



Amendments to the TTC Records Retention Schedule (Municipal Code Chapter 219, Records, Corporate (Local Boards))

Date: April 16, 2026
To: TTC Board
From: General Counsel

Recommendations

It is recommended that the TTC Board:

1. Approve the amended TTC's Records Retention Schedule, set out in Attachment 2.
2. Request that City Council amend City of Toronto Municipal Code Chapter 219, Records, Corporate (Local Boards) as set out in Attachment 2.

Summary

The TTC has completed a review and update of its Records Retention Schedule to ensure continued alignment with legislative requirements, operational needs, and records management best practices. This update supports the TTC's commitment to responsible information governance, risk mitigation, and compliance with the *City of Toronto Act, 2006*.

Key changes include revisions to retention periods, consolidation of record series, introduction of new record categories, and administrative improvements to enhance clarity and usability for staff. These amendments support improved consistency in recordkeeping, reduce risk associated with unmanaged or outdated information, and provide clearer guidance to staff on the retention and disposition of TTC records.

This report recommends that the Board approve amendments to the Records Retention Schedule of the Toronto Transit Commission and further, that City Council amend Toronto Municipal Code Chapter 219, Records, Corporate (Local Boards), to adopt the Board-approved records retention schedule.

Background and Analysis

As part of its legislated responsibility under Section 201 of the *City of Toronto Act, 2006*, the TTC must establish and maintain a Records Retention Schedule that specifies how long different types of records must be retained before they may be destroyed or archived. Retention periods are determined based on administrative, legal, financial,

and archival value, as well as legislated requirements including audit and statutory obligations.

Retention scheduling is the process of identifying and describing record series and then using a timetable to specify the length of time that each specific record series must be kept prior to destruction or permanent archival storage. The length of time that record series are kept is determined based on their value in supporting administrative, legal, financial or archival functions. Analysis is also undertaken of all legislation governing the records to determine how long they need to be kept legally (for example, financial audit requirements). Unmanaged information presents operational, legal, and reputational risks; therefore, maintaining an accurate and current retention schedule is a critical component of effective records management.

The TTC Records Retention By-law was enacted on November 26, 1998, with a comprehensive review undertaken in 2015. In 2024, a review of the Records Retention Schedule was conducted, resulting in the following updates:

1. Updates to the Overview

The introductory text has been updated to reflect changes to record series and to provide expanded guidance on the definition and use of transitory records.

2. Disposition Adjustments

Retention periods have been revised for **41 record series** to ensure alignment with operational realities and best practices. Adjusted retention timelines reflect current business workflows, risk considerations, and legislative obligations.

3. New Record Series

Two **new record series** have been added to address emerging business requirements and new types of documentation generated through TTC operations.

4. Consolidation or Removal of Record Series

A total of **13 record series** have been consolidated or removed. Some series were merged with existing ones to eliminate redundancy and broaden scope, while others were discontinued where ongoing retention was no longer justified.

5. Administrative and Clarity Improvements

Administrative amendments were made to **138 record series**, correcting inconsistencies, enhancing clarity, and improving descriptions to support easier application by TTC staff. These revisions ensure that departments can apply retention rules confidently and consistently.

The updated Records Retention Schedule strengthens TTC's information governance framework and ensures continued compliance with legislative and corporate requirements. These revisions enhance the clarity, usability, and operational relevance of the schedule while ensuring TTC records remain secure, accessible, and managed responsibly throughout their lifecycle. Staff will be supported in the implementation of these updates to promote consistent and compliant recordkeeping practices.

Council Authority Needed

Council authority is needed to approve this schedule, as it forms part of Toronto's Municipal Code, (Chapter 219, Records, Corporate (Local Boards)).

Diversity, Equity and Inclusion Matters

The updates do not introduce barriers on employees or members of the public. By improving clarity and accessibility of recordkeeping requirements, the proposed updates support inclusive administrative practices.

Innovation and Sustainability Considerations

The proposed amendments to the TTC Records Retention Schedule support efficient, responsible, and environmentally sustainable administrative operations. Clearer retention periods, consolidation of record series, and improved disposition guidance reduce reliance on paper records, limit long-term physical and digital storage requirements, and support a digitally streamlined approach to information management.

By enabling timely and secure destruction of records that have met their retention requirements, the updated schedule reduces unnecessary paper and digital storage and supports environmentally responsible recycling and disposal practices. These improvements contribute to lower material use, reduced energy demands associated with physical and digital storage, and a modest reduction in the TTC's overall carbon footprint, consistent with the TTC's Innovation and Sustainability Strategy.

Corporate Plan Alignment

By modernizing retention periods, consolidating record series, and supporting digital-first recordkeeping practices, the amendments align with the Corporate Plan's Strategic Direction 4 - Transform and Modernize for a Changing Environment, enabling more efficient, sustainable, and resilient operations.

Financial Impact

There is no financial impact from the adoption of the recommendations in this report.

The Interim Chief Financial Officer has reviewed this report and agrees with the financial impact information.

Contact

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Attachments

Attachment 1 - Decision History
Attachment 2 – Records Retention Schedule

Attachment 1 – Decision History

At its meeting on June 22, 2015, the TTC Board approved amendments to its Records Retention Schedule. The Schedule was updated to add electronic and digital records as acceptable forms in the use, retention and disposition of official TTC records, along with several minor amendments to retention codes and recommendations around archival holdings.

June 22, 2015 - [Proposed Amendments to Municipal Code Chapter 219 - Toronto Transit Commission \(TTC\) Records Retention](#)

The amended Records Retention Schedule was approved by City Council at its meeting of September 30, October 1 and 2, 2015.

[GM6.22 - Proposed Amendments to Municipal Code Chapter 219 - Toronto Transit Commission \(TTC\) Records Retention](#)

The current Records Retention Schedule is published on the City of Toronto website, available via <https://www.toronto.ca/legdocs/municode/toronto-code-219-d.pdf>