps show property boundaries and landowner information for both residential and commercial properties. They are typically used to evaluate landowner building permit requests and are also used as reference materials concerning property development issues.	City Planning	C	7	C+7	D	Legislation/Regulations: Land Titles Act, s 141(4)
D0003	Development and Planning Studies & Research Records relating to background studies and research on City development and planning issues. This is done to determine economic feasibility, environmental suitability, and cultural and racial issues as they relate to development and planning projects and initiatives. Includes studies and research on economic, urban, regional, heritage preservation, airport facilities	City Planning	T	50	T+50	AR	Comments: T = Completion of project.

	development, commercial, industrial and residential development and parking facilities development. Also includes general development control planning issues such as approaches to site plan control and reporting on changes to the Planning Act. Documents may include consultant and internal reports, planning and research notes, development statistics, and correspondence.						
D0005	Condominiums Applications Records relating to the receipt and processing of applications for condominium registration. A condominium may be registered as part of a corporation, which manages the overall property where all condominiums are situated on behalf of the owners. Documents may include registered and unregistered condominium applications, registration approvals, planners' comments and notes, notices of public meetings, Ontario Municipal Board (OMB) appeals, survey plans, building architectural and structural plans, survey certificates, and related correspondence.	City Planning	T	50	T+50	AR	Comments: T = Approval of the application.
D0011	Valleylands Development Records relating to development within, or adjacent to, valleys and ravines. May include information on bridges, housing, and recreational facilities. Documents may include development feasibility studies, consultant reports, copies of drawings, and correspondence such as Ravine and Natural Feature Protection by-law and Toronto and Region Conservation Authority (TRCA) requirements.	City Planning	T	21	T+21	D	Comments: T = Termination of project.
D0013	Official Plan Amendment and Re-Zoning Records relating to rezoning matters requiring both Official Plan and zoning bylaw amendments. This pertains to requests for changes to be made to a property's current zoning status, including residential, commercial, industrial, farmland, and public institutional properties. Documents may include applications, copies of notices of public meetings, planners' notes, public comments, Ontario Municipal Board	City Planning	T	50	T+50	D	Comments: T = Approval of amendment and re-zoning.

	(OMB) appeals, and related correspondence. Case files are arranged numerically by application number.						
D0014	Re-Zoning Amendments Records relating to rezoning matters concerning amendments to only the zoning bylaw. This pertains to requests for changes to be made to a property's current zoning status, including residential, commercial, industrial, farmland, and public institutional properties. Documents may include applications, copies of notices of public meetings, planners' notes, public comments, Ontario Municipal Board (OMB) appeals, and related correspondence. Case files are arranged numerically by application number.	City Planning	T	50	T+50	D	Comments: T = Approval of amendment.
D0015	Registered & Reference Plans Records relating to copies of registered subdivision plans which are deposited in the Land Titles Division of the Land Registry Office. Registered subdivision plans are legal documents which show the boundaries and dimensions of lots, locations and names of new and existing public streets, and basic configuration of existing lots. Also includes records relating to copies of reference plans of survey which are deposited at the Land Registry Office. These surveys identify owned property assets, value of assets, and any potential legal situations which may affect the value or hinder the transfer of residential, commercial, industrial, and all other types of land.	City Planning	T	21	T+21	D	Comments: T = Plans are deposited at the Land Registry office.
D0018	Site Plan Applications Records relating to the approval of site plan applications. A Site Plan is a drawing or set of drawings that contain detailed information about development plans for a specific property, such buildings, driveways, parking areas, pedestrian sidewalks, landscaping, fences, light fixtures, drains and municipal services. All commercial, institutional, industrial and residential developments (except single and semi-detached dwelling units) are subject to site plan approval, along with commercial parking lots and mobile home developments. Documents may include applications, comments, notes,	City Planning	T	50	T+50	AR	Comments: T = Approval of application.

	Ontario Municipal Board (OMB) appeals, and related correspondence. Case files are arranged by application number.						
D0019	Subdivision Applications Records relating to Plan of Subdivision approvals, including Draft Plan Approval. The City guides and approves the design and layout of building lots and roads for residential and industrial subdivisions. Documents may include applications, comments, notes, subdivision drawings and reports, public and Ontario Municipal Board (OMB) notices and appeals, draft conditions, copies of agreements, registration approvals, and related correspondence.	City Planning	T	50	T+50	AR	Comments: T = Termination of project.
D0020	Planning Matters - Other Municipalities Records relating to planning matters and documents of other municipalities including Official Plans, Secondary Plans and other official documents and planning notices. These records are for reference purposes only.	City Planning	5	0	5	D	
D0021	Maps and Aerial Photographs Records relating to the maps and aerial photographs of the City. These documents may be used to monitor land use patterns, population settlement patterns, and environmental land changes.	City Planning	C+2	17	C+19	AR	Legislation/Regulations: Registry Act; Surveys, Plans and Descriptions of Land, O. Reg. 43/96, s 44(2-3)
D0024	Community Benefit Compliance Review Records relating to the planning application approval process and obtaining s.37/s.45 community benefits subsequent to that approval process. Section 37 of the Planning Act authorizes increases in the height and density of developments. Section 45 gives the Committee of Adjustment the authority to approve Minor Variances. Cash and non-cash (e.g. daycare facility, public art, road improvements), community benefits are negotiated, approved, secured and obtained under Sections 37 and 45 of the Planning Act. Documents include copies of staff reports, by-laws, Committee of Adjustment Decisions, Ontario Municipal Board Decisions, legal agreements, IBMS reports, SAP and	City Planning	T	7	T + 7	D	Comment: T = Termination of project case file.

	account information reports, additional related information. Also includes original notices and correspondence from the Compliance Officer to internal and external parties, and from such parties and statements of intent and financial statements from outside parties. Case files are arranged by street address. Cases closed when decision made to approve or not approve the application for the community benefit is determined.						
D0026	Parks and Open Spaces Development Records relating to the planning and development of parklands and open spaces for recreational purposes. This includes information about determining the necessity and feasibility of proposed land conversion or installation of recreational structures, including recommendations for additional facilities. Documents may include external and internal studies, public comments and surveys, and correspondence.	Parks & Recreation	T	P	P	P	Comments: T = Termination of project.
D0031	Surplus Lands Records relating to surplus lands owned by the City and by other public institutions, such as provincial crown corporations and the provincial government. Surplus government land may be sold or leased for residential, commercial, or industrial purposes, including the need to create affordable housing. Includes information on any improvements made to the land, such as creating access roads. Documents may include land inventories, consultant reports and studies, and correspondence.	City Planning	C+1	13	C+14	D	
D0034	Part-Lot Control Applications Records relating to the receipt and processing of part-lot control applications. Part-lot control is a method of selling or conveying part of a lot on a registered subdivision plan, such as dividing a lot for the purpose of accommodating semi-detached dwelling units. Documents may include applications, correspondence, copies of notices of public meetings, planners' comments and notes, and Ontario Municipal Board (OMB) appeals. Case files are arranged numerically by	City Planning	T	5	T+5	D	Comments: T = Notice of decision.

	application number.						
D0035	Official Plan Review Records relating to the Official Plan review process, as required by planning legislation. The Official Plan contains objectives and policies for the physical development of the City, as well as measures and procedures to attain these objectives. A review of the Official Plan is conducted on an ongoing basis, at regular intervals, to determine if revisions or amendments need to be made. Documents may include planning studies and reports, public comments, copies of maps, and correspondence.	City Planning	T	50	T+50	AR	Comments: T = End of review period.
D0036	Official Plan Records relating to the preparation and approval of the City's Official Plan. The Official Plan contains objectives and policies for the physical development of the City, as well as measures and procedures to attain these objectives. Documents may include former versions and draft copies of the Official Plan, the master copy of the present Official Plan, stakeholder reports and studies, background studies, copies of amendments, and correspondence. Also includes the Official Plans from the former amalgamated Borough of East York, the former Municipality of Metropolitan Toronto, and the former cities (York, Etobicoke, North York, Scarborough, and Toronto) that now form the amalgamated City.	City Planning	T	50	T+50	AR	Comments: T = Approval of official plan.
D0037	Interim Control and Restrictions Records relating to the restriction of the use of land, buildings, or other structures during review of existing land use and development policies. Interim control also involves preventing or limiting new development pending	City Planning	C+2	17	C+19	D	

	completion of planning studies and reviews to determine such issues as future land uses. Documents may include inspection reports, planning studies, official notices of interim control, public comments, consultant reports, and correspondence.						
D0039	Designated Holding Zones Applications Records relating to the receipt and processing of applications requesting the removal of designated holding zone (H symbol). Development activities can be delayed on specific lands until various conditions are satisfied. This allows the City to state its commitment to having the lands developed for the identified uses(s) at an appropriate time in the future. Documents may include completed applications, planners' notes, holding zone notices, correspondence, technical reports, and engineering drawings.	City Planning	T	50	T+50	D	Comments: T = Approval of application.
D0042	Temporary Use Authorizations Records relating to the authorization of the temporary use of land, buildings, or structures for any purpose that is otherwise prohibited by the zoning by-law. Land or buildings may be temporarily used to address issues such as housing shortages, need for emergency shelters, or construction requirements (e.g., erecting temporary shelters). Documents may include completed applications, correspondence, and copies of committee minutes and agendas.	City Planning	T	7	T+7	D	Comments: T = Expiry of authorization.
D0043	Zoning By-law Review Records relating to the review of current Zoning By-laws for the purpose of land use provisions and revising the Zoning By-laws into one comprehensive Zoning By-law for the City of Toronto Includes records related to any future review of this consolidated Zoning By-law. A Zoning By-law contains provisions that regulate the use, size, height, density and location of buildings on properties within the City, as well as the dimensions for parking space width, length, height and access aisles in parking lots and structures. The Zoning By-law review task examines provisions in the existing By-laws, and	City Planning	T	50	T+50	D	Comments: T = Completion of the review of the zoning by-law.

	systematically create a new framework consisting of harmonized definitions, provisions, and zoning standards that are applicable to residential, commercial, industrial, recreational, and public institutional lands. Documents may include existing zoning standards, regulations, property construction statistics, planner's notes, consultation reports, staff reports, panel review, OMB decisions, amendments to Municipal Code, implementation of new Zoning By-law, and supporting correspondence.						
D0044	Community Improvement and Development Assistance Records relating to the planning, redesigning, redevelopment, reconstruction, or rehabilitation of a community improvement project area. Community improvement initiatives may include neighbourhood revitalization, removal of decrepit buildings, and park improvement. Also may include information on using community improvement project areas for other purposes (e.g., religious, charitable, etc.). Documents may include copies of loan applications, planners' comments and notes, copies of agreements, studies and reports on the implementation of planning initiatives, and correspondence.	City Planning	T	50	T+50	AR	Comments: T = Termination of project.
D0045	Urban Design Guidelines & Implementation Records relating to City-wide and local urban design policy and guidelines regarding the procedures, processes and requirements specifically concerning all types of development applications. These guidelines adhere to the initial planning stages of design and development projects. The guidelines help to implement the Official Plan by clarifying design expectations such as urban design guidelines. Includes information on development standards for streets, buildings, landscaping and parking lots. Documents may include planning reviews, guidelines, drawings and correspondence.	City Planning	S	20	S+20	AR	Comments: S = Until superseded.
D0046	Area Plans and Studies	City Planning	T	50	T+50	AR	Comments: T = Completion of the

	Records relating to community planning and area based policy studies. Area studies include Secondary and Avenue Studies. Secondary plans establish detailed policies and provisions to guide future development for specific areas, which may evolve into Official Plan amendments. Avenue studies identify redevelopment potential or opportunities for community needs such as traffic, parking, etc. The studies will help make recommendations for implementing the policies of the new City of Toronto Official Plan. Recommendations may include urban design guidelines, area wide zoning changes and other area specific planning tools. May include information on land use, residential development densities, transportation systems, and environmental issues. Documents may include studies and reports, proposals, planners' notes and comments, copies of notices of public meetings, public comments, Ontario Municipal Board (OMB) appeals, and related correspondence.						study or plan.
D0051	GTA-Wide / Inter-Governmental Transportation Planning Initiatives Records relating to the Greater Toronto Area (GTA)-wide or Inter-Governmental transportation studies and policy initiatives to ensure that City of Toronto's interests are protected and that key policy sustainable growth objectives are recognized and advanced, including sustainable sources of infrastructure funding. Through these activities, the City can influence policy and infrastructure investments proposed by the Federal and Provincial Governments, GO Transit, and other Municipal Governments affecting Toronto's transit and road networks. The City assesses changing urban conditions such as the state of the physical environment, economic conditions, and social environment in the City. The activities must be within the compliance of the City's Official Plan, Planning Policy, Zoning Policy, Planning Act and Environmental Assessment Act. Information includes transportation studies, environmental assessments, zoning maps, planners' notes, reports containing findings, comments, and recommendations, and other supporting	City Planning	T	20	T+20	AR	Comments: T = Termination of project.

	correspondence.						
D0052	Area/Corridor Transportation Studies Records relating to Area or Corridor Transportation Studies and Implementation Strategies that focus on developing localized transportation plans and strategies in support of land use planning initiatives within the Community Planning service districts. Documents include implementation strategies information such as providing advice to City-Divisional staff on transportation issues concerning local strategic land use and policy initiatives in Secondary Plan development, Avenues Studies, and special planning areas; leading transportation studies to identify the need for new or improved transportation infrastructure, service levels, and transit priority; liaising with other City Divisions, agencies, boards, and commissions, adjacent municipalities, transit operators, the Province, and the public; participating in studies undertaken by transportation operating authorities such as Transportation Services, The TTC, GO Transit; and providing testimony at the OMB in support of local land use planning initiatives.	City Planning	T	20	T+20	AR	Comments: T = Termination of project.
D0053	City-Wide Transportation Planning Initiatives & Policies Records relating to City-wide transportation planning initiatives, which focus on developing broad transportation policies, plans, programs, and implementation strategies to support sustainable city-building objectives of the new Official Plan. These projects and initiatives concern the planning and ongoing sustainability of surface transit priority network within the City of Toronto. This may include major transit corridors, alternative road and transit operating strategies, bicycle lanes, and pedestrian facilities. May include information on transportation strategic planning and priorities, transportation	City Planning	T	50	T+50	AR	Comments: T = Termination of project.

	models, public consultations, and cost-effectiveness and feasibility of various transportation options. Documents may include transportation studies, reports containing findings and recommendations, copies of zoning maps, planners' notes, and other supporting correspondence.						
D0060	Building Technical Standards & Safety Records relating to the development and implementation of building technical standards and safety, and other information regarding the procedures, processes, and requirements specifically concerning all types of existing building and future development in the City. Building technical standards provide guidelines for engineering, structural façade & designs, building materials & products, construction industry's best practices, as well as a variety of public safety education and consumer information programs. Additionally, technical standards and safety protocols promote compliance of building regulation and legislation within the private sector, and facilitate governments to meet their planning and public safety commitments in a cost-effective and efficient manner, and deliver innovative technology and services. Documents may include policy planning, reviews, government guidelines, industry standards, building design & illustrations, and supporting correspondence.	Toronto Building	S+2	5	S+7	D	Comments: S = Until superseded. Legislation/Regulations: Technical Standards and Safety Act, 2000, s 30(1)
D0070	Planning Consultation - Community Liaison Records relating to community liaison and professional advice. An integral part of the area-based studies, transportation planning, development application review, and Committee of Adjustment consideration is the involvement of the community and professional groups. The City is built upon the input of divergent groups, individuals, and community organizations. participate in a community study. The variety of interests, ideas, inputs and advice from these groups result in positive changes in the community. Documents may include agendas, meeting minutes and	City Planning	T	20	T+20	D	Comments: T = Termination of project.

	reports.						
D0071	Planning Consultation - Stakeholders Liaison Records relating to planning consultation involving project stakeholder liaison. An integral part of the Area-based studies, Transportation planning, development application review, and Committee of Adjustment consideration is the involvement of all stakeholders. The City often conducts planning studies that have components that fall within the jurisdiction and/or interest of various federal & provincial governments, boards & agencies, as well as private sector agencies. Together, the stakeholders respond to development studies, planning studies, and projects by providing comments, requirements and commitments related to their interests or jurisdictions. Documents include stakeholders' consultation input, copies of lease, contract, and agreement, development and planning background studies, copies of environmental assessments, planners' notes, comments, advice, and supporting correspondence.	City Planning	T	20	T+20	D	Comments: T = Termination of project.
D0080	Community Urban Design Records relating to Community urban design information which incorporates built form, public realm, and provide advice in neighbourhoods with respect to development application process and local neighbourhood studies such as Secondary Plans and Avenue studies and community improvement plans. The urban design objectives provide an overall land use assessment for the area that will guide future development and redevelopment in the City. The design strategies establish how buildings are constructed, and spaces are allocated between the structures. Elements such as parks, open spaces, bridges, streets, sidewalks, walkways, historical features, bodies of water, trees, landscaping, lighting, and signage are integrated together to create a functional, attractive, comfortable, and safe city. Documents may include copies of permit applications, planners and urban designers' comments and notes, copies of notices of public meetings, agendas,	City Planning	T	20	T+20	AR	Comments: T = Termination of project.

	minutes of mediation meetings, graphic material such as maps, photographs, charts, final OMB decisions, and related correspondence.						
D0082	Public Realm Improvement Program Records relating to the coordination and implementation of public sector projects to create City of Toronto streets, parks, and social places. Public realm refers to space that permits diverse groups of people to carry out the various activities of their daily lives in a safe and permissive environment. Public realm projects administer the Capital initiatives program, ensures new City-wide streetscape design standards are implemented in public and private construction, ensure consistent procedures City-wide. Documents may include implementation of urban design projects, inter-disciplinary design reports, and supporting correspondence.	City Planning	T	20	T+20	AR	Comments: T = Termination of project.
D0083	Urban Design Outreach and Promotion Records relating to design promotion and public engagement. Promotion activities include Architecture Urban Design Awards, establishment of pilot projects, lectures, school programs, conferences, design workshops, graphic support for events, prints, and digital material. Documents may include posters, flyers, brochures, publications and graphic material such as maps, photographs, charts, and all supporting correspondence.	City Planning	T	20	T+20	AR	Comments: T = Termination of project.
D0084	Legislative Mapping and Visualization Records relating to graphic support and visual mapping that are associated with the former and new Official Plan, and Zoning By-law. Legislative mapping articulates design ideas through maps, plans, models, and other visual presentation methods. Information includes graphic support to Community Planning as a component of the development review process such as staff report, public meeting graphics, and OMB evidence. Documents may include maps, plans, presentation materials, and all supporting correspondence.	City Planning	T	20	T + 20	AR	Comments: T = Termination of project.

D0085	Community Public Art Programs Records relating to public art program which sets the planning framework for creating public art opportunities to participate in the design, look, and feel for our city. The program consists of three distinct initiatives (civic projects, private sector and community). Civic public art develops public art at new or existing City buildings, utility works, parks and other public spaces, Private developer program develops artwork in public areas of major private developments, which allocate a percentage of funding to the art and Community Public art encourages artist/community collaborations on projects that address neighbourhood needs or ambitions. Documents may include permit applications, development review, legal agreements between the City and developer, public art plans provided by developer, a contract between the artist and developer, invoices, budget reconciliation reports, copies of letters of credit, conservation reports which contain the guidelines on how the artwork is to be maintained and general correspondence.	City Planning	T	50	T+50	AR	Comments: T = Termination of project.
D0410	Business Improvement Areas Records relating to the City's dealings with, and support of, business improvement areas, which are associations of local business persons and property owners who work in partnership with the City to improve conditions for local businesses in their respective geographically-defined areas. May include information on community interest, public consultation with local business tenants and property owners, both proposed and fully-developed business improvement areas, and improvement priorities. Documents may include cost summary statements, copies of construction notices, copies of invoices, copies of purchase requisitions and purchase orders, copies of brochures relating to private businesses, project continuity schedules, copies of meeting agendas and minutes, copies of City by- laws, and all supporting memorandums and	Economic Development & Culture	T+2	10	T+12	AR	Comments: T = Completion of local improvement.

	correspondence.						
D0429	Toronto Economic Recovery Initiatives Records relating to initiatives and activities undertaken by City of Toronto to support and facilitate growth in Toronto's economy that may be severely impacted by natural and man-made crisis or events. Initiatives and measures taken to rebuild global confidence in Toronto and to promote City's economy may include formation of special recovery task force, corporate partnership, public relations promotion, media advertising and City support events and marketing campaigns. Documents may include copies of task force decisions, meeting documents, community support & requests, corporate proposals, reports, donations, media coverage, news releases and updates, campaigns and feedback, event support and requests documentation, and all other supporting records.	Economic Development & Culture	T	15	T+15	AR	Comments: T = Termination of project.
D0430	Business Retention and Expansion Records Records relating to business retention and expansion service as an economic development tool designed to retain and expand business investments and to promote economic sustainability in City of Toronto. Working directly with business stakeholders, city divisions, communities and other municipal partners in providing support services such as site selection services; facilitating industrial and commercial development projects; company relocations and expansions; addressing policy related issues and access to specialized services and incentive programs available . Records include: meeting documents, consultants' reports, copies of respective companies' annual reports and brochures, copies of feasibility studies reports, pictures of companies' property sites, and all	Economic Development & Culture	T+2	5	T+7	D	Comments: T = Respective client association, project, or initiative ends.

	supporting correspondence.						
D0432	Business Incubation Program Records relating to the City's business incubation program that advances Toronto's Agenda for Prosperity by supporting businesses and entrepreneurs. The goal of the Business Incubation Program is to facilitate the establishment, maintenance and/or expansion of business incubators across the city. Business incubators enhance the City's ability to compete within the global marketplace through value added services that support start-up and early stage companies, and facilitate the successful commercialization of new and innovative products to the marketplace. Records are organized alphabetically by function and project names, whether in paper or electronic format. Documents include project files, events, promotion and communication materials, research materials, correspondence and all supporting documents.	Economic Development & Culture	T+3	4	T+7	D	Comments: T = End of project.
D0455	Trade Missions Records related to official City of Toronto trade missions abroad to promote the City of Toronto and the GTA external trades and service. Also to take advantage of business opportunities for Toronto/GTA companies. This record series includes trade mission information related to economic development information and cultural exchange, the development of strategic alliances and business relationships that will maximize exposure of Toronto's / GTA's business potentials covering all segments of industry infrastructure and service sectors. Documents may include: correspondence, itineraries, invitation, delegate list, presenters' slides, photos, logos & bios, copies of; mission follow up reports, request for authorization form for attendance, business expense claims and all other supporting documents.	Economic Development & Culture	T+2	8	T+10	D	Comments: T = Business event concludes.
D0553	Sector and Partnerships Development Records relating to sector and partnership development through working with sectors/industry	Economic Development & Culture	T+3	4	T+7	D	Comments: T = End of project.

	associations and partnerships, major employers, other levels of government, other City Divisions, ABC's and community groups. Target sectors include: fashion and design, biotechnology, medical and pharmaceutical, food and beverage, education, green technology, tourism, business and professional services, information communications technology and financial services; may also include sponsorship and special projects. Records are organized alphabetically by function and project names, whether in hard copy or electronic format. Documents may also include copies of boards and committee decisions and directives, meeting documents, community support and requests, corporate proposals, reports, media coverage, news releases and updates; and all other supporting documents.						
E	Functional Category: Emergency Services Description: Records relating to the creation and provision of City services and programs designed to provide law enforcement and immediate action in response to unforeseen circumstances, such as fires or medical emergencies. These programs are designed to ensure compliance with laws and legal regulations and to help City residents and businesses before, during, and in the aftermath, of emergencies. Includes records relating to disaster prevention; police and law enforcement; fire, paramedic, and ambulance services; and emergency contingency planning.						
E0015	Ambulance Call Reports (ACR) Records relating to Ambulance Call Reports (ACRs) are essential medical records for documenting information about circumstances and events relevant to the proper provision of ambulance services to patients living in Toronto. Documents contain personal health information including call history, patient assessment findings, type of care provided, the patient's response to treatment, name and address of the hospital the patient was transported to and other supporting information.	Toronto Paramedic Services	C	5	C+5	D	
E0305	Emergency Human Services Response Administration Records relating to the provision of emergency accommodation, food, clothing, registration and inquiries, personal support services and operation of a Reception Centre for residents	Toronto Shelter and Support Services	T	7	T+7	D	Comments: T = Conclusion of the emergency response. Legislation/Regulations: Income Tax Act, s 230(4)(b)

	evacuated from their homes, as co-ordinated by Emergency Human Services. Documents may include originals and copies of financial records such as vouchers, donations, petty cash and purchasing requests. Other documents may include incident reports, complaints, reception centre logs, accommodation lists, press releases and all supporting correspondence. Note: Original Emergency Plans should not be contained within these records.						
E0306	Emergency Human Services Response - Client Case Files Records relating to individuals receiving services provided by Emergency Human Services. Emergency Human Services is an organized response to the urgent needs of people and their pets once they are out of immediate danger of a disaster or emergency situation. Services include providing emergency accommodation, food, clothing, inquiries and personal support services for residents evacuated from their homes. Documents may include resident registration information, request for accommodation, housing referrals, assessments, missing persons reports, pet data, meal vouchers, child care arrangements, follow-up notes and reports, consent for release of information, applications for Ontario Works assistance (pinks) and all supporting correspondence. Files may contain personal medical information.	Toronto Shelter and Support Services	T	7	T+7	D	Comments: T = Closure or resolution of case.
E0401	Fire Prevention Inspection Reports Records relating to both routine and requested inspections of buildings and properties within the City, in order to assess compliance with mandated fire safety provisions. This reporting involves making observations,	Fire Services	T+3	18	T+21	D	Comments: T = Completion of inspection, with any violations and outstanding issues fully resolved. Legislation/Regulations: Fire Code, O. Reg. 213/07, s 1.1.2.1(3)

	documenting the existence of any fire safety violations, and reporting on what must be performed in order to ensure compliance with fire safety provisions. Documents may include completed inspection referral forms, testing and inspection reports, and all supporting correspondence.						
E0404	Fire Safety Records relating to documenting the planning and preparation necessary so that individual buildings within the City will comply with required fire safety provisions. May include information relating to firefighting equipment locations within buildings, fire alarm systems, locations of exits and staircases, evacuation and emergency guidelines, names of emergency contact personnel, vehicle access to the respective building, locations of elevators, owner responsibilities, and firefighting equipment inspection and maintenance. Documents include fire safety plan reports and all supporting correspondence.	Fire Services	S	15	S+15	D	Comments: S = Approval of an updated fire safety plan Legislation/Regulations: Fire Code, O. Reg. 213/70, s 1.1.2.1(3)
E0405	Emergency Incident Reports Records containing incident date, event times, vehicle assigned, and crews involved at the incident. The report provides the officers record on conditions and observations upon arrival, initial actions, entry methods, security of property and actions of Captains, crew and EMS officers in chronological order. This report is completed for all responses by Fire and Ambulance Services to incidents.	Fire Services	T	30	T+30	D	Comments: T = Resolution/closure of case.
E0406	Fire Services Officer Notebooks Records related to information collected by a Toronto Fire Services Officer regarding incidents that are fire related as	Fire Services	T	30	T+30	D	Comments: T = Resolution/closure of case.

	well as other incidents including medical calls, crime, vandalism etc. Information collected in notebooks are used to complete emergency incident reports related to fire incidents but may be also used as a reference for other reports completed by Toronto Police Services, Legal Services or other provincial law enforcement agencies.						
E0410	Fire Investigation Files Records relating to investigations of cause, origin and circumstances of any fire or of any explosion or condition that in the opinion of the Fire Marshal might have caused a fire, explosion, loss of life or damage to property. Documents include fire investigation logs, reports, statements, correspondence, exhibits and evidence regardless of form or format (photo, video, audio files, etc.), and also include post-fire inspection.	Fire Services	T	30	T+30	AR	Comments: T = Final resolution of the case. Legislation/Regulations: Fire Code, O. Reg. 213/70, s 1.1.2.1 (3)

F	Functional Category: Financial Management Description: Records relating to the City's finances and accounting processes, including the receipt, control, and expenditure of funds. Includes records relating to liability, risk management, payroll, taxation, treasury, insurance and purchasing.						
F0045	Fees Administration Records relating to the determination and administration of fees charged for services and activities provided and/or managed by the City, or for the use of City property. This may include information on fees charged by other municipalities for similar services; and discounts for senior citizens, students, and residents living on fixed incomes. These fees serve as a source of revenue for the City. Documents may include fee schedules for permits and licenses, user fees determination studies and reports, lists of approved fees,	Common	C+2	4	C+6	D	

	and correspondence.						
F0169	Fundraising and Donations Records relating to the development and organization of fund- raising activities and donation solicitations. Includes information on charitable campaigns and financial donations, including donated funds, received by the City from various organizations and individuals. Documents include copies of committee minutes and agendas, activity planning schedules and itineraries, donation receipts, and correspondence.	Common	C+2	5	C+7	D	Legislation/Regulations: Income Tax Act, s 230(4)(b)
F0400	Capital Assets Records relating to the City's capital and fixed assets, which are long-term assets that are not purchased or sold in the normal course of business May include information on capital assets such as machinery, land and land improvements, equipment, works of art and historical treasures, infrastructure, and vehicles. Documents include capital assets inventories, capital depreciation statements, and capital asset reports.	Common	T	7	T+7	AR	Comments: T = Life of Asset Legislation/Regulations: Income Tax Act, s 230(4)(b)
F1301	Employee Payroll Files Records relating to individual employees' pay history profiles. Includes information on rates of pay, hours of work, reported absences, garnishments, pay rate changes, and both elected and mandatory payroll deductions for each employee. Documents include completed payroll notification forms concerning newly hired staff, completed benefit enrolment forms, completed federal record of employment forms, tax credit return statements, previous pay adjustment sheets, performance pay transition sheets, copies of court orders,	Pension, Payroll & Employee Benefits	T	7	T+7	D Permis sion for their dispos al is given by the Minist er	Comments: T = Termination of employment, or termination of retirement benefits, whichever is longer. Legislation/Regulations: Employer Health Tax Act, ss 12(4) & s 87(3) Employment Standards Act, 2000, s 15(5)

	and all supporting correspondence.						
F1303	Attendance and Scheduling Records relating to the attendance and scheduling for City of Toronto employees. These records document an employee's hours of work, overtime hours, lieu time, vacation time, statutory holidays, sick leave and other related correspondence. The media format for these records is paper and electronic. These reports are kept as part of the official record collection in Pay Period Processing (F1325). Documents may include vacation requests, attendance registers, shift schedules, notes for extended leave, time sheets, crew cards and all supporting correspondence. Note: These records should only be kept at the office as identified as part of the active retention and should not be prepared and transferred for inactive storage to the Records Centre. Most divisions will maintain paper records where as other divisions maintain electronic records as a direct upload to SAP (Systems Applications and Products). SAP provides enterprise software applications and support to businesses of all sizes globally. Pension, Payroll and Employee Benefits (PP&EB) staff use the data in SAP to produce payroll outputs in the form of pay period processing reports.	Common	C+3	0	C+3	D	Legislation/Regulations: Employment Standards Act, 2000, s 15(5)
F1320	Local Reference Employee	Common	T	7	T+7	D	Comments:

	Payroll Files Records consist of documentation related to divisionally managed payroll processes. This information is maintained by the division's payroll group(s) and/or divisional managers and exclude any records that must be included in the corporate employee payroll file. Records may include divisional supporting documentation related to leaves of absence, hours of work, overtime, lieu time, payroll reimbursements, statutory holidays, sick leave, vacation requests, attendance, shift schedules, notes for extended absences, and position related information, such as copies of A/R forms, and correspondence collected. These records are filed by employee name for reference and are used for divisional operational purposes. Note 1: Each division is responsible for ensuring that all authoritative source records related to payroll or employee benefits are submitted to Pension, Payroll and Employee Benefits (PPEB). These records must be managed in accordance with applicable policies or laws and filed under the retention code: F1301. Note 2. This records class excludes records relating to OMERS and other pension management records. These records must be filed with the appropriate retention code to which they relate.						T = End of employment with the division and last reported action. Legislation/Regulations: Employment Standards Act, 2000, s. 15
F1325	Pay Period Processing Records relating to the administration and processing of employee salary and expense payments during regularly-scheduled pay periods. May include information relating to payroll generation, overriding deductions, year-end payroll	Pension, Payroll & Employee Benefits	C+2	5	C+7	D	Legislation/Regulations: Employment Insurance Act, 1996, s 87(3) Employment Standards Act, 2000, s 15(5)

	reporting, and payroll variance reporting. Documents may include payroll registers, employee expense reports, original and amended T4 statements, payroll adjustment and variance reports, and all supporting correspondence.						
F1500	Accounting and Finance Administration Records relating to the overall management of the City's financial and accounting functions and processes. May include information on accounting systems, workflow reports and diagrams, financial signing authority, copies of federal and provincial guidelines and compliance requirements, and correspondence.	Finance & Treasury Services	C+2	5	C+7	D	
F1541	Purchasing of Goods and Services Records relating to the procurement and acquisition of goods and services from external contractors and vendors. May include information on manufacturing requirements and delivery time frames. Documents may include purchase orders, purchase requisitions, requests for proposals (RFPs), quotation requests, vendor proposals, and tenders.	Purchasing & Materials Management	T	7	T+7	D	Comments: T= Termination or expiry of agreement. Legislation/Regulations: Income Tax Act, s 230(1) & (4)
F1560	Petty Cash Records relating to the management of petty cash accounts, which consist of tangible cash stored in departments and offices. Petty cash funds are used for the purchase of inexpensive, out-of-pocket goods and/or services, for which immediate reimbursement can be claimed. Documents include petty cash account reconciliations, requests for reimbursement, receipts, and initial requests for	Finance & Treasury Services	C+2	5	C+7	D	Legislation/Regulations: Income Tax Act, s 230(4)(b)

	access to petty cash funds.						
F1562	Personal Expense Claims Records relating to City employees' claims for reimbursement for financial expenses. Personal expenses may be incurred in the course of normal business operations, including air travel, attending conferences, and vehicle use. Documents may include receipts, invoices, expense claims statements, and correspondence.	Finance & Treasury Services	C+2	5	C+7	D	Legislation/Regulations: Income Tax Act, s 230(4)(b)
F1563	Councillor Expense Claims Records relating to City Councillor's claims for reimbursement for financial expenses. Personal expenses may be incurred in the course of normal business operations, including air travel, attending conferences and vehicle use. Documents may include receipts, invoices, expense claim statements and correspondence.	City Clerk's Office	C+2	5	C+7	D	Legislation/Regulations: Income Tax Act, s 230(4)(b)
F1570	Accounts Receivable Records relating to revenues received by the City through the sale of goods or services rendered. This includes revenues generated from charging parking, permit, landfill dumping, and other user fees. May include information on the administration and receipt of refunds and credits. Documents may include hand-written and machine- readable receipts, payment balancing stubs, invoices documenting the receipt of payment from City customers, accounts receivable and revenue reconciliation statements, copies of cheques, payment batch reports, and all supporting correspondence.	Financial Services	C+2	5	C+7	D	Legislation/Regulations: Income Tax Act, s 230(4)(b)
F1575	Write-Offs Records relating to the	Accounting Services	T	7	T+7	D	Comments: T = Occurrence of making debt uncollectible or date

	dismissal of unpaid debts owed to the City. These debts are considered to be not collectible owing to such factors as customer bankruptcy or business closure. Documents may include invoices and correspondence.						decision made to write off.
F2157	Financial Statements and Reports Records relating to the production and use of financial statements and reports, which are sources of financial information for a wide variety of public users (auditors, creditors, provincial and federal government agencies, etc.). These documents provide summaries, details, and analyses of the City's financial position. Documents may include balance sheets, income statements, funding statements, liability statements, net assets sheets, and expense statements.	Accounting Services	C+2	P	P	P	
F2207	Cheque Register Reports Records relating to the administration and use of the City's cheque register reports. These reports document the pertinent details concerning expenditures and expense vouchers. They also provide coding for each cheque issued and may be used to track cheques administered by the City. Includes information on cheque dates, purpose of payment, amounts paid, and running balance. Documents include void cheques, cheque run reconciliation reports, daily cheque summary reports, lists of cheques issued, and daily cheque registers.	Accounting Services	C+2	5	C+7	D	Legislation/Regulations: Income Tax Act, s 230(4)(b)
F2240	Charge Backs Records relating to the assessment of financial charges billed by City departments to other City departments or to City agencies, boards, and	Accounting Services	C+2	4	C+6	D	Legislation/Regulations: Income Tax Act, s 230(4)(b)

	commissions. Charge backs are designed to recover the costs associated with the use of goods and services, including office usage, labour, and materials. Documents may include copies of financial policies and procedures, charge back analysis statements, chargeback schedules, and supporting correspondence.						
F2301	Bank Statements and Reconciliations Records relating to the receipt and use of bank statements and reconciliations. Bank statements provide information on withdrawals from, and deposits into, bank accounts over a given period of time, and they also indicate a bank account's current financial status. Reconciliations compare the balance of a bank account in the City's records with the balance appearing in the banks' records and explain any discrepancies. Documents also include notices of cancelled cheques, copies of financial policies and procedures, and correspondence.	Accounting Services	C+2	5	C+7	D	Legislation/Regulations: Income Tax Act, s 230(4)(b)
F2303	Cheques Records relating to the management and processing of City and other cheques. Includes information on the issuance of cheques by the City to other organizations. Also includes information relating to City-issued cheques and external cheques that are returned to the City after they have been cashed by banking and financial institutions, or if they have been dishonoured. Documents include cancelled, processed, and dishonoured cheques; cheque reports, and supporting correspondence.	Accounting Services	C+2	5	C+7	D	Legislation/Regulations: Income Tax Act, s 230(4)(b)
F2313	General Ledger Accounts Records relating to the administration and accounting	Accounting Services	C+2	P	P	P	Legislation/Regulations: Income Tax Regulations, CRC, c 94, s 5800

	control of general ledger accounts. A general ledger account serves as a repository of transactions from all sources, including the General Journal, and is used to produce financial statements. Includes copies of accounting entries and back-up working papers.						
F2350	Journal Entries Records relating to the production and use of journal entries. These documents record the purchase or sale of goods and services (from the City to outside agencies and also between City departments), transfer revenue and charges, and correct posted transaction errors. Documents may include completed journal entry forms, transaction journals, copies of invoices and receipts, and correspondence.	Accounting Services	C+2	5	C+7	D	Legislation/Regulations: Income Tax Act, s 230(4)(b)
F2401	Accounts Payable Records relating to the processing of payments made by the City to the external suppliers of goods and services. May include information on advance payments of expenses. Source documents initiating payments include vendor invoices, payment certificates, cheque requisitions, and miscellaneous transaction data. May also include accounts payable control reports and payment vouchers. Case files are arranged numerically by accounting system-generated document numbers.	Accounting Services	C+1	6	C+7	D	Legislation/Regulations: Income Tax Act, s 230(4)(b) Electronic Commerce Act, 2000, s 12
F2430	Taxation Records relating to federal and provincial taxes, and other taxation matters. Includes the Goods and Services Tax (GST), Provincial Sales Tax (PST), fuel and gasoline tax rebates for non- licenced equipment such as backhoes, lawnmowers, and power take-off units.	Accounting Services	C+2	5	C+7	D	Legislation/Regulations: Excise Tax Act, s 286(3) Income Tax Act, s 230(4)(b) Fuel Tax Act, s 6.1(2)

	Documents include monthly tax returns and supporting documents, tax rebate claims, tax refund claims, T4ANR slips and summaries, reports, and correspondence.						
F2510	Residents' Finances - Long-Term Care Homes and Services Records relating to the financial and banking statements of residents, who currently live in long-term care homes, formerly resided in such homes, or are now deceased. May include information related to pre-authorized payment plans and delinquent accounts. Documents may include tax refund statements, deposit and withdrawal statements, bank reconciliations, and supporting correspondence.	Seniors Services and Long-Term Care	T	7	T+7	D	Comments: T = Discharge or death of resident. Legislation/Regulations: Fixing Long-Term Care Act, 2021; General, O. Reg. 246/22, ss 274 - 283 Income Tax Act, s 230(4)(b)
F2541	Estate Management Case Files Records relating to the administration and control of deceased and/or discharged residents' trusts and estates. May include information on respective residents' financial history, arrears, assets, trust, estate account reconciliations and valuables in trust. Documents may include income tax statements, copies of initial admission forms, financial action statements, copies of death certificates, copies of burial rights certificates, and supporting correspondence.	Seniors Services and Long-Term Care	T	10	T+10	D	Comments: T = Discharge or death of resident. Legislation/Regulations: Fixing Long-Term Care Act, 2021; General, O. Reg. 246/22, ss 274 - 283 Income Tax Act, s 230(4)(b)
F2801	Employee Payroll Benefits Records relating to the management of employee benefits plans which provide full or partial financial coverage of various benefits to City employees and/or their relatives. Benefits coverage may include health and dental plans, group life insurance, long term disability coverage, and accidental death and dismemberment plans. May	Pension, Payroll & Employee Benefits	T	7	T+7	D	Comments: T = Termination of employment or cessation of benefits. Legislation/Regulations: Canada Pension Plan, s 24(2)

	include information relating to insurance or benefits carriers' policies and directives, deducting benefits coverage from the City's payroll, and types of benefits coverage. Documents may include copies of insurance or benefits carriers' policies, managerial directives and reports, benefits coverage notifications, benefits coverage statistical reports, and all supporting correspondence.						
F3100	Risk Management Records relating to the initiatives undertaken to identify, measure, and management is intended to minimize the costs of risks on the City's operating functions. Documents may include copies of claims risk management policies and procedures, reports, and supporting correspondence.	Finance & Treasury Services	C+2	4	C+6	D	
F3204	Municipal Tax and Water – Tax Roll Data Records relating to the collection, maintenance, and use of tax roll data, which record payment of municipal taxes to the City by residential, commercial, and other taxpayers. This includes property, water, and all other municipal taxes. May include information relating to all details of taxation billings, adjustments, and payments. Documents may include customer inquiries logs, tax adjustment statements, base taxation amount summaries, assessment history statements, taxation installment statements, and payment history statements.	Revenue Services	C+2 C+2	27 P	C+29 P	D P	Comments: Paper records: C+29 / D Electronic records: P
F3210	Municipal Tax and Water Account Updates Records relating to the account administration of municipal taxpayers, both residential and commercial, with regard to the	Revenue Services	C+2	4	C+6	D	

	collection of municipal taxes including the option provided to City taxpayers allowing them to make property taxes payments to their respective mortgage companies. This may include information relating to change of property ownership and change of billing mailing address, and information relating to mortgage companies changes. Documents may include copies of proof of death certificates, completed change request forms, change of property ownership notices, copies of land deeds and transfer statements, copies of legislative bills, mortgage changes and deletions, and all supporting correspondence.						
F3212	Municipal Tax and Water – Pre-Authorized Payment Maintenance Records relating to the receipt and processing of applications completed by City taxpayers which grant the City permission to automatically debit individual taxpayers' bank accounts for municipal taxes owed. This may include property, water, and all other municipal taxes. May include information relating to acceptance criteria, verification of data provided, taxpayer banking accounts, bank account changes, re-submitted applications, and cancellations of pre-authorized payment enrolments. Documents may include completed applications, void cheques, enrolment statements, copies of completed forms authorizing bank account debiting, completed change request forms, and all supporting correspondence.	Revenue Services	3	4	7	D	Legislation/Regulations: Income Tax Act, s 230(4)(b)
F3215	Municipal Tax and Water – Payment Records relating to revenues received by the City through the billing of municipal taxes to residential, commercial, and	Revenue Services	C+2	4	C+6	D	Legislation/Regulations: Excise Tax Act, s 286 (3) Income Tax Act, s 230(4)(b)

	other customers. This includes property, water, and all other City taxes. May include information relating to the receipt, processing, and monitoring of tax payments. These tax payments may be made in cash, by cheques, or through automatic bank account debiting. Documents may include payment stubs, payment batch status reports, billing invoices, payment status statements and balancing sheets, tax cash tape printouts, revenue reconciliation statements, copies of cheques, proof of payment statements, payment balancing sheets, payment history statements, and all supporting correspondence.						
F3216	Municipal Tax & Water Payment Reconciliation Statements & Finance Records relating to the reconciliation of tax, and water transactions between the sub-systems (TMACS, and WMACS) and the General Ledger System. Reports include SAP downloads, and those generated from TMACS, and WMACS. Reports are used to monitor, adjust and reconcile elements of the tax and water systems and create reconciliation and financial statements for submission to the Accounting Division. Reports also relate to the Tax, and Water Revenue Accounts, and budget variance analysis and reporting. Suspense accounts report regarding the over- remittance of tax or water invoices. Suspense accounts provide a repository for these monies until contact is made by the account owner for refund.	Revenue Services	C+2	5	C+7	D	Legislation/Regulations: Income Tax Act, s 230. (4)(b)
F3237	Property Tax Rebates and Tax/Water Deferrals Records relating to the administration of property tax rebates and the deferral and	Revenue Services	T+2	18	T+20	D	Comments: T = Approval application and settlement of rebate request. Legislation/Regulations:

	cancellation of property tax and water tax. May include information relating to processing of applications, property assessment data, rebate amount calculations, vacancy rebate criteria, and requests from taxpayers to defer or cancel their Documents may include completed applications for vacant unit rebates, copies of leases and indentures, completed deferral and cancellation applications, copies of federal government notices of assessment, statements of old age security, Canada Pension Plan benefits statements, copies of disability benefit statements, and all supporting correspondence.						Limitations Act, 2002, s 15(2) Excise Tax Act, s 286(3)
F3240	Municipal Tax and Water – Credits and Transfers Records relating to transferring tax credits for residential, commercial, and other taxpayers between properties, payment years, and other variables. This includes transfers related to property, water, and all other municipal taxes. Tax credit transfers are typically performed in the event the City has received overpayments. Documents may include copies of refund history statements, copies of tax history statements, tax receivable statements, copies of property tax bills, photocopies of cheques, payment summary statements, and all supporting correspondence.	Revenue Services	C+2	4	C+6	D	Legislation/Regulations: Excise Tax Act, s 286(3) Income Tax Act, s 230(4)(b)
F3241	Property Tax Evaluation and Appeal Records relating to evaluation, assessment, appeal, modification and cancellation of municipal property taxes. Includes the assessment evaluation of individual commercial and residential properties by the City, the assessment appeal process under the Assessment Act, and	Revenue Services	C+2	5	C+7	D	Legislation/Regulations: Limitations Act, 2002, s 4

	the tax appeal process under the Municipal Act for cancellation, refund or reduction of tax. Documents include summaries of assessments, aerial photographs, inspection reports, rental income statement, appraisals, recalculation of property taxes, minutes of settlement.						
F3245	Municipal Tax and Water – Certificates Records relating to the creation and use of municipal taxation certificates. This series includes letters from solicitors, financial Institutions, tax payers, and internal lawyers requesting that a tax or utility certificate be generated. This certificate gives financial information on a particular tax or utility account, and the information on the certificate is used for statement of adjustments on sales of properties and/or used for refinancing. In some cases letters are accessed by Legal for investigation purposes. Letters for tax certificates are organized by roll number and letters for water certificate are organized by account number order. The daily folders are filed chronologically by date with the user id. Letters are kept in paper format and certificates are stored in electronic format in the Tax Management and Collection System (TMACS) or Water Management and Collection System (WMACS).	Revenue Services	C+2	4	C+6	D	Legislation/Regulations: Excise Tax Act, s 286(3)
F3250	Municipal Tax and Water – Outstanding Revenue Collection Records relating to the City's collection of outstanding municipal tax receivables. Concerns residential, commercial, and all other City taxpayers who are delinquent in paying their respective property, water, and all other City taxes. May include	Revenue Services	T	8	T+8	D	Comments: T = Settlement of account. Legislation/Retention: Income Tax Act, s 230(4)(b)

	information relating to bailiff warrants and fees, water disconnections, and delinquent taxpayers' payment history. Documents may include outstanding receivables and payment history statements, copies of cheques, weekly return statements concerning taxes collected, and all supporting correspondence.						
F3253	Municipal Tax and Water – Property Sales Records relating to the City's sale, or claiming ownership, of properties for which outstanding municipal tax receivables have not been paid. May relate to unpaid property, water, and all other City taxes. May include information about registering liens on properties, sales of houses, and vesting ownership of properties to the City. Documents may include payment history statements, copies of land registration statements, copies of cheques, notices of registration of tax arrears certificates, and all supporting correspondence.	Revenue Services	T	P	P	P	Comments: T = Case is settled. Legislation/Regulations: Income Tax Act, s 230(4)(b)
F3255	Municipal Revenue Administration Records relating to the exchange of communication regarding revenue and tax issues between the City and City departments, external organizations and individuals. The City may communicate with internal and external parties to address complaints and enquiries, provide information and notifications, and to resolve various issues. Includes general and special correspondence and enquiries relating to: mailing and service addresses; discounts; arrears; payment options; account balances; payments; billing dates; meter readings; consumption; tax and water certificates; penalty and interest; refund; vacancy;	Revenue Services	C+2	5	C+7	D	

	charity and appeal inquiries; final reads; other water and sewer related services. Also includes Parking Tag enquiries and complaints related to fines, payment and collection in general. May include general information relating to municipal tax management, processes, functions, utility billings and parking ticket management. Documents may include system-generated reports, manually created research and analysis reports, copies of council reports, and all supporting correspondence.						
F3256	Canada Revenue Agency Automated Income Verification Records of taxpayer information for the purposes of automated income verification from the Canada Revenue Agency in order to determine eligibility under the following programs: Property Tax Cancellation Program, Property Tax Deferral Program, Water Rebate Program and Solid Waste Relief Program.	Revenue Services	T+30 DY	0	T+30 DY	D	Comments: T = Processing of relief applications.
F3257	Vacant Home Tax Program Records relating to the City's management of the Vacant Home Tax program. The program requires Toronto homeowners to let the City know if their property is occupied or vacant every year by making a declaration. Homeowners with vacant properties are subject to a tax. Declarations can be made online, by phone, by mail, and in-person. Documents may include declarations of occupancy status, medical treatment certificate forms, notices of complaint, appeal requests, and any supporting documentation and correspondence.	Revenue Services	C+3	4	C+7	D	

F3264	Cost Sharing Records relating to the sharing of total costs for sponsored corporate projects between two or more parties, even if only one party directly benefits from the project. Cost sharing arrangements may be between the City and external entities, or among internal City business units. May include information on direct and indirect costs calculation, verification of cost sharing among sponsors, cost sharing allocation, individual project accounts, carryovers of project monies into other accounting cycles, and cost sharing tracking. Documents may include cost sharing request forms, cost sharing budget sheets, cost sharing project applications, and all supporting correspondence.	Economic Development & Culture	T+2	10	T+12	D	Comments: T = Cost sharing project closes.
F3305	Capital Budget Records relating to the management and administration of the capital budget account. The capital budget controls the allocation and appropriation of funds planned to be expended for capital items in a given fiscal year. Capital budgeting is necessary to construct or acquire fixed assets for the City (e.g., a new subway line). Documents may include budget submissions, contractor and hard costs data, and internal chargeback costs directives.	Financial Planning	T	7	T+7	AR	Comments: T = End of the last year in which the capital budget is expended.
F3307	Operating Budget Records relating to the management and administration of the operating budget accounts. The operating budget concerns the allocation and appropriation of funds necessary to finance all offices. Operating expenditures are used during a particular period directly in support of daily operations, such as wages, office supplies, and maintenance costs. Includes	Financial Planning	C+2	5	C+7	D	

	copies of budget process procedures, directives, variance reports, expenditure forecasts and reports, and budget submissions.						
F4000	Pension Plan Investment and Administration Records relating to the administration of the City's pension plans (other than OMERS). There are five pension plans: Metro Toronto, Metro Police, Toronto Civic, Toronto Firefighters, and York. Includes accounting, actuarial, banking, payroll records, and annual information returns financial statements, board of trustee minutes, correspondence and contributions from employers, tax reconciliation, and pension plan registration documents. Registration documents include information on conditions for membership, benefits and rights, requirements for entitlement, methods of calculating contributions, benefits, interest and administration costs, and treatment of surplus.	Pension, Payroll & Employee Benefits	T+2	5	T+7	D	Comments: T = Termination of the last surviving beneficiary of the pension policy. Legislation/Regulations: Income Tax Act, s 230(4)(b) Limitations Act, 2002, s 4
F4200	Property Assessment Records relating to the creation or receipt, use, and maintenance of property assessment records within the City. Property assessment information details specifications, such as location and size of lots and buildings, assessed property market values, and legal descriptions. Includes property assessments for City residential, commercial, industrial, and all other City properties. This information is used to help determine appropriate property	City Clerk's Office	2	8	10	AR	

	tax billing rates amongst individual taxpayers, to determine property ownership, and to compare property values to see if they are assessed at comparable rates. Documents may include assessment rolls, supplementary assessment rolls, property assessment listings, and supporting correspondence.						
F4307	City Insurance Claims Records relating to first party claims made by the City to the City Insurer(s) (for example, City property and crime losses), and third party liability claims that are made against the City. Third party liability claims may arise from alleged negligence or omission by the City, for example, its failure to clear ice and snow from roads, falling trees, potholes and collisions involving municipal vehicles. Documents include copies of claims and affidavits, damage and injury reports, medical reports, and all supporting correspondence.	Finance & Treasury Services	T	15	T+15	D	Comments: T = Resolution of case. Legislation/Regulations: Limitations Act, 2002, s 15 (2)
F4600	Pension Case Files – Former Metro Toronto Records relating to the administration of the pension plan for retired employees of the former Municipality of Metropolitan Toronto. May include information relating to calculation of pension amounts, health benefits entitlements, and pension recipients' addresses. Documents may include completed pension enrolment forms, TD1 statements, completed pension adjustment forms, completed benefit fund calculation forms, and all related correspondence. Note 1: Pension case files where No Further Benefits	Pension, Payroll & Employee Benefits	T	15	T+15	D	Comments: T = Termination of the pension plan and remainder of funds or plan assets have been disbursed after all claims to funds are settled. Legislation/Regulations: Income Tax Act, s 230(4)(b) Limitations Act, 2002, s 15(2)

	(NFB) are provided will remain with the City of Toronto. Note 2: Active pension case files that have been digitized are transferred to OMERS ownership.						
F4650	Pension Case Files – Former City of Toronto Records relating to the administration of the pension plan for retired employees of the former City of Toronto, which was amalgamated into the present City of Toronto. May include information relating to calculation of pension amounts, health benefits entitlements, and pension recipients' addresses. Documents may include completed pension enrolment forms, TD1 statements, completed pension calculation forms, direct deposit forms, and related correspondence. Note 1: Pension case files where No Further Benefits (NFB) are provided will remain with the City of Toronto. Note 2: Active pension case files that have been digitized are transferred to OMERS ownership.	Pension, Payroll & Employee Benefits	T	15	T+15	D	Comments: T = Termination of the pension plan and remainder of funds or plan assets have been disbursed after all claims to funds are settled. Legislation/Regulations: Income Tax Act, s 230(4)(b) Limitations Act, 2002, s 15(2)
F4700	Pension Case Files – Former Metro Toronto Police Records relating to the administration of the pension plan for retired employees of the former Metro Toronto Police. May include information relating to calculation of pension amounts, health benefits entitlements, and pension recipients' addresses. Documents may include completed pension enrolment forms, TD1 statements, completed pension calculation forms, direct deposit forms, and related correspondence. Note 1: Pension case files	Pension, Payroll & Employee Benefits	T	15	T+15	D	Comments: T = Termination of the pension plan and remainder of funds or plan assets have been disbursed after all claims to funds are settled. Legislation/Regulations: Income Tax Act, s 230(4)(b) Limitations Act, 2002, s 15(2)

	where No Further Benefits (NFB) are provided will remain with the City of Toronto. Note 2: Active pension case files that have been digitized are transferred to OMERS ownership.						
F4750	Pension Case Files – Former City of York Records relating to the administration of the pension plan for retired employees of the former City of York. May include information relating to calculation of pension amounts, health benefits entitlements, and pension recipients' addresses. Documents may include completed pension enrolment forms, TD1 and TD2 statements, completed pension calculation forms, completed health insurance application forms, and related correspondence. Note 1: Pension case files where No Further Benefits (NFB) are provided will remain with the City of Toronto. Note 2: Active pension case files that have been digitized are transferred to OMERS ownership.	Pension, Payroll & Employee Benefits	T	15	T+15	D	Comments: T = Termination of the pension plan and remainder of funds or plan assets have been disbursed after all claims to funds are settled. Legislation/Regulations: Income Tax Act, s 230(4)(b) Limitations Act, 2002, s 15(2)
F4950	Pension Case Files – Former City of Toronto Firefighters Records relating to the administration of the pension plan for retired employees of the former City of Toronto's fire fighting force. May include information relating to calculation of pension amounts, health benefits entitlements, and pension recipients' addresses. Documents may include completed direct deposit forms, completed payroll change authorization forms, completed provincial health forms, completed payroll adjustment forms, and related	Pension, Payroll & Employee Benefits	T	15	T+15	D	Comments: T = Termination of the pension plan and remainder of funds or plan assets have been disbursed after all claims to funds are settled. Legislation/Regulations: Income Tax Act, s 230(4)(b) Limitations Act, 2002, s 15(2)

	correspondence.						
F5401	Provincial Offences – Payments Records relating to the administration and processing of payments received by the City of Toronto in respect of the administration of Parts 1 and 3 provincial offences. This includes the processing of mailed-in / phoned-in / Electronic Fund Transfer (EFT), web, and pre-authorized payments, transcript invoices and any transactions made in the electronic system relating to payment and error adjustment. Current system in use is the Integrated Court Offences Network (ICON). All payments made are matched to the respective offence case identification code in ICON, and any unmatched payments are posted to the suspense account. May include information relating to error adjustments, error receipts, and journal entries made with respect to the suspense account. Documents may include payment notices, daily cash reconciliations, adjustment requests, ICON transaction screen prints, copies of cancelled / NSF cheques, and related correspondence.	Court Services	T	7	T+7	D	Comments: T = Case closed. Legislation/Regulations: Income Tax Act, s 230 (4)(b) Highway Traffic Act, s 205(2)
F5402	Provincial Offences – Refunds Records relating to processing refunds related to payments made for offences under Provincial Offences Act (POA). Information include, but may not be limited to transcript requests, appeal cases, restitution cases, and overpayment / duplication payment of fines. Documents include copies of cheque requisitions, signed batch cover sheets and supporting documentation. Note: All	Court Services	T	7	T+7	D	Comments: T = Refund is processed. Legislation/Regulations: Income Tax Act, s 230(4)(b) Highway Traffic Act, s 205(2)

	refunds' original documentation are forwarded to Accounting Services at Corporate Finance for filing except for refund requests processed by other municipal POA Courts.						
F5404	Provincial Offences – Collection Records relating to an action taken for the collection of Provincial Offences Act (POA) related fines. Documents include correspondence with the defendant, system screen prints of information respecting the offence(s), copies of cheques, certificates of default, payment plans and other proofs of payment. Files are closed after full payment has been made with respect to the outstanding fines.	Court Services	T	7	T+7	D	Comments: T = Case closed after full payment / resolution made with respect to the outstanding fines. Legislation/Regulations: Income Tax Act, s 230(4)(b) Highway Traffic Act, s 205(2)
F5503	Parking Infractions - Payments Records relating to the administration and control of payment activities in respect of parking infractions under Part 2 of the Provincial Offences Act (excluding Part 2 GO Transit), generally referred to as parking tags. Include payments made in person at the First Attendance Facilities, payments processed by a third party under contract by the City, mailed-in payments, payments redirected by third party for separate processing, telephone payments, and internet payments. May include information relating to daily cash reconciliation, adjustments, transaction journals, third party batch listing of payments processed, and the Interactive Voice Response (IVR) telephone payment system. Documents may include Parking Infraction Notices (PIN), Notices of Impending Conviction (NIC), Notices of Fine and Due Date (NFDD), Notices of Impending	Revenue Services	C+1	5	C+6	D	Legislation/Regulations: Income Tax Act, s 230(4)(b) Highway Traffic Act, s 205(2)

	Summons, any other notices that may be required, cashier balance reports, and copies of system generated reports.						
F5505	Parking Infractions – Refunds Records relating to processing refunds for parking infraction payments. Include refunds to third party respecting late payments processed, and requests for refunds from offenders for overpayments or duplicate payments, and credit card refunds respecting payments processed by the Interactive Voice Response System (IVR). System generated bank late payment list will initiate third party refunds. Documents include copies of system generated refund reports, screen prints showing reason for refund, and refund voucher cover sheets. Records are in numeric order by voucher numbers assigned sequentially in submission date order.	Revenue Services	C+1	5	C+6	D	Legislation/Regulations: Income Tax Act, s 230(4)(b) Highway Traffic Act, s 205(2)
F5857	Grants and Subsidies Records relating to subsidies and grants received and administered by the City of Toronto. Includes information on obtaining and distributing federal, provincial, and municipal subsidies and grants. Documents include follow- up spending evaluation reports, grant applications, review and decision statements, correspondence, and supporting documentation relating to the City's entitlement to subsidies and grants.	Common	C+2	5	C+7	D	Legislation/Regulations: Income Tax Act, s 230(4)(b)
F6000	Investment Activity and Administration Records relating to investments made by the City, including both short and long-term investments. Includes	Finance & Treasury Services	T+2	18	T+20	D	Comments: T = Maturity of investment. Legislation/Regulations: Income Tax Act, s 230(4)(b)

	statements of compliance with the City's investment policies and goals; annual reports to Council about the performance of the portfolio of investments; records of the date of each transaction in or disposal of the City's own securities, purchase and sale price of each security; and the proposed use of funds realized in the disposition of securities.						Limitations Act, 2002, s 4.
F6050	Debenture Registry Records relating to debentures issued by the City and sold to individuals. Documents may include orders to purchase debentures, memoranda of transfers, certificates of ownership, authorities of corporations, the registry book and other related documents.	Finance & Treasury Services	T+2	18	T+20	D	Comments: T = Maturity of debenture. Legislation/Regulations: Income Tax Act, s 230(4)(b) Limitations Act, 2002, s 4
F6200	Sinking, Retirement, Contingency and Reserve Funds Records relating to the City's sinking, retirement, contingency and reserve funds. For reserves and reserve funds, this includes inflows to and outflows from each reserve and reserve fund; quarterly reports to Council; reports recommending the establishment or closure of reserve funds; contribution and withdrawal policies; disposition of remaining funds on account closure. For sinking and retirement funds, this includes records of the balance in each fund, and the amounts to be raised for each fund. For contingency funds, this includes reports on the use of contingency funds for any purpose.	Finance & Treasury Services	C+2	5	C+7	D	Legislation/Regulations: Income Tax Act, s 230(4)(b) Limitations Act, 2002, s 4.

G	Functional Category: Governance Description: Records relating to the ways in which the City is governed and regulated to ensure efficiency, effectiveness, and compliance with statutory requirements. Includes records of the City's legislative process, such as the agendas and minutes of Council, its standing committees and community councils; City bylaws and the Municipal Code; formal policies and procedures; and annual reports of departments and special purpose bodies. Also includes all legislation and other municipal by-laws that might affect the City; records relating to non-municipal government bodies; election records; and records relating to provincially-mandated services that the City provides, such as marriage and death registrations.						
G0001	Council and Committee Proceedings Records relating to the meetings, duties, and functions of the City Council, including its standing committees, sub- committees, and task forces; Community Councils and their committees. The City Council is the legislative body responsible for enacting ordinances and resolutions, adopting the City budget, representing the City, and carrying out a variety of municipal responsibilities. Documents include Council agendas, minutes, certificates of amendments (resolutions), terms of reference, committee appointments, bills index, correspondence, memoranda, notices of motions, and committee reports.	City Clerk's Office	C+4	15	C+19	AR	Legislation/Regulations: City of Toronto Act, 2006, ss 199 - 201
G0002	Municipal Code & By-laws Records relating to the development, review, and City Council approval and adoption of chapters of the Municipal Code and by- laws. The Municipal Code consists of all regulatory and administrative ordinances, whereas by-laws constitute the City's rules or laws. Includes by-laws from the former municipalities that were amalgamated to form the current City. May include information on by-law and Municipal Code harmonization, consolidation, replacement, analysis, and editing.	City Clerk's Office	S	15	S+15	AR	Comments: S = Until superseded. Legislation/Regulations: Toronto Municipal Code Chapter 1, s 1 - 8 City of Toronto Act, 2006, ss 199 - 201
G0004	Task Force & Special Committees Records relating to the meetings,	City Clerk's Office	C+7	3	C+10	AR	

	duties, and functions of task forces special committees of the City administration, i.e., not of Council. These are high-level committees with broad, cross-divisional mandates, such as the committees, working groups, and teams directing the City's Program Review Framework. Documents include minutes of meetings, agendas, reports, and correspondence. Note: Excluded are high-level committees looking at specific matters falling into the mandate of a single division, e.g. the Legislative Review Committee but whose mandate falls within the City Clerk's Office responsibilities.						
G0006	Local Board Proceedings Records relating to the meetings, duties, and functions of City local boards. This may include agencies, boards, commissions, special bodies, or local authorities (e.g., planning and zoning boards). These local boards administer various services to City residents. Documents may include minutes of meetings, agendas, correspondence, and reports.	City Clerk's Office	C+4	15	C+19	AR	Legislation/Regulations: City of Toronto Act, 2006, ss 199 - 201
G0007	Legislation Development Records Records relating to requests to amend the Toronto Municipal Code, including addition of new by-laws and amendment or repeal of existing by-laws. Activities may include research, drafting of legal language, review of draft bills and supporting documentation, and submission for authoritative approval and decisions received. Documents may include recommendations, briefing notes, draft bills and supporting materials, report to action and supporting materials, research materials, legal advice, decision making documents, meeting notes and minutes, correspondence and all	Common	S	15	S+15	D	Comments: S = Division records are superseded when Council decisions are confirmed by enactment of related by-laws, and the records are no longer referenced or in use.

	supporting documents. Note 1: City Council and Committee decision records related to enactment of by-laws must be filed under the governance of retention schedule: G0001 - Council and Committee Proceedings. Note 2: Signed and certified by-laws, as approved by City Council, must be filed under the governance of retention schedule: G0002 - Municipal Code & By-laws. Note 3: Official Plan and Zoning By-law Amendments must be filed under the governance of retention schedules to which they relate.						
G0010	Long-Term Care Committee of Management Application Records Records relating to the application process for Councillors seeking membership on the City of Toronto Long-Term Care (LTC) Committee of Management. Records include the prescribed copies of successful candidate records and unsuccessful candidate records. Successful candidate records pertain to Councillors who completed the eligibility screening for membership on the Committee of Management and who were appointed to the same. The records include the Police Record Check; the signed declaration disclosing any charges, orders, convictions, commencements of proceedings, or findings of guilt and, the letters sent by the General Manager to the City Clerk confirming suitability of a candidate for membership on the Committee of Management. Unsuccessful candidate records pertain to Councillors who completed the eligibility screening for membership on the Committee of Management and who were not appointed to the	Seniors Services and Long-Term Care	T+1	6	T+7	D	Comments: T = Close file when successful candidate ceases to have responsibilities as a Member of the Committee of Management. 1. The retention period of T+7 years applies to successful candidate records. 2. The retention period of 6 years applies to unsuccessful candidate records. Legislation/Regulations: Fixing Long-Term Care Act, 2021, s 95; and, General, O Reg 246/22, ss 280 - 282
			4	2	6	D	

	same. Records include the Police Record Check, the signed declaration disclosing any charges, orders, convictions, commencements of proceedings, or findings of guilt, and the letter sent by the General Manager to the City Clerk advising that the candidate to whom the record pertain pertains is not a member of the Committee of Management. Note 1: Records are subject to specific storage and access practices as outlined under a business procedure. Note 2: The schedule is divided into two specific retention periods, to ensure (1) successful candidate records are retained in accordance with legislative requirements and (2) a minimum timeframe is set up for which to keep unsuccessful candidate records, ensuring personal information is not kept for longer than required. Note 3: Records created by the Committee will be filed in their respective decision body meeting files, governed by schedule G0001- Council and Committee Proceedings or schedule G0006- Local Board Proceedings, as applicable.						
G0018	Mayoral Legislative Instruments Records relating to the Mayor's exercise of special powers and duties as assigned under Part VI.1 of the City of Toronto Act, 2006. These special powers may include: bringing matters to Council to advance certain Provincial priorities and vetoing any by-laws passed by Council that may interfere with the advancement of those priorities; appointing the City Manager; hiring and dismissing certain City officials and determining the organizational structure of the City of Toronto; creating committees of Council, assigning their functions and appointing the Chairs and Vice Chairs of	City Clerk's Office	C+4	P	P	P	

	committees of Council; and proposing the City's budget subject to Council amendments, a Mayoral veto and a Council override process These powers and duties of the Mayor are distinctive from other decisions and actions of Council and Committee Proceedings captured under records retention schedule G0001 in that they may be exercised outside of the legislative meeting context. Documents may include mayoral decisions and mayoral directions made under written declarations made by the Mayor under section 5.3 of the Municipal Conflict of Interest Act. Note: This record class excludes the specific records related to Council and Committee Proceedings which must be classified under G0001.						
G0051	History of Committees of Council, City Agencies & Corporations Records relating to the history of City committees, agencies, corporations and other special purpose bodies established and members appointed by City Council. The bodies may range from large corporations to small community-based agencies and boards with varying responsibilities. Documents include historical accounts of the establishment of the bodies; copies of council and committee decisions establishing the bodies; reports; letters; appointment documents and all supporting correspondence. Records may exist in both paper and electronic format. Records are organized by the name of the body and the establishment date.	City Clerk's Office	T	3	T+3	AR	Comments: T = 3 years after dissolution of the decision body, subject to archival review.
G0055	Public Appointments to City Boards, Committees, Tribunals & Other Bodies Records relating to the process of appointment of public members	City Clerk's Office	T+8	4	T+ 12	D	Comments: T = Date of last recorded action or event specified by the business division.

	to City Boards, Committees, Tribunals and Other Bodies including ward appointments to City Council. All public appointments are guided by the principles of the City of Toronto Public Appointment Policy. This will include information about the conflict of interest, eligibility requirements and restrictions; terms of office; and the recruitment, application & selection process. Records may include: applicant information; letter to the applicant; onboarding of appointed members; application package for the nominating panels; eligibility disclosure documentation; interview schedule and skills matrix; member resignation letter; correspondence with agencies and other bodies; outreach activities; recruitment advertisements and other public appointment materials as required. Records are organized by decision body name. Note: Appointed members' records will be filed in their respective decision body meeting files, governed by schedule G0001-Council and Committee Proceedings and, or schedule G0006-Local Board Proceedings.						
G0058	City Council and Committee Meetings – Audio/Video Recordings Records relating to audio/video recordings (i.e., recorded livestreams and video conferences) produced from live meetings of City Council and Committees supported by the City Clerk's Office. City Council and Committee meetings supported by the City Clerk's Office are recorded via video conferencing technology. These video recordings are stored in a local drive and are to be retained as per the retention schedule outlined in this records classification. Video recordings are shared on request. The copies of these records licensed to third	City Clerk's Office	C+19	0	C+19	AR	

	parties for rebroadcast (livestream or otherwise) are inherently not records included in this classification. Note: This records classification is applied only on audio/video recordings of the above outlined meetings. The City Clerk is assigned the responsibilities of the position of the “Board Secretary” for meetings of some local boards (including those commonly referred to as “City Tribunals”). Although the City Clerk has been assigned the responsibilities to provide services to some local boards, recordings of these meetings remain records of the local boards and should be managed and retained by the local boards, in accordance with Toronto Municipal Code Chapter 219, Records, Corporate (Local Boards). Official records that support final decisions made by City Council and Committees supported by the City Clerk’s Office should be classified as G0001 - Council and Committee Proceedings.						
G0080	Amalgamation Records relating to the processes and initiatives leading up to and immediately following the amalgamating of the former borough of East York, the former cities of York, Etobicoke, North York, Scarborough, and Toronto, and the former Regional Municipality of Metropolitan Toronto into the current City. Includes information about proposed new City services and functions, department and services amalgamation, realignment and cost reductions. Documents may include amalgamation planning reports and studies, complaints, copies of Council minutes, and correspondence. Note: While this retention schedule continues to govern existing records (including	Common	C+10	15	C+25	AR	

	formerly unclassified records), it is no longer in use for the purposes of classifying newly created records.						
G0200	Declarations of Office Declarations of office executed by members of council before taking office to which they were elected or appointed. Declarations of office are administered by the City Clerk. Members cannot take their council seat or conduct business until after the declarations of office have been taken as cited under s. 186 of City of Toronto Act, 2006.	City Clerk's Office	8	P	P	P	
G0244	Policies, Procedures, Standards and Guidelines Records relating to the production and formal approval of official corporate and departmental policy statements, procedures, standards, guidelines, and manuals. May also include information on corporate and departmental program reviews, benchmarking and corporate performance management, and other issues related to corporate governance.	Common	S	20	S+20	D	Comments: S = Until superseded. Legislation/Regulations: Limitations Act, 2002, s 15(2)
G0250	Annual Reports Records relating to internally-produced annual reports concerning the City's annual and long-term goals, as well as financial and other reporting data. These reports describe the City's activities and results over the past year in reference. They discuss management findings and analysis, financial statements, independent auditing results, financial highlights, and other related financial and management information. May also include interim reports.	City Manager's Office	C+2	4	C+6	AR	
G0260	Privacy Audit Records relating to privacy audits of the City of Toronto services and programs to assess	City Clerk's Office	T	7	T+7	D	Comments: T = Delivery of audit report to business area.

	compliance with the Municipal Freedom of Information and Protection of Privacy Act and other related policies and procedures. Records will include audit objectives; mandates; approach; methodology and findings. Types of records will include reports, staff interviews, legislative reviews, list of recommendations and corrective measures and other supporting documentation. Records are organized by case name and case identifier. Records may exist in both paper and electronic format.						
G0261	Access to Information Requests Records relating to the processing of access requests for information and appeals under the Municipal Freedom of Information and Protection of Privacy Act (MFFIPA). Records will include Freedom of Information requests and appeals to the Information and Privacy Commissioner. Types of documents will include access applications, copies of original and released records, third party notifications, decision letters, Information and Privacy Commissioner appeal documentation and media to reports, notices of inquiry, City's representations and Information and Privacy Commissioner Orders. Records are organized by case identifier. Records may exist in both paper and electronic format. Note: The access request process, with no appeal to the Information and Privacy Commissioner is completed within 30 calendar days. If an appeal is filed within 30 calendar days, the appeal file will remain open until appeal process is complete. Upon completion of the process, Access and Privacy Business Unit will close the file in the system to initiate records retention countdown.	City Clerk's Office	T	5	T+5	D	Comments: T = Completion of access and appeal process

G0262	Personal Information Disclosure Requests Records relating to disclosure of personal information for the purposes allowed under section 32 of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and section 43 of the Personal Health Information Protection Act (PHIPA). Types of records disclosed will include law enforcement requests, internal disclosure requests, disclosure letters and other supporting documents. Records are organized by subject. Records may exist in both paper and electronic format.	City Clerk's Office	C+1	3	C+4	D	
G0263	Information Collection Compliance Reviews Records relating to the review of City information collection activities, such as through forms, surveys, and other tools to collect information. This includes the repository for consultation reviews and inquiries which ensure compliance with legislation, corporate policies, standards, and best practices. Records may include consultation requests, form/collection templates, recommendations regarding privacy and corporate standards, project-related documents, training/presentation materials, consultation metrics reports, research findings on legislation and policies (such as copies of federal and provincial guidelines), internal process/workflow documentation, best practice documents, and all supporting correspondence.	City Clerk's Office	T	10	T+10	D	Comments: T = Completion and closure of consultation.
G0265	Privacy Investigations Records relating to a privacy investigation following reports or complaints that personal information was disclosed and/or destroyed in manner that is not in compliance with the Municipal	City Clerk's Office	T	15	T+15	D	Comments: T = Delivery of the investigation report.

	Freedom of Information and Protection of Privacy Act and the Personal Health Information Protection Act. Resolutions may be mediated between the complainant and the City and/or may require involvement of the Information and Privacy Commissioner. Records include incident reports, complaints submission, letter of notification to affected parties, briefing notes, investigator interview documents, findings and recommendations, information and responses from City divisions and the Information and Privacy Commissioner and other supporting documents. Records are organized by privacy incident and case identifier. Records may exist in both paper and electronic format.						
G0266	Access and Privacy Advice Records relating to access and privacy advice and recommendations provided by the City Clerk to City of Toronto services and programs to ensure compliance with Municipal Freedom of Information and Protection of Privacy Act and Personal Health Information Protection Act. Records will include information relating to consultations, disclosures, open data review, project assessment, data sharing and other access and privacy related matters. Types of records will include agreements, datasets, email correspondence, meeting notes, telephone consultation notes and recommendations. Records are organized by subject matter. Records may exist in both paper and electronic format.	City Clerk's Office	2	3	5	D	
G0267	Privacy Impact Assessments Records relating to draft and/or final Privacy Impact Assessment (PIA) reports and privacy risk analysis, notes, agendas and minutes, correspondence,	City Clerk's Office	T+2	5	T+7	D	Comments: T = Completion of PIA.

	presentations, background information, briefing notes, project proposal, project charter, business case, project plan, system requirements, functional requirements, project work plans, data flow charts, and analysis, project/process specific policies, procedures and guidelines. These documents, relate to the PIA analysis of a project initiated by a division/program area or by Special Purpose Bodies. The PIA may also include security reports and screening.						
G0268	Privacy Impact Assessment Administration Records relating to City of Toronto Privacy Impact Assessments (PIA) methodology and research on PIAs. Records include PIA toolkit – forms and documents (e.g. PIA MFIPPA Questionnaire, guidelines, screening tool template, checklist methodologies, PIA report templates) relating to PIAs that Information, Privacy and Technology (IPT) uses in the PIA process These forms are either final copy or under development. Also includes, other jurisdictions' PIA reports – reports from other institutions, enquiries, Information Privacy Commission (IPC) reports and publications, PIA research material – reference material to be used in the PIA process including academic papers.	City Clerk's Office	8	0	8	D	

G0300	Election Event Management Records relating to the administration and management of municipal elections, by-elections, and questions on a ballot. This may include management of election projects such as voting locations, voting systems, alternative voting methods, communication and media management and all other general administrative activities about any elections conducted by the City or appointment. Documents may include copies of leases, contracts and inspections, meeting minutes, agendas, project plans, and supporting documentation.	City Clerk's Office	9	0	9	AR	Legislation/Regulations: Municipal Elections Act, 1996, s 11
G0310	Election Event Staff Records relating to election event staff appointed to work in a City of Toronto municipal election, and by-election. This may include employment application, notices of appointment, payment details, and required declaration.	City Clerk's Office	T+9	0	T+9	D	Comments: T = File closed on termination date of employee, or upon resolution of outstanding issues, whichever is longer. Legislation/Regulations: Employment Standards Act, 2000, s 15(5)
G0325	Contract Elections Records relating to election management services the City provides to other jurisdictions and external agencies under contract. This may include information on the City's roles and responsibilities identified in the contract. Documents may include copies of election contracts, invoices and other supporting documents.	City Clerk's Office	9	0	9	D	
G0330	Ward Boundaries Administration Records relating to the review of ward boundaries. This may include historical information and ward profiles. Documents may include background information, boundary descriptions, option documents and maps, press releases, consultants' notes and reports.	City Clerk's Office	S+9	6M	S+9+6M	AR	Comments: S = Until superseded.

G0340	Election Recount Records relating to the administration of election recounts. Information may include recount requests, affidavits and certifications, recount procedures and court submissions and decisions, copies of recount results, and other supporting documents involved in the conduct of election recounts. Note: Where election recounts are requested, the relevant records are kept until recounts are completed and official results are declared.	City Clerk's Office	T+9	0	T+9	D	Comments: T = The conclusion of the recount, and/or the delivery of the court decision. Legislation/Regulations: Municipal Elections Act, 1996, ss 56 - 65
G0350	Election Candidates and Third-Party Advertisers Records relating to candidates running for the office of Mayor, Councillor, or School Trustee and third party advertisers registering to support, promote or oppose a candidate in the municipal election, or a question on the ballot during the election period. Records include but are not limited to information on the nomination and registration processes; election campaign finances, notices and letters. Documents may include nomination and registration forms, withdrawals, signed declarations, financial statements, auditor's reports and supporting documentation.	City Clerk's Office	5	1	6	D	Legislation/Regulations: Municipal Elections Act, 1996, s 88.25
G0355	Voting Place Documents and Materials Records relating to voting place documents and materials eligible for destruction after the 120-day period has elapsed after declaring the result of the election. Documents and materials include marked ballots, voters' lists, proxy applications, Voter Information Cards, ballot statements, results tapes, Voter List Amendment Applications and other forms and documents.	City Clerk's Office	T+120 DY	0	T+120 DY	D	Comments: T = Official declarations of results unless there is a court order or recount. Legislation/Regulations: Municipal Elections Act, 1996, s 88 (1) & (3)

G0360	Election Results Records relating to official results for all elections conducted by the City, including the City Clerk's official declaration of results and all supporting documentation.	City Clerk's Office	9	0	9	AR	Legislation/Regulations: Municipal Elections Act, 1996, ss 54 - 56
G0365	Campaign Contribution Rebate Application Records relating to contribution rebate applications for individuals who made contributions to candidates seeking mayoral or council office in a City of Toronto municipal election or municipal by-election. Records include a completed rebate application form, contribution rebate attestation form, batch reports (produced by the Rebate database), SAP reports, rebate statistics, and related correspondence.	City Clerk's Office	9	0	9	D	Legislation/Regulations: Municipal Elections Act, 1996, s 88.25
G0370	Election Financial Filing Data Records relating to election financial filing information. Information includes name of candidate and office or third-party advertiser; a summary of campaign income and expenses; fundraising events and activities; surplus or deficit and disposition of surplus records. Note: This information is published online in the Election Finance Disclosure System, allowing members of the public access to information regarding financial contributions to, and expenditures of, candidates and third-party advertisers in the respective election.	City Clerk's Office	9	0	9	D	Legislation/Regulations: Municipal Elections Act, 1996, s 88.25
G0400	Vital Statistics Registers Records relating to vital statistics registration of vital events pertaining to marriages, civil weddings and deaths that occur in the Province of Ontario and are managed by the City of Toronto. Marriage licence, civil wedding	City Clerk's Office	C	2	C+2	P	Legislation/Regulations: Vital Statistics Act, s 4(1) Marriage Act, s 13(1)

	and death registers are permanent, legal records of marriages and deaths. Documents include event registers. Note 1: Vital statistics applications and associated documents are governed by G0420. Note 2: The City of Toronto no longer receives birth registers. Legal records of births that were registered with the City prior to this change are still permanently maintained by the City.						
G0415	Polling Records Records relating to opinion polls conducted at the request of city regarding off-street parking; permit parking; traffic calming; boulevard café and business improvement area. All polls are conducted under the governance of Polling and Notification Bylaw. Records will include information relating to subject of the poll; name of business owners, residents or tenants and councillor of the ward in which the poll will be conducted, type of polls and questionnaires, polling period (start and end dates), criteria for accepted ballots, ballot confidentiality and divisional contact name and phone number. Types of records include Poll Request forms; Polling Area Map; Poll List; Eligibility documents; Notice letters; Poll Results Certification and Result letters; Manager's Expense Report, Division Poll Expenses confirmation, Return Ballots, Signed Declaration Forms and all other supporting documents. Records are in electronic form and organized by poll and poll location.	City Clerk's Office	5	0	5	D	
G0420	Vital Statistics Applications Records relating to vital statistics applications for the registration of marriage licences, civil weddings, and deaths that occur	City Clerk's Office	T	1	T+1	D	Comments: T = Reconciliation of electronic application and physical application completed and couriered, or

	in the Province of Ontario. Documents may include completed marriage licence application forms (Form 3), civil wedding scripts, consultation forms, and booking slips, manifest, statements of death and stillbirth, medical certificates of death and stillbirth, Coroner's warrants, and all supporting documents.						application completed. Legislation/Regulations: Vital Statistics Act, s 4(1) Marriage Act, s 13(1)
G5001	Corporate Governance Records Records relating to the planning and management of corporate governance goals and initiatives. Corporate governance provides the framework for the principles and issues by which the City is directed and controlled. Corporate governance seeks to ensure the City's financial viability, consideration of the interests of all relevant parties affected by the City's activities, and the rights and responsibilities of the City's different stakeholders. Documents may include questionnaires, copies of public opinion surveys, corporate governance reports, consultation documentation, and supporting correspondence.	City Manager's Office	C+2	4	C+6	AR	
H	Functional Category: Human Resources Description: Records relating to City employees and personnel services. Includes records relating to training, labour relations, health and safety, staff benefits, salary administration, and professional associations.						
H0135	Associations and Organizations Records relating to internal and external professional associations, clubs, societies, and organizations in which an employee or the City has membership, interest, or official capacity. Documents may include minutes of meetings, association annual reports, membership lists, and correspondence.	Common	C+1	1	C+2	D	
H1200	Human Resources Administration Records relating to the general	People & Equity	C+2	4	C+6	D	

	and overall administration of the City's human resources. May include general information relating to human resources management, processes, systems, and functions. Documents may include copies of federal and provincial guidelines, copies of personnel policies and procedures, and supporting correspondence.						
H1201	Employee History Data Records relating to City employees' work history. May also include information on retirements, layoffs, and resignations. Documents may include resumes, successful job call results, previous employment reference checks, criminal record checks, photocopies of degrees and diplomas, educational transcripts, letters of discipline, letters of expectation, employee emergency contact information sheets, skill assessments, development plans, performance ratings and personal contact information sheets.	People & Equity	T	20	T+20	D	Comments: T = File closed on termination date of employee, or upon resolution of outstanding issues. Legislation/Regulations: Employment Standards Act, 2000, s 15(5)
H1202	Employee Medical Data Records relating to the medical status, conditions, and recovery of individual City employees. This includes situations concerning the sustainment of physical injuries and the development of medical conditions causing disability or impairment, both work and non-work related. May include information relating to clarification of medical conditions, mental health status, determination of whether and/or when an employee should return to work, and confirmation of job duties the employee is and is not capable of performing. Documents may include doctors' notes and referrals, copies of	People & Equity	T	20	T+20	D	Comments: T = Prior to inactive storage files are separated according to: the period of 40 years from the time records were first made or the period of 20 years from the time the last of the records were made. Legislation/Regulations: Occupational Health and Safety Act, s 26. (1)(d); and, Designated Substances, O. Reg. 490/09, ss 30 & 31
			T	40	T+40	D	

	resumes and training certificates, medical progress notes, and all supporting correspondence.						
H1204	Employee Personal Counselling & Rehabilitation Records relating to the professional psychological counselling and rehabilitation that is offered to City employees and their immediate family members to help them to resolve personal problems that may affect their relationships, work life, and their self-esteem. May include information relating to parent/child problems, marital relationships, and referral services. Documents may include counselling notes, medical reports, psychological assessments, doctors' notes and certificates, letters of referral, and all supporting correspondence.	People & Equity	T	15	T+15	D	Comments: T = Case closed. Legislation/Regulations: Medicine Act, 1991, and General, O Reg 114/94, ss 18, 19, & 20. (1)
H1205	Corporate Organization and Organizational Charts Records relating to the development and ongoing maintenance of the City's organizational framework and structure. Documents include departmental function statements, mission statements, organizational charts, reorganization plans, and related correspondence.	People & Equity	S	5	S+5	AR	Comments: S = Until superseded.
H1207	Salary Administration Records relating to the establishment, administration, and scheduling of employee salaries. Documents include salary grids, comparison studies, and salary reviews and revisions.	People & Equity	C+2	4	C+6	D	
H1208	Employee Performance Management	People & Equity	T	7	T+7	D	Comments: T = Termination of employment.

	Records relating to the performance management program for City employees. This program provides employees with a clear understanding about what is expected on the job, and the skills that need to be developed or enhanced in order to effectively conduct assigned work duties. Includes information on career development planning, interim and merit increment review, and evaluation processes. Documents may include performance planners, project status reports, and correspondence.						
H1209	Job Classifications Records relating to the classification of employment positions within the City's organizational hierarchy. Job classification assigns jobs into grades based on a number of categories, including required education, work experience, and supervisory skills. Documents include employee skills inventories, copies of job descriptions, job classification history files, and job classification action requests and appeals.	People & Equity	S	5	S+5	D	Comments: S = Until superseded.
H1210	Staff Competition and Recruitment Records relating to the recruitment of staff for existing or future jobs and appointments within the City. This includes permanent, seasonal, and contract job postings. May include information on applicant screening and testing, conducting interviews, and acceptance and rejection of candidates. Documents may include completed request for employment forms, job postings, solicited resumes and employment applications, job skills test sheets, interview questions and sheets, scoring matrices, competition lists, reference checks, and all	People & Equity	T	6	T+6	D	Comments: T = Closing of competition.

	supporting correspondence.						
H1211	Police Reference Checks Police Reference Checks are used to assist in determining the suitability of successful candidate's positions of employment or volunteer work where the primary duties require direct contact with children and/or vulnerable adults. In these circumstances, an individual's rights to equal treatment with respect to employment are not infringed if employment is refused due to the candidate's record of offences. This policy applies to all new external hires being considered for identified positions and those individuals volunteering for positions in the City. The Police Reference Checks are conducted pursuant to the terms and conditions of the Memorandum of Understanding between the City of Toronto and the Toronto Police Service. Police Reference Check information is subject to the privacy provisions of the Municipal Freedom of Information and Protection of Privacy Act.	Common	C+1	0	C+1	D	Legislation/Regulations: Fixing Long-Term Care Homes Act, 2021; and, General, O Reg 246/22, ss 278(1)
H1213	Secondments and Acting Assignments Records relating to staff secondments to or from other institutions or organizations, or within the City itself. Secondments enable City employees to work in other organizations, City departments, or capacities for a fixed period of time (during which they are exempt from their normal work duties). Documents include reimbursement schedules, copies of payroll notification forms (PNFs), and correspondence.	People & Equity	T	6	T+6	D	Comments: T = Termination of employee's secondment or assignment. Legislation/Regulations: Limitations Act, 2002, s 4. Employment Standards Act, 2000, s 15(5)
H1215	Applications and Resumes – Unsolicited Records relating to the receipt	People & Equity	1	0	1	D	

	and processing of unsolicited resumes and applications for employment opportunities that are either not presently existent and/or not advertised. Documents may include resumes, completed application forms, and related correspondence.						
H1240	Training and Development Records relating to the design, delivery, and follow-up activities associated with training and skills development opportunities provided to City employees. This includes seminars, workshops, and conferences. May include information relating to review and quality control of training course materials, training fees, and statistical data such as course attendance figures. Documents may include training materials such as workbooks and answers to exercises, lists of attendees, training course statistical reports, training course calendars, and all supporting correspondence.	Common	S+3	4	S+7	D	Comments S = Year material is superseded.
H1241	Record of Training Records relating to the registration of employee training, certification and qualifications for equipment operation, hazardous material handling and emergency procedures, technical and machine training. Documents may include: pre-requisite certification; registration application form; copies of certificates; test and result information; registration billing information; employee sign off sheets indicating that employees have received training; instruction sheets; copies of hazardous material data sheets; informational materials, SAP system reports; and all other related documentation and correspondence.	Parks & Recreation	T	21	T+21	D	Comments: T = Termination of employment. Legislation/Regulations: Occupational Health and Safety Act, s 7.5(1) Transportation of Dangerous Goods Regulation, SOR/2001-286, Part 6, ss 6.6 & 6.8.
H1242	Safety and Technical Training Program Records relating to the administration and development	Parks & Recreation	T	21	T+21	D	Comments: T = Termination of employment. Legislation/Regulations:

	of technical training programs and skills development opportunity offered to employees. Includes information on training programs such as: equipment operation, handling of hazardous material, transportation of dangerous goods, training programs on safety and accident prevention on the work site. Documents may include SAP program owner sign off sheet, instruction sheets; authorized instructor's competency certificate or declaration; detailed session plan and program change logs, teaching aid package; test question and answers; required fees; material price list and contact names; employee sign off sheets template, used to indicating that employees have received training; copies of hazardous material data sheets; informational materials, SAP system reports; and all supporting correspondence.						Occupational Health and Safety Act, s 7.5(1) Transportation of Dangerous Goods Regulation, SOR/2001-286, ss 6.6 & 6.8.
H1246	Labour Negotiations Records relating to conducting labour negotiations, which involve discussions and meetings between City and employee groups, such as unions, to achieve resolution on a wide range of issues pertaining to unionized employees. These issues may include staff reductions and layoffs, staff recalls, promotions and wage increases, working conditions, disciplinary actions, seniority rights, and department and City restructuring. May include information on collective bargaining, dispute mediation, and conflict resolution. Documents may include proposals and final collective agreements; employment contracts; union contracts; and any other negotiated agreements between the City and the respective unions or workers' representatives. All official negotiated documentation is	People & Equity	T	21	T+21	AR	Comments: T = Resolution or settlement of case. Legislation/Regulations: Labour Relations Act, 1995; and, General, O. Reg. 94/7, s 1(2)

	prepared by the respective unions. The information is shared by City and respective unions or worker representatives.						
H1250	Grievances and Arbitrations Records relating to complaints received from City unionized employees concerning workplace and personal treatment, benefits, discipline, promotions, and any other issues as defined in the collective agreement. Includes information on addressing and resolving the grievances, such as mediation and formal adjudication hearings involving arbitrators. Documents may include completed grievance forms, copies of meeting minutes, adjudication hearing schedules, arbitration notices, minutes of settlements, and all supporting correspondence.	People & Equity	T	21	T+21	D	Comments: T = Resolution or settlement of case. Legislation/Regulations: Limitations Act, 2002, s 15(2)
H1260	Human Rights Issues Records relating to inquiries, complaints and investigations on human rights issues such as discrimination, harassment, and accommodations to all members of the Toronto Public Service, members of Council, and the public. May include information on dealing and addressing issues through early resolution, mediation, and investigation; providing neutral advice and coaching on human rights-related subject matters. Documents may include statements of complaint, documentary evidence, investigation reports and recommendations, witness interview notes, copies of policies, research, and all supporting documentation and correspondence regarding the exploration and resolution of complaints and consultations.	People & Equity	T	21	T+21	D	Comments: T = Resolution of investigation or closure of file. Legislation/Regulations: Employment Standards Act, 2000, s 15(5), para 1 Labour Relations Act, 1995; and, General, O. Reg. 94/7, s 1(2) Limitations Act, 2002, s 15(2)
H1261	Pay Equity Records relating to the evaluation of job positions by comparing duties, skills, and responsibilities of similar positions. The	People & Equity	S	7	S+7	D	Comments: S = Until superseded.

	objective is to ensure equal pay for work of equal value. Documents may include copies of policies, classification ratings, job evaluation information, action plans, and information about designated worker groups.						
H1275	Occupational Health and Safety Records relating to the City's responsibility to provide its employees with a safe and healthy workplace through assessment of occupational hygiene, ergonomics, and safety issues. A significant number of records contain confidential health information and personal information of employees. Records may also include correspondence regarding concerns, employee surveys, research materials, data collection, analytical results, and reports. Occupational hygiene records include employee concerns related to workplace exposure to chemical, physical (e.g., noise, temperature, radiation, etc.), and/or biological (e.g., mould) agents. Ergonomics records include a) employee concerns related to workstation and furniture design and configuration and assisting the disability management team with addressing employee accommodation issues, b) consultation regarding furniture, equipment, vehicles, workplace design and work practices, and developing ergonomics guidelines, and c) job demands analyses. Safety records include general safety concerns, monitoring of compliance with legislative requirements (e.g., WHMIS, First Aid provisions, traffic control, and protective equipment), and activities related to the establishment and maintenance of the City's Joint Health and Safety Committees.	People & Equity	C+9	7	C+16	D	Legislation/Regulations: Workplace Safety and Insurance Act, 1997; and, First Aid Requirements, RRO 1990, Reg. 1101, s 5
H1280	COVID-19 Proof of Vaccination Records relating to COVID-19 proof of vaccination records	Common	T	20	T+20	D	Comments: T = Termination of the mandatory COVID-19

	provided to City of Toronto by the employees, volunteers and students as needed to demonstrate compliance with the COVID-19 Vaccination Policy. Data may include disclosure forms, declaration of vaccination status and copies of vaccination receipts.						Vaccination Policy effective 2022-12- 01
H1355	Workers' Compensation and Disability Management Records relating to tracking and monitoring of all individual City current or former employees' workplace incidents for occupational and non-occupational injury, illness and/or disability accommodation. This includes workers' compensation (Workplace Safety and Insurance Board) claims, and non-occupational injury, illness and/or disability accommodation (including short-term disability cases). Documents may include incident reports, workers' compensation claims, notes, correspondence and invoices /financial statements documenting cost per worker etc. May also include documentation relating to representation of the City at Workplace Safety and Insurance Board appeals hearings, Workplace Safety and Insurance Appeals Tribunal hearings, Human Rights Tribunal hearings, grievances and arbitrations.	People & Equity	T	20	T+20	D	Comments: T = Termination of employment, or upon resolution of outstanding WSIB claim, whichever is longer. Legislation/Regulations: Workplace Safety and Insurance Act, 1997; and, First Aid Requirements, Reg. 1101, s 5
I	Functional Category: Information, Communications, and Administration Description: Records relating to the management of all City formal communications, including press releases, media releases, promotional advertising, and speeches. Also includes records relating to the production and/or management of information-related resources and initiatives, both by the City and by external parties, including libraries, films and movies, online web site data, corporate records management, and archival collections. Finally, includes records relating to a wide variety of general administrative matters, such as committees not related to City governance activities, office administration, audits, travel arrangements, trade shows, and operational and strategic planning.						
I0005	Office Administration Records relating to the routine administration of the business unit. Included are records such as correspondence of a routine or	Common	C+1	0	C+1	D	

	repetitive type; routine administrative queries; procedural advice; reference materials used but not created by the office; daily, weekly or monthly office activity reports which relate to routine activities; business unit copies of submitted purchase orders, travel expense statements or similar financial papers; daily or weekly work assignments for office staff.						
I0006	Program Administration Records relating to the functions and activities of the division or business unit. Records are typically arranged by activity or subject and include substantive correspondence relating to the establishment and operation of the function as well as policy decisions; correspondence with other program areas within the City, internal or external reports and documents relating to the business unit's function.	Common	C+1	5	C+6	AR	
I0019	COVID-19 Workplace and Facility Screening Records relating to the collection of COVID-19 screening data for all individuals, including both City employees and visitors prior to admission to a City facility, program, or event, to confirm admissibility to City workplaces or facilities. Documents may include COVID-19 screening forms in paper format and online COVID-19 screening submissions, and all other supporting documentation related to COVID-19 screening. Screening data may include self-assessment symptomatic screening questions, screening outcome, staff/visitor contact information, and information about the City workplace or facility. Records may be in paper or electronic format. This records series does not apply to screening forms used for admission to City-operated Child Care Centres; those records are	Common	C	7	C+7	D	Legislation/Regulations: Limitations Act, 2002, s 4.

	captured under C2225 – Early Learning Child Care Centres – City Operated Child Care Centres.						
I0020	Audits Records relating to developing, administering, and conducting audits of the City's business and financial processes. The goal of audits is to analyze operating processes to determine compliance with objective and recognized performance standards and measurements, and to make recommendations for improvement. May include audit information on personnel, systems, environment, structure, and other functions. Includes internal audits, federal audits, and Auditor General audits. Documents include audit reports, audit statements, and correspondence.	Auditor General's Office	T	7	T+7	D	Comments: T = Termination of the audit process
I0021	Audits Records relating to developing, administering, and conducting audits of the City's business and financial processes, excluding records of the Auditor General. The goal of audits is to analyze operating processes to determine compliance with objective and recognized performance standards and measurements, and to make recommendations for improvement. May include audit information on personnel, systems, environment, structure, and other functions. Includes internal audits, provincial audits, and federal audits. Documents include audit reports, audit statements, and correspondence.	Common	T	7	T+7	AR	Comments: T = Termination of the audit process
I0028	City Residents Demographic Data Records relating to demographic profiling of persons who reside within the City. May include collecting information relating to languages spoken within homes,	Economic Development & Culture	S	10	S+10	AR	Comments: S=Until superseded.

	persons' genders and ages, employment status, and types of residential dwellings. These data may be used to make area comparisons, to conduct small area studies, and to help identify the percentages of individual demographic groups in various locations served by various City programs. Documents may include demographic profiling statistics, graphs, and charts; comparison data summaries; completed survey forms; high-level recommendation reports; and all supporting correspondence.						
I0040	Communications Management Records relating to the management and control of language usage within City communications. This includes information on the use of language within City correspondence, presentations, and publications. Documents may include directives and style sheets on language format, style, terminology, and quality.	City Manager's Office	C+2	4	C+6	D	
I0060	Travel Arrangements Records relating to the arrangement and conduct of visits and travel by City employees and formal visitors. May include visits to, or visitors from, local, provincial, national, and international locations. Documents include travel itineraries, transportation and accommodation booking arrangements, correspondence with travel agents, hotel and airfare price lists, and documentation of individual visits and tours.	Common	C+1	1	C+2	D	
I0161	Meetings and Committees Records relating to meetings and committees of City staff that are not related to City governance issues. May include regular or interim meetings held with external and internal client groups or individuals. Documents	Common	C+2	4	C+6	D	

	may include meeting agendas, minutes of meetings, and committee reports.						
I0186	Speeches, Presentations, Receptions and Awards Ceremonies Records relating to the preparation, delivery, and performance protocol for speeches, presentations, receptions, and awards ceremonies hosted by the City. These events may include employee recognitions, inaugurations, and centennial events. Includes speech notes, formal addresses, and arrangement correspondence and memoranda.	Common	C+1	5	C+6	AR	
I0188	Proclamations and Official Greetings Records relating to proclamations and official greetings given or received by the City. These formal announcements may involve ceremonies, dedications, and visitor relations. Documents may also include copies of payment receipts and invoices, copies of pledge card legal agreements, and correspondence.	Common	C+1	5	C+6	AR	
I0199	Sponsorship Records relating to the City's development of sponsorship relationships. This involves sponsorship efforts and funding for activities produced or promoted by the City, such as parades, festivals, awards ceremonies, and special events. Documents may include research information, presentation kits (including power point), correspondence, and copies of promotional information to win sponsorship.	Common	C+2	18	C+20	D	
I0200	Promotion and Marketing Records relating to advertising and promotion of City programs and services. Methods of promotion and marketing include	Common	C+2	4	C+6	AR	

	souvenirs, brochures, manuals, user guides, directories, periodicals articles, radio, Internet web pages, advertisements, and television. Documents may include action plans, marketing statistics & correspondence.						
I0201	News Releases and Official Statements Records relating to the development and production of media releases, official statements, and announcements by the City. These statements and announcements are intended to alert the media to newsworthy events associated with the City. Documents may also include supporting correspondence and memoranda.	City Manager's Office	C+2	4	C+6	AR	
I0203	Media Relations Records relating to the promotion of the City through fostering positive and ongoing relationships with local, provincial, national, and international news media. Includes information on print, radio, television, and other types of news reporting. May also include information on media promotion projects. Documents may include media contact lists, lists of standard media interview questions, and correspondence.	Common	C+2	4	C+6	AR	
I0204	Market Research Records relating to the development and administration of market research initiatives. Market research is conducted to obtain information about the needs and wants of City residential and business customers, with the aim being to ensure high-quality City services. Documents may include correspondence, questionnaires, surveys, market research reports, memoranda, and other supporting documentation.	Common	T	3	T+3	D	Comments: T = Completion of project.

I0220	Public Education and Awareness Records relating to the programs and seminars designed to inform the public about City services and a wide range of subjects of topical interest. May include information on educational tours and outreach programs, curriculum planning, and program planning and preparation. Documents may include educational kits, questionnaires, educational statistics, notes and scripts, copies of presentation speeches, evaluations, and correspondence.	Common	C+2	4	C+6	AR	
I0230	Reference Services Administration Records relating to the provision of reference services, including libraries, reference kiosks and resource centres organized within City divisions, or business units. Includes acquisition inventories, holdings inventories, circulation lists, requests for library materials, and recommendations for collections.	City Clerk's Office	C+2	4	C+6	D	
I0240	Classification Schemes and Controlled Vocabularies Records relating to managing and sustaining the City's classification schemes and controlled vocabularies, including the schema and vocabularies files. This will also include the decision making records and business information related to their development and approval. Records include but are not limited to organization classification, people location, business functions, records classes and retention schedules, taxonomies and standardized lists of terminologies, metadata profiles, ontologies and others. Documents include information management workflows, records retention authorization forms, correspondence, background information, associated decision-making documents and other	City Clerk's Office	S	10	S+10	D	Comments: S = Vocabulary/classification schemes and their contents are superseded and are no longer used to describe a body of records.

	supporting documentation.						
I0243	Forms Management Records relating to the analysis, consultation, design and production of authorized City forms. Documents may include requests for forms to be developed, correspondence, and original artwork.	Common	C+2	4	C+6	D	
I0245	Appointment Booking Data Records relating to requests for appointments for City services by individuals, including but not limited to facility and technology access, (e.g. Computer labs, digital kiosks) front-counter services, and other services for which appointments are necessary. This includes appointments for facility access, services booked by the public, and services booked by City Staff on behalf of the public. Records may include completed appointment booking forms and associated information. Booking data may include appointment reservation data, service type, location, and requestor contact information. Note 1: This records classification does not apply to permits, booking lists, or correspondence issued by Parks & Recreation for public use of City parks and facilities; those records are captured under L0360 – Parks and Facility Usage Permits. Note 2: This records classification does not apply to appointment booking data collected from or relating to minors. In alignment with Ontario's legal limitations regarding minors and litigation, such data is excluded from this records class.	Common	T+30 DY	0	T+30 DY	D	Comments: T = The appointment lifecycle has ended, which occurs when any of the following conditions are met: - The service has been delivered or the City's engagement with the service has concluded. - The appointment was cancelled. - The appointment was not approved. 1. Identifiable appointment booking data are to be retained for T+30 days. 2. Anonymized appointment booking data are to be retained for T+6 years
			T+6	0	T+6	D	
I0249	Archives Management Records relating to the administration and operation of the City's archives. The archives	City Clerk's Office	C+2	4	C+6	D	

	serve as the repository for records with scholastic and historical value which are retained in perpetuity. May include information on special archival projects. Documents may include copies of transfer authorizations for archival custody, archives usage reports and statistics, and correspondence.						
I0253	Records Disposition Management Records relating to the final disposition action carried out on eligible City records and information assets, regardless of format or medium. This includes records disposition eligibility reviews and authorizations to destroy, delete or transfer records for archival review or permanent retention. Documents may include: disposition authorizations, archival recommendations and/or memos, list of records destroyed or transferred to City Archives, certificates of records destruction, audit log for digital records destroyed or deleted, and all supporting documentation.	City Clerk's Office	C+2	97	C+99	D	
I0265	Records and Information Management Records relating to the management of the City's records and information assets, regardless of format or medium, throughout its lifecycle. Information relates to records management service delivery in regard to the development, implementation, and maintenance of corporate-wide records and information management (IM) strategies, projects and programs. Documents may include IM operational planning files, including statements of work and work plans, IM assessments, file planning advice and artifacts, repository development and maintenance plans, service requests, including inactive physical records transfers and	Common	T	7	T+7	D	Comments: T= Closure of project or completion of service.

	circulation requests; analytical and statistical reports, advice and consultation materials, and all supporting documentation.						
I0270	Records Centre Operations Records relating to the operations and management of City- owned offsite records storage facilities. These facilities provide cost and space-effective storage for inactive records, i.e., records which must be retained but are less frequently consulted. May include information relating to inactive records retrieval and storage locations. Documents may include staffing schedules, equipment and facilities maintenance, work assignments, and reports on available storage space.	City Clerk's Office	C	6	7	D	
I0280	Exhibits Records relating to all aspects of planning and mounting exhibits. Documents may include research notes, information on design, layout, implementation, and promotions of exhibits, exhibit text and labels, correspondence, photographs of exhibits, information about supplies, information relating to exhibit openings, catering services, invitation lists, speeches, educational programming materials, brochures and/or posters, press releases, and copies of exhibit reviews.	Common	T+25	0	T+25	AR	Comments: T= Completion or closure of exhibit.
I0300	Internet and Intranet Development Records relating to the development and maintenance of the City's internet and intranet online web sites and services. Internet resources are made available to the public at large and can be hosted both locally and on external servers, whereas Intranet resources are hosted only locally on a City server solely for internal employee access. Includes information on website development, technical design	Communications	S	7	S+7	D	Comments: S = Until superseded.

	information, and user requirements. Documents may include Internet and Intranet review statements and reports, user complaints, website information content specifications, and correspondence.						
I0315	Multilingual Services Records relating to multilingual services provided to enhance accessibility to City services and information across Toronto's diverse community. Services include translation of English and official/non official languages, interpretation including one-on-one meetings, public consultation meetings, presentations at council, committee meetings and conferences and over-the-telephone interpretation & American Sign Language interpretation, both paper-based and electronic format. Records are organized by client and project names. Documents may include communications in the form of ads, brochures, flyers, posters, info sheets, pamphlets and all other supporting correspondence from City divisions to external organizations and individuals in relation to services provided.	City Clerk's Office	C+2	5	C+7	D	
I0320	Computer System Access and Security Records relating to the security and confidentiality of the City's online information resources. Includes information about computer security practices and tools. Documents may include access requests, computer monitoring reports, and user authorization lists.	Information & Technology	S	7	S+7	D	Comments: S = Until superseded.
I0340	Internal Computer Systems Documentation Records relating to the use of internally-produced supporting documentation concerning computer systems and software used by the City. This applies to	City Clerk's Office	S	7	S+7	D	Comments: S = Until superseded.

	both internally-developed and externally- purchased software and computer systems. May include information on standard macros, sign-on procedures, indexing, and other pertinent subject material. Documents may include manuals, user guides and reports, and correspondence.						
I0345	Email Communications City of Toronto email accounts assigned to individuals hired, retained, or appointed by the City ("City Officials") other than email accounts assigned to City Officials within the office of the Auditor General; Integrity Commissioner; Ombudsman; or the Lobbyist Registrar. This includes all sent, received, user-deleted and archived emails. Note 1: Email that functions as official records of City business must be exported from the email system, stored in a repository defined by the division and be classified based on the relevant Record Retention Schedule. Note 2: Email system log data is retained under the governance of records class A1560 System Log Data.	City Clerk's Office	T 7	10 0	T+10 7	D D	Comments: T = Termination of appointed role. 1. Emails of City Official that are above manager level are retained for 10 years after termination of their appointed role. 2. Emails of City Officials at manager level or below are retained for 7 years.
I0455	Trade Show Planning Records relating to the City's planning of, and participation in, trade shows, which are exhibitions held for members of a common or related industry or profession. This includes trade shows organized and presented by either the City or external agencies. May include information relating to exhibit layout and design, City employee participation, registration, and event production. Documents may include copies of public relations packages, attendance lists, copies of supply lists, copies of catering requests and forms, invitation lists, brochures, copies of press releases, posters, explanatory	Common	C+2	4	C+6	D	

	labels for exhibit items, copies of research notes, and supporting correspondence.						
I0470	Trademarks Records relating to the use of City trademarks, which are words and/or symbols that identify, and are associated with, the City's services. The City's trademarks are unique from those belonging to any other municipality or organization and may include the City's crest, coat of arms and logos. May include information on trademark availability, registration, and infringement. Documents may include completed applications for trademark registration, lists descriptions of trademarks, trademark uses criteria and supporting correspondence.	City Clerk's Office	C+2	P	P	P	Legislation/Regulations: Trade-marks Act, s 29.1
I0489	Strategic Planning Records relating to strategic planning for departments, divisions, business units, and the overall City. Strategic planning is a management tool designed to assess and adjust the City's direction and determine its visions and future objectives. Includes information on retreats, strategy planning sessions, and mission statements. Documents include objectives statements, long and short-term strategic planning reports, copies of financial statements and reports, five-year business planning notes, reports, and correspondence.	Common	T	10	T+10	AR	Comments: T = End date of strategic plan.
I0495	Operational Planning Records relating to the production and use of operational plans, which clearly match the implementation of the City's strategic plans against specific objectives. Operational plans may include information on what activities staff have to undertake, specific time frames for each activity, and key events and issues. May range from simple	Common	T	7	T+7	D	Comments: T = Termination of project.

	timetables to complex plans. Documents may include financial spreadsheets, planning reports, work plans, service level agreements, and supporting correspondence.						
I0500	Operational Reviews Records relating to the production and use of operational reviews. These reviews are intended to provide objective and constructive assessments of such issues as customer relations, staff measurement, and other topics of significant concern for the City. Operational reviews may range from City-wide reviews to reviews focused specifically on a single business unit. Documents include operational review reports and supporting correspondence.	Common	T	7	T+7	D	Comments: T = Termination of project.
I0540	Project Management Records relating to the management of projects and project management methodologies, including project authorization, initiation, planning, execution, monitoring, and close-out. Documentation may pertain to processes such as project planning; scope, risk, and stakeholder identification; schedule and integration; and communications management. Records may include project charters, business cases, technical and functional requirements, statements of work, change requests, roles and responsibilities, project meeting notes and minutes, status reports, vendor catalogues, copies of presentations, memorandums, supporting correspondence, and other project management tools and artifacts. Note 1: This classification is for formal project management documentation that is not required to be filed under a primary classification related to	Common	T	15	T+15	D	Comments: T = File closed upon completion or termination of all phases of the project, and all other projects with a substantive or operational connection to the project to which the records relate.

	the relevant line of business Note 2: This records class excludes records pertaining to design and construction projects for municipal infrastructure, including City facilities, roads, bridges, parks and open spaces. These records must be filed with the primary retention schedule to which they relate. Note 3: The classification excludes records relating to procurement, executed contracts and agreements.						
I0550	Protocol Events Management Records relating to managing and organizing civic events such as: ceremonial events; corporate awards; flag raisings and half mastings; conferences and seminars; presentations at council meetings and overseeing of official gifts donations. Records will also include facilitating visits that may range from a brief courtesy call, to multi-faceted information program, study tours of dignitaries, national and international delegations, including City of Toronto official visits to other cities and countries. Documents include letters of requests; agendas and schedules; event logistics; program order; seating order; flag protocol; photos; official gifts inventory; and other supporting documents. Authoritative records are in electronic form and organized by event.	City Clerk's Office	10	0	10	AR	
I0553	Ceremonial Documents Records relating to ceremonial documents issued to the public on behalf of the Mayor and City Council. Ceremonial documents include celebratory scrolls; letters of greeting; proclamations; fly-by letters; condolence motions; condolence letters and all other supporting documents. Authoritative records are in electronic form and organized by	City Clerk's Office	10	0	10	AR	

	genre of the document and requestor name.						
I0556	Photo/Video Productions - Incidental Stock Photos Records relating to photographs taken by the SPER photo/video team that are not taken or retained as part of a final package delivered to a client, but which retain business value for use in other areas such as marketing and publications. Materials include stock photos and supporting documentation. Note: Series excludes any stock material that was taken and delivered as part of a photo/video work package.	City Clerk's Office	C+20	0	C+20	D	
I0557	Photo/Video Productions – Raw Footage Records relating to video footage taken by the SPER photo/video team that does not make up part of a final package to a client, but which retains potential business value for the photo/video team. Materials may include film editing libraries, raw footage, and supporting documentation.	City Clerk's Office	C+4	0	C+4	D	
I0558	Portraits of Elected Officials Records relating to the official portraits of elected officials shot and edited by Strategic Protocol and External Relations photography team. Documents may include photographs, portrait session request forms, and other supporting documents.	City Clerk's Office	T+60	0	T+60	AR	Comments: T = End of the elected official's term in office.
I1000	Executive Records Executive records are the administrative and operational records of the offices of senior managers down to the level of director. Certain positions below this level may be designated as executive records based on the nature of the office and its level of independent decision-making capability.	City Clerk's Office	T	10	T+10	AR	Comments: T = File closed at Executive's discretion. Caution notes added: "Executives will have to be advised that these files should not contain any "original" documents in their work area that are subject to a special statutory retention period.

I2616	Food and Nutrition Services Records relating to the provision, production and delivery of food services and products either by the City or by external agencies for City of Toronto staff and clients at long term care facilities, day centres, child care centres, hostels, etc. May include information relating to meal preparation and distribution, food services facilities (cafeterias, restaurants, catering, etc.), food products, menu planning, nutritional concerns, ingredients and portion control, food handling and storage methods, food allergies. Documents may include food services pricing lists, nutritional planning reports, menus, copies of contracts and agreements, copies of purchase orders, copies of promotional materials related to external contractors, and related correspondence.	Social Development, Finance & Administration	C+2	4	C+6	D	
I2625	Laundry Services Records relating to the provision and administration of laundry services for residents of long-term care facilities. Laundry services may be provided by the long-term care homes and services staff or external agencies. Includes information relating to dry cleaning and mending. Documents may include special order sheets, laundry volume statistics, external laundry provider service summaries, and correspondence.	Seniors Services and Long-Term Care	C+2	4	C+6	D	
I4110	Archives Collections Management Records relating to the process of acquiring, processing, and providing access to government and non-government records in the City's Archives. May include information about appraisals by Archives staff and external appraisers, donor biographies or administrative histories, arrangement and processing notes, documentation about	City Clerk's Office	T	7	T+7	AR	Comments: T= Permanent removal (deaccessioning) of archival material from the Archives' collection.

	culling or deaccessioning activities, and information about internally managed access requests (e.g., donor permissions). Documents may include copies of donation agreements and deeds of gift, archival appraisal reports, monetary appraisal reports, donor-supplied box or file lists, finding aids, notes about culled records, and all supporting correspondence. Records exist in both paper and electronic form. Note: Records documenting the conservation and preservation of archival collections (i.e., archival records or material) are filed under retention schedule I4120 – Conservation and Preservation of Archival Collections.						
I4120	Conservation and Preservation of Archival Collections Records relating to the ongoing conservation and preservation of archival collections. Includes information on the care and handling of archival collections, collection assessment projects, and the transfer to alternative formats. Documents may include condition and treatment reports, photographs taken during restoration work, working notes, conservation statistics, recommendations on records storage requirements, and supporting correspondence. Note: Records documenting the acquisition and management of archival collections (i.e., archival records or material) are filed under retention schedule I4110 – Archives Collections Management.	City Clerk's Office	T	7	T+7	AR	Comments: T= Permanent removal (deaccessioning) of archival material from the Archives' collection.
I4124	Records Disaster Contingency Planning and Recovery Records relating to the development and implementation of a comprehensive records disaster contingency plan, which documents the backup and recovery procedures for all City records in the event of a records	City Clerk's Office	S	7	S+7	D	Comments: S = Until superseded.

	disaster. Also includes information relating to the actions taken in the event of actual records disasters. Documents may include photographs of damaged records, status reports, the records disaster contingency plan, phone lists of key persons to contact in the event of records disasters, lists of vital records, and all supporting correspondence.						
I5001	Public Notices Records relating to the production and issuance of the City's public notices, which are required by law to be posted (e.g., in newspapers). Public notices are intended for the general population and ensure that persons are informed of local government developments that may affect them, such as proposed local residential and business developments. Documents may include draft and final copies of public notices, completed statutory forms, rates sheets for newspaper and periodical announcements, and supporting correspondence.	Communications	C+2	4	C+6	D	
I5010	Call Centre Client Records Records relating to the recorded telephone calls and related activities resulting from requests for services/information to City of Toronto call centres. All telephone calls are recorded for quality assurance and staff training.	311 Toronto	C+2	4	C+6	D	
I5012	311 Service Requests Records relating to the provision of City services via the 311 Contact Centre. A Service Request is an electronic record of a customer request for a 311 service, be it a 311 fulfilled request or a divisional work order request, via any channel. In the case of a request handled by a 311 Customer Service Representative (CSR) agent [via telephone, fax, email, mail or at a	311 Toronto	T	7	T+7	D	Comments: T = Completion of service request.

	counter] the record will include the event dataset (e.g., date and time of request), agent dataset (e.g., agent user id), description of service requested, and transaction number, a unique ticket number for 311 service tracking, generated by the Customer Relationship Management (CRM) system when a request is made.						
L	Functional Category: Legal and Licensing Description: Records relating to legal matters involving the City. Includes City permits, leases, deeds agreement, contracts, and licenses. Also includes records relating to lawsuits and legal issues, such as copyright protection.						
L0045	Building Permits & Inspections Records relating to the issuance of building permits and building inspections. These permits and inspections relate to all disciplines including but not limited to Heating/Ventilation/Air Conditioning, Plumbing, Architectural, including foundation, shoring, drain, site servicing. Also includes Conditional and Part Permits, demolitions, sign permit, pool enclosures, revoked permits and Occupancy permits. Inspection records include Inspection Status letters on building folders; Inspection clearance letters for occupancy; Inspection Investigation Cards: fire damage inspection requests; outstanding inspections or deficiencies; orders; Inspection monitoring of Development Agreement/Undertakings. Documents may include permit applications, certified building plans, plan examiners & inspectors' notes, inspection reports, orders to comply, building permits, and Building Application Index Cards/ledgers and other related correspondence.	Toronto Building	T	30	T+30	AR	Comments: T = Completion of final inspection and signed off or January 1, 2004 whichever date is the later date of termination. Legislation/Regulations: Limitations Act, 2002, s 15(2) Building Code Act, 1992, s 3(9)
L0046	Preliminary Project and Pre-Applicable Law Review Applications Records relating to both Preliminary Project and Pre-	Toronto Building	T+2	0	T+2	D	Comments: T = Pending approval of the project review application. Legislation/Regulations:

	Application Law Review applications. The Preliminary Project Review is submitted by the public which is the process to identify any bylaw deficiencies related to the City's Zoning Bylaw only. These specifically intended for Committee of Adjustment, Site Plan or Rezoning applications and the Right of Way Management permits such as curb cuts. The Pre-Application Applicable Law is a detailed preliminary plan review for proposed development projects to confirm compliance with the City Zoning By-laws and other applicable law. At this stage the PAL and PPR review will become part of a permit if a permit for the same proposal is received. Documents may include completed application forms, one set of plans containing information on drawings and documents, information related to the applicable law and payment fees in accordance with Schedule A of the Building Permit By-law.						Limitations Act, 2002, s 4
L0047	Business License Preliminary Project Review (LPR) Applications Records relating to Business License Preliminary Project Review (LPR) Applications. These applications confirm Zoning Compliance or details of non-compliance or areas where compliance could not be determined due to insufficient information. These applications are used by Municipal Licensing & Standards Division, Licensing Services to determine if a Business License should be issued with respect to zoning compliance.	Toronto Building	T	30	T+30	D	Comments: T = Completion of final inspection and signed off or January 1, 2004 whichever date is the later date of termination. Legislation/Regulations: Limitations Act, 2002, s 15(2) Building Code Act, 1992, s 3(9)
L0048	Occupancy Use Reference Files Records relating to Building Code and Zoning Review with respect to use of properties with frequent tenancy turnover, e.g. strip malls. Documents include copies of site plans, building	Toronto Building	T	0	T	D	Comments: T = Life of building Legislation/Regulations: Building Code Act, 1992, s 3(9)

	layouts, design information, life safety systems e.g. sprinklers, standpipes, gross floor area.						
L0360	Parks and Facility Usage Permits Records relating to the issuance of permits for the use of City-owned parks and recreational facilities, including sports fields, ice rinks, and swimming pools. Any group or person wishing to reserve space for a formal event, such as a wedding or a birthday party, is required to obtain a permit. Includes permit applications, booking lists, and correspondence.	Parks & Recreation	T	4	T+4	D	Comments: T = Expiration of permit Legislation/Regulations: Limitations Act, 2002, s 4
L0361	Licences, Registrations, and Permits Records relating to the issuance, non-issuance, application for, renewal, revocation or administration of any licences, permits, and registrations administered by Municipal Licensing & Standards. Some of the licences issued include licences for adult entertainment clubs, multi-tenant houses, eating or drinking establishments, persons renovating buildings, driving instructors, street vendors, vehicles-for-hire, and permits/licenses for short-term rentals. Permits may include sidewalk café permits, noise exemption permits, and fence exemption permits. Registration includes RentSafeTO (RSTO) apartment buildings. Records, both physical and/or electronic, may include completed applications, materials provided as part of or in support of an application and records created in relation to the licence or permit once it is issued, including but not limited to application forms, insurance certificates, property, operator or business information, issued permits, registrations or licences, and tribunal or	Municipal Licensing & Standards	T T	7 10	T+7 T+10	D D	Comments: T = Later of expiration or revocation of licence, registration or permit and final decision on any related tribunal or legal proceeding. Non-RentSafeTO records are to be retained for T+7 years. RentSafeTO records are to be retained for T+10 years.

	Council/committee decisions with respect to the issuance, revocation and/or conditions to be added to a permit, registration or licence.						
L0375	Taxicab Driver/Owner Training Courses Records relating to training courses for prospective taxicab drivers, refresher courses for currently licensed taxicab drivers and specialized courses for experienced drivers who wish to own and operate an accessible or Ambassador taxicab. Documents may include a roster attendance list, a course list of results, photo ID of attendees including signatures, the examination and scantron forms, quizzes and answer sheet pertaining to the actual examination and a copy of a First Aid / CPR Certificate. In addition, the City of Toronto licenses a number of its taxicab training products to municipalities across Canada as well as internationally. The training courses come with full support service, including participant's manuals, trainer's guides, audio/visual aids, and other support materials such as student evaluations and corresponding answer keys.	Municipal Licensing & Standards	1	3	4	D	
L0380	Lottery Licences Records relating to the processing and issuance of lottery licences to charitable or religious organizations. These licences grant permission to operate various lottery events, such as bingos, bazaars, and raffles. May include general reference information relating to individual organizations applying for lottery licences. Documents may include copies of lottery licences, copies of cheques and bank current account statements, copies of invoices, questionnaires for renewal of lottery licences, questionnaires respecting application for lottery licences, copies of certificates of	Municipal Licensing & Standards	T	4	T+4	D	Comments: T = Date set out on certificate. Legislation/Regulations: Gaming Control Act, 1992; and, General, O. Reg. 78/12, s 11(5)

	registration for gaming suppliers, bingo reports, and all supporting correspondence.						
L0385	Liquor Licence Clearance Records relating to the City's role in approving applications for liquor licences to be issued to commercial establishments. May include information relating to the City's established liquor zones or areas, applications processing, and the City's inspections of the establishments. Documents may include completed applications for liquor licences, completed clearance questionnaires for municipal liquor licences, completed municipal clearance forms, and all supporting correspondence.	City Clerk's Office	C+2	4	C+6	D	
L0400	Right of Way Permits Records relating to the issuing and use of right of way and other road-related permits. These permits permit the public to reserve and/or use a road, sidewalk, or City-owned property for specific purposes, such as construction, street vending, movie filming, and piling and shoring. Also includes information on street vending lotteries to determine which vendors out of many may be issued permits. Documents may include applications, permits, correspondence, diagrams and plans, and follow-up reports.	Common	T	7	T+7	D	Comments: T = Cancellation or revocation of permit.
L0410	Road Use Permits Records relating to the issuance of road use permits, which authorize the use of City roads for hauling dangerous goods and both oversize and overweight vehicles and equipment. Persons or organizations wishing to transport such items must apply for a City permit. Documents include copies of provincial government ministry guidelines on such matters, applications, correspondence, and road use	Transportation Services	T	3	T+3	D	Comments: T = Expiration of permit.

	permits.						
L0420	Filming Permits Records relating to the City's issuance of film permits, which are granted to companies and/or individuals involved in movie, television, video, and all other types of film production. These permits provide legal permission for the production company or individual to conduct filming in the City. May include information relating to permit holder, filming location, location of production vehicles, and special film production instructions. Documents may include film permits, location filming vehicle permits, and supporting correspondence.	Economic Development & Culture	T	13	T+13	D	Comments: T = Completion of film production
L0495	Line Fences Records relating to disputes over line fences, division fence marking the boundary between adjoining lands. Information may include dispute settlement between property owners or by a fence-viewer, which may be appealed within 15 days of award issuance, details of construction, repair or replacement of a division fence or to bear a reasonable and just proportion of the cost of any work required. Documents may include line fences agreement and appeal forms, request for fence-viewers, copies of fence-viewers information package, fence by-laws, letters between parties, certificate of award, default collection (tax roll), copies of cheques and all other supporting documents.	Municipal Licensing & Standards	T+3	10	T+13	D	Comments: T = Decision or settlement is awarded.
L0520	Easements Records relating to the need for and issuance of easements, which are rights to use the City's or privately-owned land for a specific purpose, such as	Common	T	7	T+7	D	Comments: T = Expiration of right.

	constructing a right-of-way road or erecting utility structures, for example. Includes information on both water and sewer easements and private easements over City-owned property granted by the City to private parties. Documents may include requests for easements, official easement permits, copies of easement agreements, and supporting correspondence.						
L2000	Property Acquisitions Records relating to the acquisition of property, including buildings and land, for the City. Property may be acquired through leasing, purchasing, transfer, donations, and expropriation. Documents include certificates of registration, copies of agreements to purchase and sell, copies of maps and drawings, acquisition proposals and reports, deeds, and correspondence. Note: Original deeds are kept by Facilities and Legal. Original land surveys are kept by Survey & Mapping Services, and only copies of land surveys are kept by Facilities.	Corporate Real Estate Management	T	21	T+21	AR	Comments: T = Completion of case. Legislation/Regulations: Limitations Act, 2002, s 15(2)
L2100	Property Dispositions Records relating to the disposition of City-owned property, including buildings and lands. Disposition may be attained through transfer, sale, or expiry of lease. Documents may include copies of leases, proposals, copies of maps and drawings, appraisal reports, copies of agreements and deeds, and supporting correspondence.	Corporate Real Estate Management	T	21	T+21	AR	Comments: T = Completion of case. Legislation/Regulations: Limitations Act, 2002, s 15(2)
L2200	Leases Records relating to obtaining and issuing leases, which convey the right to use, possess, or control property belonging to another party in exchange for financial compensation. Leases allow the City to use properties, facilities,	Legal Services	T	20	T+20	D	Comments: T = Termination of lease. Legislation/Regulations: Limitations Act, 2002, s 15(2)

	and vehicles belonging to external organizations on a temporary or ongoing basis. Also includes information on the City leasing out its own properties to other parties. Documents may include copies of financial arrangements, draft and approved lease agreements, applications for property transfer, memoranda of understanding, and supporting correspondence.						
L2206	Child Care Centres – Fraud Records relating to investigations and/or charges filed against persons who received financial child care assistance, such as daycare subsidies, using fraudulent means or for fraudulent purposes. May include information on a parent or guardian financial, employment, and educational circumstances. Documents may include investigation reports and all supporting correspondence.	Children's Services	T	5	T+5	D	Comments: T = Resolution of case. Legislation/Regulations: Ontario Works Act, 1997; and, General, O. Reg. 134/98, s 65(1)(b) Ontario Disability Support Program Act, 1997; and, General, O. Reg. 222/98, s 54(1)(b)
L3050	Copyright Records relating to copyright privileges issued to the City. Copyright is an exclusive legal right granted to publish, produce, sell, and distribute intellectual properties, such as books and drawings. May include information on copyright infringements and permission to use copyright materials. Documents include applications for copyrights, copyright approval statements, and supporting correspondence.	Legal Services	T	P	P	P	Comments: T = Copyright authorization received.
L3085	External Legal Correspondence Records relating to routine inquiries received by the City from external lawyers and other external legal professionals. These inquiries are made to obtain information from the City, including documents such as outstanding work orders and zoning information compliance letters that may influence external legal cases and matters. Documents may include letters of	Legal Services	T	4	T+4	D	Comments: T = Resolution or notice of decision.

	inquiry and notifications, offers of assistance, responses to inquiries, and supporting correspondence.						
L3088	Commissioner of Oaths and Notary Public Records relating to applications received, appointments made, and renewals for the positions of Commissioner of Oaths and Notary Public. A Commissioner of Oaths is authorized to administer oaths on City documents, whereas a Notary Public official attests to and certifies the authenticity of various documents, takes acknowledgments of deeds and other conveyances, and performs other official acts under the power conferred by statutory enactment. Includes information on qualifications required to be a Commissioner of Oaths or Notary Public. Documents may include completed applications, certificates, and supporting correspondence.	Legal Services	T	7	T+7	D	Comments: T = Successor takes office.
L4020	Enforcement Records Records relating to investigations and enforcement with respect to compliance with City by-laws and applicable statutes or other legal requirements including but not limited to investigations of commercial, public, and residential properties to ensure compliance with City by-laws, statutory or other legal requirements and/or licence, registration or permit stipulations. Records may include copies of by-laws, inspection notes, building evaluations, photographs, finding reports, copies of notices of violation and orders to comply, complaints, noise meter readings, memo books, statistical reviews, remedial action, and supporting correspondence. Records may also include any evidence or supporting documents from other enforcement agencies such as	Municipal Licensing & Standards	T	7	T+7	D	Comments: T = Resolution of investigation and any subsequent enforcement, including final decision on any associated tribunal hearing, prosecution, or civil proceeding. Non-RentSafeTO records are to be retained for T+7 years RentSafeTO records are to be retained for T+10 years
			T	10	T+10	D	

	AGCO notes, TPH reports or TPS videos, notes or other forms of correspondence. Note: Records do not include records of convictions, which are managed separately.						
L5001	Provincial Offences Records relating to the production and use of both computer- generated and manually-written court docket records that pertain to judicial offences specifically under provincial jurisdiction. Court docket records are comprehensive listings of all court cases heard and may include information on court date, court room number, offender name(s), case/information number, type(s) of charges, court start and end times, judgements, and names of prosecutors and court staff. They constitute a formal and high-level overview of judicial proceedings. Documents may include court decision reports, original dockets, and all supporting correspondence.	Court Services	C+2	5	C+7	D	Legislation/Regulations: Highway Traffic Act, s 205(2) Provincial Offences Act; and, Electronic Documents and Remote Meetings, O. Reg. 67/12, s 6(5)

L5002	Provincial Offences – Processing Records relating to the processing of charges for individual cases specifically under provincial jurisdiction. These records cover all phases of the judicial process and include conviction by payment out of court, actual trial cases, and cases where defendants have failed to exercise their judicial options within a specified time period. May include information on unpaid new charges received, charges laid, trial hearings, court decisions and licence reinstatements, convictions with outstanding fines, and appeals. Documents may include offence certificates, court summons, notices of intention to appear, trial notices, copies of payment receipts, court orders, Part 3 information sheets, bench warrant log sheets, drivers' license reinstatement report notification forms, and all supporting correspondence.	Court Services	T+2	5	T+7	D	Comments: T = Completion date (payment date, or last court appearance date for disposition with no imposed fines). Legislation/Regulations: Highway Traffic Act, s 205(2) Provincial Offences Act; and, Electronic Documents and Remote Meetings, O. Reg. 67/12, s 6(5)
L5003	Provincial Offences – Court Administration Reporting Records relating to the production and use of reports that support and document the administrative, financial, and other routine aspects associated with managing overall court operations. Daily and monthly reports are typically generated for each court location.	Court Services	C+2	5	C+7	D	Legislation/Regulations: Highway Traffic Act, s 205(2) Provincial Offences Act; and, Electronic Documents and Remote Meetings, O. Reg. 67/12, s 6(5)
L5004	Provincial Offences – Court Proceedings Records relating to the production and use of court proceedings, as recorded by clerk monitors and court clerks during trials. Court proceedings are comprehensive, fully- detailed accounts of all events that transpired during courtroom hearings, including all spoken dialogue. Documents may include digital audio records, certification forms, cassette tapes, index books, completed	Court Services	C+2	5	C+7	D	Legislation/Regulations: Highway Traffic Act, s 205(2) Provincial Offences Act; and, Electronic Documents and Remote Meetings, O. Reg. 67/12, s 6(5)

	interpreter request forms, completed transcript request forms, and transcripts of proceedings. Note: Commencing December 2007 Digital Audio Recording (DAR) system was implemented to replace the analog recording system (audio tapes) at all City of Toronto POA Courts. The analog recording system will be used only during the occasional occurrences of the DAR system failure.						
L5101	Certificate of Parking Infraction Filing Records relating to the control of Certificates of Parking Infraction (CPI) and other legal documents for trial filing.	Revenue Services	C+2	0	C+2	D	Legislation/Regulations: Highway Traffic Act, s 205(2) Provincial Offences Act; and, Electronic Documents and Remote Meetings, O. Reg. 67/12, s 6(5)
L5102	Parking Infractions – Investigation Records relating to the investigation of disputes over parking infractions. Include error corrections and subsequent payments made to the courts. Investigation may be initiated by the completion of a Request for Supervisory Review form. Investigation may lead to cancellation of the parking tag, or the offender may exercise either option of requesting a trial or making a payment. Documents include supervisory review forms, yellow copies of the Parking Infraction Notice (PIN), copies of Notice of Impending Conviction (NIC) and other documentary proofs justifying the disputes, e.g. bill of sales, delivery receipts, cheque stubs, and receipts.	Revenue Services	C+2	0	C+2	D	Legislation/Regulations: Highway Traffic Act, s 205(2) Provincial Offences Act; and, Electronic Documents and Remote Meetings, O. Reg. 67/12, s 6(5)
L5104	Parking Infractions - Administration Reports Records relating to the production and use of reports for the processing and administration of parking infractions. Include	Revenue Services	T+2	5	T+7	D	Comments: T = Certificate requesting Plate Denial to be kept until last item on certificate is paid. Legislation/Regulations:

	reports relating to data captured in other systems such as the Ministry of the Attorney General, the Ministry of Transportation, and the third party responsible for parking tags payment processing. May also include reports relating to parking infractions administration performance activities.						Highway Traffic Act, s 205(2) Provincial Offences Act; and, Electronic Documents and Remote Meetings, O. Reg. 67/12, s 6(5)
L5105	Parking Infractions – Certificates Requesting Conviction Records relating to the processing of charges for individual parking infractions in which the defendants have failed to exercise their judicial options within a specified time period, such as making financial restitution. Documents may include original certificates of parking infraction (CPI), certificates requesting conviction (CRC), and all supporting memorandum and correspondence.	Court Services	T	2	T+2	D	Comments: T = Parking infraction to remain active until payment in full. Legislation/Regulations: Highway Traffic Act, s 205(2) Provincial Offences Act; and, Electronic Documents and Remote Meetings, O. Reg. 67/12, s 6(5)
L5107	Parking Infractions – Trial Processing Records relating to the processing of charges for individual parking infraction trial proceedings in which the defendants have requested trials within a specified time period. The defendants may be either convicted or acquitted. These records cover all phases of the judicial process May include information on new unscheduled charges filed, cases with scheduled future court appearance dates, convictions, acquittals, and appeals. Documents may include notices of intention to appear, trial notices, court orders, and all supporting correspondence.	Court Services	T	2	T+2	D	Comments: T = Parking infraction remains active until final court decision, or payment in full. Legislation/Regulations: Highway Traffic Act, s 205(2) Provincial Offences Act; and, Electronic Documents and Remote Meetings, O. Reg. 67/12, s 6(5)
L5108	Processing of Administrative Penalties Records relating to the City's management of the process of administrative penalty violations	Court Services Legal Services Revenue Services	T	7	T+7	D	Comments: T = Canceled upon review or paid. Legislation/Regulations: Limitations Act, 2002, s

	under the Administrative Penalty System (APS). Under this process, vehicle owners and/or the representatives may dispute a violation/penalty by requesting review of the penalty by a Screening Officer, and second level review, should they not be satisfied with the decision, by an independent Hearing Officer at the Administrative Penalty Tribunal (APT). The APS process involves participation from the Court Services, Legal Services and Revenue Services divisions. Records cover all phases of the process and documents may include images of Violation Notices (VN's), request for review applications (screening review, grounds for dispute, extension of time to review, undue hardship and payment plan applications), Notices of Time and Place for Screening and Hearing (NOH), photographic evidence, dispute remarks from Screening Reviews and Hearing Reviews and all supporting documents and correspondence. Note 1: This classification excludes enforcement records that are subject to specific divisional retention schedules and Local Boards records that are retained in accordance with Toronto Municipal Code, Chapter 219. Note 2: The Courts Services, Legal Services and Revenue Services Division Heads (or designates) must each provide approval and authorization for records disposition.						15
L5301	Parking Infractions - Data Capture Records relating to the maintenance, control and management of data captured in and generated from the parking infractions management system, including all data interfaced with the Ministry of Transportation, the Ministry of Attorney General, the third party for central payment processing, and all	Revenue Services	T	5	T+5	D	Comments: T = Paid date or decision of the last case entered into the system. Legislation/Regulations: Highway Traffic Act, s 205(2) Provincial Offences Act; and, Electronic Documents and Remote Meetings, O. Reg. 67/12, s

	system generated reports filed electronically in Document Direct. Also include microfilm records of Parking Infraction Notice (PIN), Notice of Impending Conviction (NIC), and Notice of Fine and Due Date (NFDD) processed by the third party in tag number order; captured images of all Certificate of Parking Infraction (CPI) on the system; and system back-up tapes/disks.						6(5)
N	Functional Category: Natural Environment & Sustainable Resources Description: Records relating to environmental services, and the assessment, preservation and conservation of the natural environment, natural life forms and natural resources. Natural environmental protection and conservation strategies combat pollution; promote conservation and sustainable management of land, ecosystems, water, horticulture, forestry, natural fish habitats, wildlife, atmosphere, and energy resources; protect natural landscape; and develop efficient uses of both energy and recyclable waste materials.						
N0033	Wildlife Control and Management Records relating to the control and management of City wildlife. This involves proactively and humanely ensuring that wildlife can exist within the City but not interfere with human activities and health. May include information on public education, prevention awareness, insect spraying, and hands-on removal of identified pests. Documents may include complaints, insect spraying statistics, animal removal statistics, and correspondence.	Parks & Recreation	C+2	P	P	P	Legislation/Regulations: Fish and Wildlife Conservation Act, 1997 and, Wildlife in Captivity, O. Reg. 668/98, ss 27 & 43
N0034	Animal Care and Control Records relating to animal care and control services that the City of Toronto provides to City residents. This includes, but is not limited to, actions relating to the enforcement of the Animal Control By-law; animal licensing; veterinary care; picking up animals; adoption; impounding; etc. Documents may include: license applications and fees; animal care and control records; veterinary medical records; dispatch log; by-law enforcement notes; complaints; adoption information; and all	Municipal Licensing & Standards	T	6	T+6	D	Comments: T = Date of last recorded action.

	supporting correspondence.						
N0039	Air Quality Records relating to the routine control and monitoring of outdoor air quality. Includes information on smog, aerosols, ozone, particulates, and toxic airborne substances. Documents include copies of air quality standards and guidelines, copies of public announcements and warnings, public brochures, complaints, and inquiries.	Transportation Services	T	7	T+7	D	Comments: T = Completion of report or investigation of case. Legislation/Regulations: Environmental Protection Act; and, Airborne Contaminant Discharge Monitoring and Reporting, O. Reg. 127/01, s 12
N0041	Conservation Studies Records relating to studies and reports which discuss the conservation and preservation of the natural environment. This includes information on all ecological issues relating to conservation, including soil, water, wildlife, and vegetation.	Engineering & Construction Services	T	7	T+7	AR	Comments: T = Termination of study. Legislation/Regulations: Lakes and Rivers Improvement Act, s. 21. Environmental Protection Act: Records Of Site Condition - PART XV.1 Of the Act, O. Reg. 53/04, s 18(1)
N0045	Energy Efficiency Management and Program Records relating to the projects concerning conservation and efficient use of heat, electricity, and other natural resources. May include information on City Building retrofitting, utility consumption, hedging as well as records concerning the administration of programs related to regulatory and legislative management of energy efficiency. Documents may include: feasibility studies/reports, legal agreements/contracts, legal parcel registers, copies of DPO, purchasing documents (RFP, RFQ, proposals, award decisions), government contracts (OPA/IESO), vendor contracts, input to provincial governments related to our programs, training documents (external and internal), engineering drawings (structural, electrical, etc.), and	Environment, Climate & Forestry	T	20	T+20	D	Comment: T = Termination of program

	other supporting documents.						
N0046	Environmental Management, Research and Planning Records relating to the research of environmental and energy matters including current state of environment (soil, water, air, etc.), climate change strategies and the impacts that development activities might have on it. Records may include information relating to research and data collection, environmental forecasts, development of associated policies and procedures, as well as regulatory reporting; planning and coordination of internal and external programs which are supported by the City of Toronto or as part of a provincial or federal projects. Documents may include environmental assessments, feasibility studies, proposals, recommendations, plans, summary reports, related financial documents and correspondence, planning and research notes, statistics, policies, and community consultations.	Environment, Climate & Forestry	T	20	T+20	AR	Comments: T = Completion of assessment. Legislation/Regulations: Environmental Assessment Act, s 30(1)
N0048	Natural Heritage Records relating to the inventory and analysis of natural environment attributes or characters including environmentally sensitive areas. Much of the City's Natural Heritage attributes are found within the City's Parks and Open Space Areas as defined in the City's Official Plan but also includes the attributes on an eco-system basis. The Natural Heritage 'System' includes conservation of natural diversity in the environment by identifying ecologically important areas and its biodiversity, and setting priorities for the protection of environmentally sensitive areas. The natural heritage inventory is a comprehensive and dynamic database that tracks the location	City Planning	T	50	T+50	AR	Comments: T = Study or project is completed. Legislation/Regulations: Environmental Protection Act; Records Of Site Condition - PART XV.1 Of the Act, O. Reg. 53/04, s 18(1)

	and status of rare species and natural communities, which includes plants, wildlife, landscape, and water resources. Environmentally sensitive areas provide crucial habitat for native vegetation and wildlife, including rare or endangered species, and may also enhance human health and activities. May include information on conservation priorities, preservation of natural resources and heritage, development densities, and related environmental issues. Documents include background studies and reports, planners' notes and comments, copies of Official Plan, copies of amendments, and supporting correspondence.						
N0049	Ground Pollution Records relating to ground pollution as a result of chemical spills, agricultural runoff, and industrial waste disposal. This includes the contamination of soil, surface water, and underground water. Also includes information on treatment initiatives to minimize or eliminate the effects of ground pollution. Includes complaints, reports and studies, newspaper clippings, and correspondence.	Engineering & Construction Services	C+2	7	C+9	AR	Legislation/Regulations: Environmental Protection Act; Records Of Site Condition - PART XV.1 Of the Act, O. Reg. 53/04, s 18(1)
N0050	Hazardous Materials Records relating to the storage, transportation, and handling of hazardous materials. Hazardous materials are any substance or material which may result in health injuries, destruction of life and environmental conditions, and facility damage. This includes toxic, flammable, corrosive, and explosive materials. Documents include disposal instructions, health and safety measures documentation, reports and recommendations, and correspondence.	Engineering & Construction Services	T	2	T+2	D	Comments: T= Completion of statistical reporting Legislation/Regulations: Environmental Protection Act; General, Reg. 347, s 16(5)(c)
N0051	Naturalization Plans Records relating to naturalization	Environment, Climate & Forestry	C+2	7	C+9	D	Legislation/Regulations: Environmental Protection Act; Records Of Site

	plans, which discuss ecological restoration programs and other initiatives concerning environmentally-friendly practices. May include information on environmental enhancements, site registration, elimination of lawn pesticide use, reintroduction of native plants and wildlife, and using native vegetation for lawns. Documents include reports and studies, mission statements, and correspondence.						Condition - PART XV.1 of the Act, O. Reg.53/04, s 18(1)
N0052	Noise Pollution Records relating to noise level and reduction studies. Feasibility or detailed noise impact studies may be required to support development applications. The purpose of the detailed study is to assess the impact of all noise sources affecting the subject lands and determine the appropriate layout, design and required control measures. Noise pollution may include excessive aircraft, road, rail, industrial, neighbourhood, and other noises created as a result of human activities. Includes noise level and reduction studies, recommendations for noise pollution initiatives, reports, and correspondence.	City Planning	T	30	T+30	D	Comments: T = Completion of study or initiative.
N0053	Pollution Records relating to issues and initiatives concerning multiple types of pollution, including soil, water, and air. These records are used for reference purposes. Includes reports, studies, correspondence, and newspaper clippings.	Engineering & Construction Services	C+2	4	C+6	AR	
N0055	Soil Quality and Testing Records relating to the testing of soil to determine its capacity to sustain plants and animal life, enhance water quality, and support agriculture and buildings. May include soil sampling studies, soil quality improvements studies, and	Engineering & Construction Services	C+2	4	C+6	D	

	correspondence.						
N0056	Ravine & Natural Feature Protection Records relating to development within or adjacent to areas identified by Ravine and Natural Feature Protection bylaw, areas identified as ESAs, ANSIs or wetlands, and areas identified as the Natural Heritage System in the OP, on both private and public land. Development activities may include: the construction of buildings, structures (e.g., driveways, retaining walls, garages, pools, cabanas, bridges), playing fields, trails, and playgrounds; digging to install or repair underground infrastructure, alter the grade, place or remove fill; and, modifying surface drainage and/or watercourses. Documents include: tree and vegetation inventories; arborists reports; plans of survey; topographic drawings; geotechnical, engineering and/or stormwater studies and reports; Natural Heritage Impact Studies; shading studies; permit applications; and related correspondence. Documents may include: feasibility studies; consultant reports; copies of drawings; Toronto and Region Conservation Authority (TRCA) requirements; and related correspondence.	Environment, Climate & Forestry	T	21	T+21	AR	Comments: T = Termination of project
N0059	Waterfront Environmental Protection and Maintenance Records relating to the protection and maintenance of the City's waterfront, which constitutes areas immediately bordering on Lake Ontario. May include information on breakwaters, piers, lawn runoff, and beach preservation. Documents include environmental and ecosystem strategic plans, waterfront protection analysis reports, copies of provincial government	Environment, Climate & Forestry	C+2	18	C+20	AR	Legislation/Regulations: Environmental Protection Act, ss 18(1)5 & 92; and, Ontario Water Resources Act, s 32 Paras 5 & 6.

	brochures, and project files.						
N0060	Watershed Environmental Protection and Maintenance Records relating to the protection and maintenance of watersheds or sub-watersheds, which constitute land areas drained by a particular river or creek. The preservation of these areas helps to reduce the impacts of erosion, water pollution, and flooding. May include information on erosion control, stormwater discharges, and excessive sediment removal. Documents include environmental and ecosystem strategic plans, analysis reports, project files, copies of provincial government brochures concerning watersheds, copies of federal and provincial guidelines, and correspondence.	Environment, Climate & Forestry	C+2	18	C+2 0	AR	Legislation/Regulations: Environmental Protection Act, ss 18(1)5 & 92; and, Ontario Water Resources Act, s 32 Paras 5 & 6
N0061	Weed Control Records relating to the control of weeds, for esthetic and safety reasons and to protect the land's native biodiversity from invasive plant species. Methods of weed control may include fire, spraying, uprooting, and mowing. Includes weed complaints, destruction work orders, and charges for failure to control weeds in compliance with regulations and legislation.	Engineering & Construction Services	C+2	4	C+6	D	Legislation/Regulations: Weed Control Act, s 15 Pesticides Act; and, General, O. Reg. 63/09, ss 62(2), 73(4) & 85(3)
N0062	Wetlands Records relating to the protection and preservation of wetlands within the City. Wetlands constitute low-lying areas that have water-saturated soils for all or part of the year, and they provide habitat for plants requiring large amounts of water. Wetlands may include marshes, swamps, bogs, and river bottoms. Documents include environmental reports and studies, newspaper clippings,	Environment, Climate & Forestry	C+2	18	C+2 0	AR	Legislation/Regulations: Environmental Protection Act, ss 18(1) & 92; and, Ontario Water Resources Act, s 32 Paras 5 & 6

	copies of public information brochures, and correspondence.						
N0512	Urban Forestry Planning & Management Records relating to planning and management of the urban forest ensure a sustainable urban forest across the City of Toronto on both public and private land. This may include, but is not limited to activities such as invasive tree species control; selective tree removal; controlled forest burns; regulated use of pesticide where necessary; the management of individual site-based projects; and related tasks and resources. Documents may include: tree canopy studies and tree health assessments; strategic plans, and other planning documents; tree planting and tree protection standards, policies and procedures; and all supporting documents.	Environment, Climate & Forestry	T+2	19	T+21	AR	Comments: T = Termination of the project.
N0513	Tree Protection & Plan Review Records relating to the administration of tree protection bylaws and issuance of tree removal permits due to development and/or site alteration or on account of diseased tree. This may include information on development activities such as: the construction of buildings, structures, parks and open spaces, underground infrastructure, grade alteration, fill placement of removal; and, modification of surface drainage and/or watercourses. Documents include: tree removal permit applications; arborist's reports; completed private tree bylaw declaration forms; copies of development applications, plans, drawings, maps, photographs of construction and development sites, tree and vegetation inventories; surveys; studies; reports and related correspondence.	Environment, Climate & Forestry	T+2	19	T+21	D	Comments: T = Termination of the project Legislation/Regulations: Limitations Act, 2002, s 15(2)

N0514	Urban Forestry Operations and Asset Management Records relating to forestry operations and tree planting including detailed information of individual trees, such as species, age, size, date planted, health and location. Includes information relating to requests made for service, and work performed by the City, on City-owned trees and private trees as captured in the enterprise work management system. Documents may include: Tree inventory data, requests for service, work orders, daily activity reports; work performed on trees and agreements to work on trees, Forestry Performance Inspection reports and other related documents. In addition, raw data and analysis used in the preparation of canopy studies and tree assessments are included; these types of studies are carried out on five or ten year schedules.	Environment, Climate & Forestry	T	99	T+99	AR	Comments: T = Date of last recorded action or event specified by the business division.
P	Functional Category: Public Health Description: Records relating to public and community health programs and services that are available to City residents. Includes records on immunization programs, disease prevention awareness, and healthy lifestyles.						
P3602	Healthiest Babies Possible Client Files Records relating to the HBP Program for high-risk pregnant women. Documents include medical histories, assessments and interventions, request for special diet allowance, client's diet record, progress notes, referrals to other community groups and services, consent for release of information, etc.	Toronto Public Health	T+18	10	T+28	D	Comments: T = Date of last recorded action. Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, s 19(1)
P3611	Toronto Preschool Speech and Language Services Client Files Records relating to preschool children (0 to 5 years) who are referred to Toronto Preschool Speech and Language Services (TPSLS) by either parents or community child and healthcare professionals. Service involves the assessment and treatment of	Toronto Public Health	T+3	25	T+28	D	Comments: T = Date of last recorded action. Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, ss 18 - 20

	speech and language delays/ disorders until discharge, or school board transfer and mandatory age-related discharge. Documents include Danic intake form, Toronto Preschool Speech and Language Services (TPSLS) consent to treatment and other consent forms, initial assessment report, progress notes, progress reports (if requested), referrals made by Toronto Preschool Speech and Language Services (TPSLS), reports (if produced) and discharge report (if requested) and all other supporting correspondence.						
P3615	Infant Hearing Program Records relating to the Infant Hearing Program (IHP). Provincially funded, the Infant Hearing Program was introduced in 2000. It is a preventive and early intervention initiative with the goals to identify infants born deaf, hard of hearing or at risk for developing hearing loss, and to provide the child and family with subsequent services needed for communication development. All newborns will be screened at the hospitals or community clinics for any hearing loss. The screening is a two- stage process where different screening technology is employed. Those identified as "high risk" will be referred to an audiologist for further assessment. All babies with a confirmed hearing loss will then be referred to an otolaryngologist and their parents will be provided with necessary support and counselling services. Documents include minutes and agendas of staff meetings, statistics, reports, etc.	Toronto Public Health	2	3	5	D	
P3616	Infant Hearing Client Files - Well Babies Records relating to newborns that have a "PASS", "RC" (Refer to Community) or "DNT" (Did Not Test) outcome from a TPH screener at any stage of the hearing screening process with	Toronto Public Health	C+1	27	C+28	D	Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, ss 18 - 20

	no risk factors identified. Once the pass status with no risk indicator is confirmed and/or IHP services are completed, the client file is closed/ discharged from ISCIS and no follow up on the client is needed. Documents may include screening results, guidelines to define newborns at risk, consent for release of information, etc.						
P3617	Infant Hearing Client Files - High Risk Surveillance and Refer to Audiology Babies Records relating to newborns identified as "high risk" regardless of whether the screening is given at the hospital well baby nursery or the community centres, whether the babies are at stage 1 or stage 2 screening, or whether the screening result is a pass or referral. Babies meet specific risk criteria to be included in the high risk surveillance protocol. As a Program requirement, these babies need to be monitored for two years, that is, they will be seen at audiology at 4 months, between 8 and 12 months and then receive an 18 month and 30 month follow-up telephone call and will be discharged after 30 months. Documents may include screening reports, referrals, audiologic assessment, telephone follow-up surveillance, consent for release of information, etc.	Toronto Public Health	C+3	25	C+28	D	Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, ss 18 - 20
P3618	Infant Hearing Client Files - Babies with Hearing Loss Records relating to babies who are identified as deaf or hard of hearing. These babies will be referred to an otolaryngologist for assessment and medical management, and their family will be provided with necessary counselling and support services. These include the provision of information on methods of deaf / hard of hearing communication	Toronto Public Health	C+6	22	C+28	D	Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, ss 18 - 20

	and types of services available to assist the baby in learning language, etc. According to the program requirements, babies with hearing loss will be monitored for until school entry or age 6. Documents may include screening reports, referrals, audiologic assessment, hearing aid evaluation, follow up support and counselling notes, Speech-Language Pathologist's consultant notes, ASL consultant and A-VT or oral rehab therapy progress reports, consent for release of information, etc.						
P3619	Blind /Low Vision Client Files Records related to children who are born with (or who acquire in early childhood) blindness or low vision. The Blind Low Vision (BLV) Early Intervention Program will ensure that families receive the services and resources they need to support the healthy development of their child from birth until Grade 1 entry. The Blind Low Vision Early Intervention Program will partner CNIB, the Ontario Foundation for Visually Impaired Children, infant development and early intervention services as well as the network of paediatric ophthalmologists, optometrists, and physicians across Toronto Documents may include service coordination documents, continuation sheets, referral forms, medical reports, letters from doctors, follow up support and counselling notes, consent for release of information, and all other relevant information.	Toronto Public Health	T+3	19	T+22	D	Comments: T = Termination occurs when child reaches 6 years of age. Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, ss 18 - 20
P3621	Family Health Client Files Records relating to the Family Health Program individual clients including adolescents, senior and those from the Healthy Babies, Healthy Children (HBHC) program. Documents include PARKYN forms, family profile, assessments and intervention, referrals, progress notes, Infant and Maternal Postnatal Sheet,	Toronto Public Health	T+18	10	T+28	D	Comments: T = Date of last recorded action. Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, ss 18 - 20

	Home Visitor Record, consent forms for release of information, and all supporting correspondence.						
P3650	Healthy Living Program Administration Records relating to day-to-day operations and administration of the Healthy Living Service Area. This service promotes health, prevention of chronic disease and injury, strengthening communities and reducing health inequities by working in partnerships with people who live, work and play in the City of Toronto. Documents include minutes and agendas of staff meetings, reference materials, statistics, surveys, strategic and operational plans, etc.	Toronto Public Health	C +1	3	C+4	D	
P3651	Organizational Liaison Files Records relating to Organizational Liaison Files. These records reflect the work of Toronto Public Health staff in official liaison roles with schools and other agencies. Examples of liaison interactions are marketing and interpreting services, providing general health promotion information and handouts, attendance at meetings and/or completing service requests forms to be sent to other Toronto Public Health programs. These interactions are focused on an agency/organization as the customer and are not related to a specific individual client. Documents include Healthy Living school documentation, school profiles, shelter logs, correspondence, etc. Note: Once TCHIS (Toronto Community Health Information System) is fully implemented, the majority of these records will be electronic.	Toronto Public Health	C+2	5	C+7	D	Comment: Electronic Records: (Inactive: 0) C+7 years
			C+7	0	C+7	D	

P3652	Program Committee and Workgroup Records relating to project files created by Toronto Public Health workgroups or committees. Information contained in these files demonstrate the history, research, group efforts, marketing strategies and any supportive documentation used for the development of projects used by Toronto Public Health. Documents include copies of work group work plans, meeting minutes, copies of e-mails, reports, research materials, references, correspondence, RFPs, legal opinions, print masters, documentation of program initiated marketing campaigns, etc.	Toronto Public Health	T+1	9	T+10	AR	Comment: T = Completion of the project.
P3653	Individual Client Files Records relating to individual client files of the Healthy Families and Healthy Living Program. These files are of two types: Single and Family interactions. Single interaction records document a single contact with a client in which there is limited assessment and counseling and does not require any follow-up intervention. Family records document interventions requiring more extensive assessment and counseling and possible follow-up or referral to external agencies. Single interaction forms are organized by the program office and year. Family records are organized by the client's last name. Files relating to minors are differentiated from those relating to adults. Documents include referral forms, consent forms, assessment forms, documentation forms, continuation notes, correspondence, etc. Note: Once TCHIS (Toronto Community Health Information System) is fully implemented, the majority of these records will be electronic and ICRA will no	Toronto Public Health	T+2	8/26	T+10/ 28	D	Comments: T = Date of last recorded action for both adults & minors. Physical adult records: T+10 Physical minor records: T+28 Electronic adult records: T+10 Electronic minor records: T+27 Legislation/Regulations Medicine Act, 1991, General, O. Reg. 114/94, ss 18 - 20
			T+10 /27	0	T+10/ 27	D	

	longer be needed.						
P3654	Healthy Living Group Interactions Records relating to Group Interactions. Healthy Living staff may conduct health promotion programs in a group format. A single session or multi-session series. Records can include known participants (with registered attendance lists) or unknown participants. Group interactions are organized by program or organization and year. Documents include referrals, registration forms, group forms, Healthy Living program request forms, continuation notes, attendance lists, correspondence, etc. Note: Once TCHIS (Toronto Community Health Information System) is fully implemented, the majority of these records will be electronic.	Toronto Public Health	C+2	7	C+9	D	Comment: Electronic Records: (Active) C+ 9 years
			C+9	0	C+9	D	
P3711	Infection Control Inspections Records relating to inspections of premises ensuring infection prevention practices are in place. The Control of Infectious Diseases / Infection Control program of Public Health requires regular inspections for Licensed Day Nurseries, Funeral Homes, and personal services setting. This program also provides consultations on infection control issues to hospitals, long term care homes and retirement homes. Inspections are also conducted for processing license requests and to respond to complaints logged against premises staff and to the population at risk, copies of agenda and minutes of Infection Control meeting correspondence, etc.	Toronto Public Health	C+3	6	C+9	D	Legislation/Regulations: Child Care and Early Years Act, 2014; General, O. Reg. 137/15, ss 32 & 82
P3721	Premises Inspection – Food Safety Records relating to food premises inspection including manufacturing, processing,	Toronto Public Health	C+2	4	C+6	D	

	preparation, storage, handling, display, transportation, sale and distribution of food. Documents may include food premises risk assessment form, food safety inspection form, supplement inspection reports, food premises profile, complaint/request for service reports, tobacco inspection reports, establishment create / update / delete form, report of offences, order to close premises, court decision, tickets, test results, correspondence, lawyer's letters etc.						
P3722	Food Handler Certification Files Records relating to the Food Handler Certification process of Toronto Public Health. This process involves activities associated with training and certification delivered by Toronto Public Health or private companies accredited by Toronto Public Health to potential Food Handlers, outlining safe food handling practices to prevent food-borne illness. Documents include registrations for training and certification session, application forms, examination material, examination results, payment information, copies of personal identification documents. The media format for the records is paper and electronic. Electronic format is supported by THEIS (Toronto Healthy Environments Information System), which is an integrated system to manage inspections, public disclosure, on- demand requests, time and activity tracking for the Healthy Environments unit of Toronto Public Health.	Toronto Public Health	C+5	0	C+5	D	Legislation/Regulations: Health Protection and Promotion Act; and, Food Premise, RRO 1990, Reg 562, ss 10(9) & 38(1)
P3733	Public Pools Records relating to the complaints, inspections and investigations regarding public pools, spas, wading pools within the City of Toronto. Documents may include investigation reports, supplemental reports, public spa / swimming pool /	Toronto Public Health	C+2	4	C+6	D	Legislation/Regulations: Health Protection and Promotion Act; and, Public Pools, RRO 1990, Reg. 565, ss 8 - 9

	wading pool inspection reports, supporting correspondence, plans, etc.						
P3741	Health Hazard Investigations Records relating to complaints investigations concerning health hazards and inspections of facilities as required by the Ontario Public Health Standards such as recreational and institutional premises and other public facilities. Complaints may include issues related to sewage back-ups, mould, air quality, chemical spills, contaminated sites, etc. Documents may include inspection reports of facilities (such as ice arenas, schools, recreation camps, lodging and boarding houses, group homes and other facilities deemed necessary by the Ministry of Health and Long Term Care), investigation reports, complaint/ requests for service reports, correspondence, lawyer's letters, legal documents (including orders, charges and court decisions), sample test results, plans, establishment create/ update/ delete and other related program administration forms, etc. Files related to contaminated properties and environmental issues pertaining to land use (i.e. PCB storage sites, wireless phone towers, wind towers) are not included (see P3742).	Toronto Public Health	C+2	4	C+6	D	Legislation/Regulations: Environmental Protection Act, s 18(1)
P3742	Environmental Site Reports Records relating to environmental site reports that are not found in other records classes (or elsewhere) regarding historical and current site health hazard investigations and assessments for specific locations in the City which may have issues or impacts on the population or on human health in the city. These records are created and maintained by Public Health Division only. Includes information on environmental remediation: removal of pollution	Toronto Public Health	C+5	45	C+50	AR	Legislation/Regulations: Environmental Assessment Act, ss 30(1) & 165.1(1) & (3) Occupational Health and Safety Act, s 54(1)

	or contaminants from environmental media such as soil, groundwater, sediment, or surface water for the general protection of human health and the environment or from a site intended for redevelopment, reuse or repurposing. Documents may contain: environmental studies outlining potential hazards, contamination reports and analysis, remediation, and or risk assessment reports, containment strategies and plans, clean up and remediation efforts on sites, site management plans for containing environmental hazards, consultant reports, photos, database searches, environmental investigations, maps, site plans, lab and analytical data, appraisal, plans, soil and groundwater studies, air quality studies, risk assessments (site specific and human health hazards), correspondence, memos, regulatory records, consultant records, design, monitoring, legal records, environmental site assessment, remediation studies, plans, maintenance and monitoring, project documents, contact information of the requester and other related records.						
P3743	Research Ethics Review Records related to Toronto Public Health's initial and ongoing research ethics reviews. These include records related to monitoring of research or evaluation projects that could involve human participants, these do not include research data, or the personal health information or personal information of research subjects. Research and evaluation projects or their subjects could be fully internal or external to TPH, and often a combination. The researcher is responsible for collecting, organizing, storing, accessing, reusing, and building upon research data. Research ethics review	Toronto Public Health	T	15	T+15	AR	Comments: T= End of research project as determined by the Division.

	documents include initial application and all associated documents; correspondence between TPH and the researcher(s); written reviews of applications considering: ethics, community impact, relevance and operational feasibility, privacy, and regulatory compliance; records of ongoing review activities such as: interim analysis reports, reportable event submissions, including reports of significant new findings, adverse events, research protocol amendments, and privacy breaches; any investigations related to compliance; correspondence with regulatory agencies; reports of any complaints received by TPH, and their resolution; copies of applications to external review or funding bodies and the results of their reviews.						
P3761	Human/Animal Contact Exposure Investigations Records relating to investigation of contact with animals such as dogs, cats, raccoons, ferrets, squirrels and bats and any other type exposure where there is a concern of contracting of rabies. Documents may include reports by or to physicians, veterinarians, health officers, law enforcement officers, court orders, rabies investigation reports, supplemental reports, vaccination status of the animal, quarantine reports relating to the observations, testing results, human vaccine distribution and other related correspondence.	Toronto Public Health	C+2	4	C+6	D	Legislation/Regulations: Health Protection and Promotion Act; Communicable Diseases, General, RRO 1990, Reg. 557 ss 2 & 3; and, Reports, RRO 1990, Reg. 569, ss 1 - 8
P3801	Dental Claims Records relating to dental claims submitted for financial reimbursement covered by Children In Need of Treatment (CINOT) or Ontario Works (OW) dental programs. The programs provide basic urgent care to children without dental insurance and whose families are not able to pay for dental	Toronto Public Health	C+2	4	C+6	D	Legislation/Regulations: Dentistry Act, s 12(b)

	treatments. Documents include CINOT/OW claim forms and Pre-Treatment Authorization request forms, copies of invoices, and all supporting correspondence.						
P3811	Dental Screening Records relating to dental screening services provided by dental hygienists to City children between the academic levels of kindergarten to grade eight, and also to English as a Second Language (ESL) high-school students. These dental screenings are typically conducted annually to determine individual students' needs for routine or urgent dental care. Records include screening cards and defect lists. Documents may include school name and school class lists, dental screening results and recommendations, and all supporting correspondence.	Toronto Public Health	T+18	10	T+28	D	Comments: T = Date of last recorded action. Legislation/Regulations: Dentistry Act, s 12(b)
P3821	Dental Client Files – Adults Records relating to adults who receive free dental treatments. Basic dental services are available to low- income adults. Documents may include eligibility statements, medical and dental history statements, dental examination and treatment plans, progress notes, dental x-rays, treatment consent forms, information release consent forms, copies of lab invoices, and correspondence.	Toronto Public Health	T+2	8	T+10	D	Comments: T = Last date of treatment. Legislation/Regulations: Dentistry Act, s 12(b)
P3822	Dental Appointment Book Records relating to the routine dental appointments for persons requiring dental treatment services at dental clinics operated by the Ontario government. Documents include dental appointment books with patient information, date and time of appointment, and all supporting correspondence.	Toronto Public Health	C+1	27	C+28	D	

P3823	Dental Client Files – Children Records relating to children who receive free dental treatments. Basic dental services are available to children up to the completion of high school. Documents may include eligibility statements, parent notifications, medical and dental history statements, dental examination and treatment plans, progress notes, dental x-rays, treatment consent forms, information release consent forms, copies of lab invoices, and correspondence.	Toronto Public Health	T+2	26	T+28	D	Comments: T = Last recorded date of action.
P3824	Dental Clinic IPAC Records Records related to infection prevention and control (IPAC) measures in Toronto Public Health dental clinics, including medical device reprocessing and sterilization. Records include sterilization and disinfection logs, education and training materials, repair, maintenance and calibration records, and mechanical printout records.	Toronto Public Health	T	10	T+10	D	Comments: T= Date of last recorded action.
P3830	Control of Infectious Diseases/Infection Control (CID/IC) Program Administration Records relating to the administration of the Control of Infectious Diseases/Infection Control (CID/IC) Program. Documents include policies and procedures, guidelines, manuals, reference materials, CID/IC statistics, surveys, correspondence, etc.	Toronto Public Health	C+2	4	C+6	D	
P3831	Resolved Reportable Diseases Records relating to clients diagnosed with a reportable disease that can be cured with medical treatment or will resolve without medical treatment. The records series also includes contacts of these clients. Documents include disease worksheets, investigation reports, progress notes, contact follow up,	Toronto Public Health	T+2	8	T+10	D	Comments: T = Date of last recorded action for both adults & minors. Adult records: T+10 Minor records: T+28 Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, s 19(1)
			T+2	26	T+28	D	

	laboratory test results, correspondence, etc.,						
P3834	Chronic Reportable Diseases Records relating to clients diagnosed with reportable disease that requires ongoing and long term treatment. Documents include disease worksheets, investigation reports, progress notes, contact follow up, laboratory test results, counselling information provided to the client and their contacts, correspondence, etc.	Toronto Public Health	T+5	5	T+10	D	Comments: T = Date of last recorded action for both adults & minors.
			T+5	26	T+31	D	Adult records: T+10 Minor records: T+31 Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, s 19(1)
P3835	Vaccine Ordering Records relating to ordering vaccines, which have been placed by community physicians for patients who are categorized as high risk as defined by the Ministry of Health and Long-Term Care. The vaccines are ordered through Toronto Public Health to the Ontario Government Pharmacy (OGP) directly to the physician's office. Documents include vaccine order forms, with a list of clients for whom the vaccine was ordered, as well as the order confirmation forms confirming the order has been placed with OGP.	Toronto Public Health	C+1	3	C+4	D	
P3836	Exposures to Blood Borne Diseases Client Files Records relating to clients that are exposed to blood or fluid borne pathogens, for instance, puncture from contaminated needles, contact between non-intact skin and infectious body fluids, etc. Documents include Exposure Assessment Form, investigation reports, progress notes, laboratory test results, correspondence, etc.	Toronto Public Health	T+2	8	T+10	D	Comments: T = Date of last recorded action for both adults & minors.
			T+2	26	T+28	D	Adult records: T+10 Minor records: T+28 Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, s 19(1)
P3837	Disease Outbreak Case Files	Toronto Public	T+2	8	T+10	D	Comments:

	Records relating to the investigation of communicable disease outbreaks within the City. May include information concerning where and how the outbreak originated, the names of ill persons and control measure implemented. Documents may include completed outbreak investigation forms, disease worksheets, outbreak summary analysis, progress notes, team meeting reports/minutes/agendas, laboratory test results and correspondence.	Health	T+2	26	T+28	D	T = Date of last recorded action for both adults & minors. Adult records: T+10 Minor records: T+28 Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, s 19(1)
P3841	Body Shipment / Disinterment and Clothing Shipment Documentation Records relating to requests for approval of body shipments outside Canada and requests for permit of body disinterment. In preparing disinterment / shipment of the deceased, funeral homes and cemeteries must obtain Public Health documentation to ensure compliance with the required legislation. May include the Body Shipment / Disinterment and Clothing Shipment Documentation Records relating to requests for approval of body shipments outside Canada and requests for permit of body disinterment. In preparing disinterment / shipment of the deceased, funeral homes and cemeteries must obtain Public Health documentation to ensure compliance with the required legislation. May include the letter of application, death certificate, coroner's report for the deceased, requests from companies who ship clothing to other parts of the world, correspondence, etc.	Toronto Public Health	C+1	3	C+4	D	
P3842	"The Works" Client Files Records relating to client files created in the Works program of Toronto Public Health. The Works is a needle exchange program helping to prevent the spread of communicable disease for drug users and sex workers in Toronto,	Toronto Public Health	T+3	7	T+10	D	Comments: T = Date of last recorded action for both adults & minors.
			T+3	25	T+28	D	Adult records: T+10 Minor records: T+28 Legislation/Regulations: Medicine Act, 1991,

	using harm reduction services. Records created include Methadone and Needle Exchange client files. As a requirement of funding by the Ministry of Health and Long Term Care, for methadone clients, part of the information is collected electronically through a system called Catalyst. The system collects demographic client information, information on health and social issues, problems of clients, referrals made and services provided. Files relating to minors are differentiated from those relating to adults. Documents include client agreements, transfer information, referral forms, clinical notes, intake and/or physician assessments, authorization to disclose information, treatment information forms, correspondence, etc.						General, O. Reg. 114/94, s 19(1)
P3846	CDLU (Communicable Disease Liaison Unit) Client Files Records relating to CDLU Client files. These files contain information as requested by various Communicable Disease Control (CDC) programs of Public Health and other health units for a particular client. These files are not the official client files but they contain original documentation collected from the hospital chart. Information on each client is entered into the Integrated Public Health Information System (iPHIS). iPHIS is an automated client health record and reporting system that supports public health interventions, tracking, follow-ups, case management and reporting. It includes communicable disease case management and population health surveillance components. Only specific information from the client's worksheets are captured in iPHIS. This documentation is then forwarded to the CDC program that made the original request. The main	Toronto Public Health	C+2	3	C+5	D	

	client file will reside with the CDC program that is the lead for the client case investigations. Documents may include CDLU work record forms, progress notes, correspondence and other relevant information to the investigation.						
P3851	Tuberculosis Client Case and Contact Files Records relating to the Tuberculosis Prevention and Control Program client files including adolescents, seniors, clients who have been transferred from outside City of Toronto and contact investigations. Documents include contact identification lists, case management, progress notes, physician's report, hospital reports, reports, assessment guides for directly observed therapy, notification reports, correspondence, etc.	Toronto Public Health	T+3	25	T+28	D	Comments: T = Case file closed. Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, s 19(1)
P3852	Tuberculosis Medical Surveillance Client Files Records relating to individuals who are medically observed for evidence of Tuberculosis. All people arriving to Canada are issued an IMM595 form in order for medical surveillance to be undertaken. Records belonging to this record series can be inactive or active tuberculosis. Documents include discharged forms, physician's report, lab reports, intake forms, copies of citizenship, progress notes, notification of medical surveillance reports, correspondence, etc.	Toronto Public Health	T+3	25	T+28	D	Comments: T = Case file closed. Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, s 19(1)
P3853	Tuberculosis Routine Drug Ordering Records relating to drug orders that are required and handled by the Case Management Team of the Tuberculosis Prevention and Control program. These records are the result of communication from doctor's and / or hospitals and are provided for all active	Toronto Public Health	T + 3	25	T + 28	D	Comments: T = Case file closed. Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, s 19(1)

	cases and contact investigations. Records include Chemo Prophylaxis (PCH) and Outside City Limits (OCL) clients. Documents include drug orders, progress notes, order reminders, lab reports, assessment forms, correspondence, etc.						
P3854	Tuberculosis Screening/Active Case Finding Records relating to individuals that have been screened for possible active case tuberculosis, as a result of contact with a client having tuberculosis. Records include screening of individuals from Schools, Community Centres, Organizations and Shelters. Documents include physician's report, lab reports, progress notes, workplace listings, follow-up forms, line listings, screening summary, class lists, correspondence, etc.	Toronto Public Health	T+3	25	T+28	D	Comments: T = Case file closed. Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, s 19(1)
P3860	Immunization Program Records relating to the Vaccine Preventable Disease (VPD) program in general. The Program provides immunization services to City residents and administers inspection on vaccine storage and handling. Documents may include recommendations and reports, vaccine storage and handling information, guidelines and standards of immunization, research, statistics, VPD Program meeting minutes and correspondence.	Toronto Public Health	C+2	4	C+6	D	Legislation/Regulations: Immunization of School Pupils Act; General, RRO 1990, Reg. 645
P3861	Student Immunization Records relating to mandatory immunization of students in public and private schools, between grades one and nine. Documents may include medical history questionnaires, student suspension orders, submitted immunization status statements, and correspondence.	Toronto Public Health	C	0	C	D	Comments: C = Current school year. Legislation/Regulations: Immunization of School Pupils Act; General, RRO 1990, Reg. 645
P3862	Student Immunization - Suspension Hearings	Toronto Public Health	T+2	7	T+9	D	Comments: T = Decision of hearing.

	Records relating to hearings to decide on whether children should be suspended from schools or day nurseries if they have not received immunization treatments. Non- immunized students may be suspended until proof of immunization is provided. Documents may include suspension orders, suspension appeals and all supporting correspondence.						Legislation/Regulations: Immunization of School Pupils Act; General, RRO 1990, Reg. 645
P3863	Day Nurseries Immunization Records relating to mandatory immunization of pre-school age children attending day nurseries. Documents may include submitted immunization status statements, class lists, and all supporting correspondence.	Toronto Public Health	C	0	C	D	Comments: C = Current school year. Legislation/Regulations: Child Care and Early Years Act, 2014; General, O. Reg. 137/15, s 72(1)
P3864	Immunization Exemption Records relating to individual children attending either schools or day nurseries whose parents or guardians have requested their exemption from receiving immunization treatments on account of medical, religious, or ethical reasons. Documents include rejected and/or approved exemptions, as well as other related correspondence such as, medical exemption statements, dismissed exemption request memoranda.	Toronto Public Health	T	0	T	D	Comments: T= End of school life of student. Legislation/Regulations: Immunization of School Pupils Act; General, RRO 1990, Reg. 645
P3865	Children Immunization Consents - Hepatitis B Records relating to consents given by parents and guardians permitting medical personnel to immunize their children against Hepatitis B. Documents include signed immunization consent forms for Grade 7/8 students, copies of adverse vaccine reaction reports, investigation reports, and all supporting correspondence.	Toronto Public Health	3	17	20	D	Legislation/Regulations: Immunization of School Pupils Act; General, RRO 1990, Reg. 645
P3866	Adverse Vaccine Reaction (AVR) Reports Records relating to persons, who have suffered adverse reactions to	Toronto Public Health	C+5	14	C+19	D	Legislation/Regulations: Immunization of School Pupils Act; General, RRO 1990, Reg. 645

	vaccine immunizations. Documents may include adverse vaccine reaction (AVR) reports that meet the Ministry of Health criteria and all other reports that refer to any other reactions to the vaccine, and all supporting correspondence.						
P3867	Immunization Clinic Client Consents Records relating to persons receiving immunization treatments operated by the Vaccine Preventable Disease Program (VPD). These clinics provide services to the general public. Documents may include signed immunization consent forms and all supporting correspondence.	Toronto Public Health	C+2	26	C+28	D	Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, s 19(1)
P3868	Vaccine Storage and Handling Inspections Records relating to the annual inspections of all vaccines maintained in various City storage facilities, government-sponsored clinics, and private-sector medical clinics. These inspections are conducted to determine the effectiveness of vaccines used to immunize persons against preventable diseases. Documents may include vaccine inspection reports for facilities which passed inspection, copies of inspection reports for facilities which failed inspection, and all supporting correspondence.	Toronto Public Health	C+2	7	C+9	D	
P3869	Cold Chain Failure Reports Records relating to City storage facilities, government-sponsored clinics, and private-sector medical clinics which have failed inspections to determine whether vaccines are properly stored and handled. Documents may include Cold Chain Failure Reports, temperature log books, and correspondence.	Toronto Public Health	C+2	7	C+9	D	
P3871	Sexually Transmitted Diseases (STD) Client Files	Toronto Public Health	T+18	10	T+28	D	Comments: T = Date of last recorded

	Records relating to clients with sexually transmitted diseases (STD). Sexually transmitted diseases include Chlamydia, Gonorrhea, Chancroid, Congenital cytomegalovirus infection, Neonatal herpes, Ophthalmia neonatorum, etc. Documents include case notification, lab reports, progress notes, consent for release of information, medical correspondence, etc.						action. Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, s 19(1)
P3872	HIV / AIDS Client Files Records relating to persons with Human Immunodeficiency Virus (HIV) / Acquired Immune Deficiency Syndrome (AIDS). Documents include case notification, lab reports, progress notes, consent for release of information, medical correspondence, etc.	Toronto Public Health	P	0	P	P	Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, s 19(1)
P3873	Syphilis Client Files Records relating to persons with Syphilis. Documents include case notification, lab reports, progress notes, consent for release of information, medical correspondence, etc.	Toronto Public Health	T+5	15	T+20	D	Comments: T = Case file closed. Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, s 19(1)
P3876	Sexual Health Clinic Client Files Records relating to sexual health clinic clients. The clinics provide counselling, education, referral and treatment related to sexual issues such as, birth control, STD, pregnancy testing, etc. Documents include admission registration, client medical history, counselling records, referrals, progress notes, lab reports, prescription renewal forms, consent for release of information, etc.	Toronto Public Health	T+18	10	T+28	D	Comments: T = File to remain active in office 2 years after last recorded date. Legislation/Regulations: Medicine Act, 1991, General, O. Reg. 114/94, s 19(1)
P3880	Anonymous Service Records Records relating to anonymous inquiries and services provided by Toronto Public Health, including but not limited to AIDS/HIV testing, Sexual Health Infoline or anonymous health counseling. These records are	Toronto Public Health	C	10	C+10	D	

	anonymous in nature and have no information that might specifically identify individuals by name, address, or contact number. Documents may include counseling forms, anonymous HIV tests, etc.						
R	Functional Category: Recreation and Culture Description: Records relating to the recreational and cultural programs and services offered to City residents and visitors. Includes record relating to special events such as parades and festivals, tourism, and fitness activities. Also includes information on the control of City wildlife.						
R0008	Admission Tickets Records relating to creating and selling tickets for admission entrance to City recreational facilities and program events. Documents may include sales figures and statistics, program announcements, sales reports, and correspondence.	Parks & Recreation	C	2	C+2	D	
R0013	Cycling Programs and Networks Records relating to the City of Toronto's cycling programs, events and the development and maintenance of cycling networks, lanes, paths and trails such as the Jarvis Street Bike Lanes and the Sustainable Trails Initiative. Cycling programs are based on the recommendations of the Toronto Bike Plan designed to make Toronto a more bike-friendly city. Also includes records relating to the development of the Bikeway Network that will ultimately link cyclists with neighbourhoods and destinations across the city. May also include information on safety campaigns and impacts of the bike lanes on road traffic. Documents include statistics, copies of maps indicating path or trail locations, copies of path design construction reports, requests for bike lanes and cycling paths, complaints, studies, reports and correspondence.	Parks & Recreation	S	7	S+7	AR	Comments: S = Until superseded.

R0016	Fitness Club Membership Records relating to fitness club programs and memberships offered within City-owned fitness clubs and facilities. Includes information on aerobics, weightlifting, and cardiovascular fitness programs. Also may include information on members' access to facility locker rooms. Documents may include fitness appraisal forms, membership attendance statistics, completed enrolment applications, fitness program descriptions, and correspondence.	Parks & Recreation	C+2	2	C+4	D	Legislation/Regulations: Limitations Act, 2002, s 4
R0027	Recreational Registrant Profiling Records relating to the profiles and types of registrants who have participated in City recreational courses and activities, such as organized and individual sports lessons, arts and craft lessons, and community centre visits. May include information relating to age profiling, population census tracts, and other demographic details. This information may be used to support recreational initiatives and planning strategies. Documents may include registrant statistics, including graphs and charts; comparison data summaries; high-level recommendation reports; and all supporting correspondence.	Economic Development & Culture	S	10	S+10	AR	Comments: S = Until superseded.
R0030	Recreational Programs Records relating to the administration and development of community recreational programs and services offered throughout the City for both children and adults. This may include organized and individual sports offerings and lessons, school field trips, and arts and crafts lessons. May also include information on trips or visits to community centres, museums, parks, and City recreational	Parks & Recreation	C+2	4	C+6	D	Legislation/Regulations: Limitations Act, 2002, s 4

	facilities; recreational course locations; and recreational course start and end dates. Documents may include copies of recreational program policies and procedures, program instructors' training materials, recreational research studies, usage and program and course-related statistics, quality assurance reports, program descriptions and brochures, statistical data summaries, high-level recommendation reports, and all supporting correspondence.						
R0031	Recreational Program Registration Records relating to individuals, including both children and adults, registering for various community recreational programs and services. This may include organized and individual sports offerings and lessons, school field trips, and arts and crafts lessons. Documents include completed enrolment applications, copies of program descriptions, enrolment usage statistics, call centre statistics, and correspondence.	Parks & Recreation	C+2	4	C+6	D	Comments: 1 year active retention is for paper records only. Legislation/Regulations: Limitations Act, 2002, s 4
			1	0	1	D	
R0033	Adapted and Inclusive Recreation Program Registrant Records Records relating to registrant information collected for the purposes of accessing adapted recreation programs and/or inclusive/integration services provided under the Adapted and Inclusive Recreation Program. This may include information relating to registrant-personal information, assigned personal identification number, emergency contact information, diagnostic and medical information, and the communication and behavior management needs of the registrant. Documents may include first contact forms, participant information package, participant intake	Parks & Recreation	T	20	T+20	D	Comments: T = File closed when membership has been inactive for 3 years or more. Legislation/Regulations: Limitations Act, 2002, ss 4 & 7

	form, and participant summary forms.						
R0034	Tourism Planning Records relating to planning and development of tourism activities and initiatives within the City. May include information on sporting, cultural, and artistic activities. Documents may include tourism planning reports, action plans, tourism statistics, and correspondence.	Economic Development & Culture	C+2	4	C+6	AR	
R0040	Tourism Events Determination Records relating to collecting and analyzing data on a wide array of tourism events in order to determine viable opportunities for the City to host. This may include sporting, cultural, and other tourism-related events that would generate positive economic and promotional opportunities for the City. May include information on tourism event mandates, economic impacts, potential attendance figures, and recommendations on feasible opportunities to pursue. Documents may include copies of event brochures and other promotional materials, findings reports, copies of newspaper and Internet articles and announcements, and all supporting correspondence.	Economic Development & Culture	T	3	T+3	AR	Comments: T = Event is determined feasible or not.
R0045	Tourism Events Procurement Records relating to actively soliciting and securing designated tourism events to take place in the City. This may include sporting, cultural, and other tourism-related events that would generate positive economic and promotional opportunities for the City. May include information on tourism event mandates, bidding processes and proponents, meetings with stakeholders, City Council acceptance or rejection, and facilitating	Economic Development & Culture	T+1	6	T+7	AR	Comments: T = Targeted tourism event has been lost or won (and event has concluded).

	approvals and agreements. Documents may include copies of event brochures, copies of meeting notes, status and recommendations reports, hosting agreements, and all supporting correspondence.						
R0193	City Events Planning and Programming Records relating to the planning and programming of cultural, community, historical, and special events that are directly produced by the City. This may include one-time and/or ongoing activities, including exhibits, parades, and festivals. May include information on event logistics and co-ordination, background research concerning respective events, and proposals and suggestions for new events. Documents may include photographs, contact lists, copies of event brochures and other publications, volunteer sign-in sheets, event itineraries and schedules, lists of contact persons, event proposals and purpose statements, background research documentation such as copies of newspaper clippings and Internet printouts, copies of invoices and print requisitions, and all supporting correspondence.	Economic Development & Culture	C+2	18	C+20	AR	Legislation/Regulations: Limitations Act, 2002, s 15(2)
R0197	External Events Support Records relating to the support provided by the City for externally-produced cultural, community, and special events. May include marathons, parades, and festivals. The City may assist external organizations to hold events in Toronto. Support provided by the City may include providing information and consultation on such issues as policing, venue locations, and required permits. Documents may include information packages, event lists and schedules, contact lists, and supporting	Economic Development & Culture	C+2	18	C+20	D	Legislation/Regulations: Limitations Act, 2002, s 15(2)

	correspondence.						
R0205	Media Arts Records relating to the media arts, which includes visual, theatre, and electronic arts. Also includes records relating to City- sponsored or City partnerships in music, literacy, dance, and other cultural events. Documents may include copies of financial statements, copies of sponsorship agreements, reports, and news clippings.	Economic Development & Culture	C+2	4	C+6	AR	
R0430	Film Productions Records relating to the production of individual films within the City, which may include commercials, music videos, television programs, movies, and all other film production initiatives. May include information relating to filming locations, production filming schedules, film permit applications, scripts, film listing logs, copies of film permits and supporting documentation, and all supporting correspondence.	Economic Development & Culture	C+2	P	P	P	
W	Functional Category: Works Description: Records relating to the construction, maintenance, and operations of the City's infrastructure, including sewer, water, garbage, waste, solid waste, and transportation programs and systems. Includes records relating to roads and bridges, snow removal, water and air quality, and utilities. Also includes records relating to environmental assessment and protection, such as conservation, pollution, and recycling programs.						
W0001	Composting Records relating to the composting of leaves and other organic wastes. Composting refers to the decomposition of plant remains, and other once-living materials, to form organic plant nutrients. Includes information on residential backyard composting and use of composter equipment. Documents include applications for composter acquisitions, composter usage reports and statistics, composter instructions, inquiries, and	Solid Waste Management Services	T	10	T+10	D	Comments: T = Completion of statistical reporting. Legislation/Regulations: Environmental Protection Act; Recycling and Composting of Municipal Waste, O. Reg. 101/94, s 33(1)

	correspondence.						
W0004	Garbage Collection and Routes Records relating to solid waste garbage collection and route pick- ups within the City of Toronto. This includes garbage collection from residential, commercial, and industrial sites. Includes collection and route schedules, collection statistics and collection reports.	Solid Waste Management Services	C+2	2	C+4	D	
W0005	Household Hazardous Wastes Records relating to the collection and processing of household hazardous wastes that pose a health and safety hazard, such as paint, batteries, antifreeze, and adhesives. May include public information brochures, collection and route schedules, and collection reporting statistics.	Solid Waste Management Services	C+1	3	C+4	D	Legislation/Regulations: Environmental Protection Act; Recycling and Composting of Municipal Waste, O. Reg. 101/94, ss 21(b), 23, para 27, & 31 para 11
W0006	Waste Disposal & Landfill Areas Records relating to the maintenance and use of landfills for disposal of routine and hazardous waste materials. Landfills are ground depressions which accommodate wastes and isolate them from the surrounding environment. Includes consulting engineering reports, copies of payments to contractors, and complaints. Individual landfill sites will be classified at the secondary level. Also includes information on disposal user fees for commercial, industrial, and restaurant organizations, waste disposal statistics and reports, and correspondence. Individual landfill sites will be classified at the secondary level.	Solid Waste Management Services	C+2	P	P	P	Legislation/Regulations: Environmental Protection Act; Landfilling Sites, O. Reg. 232/98, ss 16, 20 & 21(b)
W0007	Material Recovery Facilities Records relating to the provisions and operation of material recovery facilities.	Solid Waste Management Services	C+2	P	P	P	Legislation/Regulations: Environmental Protection Act; Recycling and Composting of Municipal Waste, O. Reg. 101/94, s

	These facilities accept and process solid waste materials, remove contaminants, and recover recyclable materials wherever possible. Includes processing volume reports and statistics, copies of financial reporting materials, and information on contamination rates.						23, para 27
W0009	Transfer Stations Operations Records relating to the operations of transfer stations, which serves as dropoff points for waste haulers. Includes copies of committee minutes and agendas, engineering and consulting reports, production and volume statistics and reports, and transfer hauling statistics. Individual transfer stations will be classified at the secondary level for records relating to their routine daily management.	Solid Waste Management Services	C+2	P	P	P	Legislation/Regulations: Environmental Protection Act; General, Waste Management, RRO 1990, Reg. 347, s 23(6)
W0011	Waste Recycling Records relating to the reduction, reuse, and recycling of solid and liquid waste materials. Includes the recycling of newspapers, cardboard, other curb side materials, automobile tires, white goods, scrap metal, and soil. May also include information about recycling operations at transfer stations. Documents may include copies of committee minutes and agendas, copies of recycling contracts, copies of public brochures and promotional materials, and lists of recyclable versus non-recyclable materials.	Solid Waste Management Services	C+2	4	C+6	D	
W0012	Banners, Canopies and Signs Records relating to the use and display of banners, canopies, and signs. This may include billboards, advertisements, and special event banners. Organizations and individuals who wish to display banners and signs on public highways are required to obtain City permits.	Transportation Services	T	5	T+5	D	Comments: T = Expiration of permit.

	Documents may include applications for permits, sketches and drawings of banners and signs, and permits.						
W0013	Boulevard Parking and Marketing Records relating to the use of boulevard spaces for parking areas and marketing purposes. Boulevards are open areas, such as grass lawns or concrete patios that are not typically designated for parking and marketing purposes, but the City may grant permits to use such space as parking facilities or restaurant patios. Includes copies of agreements and permits, drawings and diagrams of boulevards, and polling statistics concerning impacts on the neighbourhood. May also include non-approved applications and information on marketing of boulevard parking areas.	Transportation Services	T	7	T+7	D	Comments: T = Cancellation or revocation of permit or license.
W0016	Log Sheets Records relating to the use of log sheets for recording data about services performed by City departments and staff. Log sheets record information about time spent, location, employee name(s), and type(s) of services performed. This includes log sheets on garbage collection, pothole fixing, meter reading, and all other services routinely provided by the City.	Transportation Services	T	2	T+2	D	Comments: T = Last entry. Legislation/Regulations: Ontario Water Resources Act; Licensing of Sewage Works Operators, O. Reg. 129/04, s 19(6)
W0018	Parking Records relating to the operations and administration of municipal parking areas. This includes parking facilities and street parking. May include information on disabled parking spot reservations, fire routes, parking facilities, parking meter service reports, and parking permits for overnight street	Transportation Services	S	10	S+10	D	Comments: S = Until superseded.

	parking.						
W0019	Property and Titles Reference Materials Records relating to duplicate copies of legal information pertaining to engineering projects. This material is kept strictly for reference purposes, for both City and non-City (i.e., private companies) engineering projects. Includes copies of land titles, copies of land transactions, and copies of notices of applications and plans.	Transportation Services	C	0	C	D	
W0020	Railways and Crossings Records relating to the impact of railways on City road traffic and human safety. May include information on railway signals, level crossings, abandoned railway tracks usage, and line closures. Documents include railway company correspondence, complaints concerning railroads, accident statistics, and safety plans and reports.	Transportation Services	S	10	S+10	AR	Comments: S = Until superseded.
W0022	Road Assumptions and Reversions Records relating to issues and decisions concerning road assumptions and reversions. Road assumptions concern roads for which the City assumes responsibility for maintenance, whereas road reversions concern roads for which non-municipal organizations assume maintenance responsibility (e.g. roads running through private property). Includes copies of agreements, consultant reports, feasibility studies, and correspondence.	Transportation Services	T	7	T+7	D	Comments: T = Completion of case.
W0023	Road Closures Records relating to temporary road closures for purposes of construction and events such as parades and movie filming. Includes applications for road closures, complaints, and	Transportation Services	T	7	T+7	D	Comments: T = Expiration of granted order.

	correspondence.						
W0024	Road Construction Records relating to road construction projects. This includes the design and planning of new roads; road and intersection improvements; and resurfacing, reconstruction, and widening of existing roads. May include copies of contracts, plan approvals, consultant reports, land surveys, and geotechnical surveys. Original Engineering Drawings related to this classification must be filed under W0110 - Engineering Drawings.	Transportation Services	T	15	T+15	D	Comments: T = Completion of construction project. Legislation/Regulations: Limitations Act, 2002, s 15(2)
W0026	Roads Inventory Management Records relating to the management of roads inventory and classification data, which list road names and areas. These data document the status and condition of City roads, including both major arterial roads and minor roads. Includes inventory reports, consultant studies, and correspondence.	Transportation Services	S	7	S+7	D	Comments: S = Until superseded
W0027	Roads Maintenance Records relating to the maintenance of City roads. This includes the ongoing maintenance of culverts, catch basins, storm sewers, water mains, curbs, and medians. May include information on grading, minor road surface repairs, and securing safe use of manholes. Documents include complaint letters, road activities reports, requests to close roads, and traffic impact assessment studies.	Transportation Services	T	6	T+6	D	Comments: T = Completion of maintenance work.
W0029	Sidewalks Maintenance Records relating to the maintenance of City sidewalks. May include information on sidewalk realignment and narrowing, tree root removal,	Transportation Services	T	6	T+6	D	Comments: T = Completion of maintenance work.

	and snow removal enforcement. Documents include complaints, activities reports, and traffic and pedestrian impact assessment studies.						
W0030	Traffic Signs and Signals Equipment Records relating to the manufacture, installation, and inspections of traffic signs and signals equipment. May include inspection reports, copies of vendor brochures and catalogues, product specifications, copies of purchase orders, and error reports.	Transportation Services	C+2	12	C+14	D	Legislation/Regulations: Highway Traffic Act, s 144 (31) Limitations Act, 2002, s 15(2)
W0031	Snow Removal Records relating to snow removal from the City's main and side streets, which is undertaken to ensure public safety and to facilitate vehicle movement. Includes information on salting, sanding, snow ploughing, snow blowing, and the shovelling program. Documents include snow removal schedules, snow route plans, and complaints.	Transportation Services	C+2	12	15	D	Legislation/Regulations: Limitations Act, 2002, s 15(2)
W0032	Street Lighting Records relating to the types, installation, inspection, and repairs of lighting devices used to illuminate streets and pedestrian crossovers. Documents include complaints, safety reports, requests for additional lighting, and correspondence.	Transportation Services	C+2	4	C+6	D	
W0033	Street Naming and Street Numbering Records relating to the processes by which names and/or numbers are assigned to City streets. This includes City roads, avenues, thoroughfares, expressways, and cul-de-sacs. Includes requests for changes to street names and numbers, complaints concerning current	Transportation Services	T	7	T+7	D	Comments: T = Completion of project or notice of decision.

	names, and correspondence.						
W0035	Streetscape and Design Records relating to streetscaping and design, which refers to improvements made to the areas surrounding City streets for aesthetic and visual purposes. May include information on noise barriers, improved building entrances, and tree and flower planting. Documents include requests for streetscaping and design, complaints, diagrams, and engineering plans.	Transportation Services	T	7	T+7	D	Comments: T = Completion of project or notice of decision.
W0036	Traffic Control Records relating to the control of City traffic, which includes all motorized road vehicles and bicycles. Methods of control include traffic signals, speed humps, stop and yield sign intersections, vehicle speed restrictions, vehicle load limitations, and pedestrian crossover signals. May include parking, accident, and collision statistics; traffic count registers; copies of engineering drawings; and traffic studies.	Transportation Services	C+2	4	C+6	D	Legislation/Regulations: Highway Traffic Act, s 202 (2)
W0037	Traffic Control Signals, Pedestrian Crossovers, and Turn Lanes/Intersections Records relating to the investigative and analytical decision-making processes used to determine the need to install, improve, or remove traffic control signals (TCS), pedestrian crossovers (PXO), and turn lanes at intersections. May include accident statistics, complaints, and consultant reports and diagrams.	Transportation Services	C+2	4	C+6	D	
W0038	Utility Applications Records relating to applications for the installation of utilities on land properties and sites. This includes the routing of fiber-optics, phone lines, cable,	Transportation Services	T	P	P	P	Comments: T = Completion of project or notice of decision.

	power, and gas lines. Documents include construction reference drawings, applications, completed approval forms, utility permits, and copies of notices of hearings.						
W0040	Bridge Construction Records relating to the construction and restoration of City bridges. This includes bridges over roadways (overpasses) and bridges over waterways. Includes project reports and drawings, action plans, geotechnical surveys, consultant reports, and correspondence.	Engineering & Construction Services	T	7	T+7	AR	Comments: T = Completion of construction project.
W0044	Engineering Development and Planning Records relating to the development and planning of engineering projects within City boundaries. This includes projects undertaken both by the City and private sector organizations. Includes copies of site specific engineering drawings, engineering proposals, application reviews, copies of agreements and contracts, and engineering studies. Original Engineering Drawings related to this classification must be filed under W0110 - Engineering Drawings.	Engineering & Construction Services	T	7	T+7	D	Comments: T = Completion of project.
W0054	Sewers Design and Construction Records relating to the design and construction of sanitary and storm sewers. Documents include activities reports, land surveys, consultant reports, and correspondence. Records relating to individual sewers are classified at the secondary level. Original Engineering Drawings related to this classification must be filed under W0110 -	Engineering & Construction Services	T	21	T+21	D	Comments: T = Completion of construction project. Legislation/Regulations: Ontario Water Resources Act, s 89.2

	Engineering Drawings.						
W0057	Water Efficiency Records relating to the conservation and efficient use of municipal water resources. May include information on water reuse, drought management, high-efficiency toilets, and drinking and storm water initiatives. Includes water conservation plans, water use surveys and statistics, educational materials and brochures, consultant studies, and correspondence.	Engineering & Construction Services	C+2	18	C+20	D	Legislation/Regulations: Ontario Water Resources Act, ss 13(2) & 32, para.5.
W0058	Water Main Construction Projects Records relating to the planning, design, and construction of water mains, which are pipelines that transport water. Includes construction plans and drawings, pipe-laying plans and schedules, consultant reports, and correspondence. Coding of individual water mains is performed at the secondary classification level and will depend on the system and naming convention used by each section. Original Engineering Drawings related to this classification must be filed under W0110 - Engineering Drawings.	Engineering & Construction Services	T	P	P	P	Comments: T = Completion of construction project.
W0064	Central Maintenance - Water Supply System Records relating to the maintenance of the City's water supply system. This refers to the whole of the water supply system, not simply water mains or trunks. May include information on electrical, mechanical, building, and ground maintenance; carpentry; and instrumentation. Documents include reports,	Toronto Water	T	16	T+16	D	Comments: T = Completion of statistical reporting. Legislation/Regulations: Ontario Water Resources Act, s 32 para.5

	studies, and engineering plans and drawings.						
W0065	Travel Surveys and Transportation Monitoring Programs Records relating to travel surveys and monitoring of City-operated transportation programs, including public transit. Includes information on traffic counts, monitoring programs, and transportation indicators. Documents include travel and transportation studies, statistical data, and reports.	City Planning	C+2	17	C+19	D	
W0066	Flooding Records relating to the damages caused by flooding, which is the partial or complete inundation by water of normally dry land areas. Includes the flooding of City, residential, commercial, and industrial properties. May include information on building and foundation damages, disruption and destruction of City transportation routes, basement flooding, and soil erosion. Documents include damage reports, complaints, analysis reports, and clean-up activity reports.	Toronto Water	T	6	T+6	D	Comments: T = Remedial of damage and submission of final report.
W0070	Water Testing Laboratories Records relating to the operations and administration of City-operated laboratories, where drinking water is tested and analyzed to ensure it is safe for human consumption. Includes information on fluoride, chlorine, and bacterial counts. Documents include water quality reports and correspondence. Individual laboratories will be classified at the secondary classification level.	Toronto Water	T	16	T+16	D	Comments: T = Completion of statistical reporting. Legislation/Regulations: Safe Drinking Water Act; Drinking Water Systems, O. Reg. 170/03, s 13(3)
W0072	Marine Vessels and Services Records relating to the use and operation of City-owned marine	Toronto Water	C+2	4	C+6	AR	

	vessels, including tugs, ferries, and outboard motorboats. Includes information on boat chartering, crew needs, diving services, registration and sale of vessels, towing, salvage, and harbour patrol services. Documents include marine technical surveys, port registrations, dry- dock vessel review reports, and marine trip reports and statistics.						
W0073	Water Meter Houses Records relating to the operations and management of the City's water meter houses. These buildings house apparatus used to measure the amount of water stored in City reservoirs. Includes information relating to water consumption and usage. Documents may include field notes, copies of meter house rental agreements, and survey reports. Individual meter houses will be classified at the secondary level.	Toronto Water	C+2	4	C+6	D	Legislation/Regulations: Ontario Water Resources Act, ss 13(2) & 32 para.5
W0074	Plumbing & Drainage Maintenance Records relating to routine plumbing and drainage maintenance and inspections. This refers to work the City may perform on private drains located on residential or commercial properties, as opposed to the City water mains. Includes copies of plumbing permits, engineering drawings, plumbing routing plans, and private drain location maps.	Toronto Water	T	7	T+7	D	Comments: T = Completion of maintenance inspection project.
W0075	Pumping Stations Records relating to the operation and maintenance of pumping stations, which pump water to water filtration plants. Includes information on safety inspections and disinfection of pumps. Documents include operations reports, water pumpage volume statistics, and copies of contracts. Individual	Toronto Water	T	7	T+7	D	Comments: T = Completion of statistical reporting.

	pumping stations will be classified at the secondary level. Original Engineering Drawings related to this classification must be filed under W0110 - Engineering Drawings.						
W0076	Reservoirs Records relating to the use and operation of reservoirs, which are locations where surplus drinking water is stored in natural or artificial ground depressions. May include information on inspections, disinfection of basins, and general maintenance and cleaning. Documents include inspection reports, volume reports and statistics, and correspondence. Individual reservoirs will be classified at the secondary level.	Toronto Water	T	7	T+7	D	Comments: T=Completion of maintenance or maintenance inspection reports.
W0077	Residential Service Requests Records relating to service requests submitted by residents concerning water, sewer, water meter, sanitation, road, and other City services. Requests concern the need to fix problems or to expand services. Issues may include broken water mains, tree roots disrupting sidewalks, and the need for sewer inspections. Documents include completed request and service forms, inspection reports, cost determination reports, analysis reports, and follow-up correspondence.	Toronto Water	T	5	T+5	D	Comments: T = Completion of service request.
W0079	Sewer Maintenance and Operations Records relating to the ongoing maintenance of City sewers. Sewers collect used water from residential and commercial customers and transport it to the City's sewage treatment plants. May include information on sewer backups and odours, regular sewer cleaning,	Toronto Water	T	7	T+7	D	Comments: T=Completion of maintenance inspection reporting. Legislation/Regulations: Ontario Water Resources Act, ss 13(2) & 32 para 5

	conditions of sewers, repair and maintenance of manholes, water levels, and sewer repairs. Documents include sewer maintenance studies, inspection reports, and correspondence.						
W0084	Water Main Operations and Maintenance Records relating to the operations and maintenance of City water mains, which are pipes that transport water to customers. Includes information on water main inspections and special testing. Documents include breakage and repair reports, control usage reports, complaints, and water main failure work reports.	Toronto Water	C+ 2	7	C+9	D	
W0086	Water Metering Records relating to measuring the amount of water supplied and used by residential, industrial, commercial, and all other City taxpayers. May include information relating to both current and previous water meter readings, meter reading issues, and routine and requested visits to record water meter data. Documents may include meter cards, meter installation reports, meter reading route activity sheets, route instructions, copies of water meter service orders, meter revenue flow charts, and meter reading statistics.	Toronto Water	C+2	4	C+6	D	
W0087	Water Pollution Control Records relating to initiatives undertaken by the City to minimize or eliminate pollution from contaminating City water supplies. Includes information on rainfall records, river flows, storm damage, flood control, sewage flow, the management and treatment of storm and waste water, and industrial waste. Includes consultant reports, regular operations reports, and correspondence.	Toronto Water	C+2	4	C+6	AR	

W0088	Water Quality Testing Records relating to the testing, control, and monitoring of drinking water quality. Water quality testing is undertaken to determine the types and quantities of contaminants in drinking water, such as lead and bacteria. Includes copies of policies and procedures, water testing results reports, water quality monitoring reports, complaints, and inquiries.	Toronto Water	T	16	T+16	D	Comments: T = Completion of inspection and statistical reporting. Legislation/Regulations: Safe Drinking Water Act; Drinking Water Systems, O. Reg. 170/03, s 13(3)
W0090	Water Supply Records relating to the City's supply of potable water for drinking and commercial purposes. Includes information on rainfall, drought, aquifers, wells, springs, snowpack, and inflow and outflow water levels. Documents include copies of water rates and water billings for water supplied by the City to other municipalities, water supply forecasts, water supply current conditions reports, and water consumption forecasts.	Toronto Water	T	16	T+16	AR	Comments: T = Completion of statistics reporting. Legislation/Regulations: Safe Drinking Water Act; Drinking Water Systems, O. Reg. 170/03, s 13(3)
W0091	Water Trunk Mains - Maintenance and Operations Records relating to repair and maintenance services supporting the City's trunk water main system. Trunk mains are much larger than regular water mains, do not supply water directly to homes or businesses, and are designed to feed water into regular water mains. May include information on water trunk main breaks, relocations, valves, disinfection, inspections, and properties associated with trunk mains.	Toronto Water	T	21	T+21	AR	Comments: T = Completion of maintenance or maintenance inspection reports.
W0092	Water Tanks Records relating to the use and maintenance of water tanks, which are human-constructed water storage facilities located above ground. May include	Toronto Water	T	P	P	P	Comments: T = Completion of maintenance or maintenance inspection reports. Legislation/Regulations: Safe Drinking Water Act;

	information on inspections, disinfection, general maintenance and repairs, and cleaning. Documents include reports, volume statistics, and correspondence. Individual water tanks will be classified at the secondary level.						Drinking Water System, O. Reg. 170/03, s. 13. (3)
W0093	Water Treatment Plants and Operations Records relating to the treatment of water and wastewater after it has been tested. Water may be treated using separation and aeration processes, as well as the addition of chemicals, such as chlorine. May include daily chemical logs, monthly operations reports, raw sludge reports, and copies of environmental audits. Records relating to the day to day operations and maintenance of individual treatment plants will be classified at the secondary level. Original Engineering Drawings related to this classification must be filed under W0110 - Engineering Drawings.	Toronto Water	C+3	17	C+20	D	Legislation/Regulations: Safe Drinking Water Act; Drinking Water System, O. Reg. 170/03, s 13(3)
W0095	Red Light Monitoring Records relating to the monitoring of automated traffic stop signals at designated City roadway intersections. Red lights may be monitored to record vehicles which fail to stop at intersections. Includes film from red light cameras.	Transportation Services	T	7	T+7	D	Comments: T = Resolution of case. Legislation/Regulations: Highway Traffic Act; Red Light Camera System Evidence, O. Reg. 277/99
W0096	Engineering Standards, Policies, and Quality Assurance Records relating to standards, policies, and quality assurance for engineering projects. May include standards and best practices related to engineering design, construction and consulting, research and development, management, landscape architecture and streetscape improvement, infrastructure, major facilities,	Transportation Services	S	P	P	P	Comments: S = Until superseded

	and engineering business processes and practices. Original Engineering Drawings related to this classification must be filed under W0110 - Engineering Drawings.						
W0097	Water Filtration Plants Operation Records relating to the daily operations and maintenance of City water filtration plants, which remove pollutants, sediments, and other particulate matter from drinking water. Water filtration is conducted prior to water testing and treatment. Includes information on instrumentation and control features, chemical feed equipment, and valves maintenance. Documents include consultant and engineering reports, control valve inspection reports, release forms concerning persons who attended guided tours of the plants, and newspaper clippings. Individual filtration plants will be coded at the secondary classification level. Original Engineering Drawings related to this classification must be filed under W0110 - Engineering Drawings.	Toronto Water	T	15	T+15	D	Comments: T=Completion of maintenance or maintenance inspection reports. Legislation/Regulations: Ontario Water Resources Act; Licensing of Sewage Works Operators, O. Reg. 129/04, s 19(6) Limitations Act, 2002, s 15(2)
W0098	Transportation Innovation Challenge – Reporting Data Records relating to raw data collected through the deployment of third-party technologies from the City's Transportation Innovation Challenge ("TIC") Programs. Records may include but are not limited to raw photo and video footage, their related metadata (e.g., time and location of images) collected from cameras, or data from other sensors (e.g. lidar and radar) deployed by TIC program participants, including any personal information (PI) if collection of PI has been	Transportation Services	T	1	T+1	D	Comments: T = Participant technology is no longer recording data and has been removed from public space.

	authorized by Council for a specific TIC event. In addition, this classification will further include all derivative reports/estimates/summaries generated by TIC participant technology from the raw photo and video footage collected (but not reports generated by City staff or consultants which are derived from records in this category). Note 1: Reports, evaluations, and correspondence prepared by City staff and/or TIC program support contractors whether developed by analyzing or referencing records from this category as well as any relevant excerpts related to an accident or incident involving a TIC participant's technology that the City becomes aware of, will be classified and filed under W0100 – Transportation Innovation Challenge – Project Management Documentation for program management and evidentiary purposes (e.g., potential audit or legal defense). Note 2: Third-party confidential, Intellectual Property, and proprietary information collected through the TIC Program are classified under W0099 - Transportation Innovation Challenge – Intellectual Property.						
W0099	Transportation Innovation Challenge – Intellectual Property and Proprietary Information Records relating to commercial, scientific, technical, or financial information that is confidential, intellectual property (IP), or propriety information submitted through applications for the City's Transportation Innovation Challenge ("TIC") Programs. This includes IP in unsuccessful, withdrawn, or	Transportation Services	T	30 DY	T+30 DY	D	Comments: T = Applicant is not selected to participate in the challenge and informed; applicant withdraws from challenge and requests destruction of applicant's intellectual property; or applicant has completed challenge and all feedback and reporting has concluded.

successful applications submitted by individuals, businesses, or organizations in response to City-offered opportunities to demonstrate or pilot transportation related technologies. Records include confidential information, IP, or proprietary information that the City may receive as part of the TIC participant application and evaluation process and deployment planning, and include company technical specifications, diagrams, technical know-how, and access to applicant systems for cybersecurity testing. Note 1: If City staff or the City's TIC program support contractor prepare reports, evaluations, or correspondence using documents submitted under W0099 or otherwise reference records from this records class for TIC program decision-making those resulting records will be classified and filed under W0100 - Transportation Innovation Challenge – Project Management Documentation. Note 2: Data collected through the deployment of applicant devices for the TIC Program are classified under W0098 - Transportation Innovation Challenge – Reporting data. Note 3: For clarity, this records class would not contain the actual contracts entered into between the City with applicants and/or participants in TICs. Such contracts will be classified and filed under W0100 - Transportation Innovation Challenge – Project Management Documentation, along with supporting documentation required by these contracts (e.g. participant insurance certificate, participant WSIB, contract administration						
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	correspondence).						
W0100	Transportation Innovation Challenge – Project Management Documentation Records relating to the management of the Transportation Innovation Challenge (“TIC”) and other pilots or demonstrations of transportation related technology, including records related to project authorization, initiation, planning, execution, monitoring and close-out, as well as the project management methodologies applied throughout these activities. Documentation may cover processes such as project planning, scope, risk and stakeholder identification, schedule and integration, and communications management. Records may include project charters, business cases, technical and functional requirements, statements of work, change requests, roles and responsibilities, meeting notes and minutes, status reports, presentations, memorandums, other project management tools and artifacts, formal agreements associated with TIC program, pilots or demonstrations, including but not limited to non-disclosure agreements, participant agreements, executed contracts, memoranda of understanding, and information sharing agreements, along with all required supporting documentation (e.g. participant insurance certificate, participant WSIB, contract administration correspondence). Note 1: Intellectual Property and Proprietary Information submitted by TIC applicants and/or are provided by third party participants in the TIC, pilots or demonstrations are	Transportation Services	T	15	T+15	AR	Comments: T = End of the deployment period of any devices used in that trial.

	classified under W0099 - Transportation Innovation Challenge – Intellectual Property and Proprietary Information. Note 2: Data collected through the deployment of devices for the TIC Program, pilots or demonstrations are classified under W0098 - Transportation Innovation Challenge – Reporting Data. Note 3: For clarity, contracts entered into between the City third parties along with supporting documentation would be stored in this category along with any accident/incident reports from running a TIC. These accident/incident reports may include relevant excerpts from W0098 - Transportation Innovation Challenge – Reporting Data.						
W0101	Landfill Sites Construction Records relating to the construction of City landfill sites, which are used for the disposal of routine and hazardous waste materials. Includes plan approvals, copies of contracts and agreements, consultant reports, land surveys, engineering reports and drawings, and correspondence.	Solid Waste Management Services	T	P	P	P	Comments: T = Completion of construction project. Legislation/Regulations: Environmental Protection Act; Landfilling Sites, O. Reg. 232/98, ss 20 & 21 (b)
W0105	Sidewalks Construction Records relating to the construction of City sidewalks. Includes engineering plans and drawings, requests for replacement of missing sidewalk sections, contractors' reports and payments, copies of contracts and agreements, and correspondence. Original Engineering Drawings related to this classification must be filed under W0110 - Engineering Drawings.	Transportation Services	T	20	T+20	D	Comments: T = Completion of construction project.
W0108	Bridge Maintenance	Engineering & Construction	C+2	P	P	P	

	Records relating to the routine and ongoing maintenance and repairs of City bridges. This includes bridges over roadways (overpasses) and bridges over waterways. May include complaints, engineering plans and drawings, copies of contracts and agreements, and correspondence.	Services					
W0110	Engineering Drawings Records relating to the production, use, and storage of master copies of engineering drawings. Engineering drawings demonstrate design solutions and define instrumentation requirements. They are used to manufacture, test, and procure equipment and repair parts for systems, subsystems, and components. May include information on drawing systems, computer-aided design (CAD), engineering drawing control, and engineering symbols.	Engineering & Construction Services	S	P	P	P	Comments: S =Until superseded with permanent retention.