



# Infrastructure & Operations Schedule

## Central Support (IO)

May 05, 2022

Page 1 of 8

**Schedule Number**      **Series Title**

**TW001**                      **Payroll Input Files**

**To provide a record of medical, tool, boot and clothing allowances and absences.**

COPIES: Original in Human Resources

MEMO:

This series includes medical and tool allowances, boot and clothing allowances and non-union absence reports. Under By-Law 14-2003, the title for this series was Absentee Reporting System, the retention period was 1 year in the department, the total retention was 10 years and the final disposition was destroy. Users: Administration Individuals in Bank: Transportation and Works Employees Official Responsible: Manager - Transportation and Works

Department Retention:	1 Year
Total Retention - Destruction:	7 Years
Final Disposition:	Destruction

FOI Designation:      PIB - PERSONAL INFORMATION BANK

**TW002**                      **Budget Files**

**To provide a record of central support budgeting.**

COPIES: Original in Finance

MEMO:

This series includes budget statements, budget preparation records and transaction journals. These records are held by the Manager, Central Support.

Department Retention:	3 Years
Total Retention - Review:	7 Years
Final Disposition:	Destruction

FOI Designation:      A - FULLY ACCESSIBLE

**TW005**                      **Information Systems Files**

**To provide a record of systems projects and activities.**

MEMO:

This series includes correspondence, memos, directives, reports, reference material, systems design and budget information of the Information Systems Specialist. In the 2004 By-Law, the reference to student interview notes and the destruction of student interview notes was removed at the request of the department. These files will become superceded/obsolete when they are no longer required on a regular basis.

Department Retention:	1 Year
Total Retention - Destruction:	1 Year

Retention Condition: RFC - RETENTION APPLIES AFTER FILE CLOSED

Final Disposition:      Destruction

FOI Designation:      A\* - SOME EXEMPTIONS APPLY



# Infrastructure & Operations Schedule

## Central Support (IO)

May 05, 2022

Page 2 of 8

**Schedule Number**      **Series Title**

**TW009**                      **Personnel Files**

**To provide a record of support services staff.**

COPIES: Original in Human Resources

MEMO:  
 This series includes TB483, attendance, appraisals, leave requests. Information collected includes name, address, salary, performance and attendance information. Users: Administration Individuals in Bank: Transportation and Works Employees - Central Support Official Responsible: Manager - Central Support. These files will become superceded/obsolete when the individuals are terminated. Under By-Law 14-2003, the total retention for this series was 1 year. As of September 2008, this series will also include records of Administrative Support Staff and Crossing Guards which had previously been kept in TW067 (Personnel Files - Engineering).

Department Retention:                      1 Year  
 Total Retention - Destruction:                      2 Years

Retention Condition: RFC - RETENTION APPLIES AFTER FILE CLOSED                      Final Disposition:                      Destruction  
 FOI Designation:                      PIB - PERSONAL INFORMATION BANK

**TW010**                      **Sand/Salt Report**

**To provide a record of sand and salt used by trucks.**

COPIES: Summary with supervisors

MEMO:  
 This series includes slips completed by drivers indicating amount of sand and salt used. This information is input into a database to generate a summary report of annual totals. This report shows the totals for past year to allow comparison. KEEP UPDATED SUMMARY REPORT ONLY. Under By-Law 14-2003, the retention for this series was 2 years in the department with a total retention of 5 years. This series was closed in 2007 but re-opened with shorter retention periods as of the 2010 By-Law as forms are still in use. Prior to the 2010 By-Law the department retention was 1 year and total retention was 5 years. Winter Control Material Usage Reports can be found in SAP as well as in AVL/GPS reporting systems. As of the 2010 By-Law these records will be destroyed on-site after one year and no transfers to the Archives are expected.

Department Retention:                      1 Year  
 Total Retention - Destruction:                      1 Year  
 Final Disposition:                      Destruction on site

FOI Designation:                      A - FULLY ACCESSIBLE

**TW012**                      **Manager's Subject Files**

**To provide a record of the administration of the central support section.**

MEMO:  
 This series includes correspondence, memos, reports, reference material and a variety of files relating to the operation of the Eye on the Street program. These files will become superceded/obsolete when they are no longer required on a regular basis.

Department Retention:                      1 Year  
 Total Retention - Review:                      5 Years

Retention Condition: RFC - RETENTION APPLIES AFTER FILE CLOSED                      Final Disposition:                      Destruction  
 FOI Designation:                      A\* - SOME EXEMPTIONS APPLY



# Infrastructure & Operations Schedule

## Central Support (IO)

May 05, 2022

Page 3 of 8

**Schedule Number**      **Series Title**

**TW013.03**                      **TCCS Time Sheets (ORIGINALS)**

**To provide a record of hours worked for transportation and works hourly staff and salaried staff.**

MEMO:  
 Input. This series includes daily field time sheets (hourly staff) and employee time sheets (salaried staff). The information contained on these sheets in input into SAP. The name of this series changed from "TCCS Time Sheets (White)" to "TCCS Time Sheets (Originals)" on April 7, 2008. The department retention was changed to 3 months from 1 year on April 7, 2008, as the SAP record is the copy referred to.

Department Retention:	3 Months
Total Retention - Destruction:	7 Years
Final Disposition:	Destruction

FOI Designation:      FOI - A FORMAL REQUEST MUST BE SUBMITTED

**TW162**                              **Weather Forecast Reports**

**To provide a record of weather information**

COPIES: Roads Supervisors

MEMO:  
 This series includes information on barometer readings, weather conditions, today's forecast, tomorrow's forecast and overnight conditions. Prior to the 2004 By-Law the retention for this series was 2 years in the department and a further 5 years at the Records Centre. As of November 2007, all weather forecast reports are received and stored electronically. No further transfers are expected.

Department Retention:	1 Year
Total Retention - Destruction:	4 Years
Final Disposition:	Destruction

FOI Designation:      A - FULLY ACCESSIBLE

**TW180**                              **Mobile Equipment Circle Check**

**To provide a daily record of the condition of mobile equipment.**

MEMO:  
 This series includes the following information: operator's signature, date, dept., vehicle number, odometer start, odometer finish, inside inspection, outside inspection and comments.  
 Prior to 2007, this series was the responsibility of the Roads Division. This series may be used by any division within Transportation and Works.

Department Retention:	3 Months
Total Retention - Destruction:	3 Months
Final Disposition:	Destruction

FOI Designation:      A - FULLY ACCESSIBLE



# Infrastructure & Operations Schedule

## Central Support (IO)

May 05, 2022

Page 4 of 8

**Schedule Number      Series Title**

**TW247                      Security Log Books**

**To monitor the arrivals and departures of cleaning staff and contractors in the yard and buildings**

MEMO:

This series consists of a daily log book indicating the date and times of arrival and departure of cleaning staff and contractors. Under By-Law 14-2003, the purpose of this series was "to maintain a record of activity in the yard and inspections of the building during after hours", the retention period was 2 years in the department, the total retention was 7 years and the final disposition was destroy subject to review. The series consisted of a daily logbook which recorded the date, time and description of calls from the public, action taken, and activity in the yard and building. However, these records are now maintained in the Dispatch Database.

Department Retention:                      2 Years  
 Total Retention - Destruction:            3 Years

Final Disposition:                          Destruction

FOI Designation:            A\* - SOME EXEMPTIONS APPLY

**TW258                      Customer Service Supervisor's Records**

**To maintain a record of communication and customer service activities for the Department.**

This series includes media releases, public service announcements, City Voice, Report to Citizens, web site development material, notes, correspondence, training materials, and presentations. This series also includes form TB483 for attendance management which contains information including name, address, and performance for central support dispatch. Prior to 2008 series title was Communication and Records Analyst Files and FOI designation was A - fully accessible.

Department Retention:                      1 Year  
 Total Retention - Review:                5 Years

Final Disposition:                          Destruction

Retention Condition:    RFC - RETENTION APPLIES AFTER FILE CLOSED

FOI Designation:            A\* - SOME EXEMPTIONS APPLY

**TW259                      Procurement Card Records**

**To maintain a record of purchases.**

This series includes invoices, purchasing statements, packing slips and receipts. This series may be used by any division within Transportation and Works.

Department Retention:                      2 Years  
 Total Retention - Destruction:            7 Years

Final Disposition:                          Destruction

FOI Designation:            A\* - SOME EXEMPTIONS APPLY

**TW262.01                  Hansen Customer Service System**

**To manage customer calls relating to city assets and to monitor handling of calls.**

This series consists of a database that manages calls to Transportation and Works with complaints or identifying problems with city services and infrastructure. The database captures names and addresses of callers, a short summary of the problem, a problem code assigned by the dispatcher who takes the call, the inspector who dealt with the problem, a resolution code, information relating to the resolution of the problem. The name of the dispatcher, and the date and time of the call are automatically recorded. The database also contains links to electronic documents such as image files. This information was formerly captured on service orders. Records will be retained in the database until the seven-year retention period has expired, at which time records of calls greater than seven years old will be purged from the system via a yet undetermined means.

Department Retention:                      7 Years  
 Total Retention - Destruction:            7 Years

Final Disposition:                          Destruction

FOI Designation:            FOI - A FORMAL REQUEST MUST BE SUBMITTED



# Infrastructure & Operations Schedule

## Central Support (IO)

May 05, 2022

Page 5 of 8

**Schedule Number**      **Series Title**

**TW262.02                    Hansen Customer Service System Yearly Reports**

**To document the number and type of calls received each year.**

This series consists of yearly statistical reports generated by the Hansen Customer Service System. Paper reports were printed until 2008; as of 2009 reports are generated and saved electronically.

Department Retention:                    7 Years  
Total Retention - Permanent:        10 Years

Final Disposition:                        Permanent

FOI Designation:            A - FULLY ACCESSIBLE

**TW263.01                    Dispatch System - After Hours Log**

**To record after hours security activities and unusual calls received by after hours dispatchers.**

This series includes details of after hours security activities and of unusual calls received by after hours dispatchers. This information is kept in a Lotus Notes database. These records were formerly kept in series TW247 Security Log Books.

Department Retention:                    2 Years  
Total Retention - Destruction:        2 Years

Final Disposition:                        Destruction

FOI Designation:            A\* - SOME EXEMPTIONS APPLY

**TW263.02                    Dispatch System - Call Outs and Contacts**

**To provide a record for dispatchers of contacts and people who are on call after hours.**

This series includes names and contact information of staff who are on call after hours. Information is contained in a Lotus Notes Database.

Department Retention:                    2 Years  
Total Retention - Destruction:        2 Years

Final Disposition:                        Destruction

FOI Designation:            FOI - A FORMAL REQUEST MUST BE SUBMITTED

**TW263.03                    Dispatch System - Daily Crew Sheets**

**To provide a record of where crews are working each day.**

This series includes work locations of Roads crews. This information is entered daily by Roads supervisors. This series consists of information kept in a Lotus Notes database.

Department Retention:                    2 Years  
Total Retention - Destruction:        2 Years

Final Disposition:                        Destruction

FOI Designation:            A\* - SOME EXEMPTIONS APPLY

**TW268                        Financial Services Supervisor's Records**

**To provide a record of the operations and administration of the financial services section.**

This series includes subject files, correspondence related to unions, minutes of meetings, reports, budget preparation files, variance and status report expenditure summaries, and personnel administration. These records will become superseded/obsolete when they are no longer referred to on a regular basis. Prior to 2011 this series was titled "Operations and Budget Analyst Records".

Department Retention:                    1 Year  
Total Retention - Destruction:        5 Years

Final Disposition:                        Destruction

Retention Condition:    RFC - RETENTION APPLIES AFTER FILE CLOSED

FOI Designation:            A - FULLY ACCESSIBLE



# Infrastructure & Operations Schedule

## Central Support (IO)

May 05, 2022

Page 6 of 8

**Schedule Number**      **Series Title**

**TW275**                      **Eye on the Street Digital Recordings**

**To serve as a record of the closed circuit television monitoring of selected downtown street locations.**

This series includes digital images of activity in various downtown street locations. Copies of the digital recordings are generated only on specific request. These recordings are written over after 7 days unless a copy has been requested by the Police or MFIPPA, in which case the CD copy comes under Schedule TW277. Copies: Police, MFIPPA Co-ordinator.

Total Retention - Destruction:

Final Disposition:                      Destroy after 7 days

FOI Designation:              FOI - A FORMAL REQUEST MUST BE SUBMITTED

**TW276**                      **Eye on the Street Security Log Books**

**To maintain a detailed record of the operation of the video surveillance cameras.**

This series consists of two sets of logs, i.e. the Camera Monitoring Log Book and the Access to Security Office Log. The Camera Monitoring Log Book is maintained by the camera operators and records specifics of camera activity and other activity in the security office. This log records entries on all reported incidents including details of weather conditions, date, time, incident type, start time and end time; cameras in operation; and all access granted to the security office and any release of information. Also recorded is all access to the office including date, identification of the party given access, reason for allowing access and the extent of information disclosed. The Access to Security Office Log is a sign-in log which records all access to the premises including the name of the individual and the time of arrival and departure.

Department Retention:                      1 Year  
Total Retention - Destruction:                      7 Years

Final Disposition:                      Destruction

FOI Designation:              FOI - A FORMAL REQUEST MUST BE SUBMITTED

**TW277**                      **Video CD Control Forms & CD's**

**To maintain a copy of any digital recordings provided to the Police.**

This series includes copies of digital recordings when a request for a copy is received from Police. These copies, sealed in evidence bags, will be retained until Police destroy their own copy upon determination that it is no longer required. This is both an electronic and textual series.

Department Retention:                      1 Month  
Total Retention - Destruction:                      2 Months

Final Disposition:                      Destruction

Retention Condition:      RFC - RETENTION APPLIES AFTER FILE CLOSED

FOI Designation:              FOI - A FORMAL REQUEST MUST BE SUBMITTED

**TW278**                      **Tour of Duty & Audit CD's**

**To serve as a reference source and to be used for audit purposes.**

This series includes two groups of CDs, i.e. Tour of Duty CDs and Tour of Duty Audit CDs. The Tour of Duty CDs are recordings that show the images captured by the surveillance cameras, including any masking which has been placed to protect the privacy of residences, etc.. The CDs are primarily a reference source. A new CD is created any time a change is made, e.g. a camera is serviced. The Tour of Duty Audit CDs are created at the request of the auditors for a specific date and time. This is an electronic series.

Department Retention:                      1 Year  
Total Retention - Destruction:                      7 Years

Final Disposition:                      Destruction

FOI Designation:              FOI - A FORMAL REQUEST MUST BE SUBMITTED



# Infrastructure & Operations Schedule

## Central Support (IO)

May 05, 2022

Page 7 of 8

**Schedule Number      Series Title**

**TW283                      Traffic Protection Plans**

**To provide record of safety procedures followed while working on the roadway.**

This series uses form TB1779(2) (rev08/07) or TB321(2) which lists the date, person in charge at work site, traffic hazard, T.C. diagram(s) used, traffic devices used, light systems, traffic signs, markers/barricades/barriers, crew, traffic control person assigned, field operations tailboard conference, hazard identification checklist, and job steps planning work sheets. This series is used by Roads, Sewer & Water and Traffic. This series may be used by any division within Transportation and Works.

Department Retention:                      1 Year  
 Total Retention - Destruction:        3 Years  
  
 Final Disposition:                          Destruction

FOI Designation:            A\* - SOME EXEMPTIONS APPLY

**TW285                      Technology Management Specialist Files**

**To document the Technology Management Specialist function.**

This series includes correspondence, reference materials, internal reports, training documentation, and vendor specifications for computer systems and software products specific to the Transportation and Works Department. These files will become superceded/obsolete when they are no longer required on a regular basis.

Department Retention:                      1 Year  
 Total Retention - Review:                7 Years

Retention Condition:    RFC - RETENTION APPLIES AFTER FILE CLOSED                      Final Disposition:                          Destruction

FOI Designation:            A\* - SOME EXEMPTIONS APPLY

**TW288                      Commercial Motor Vehicle Daily Drivers' Record**

**To serve as a daily record of drivers using any vehicle or group of vehicles over 4500 Kg GVW.**

This series includes:

This report required by the MTO consists of form TB1717 that includes the employee's name, co-driver (where applicable), date, vehicle fleet number, vehicle plate number, start/end work location/ trailer (if any) number and plate number, odometer start and end number, and the hours off-duty, driving, and on-duty other than driving. This record must be kept with the driver at all times for 14 days from the date taken. While administering this series is the responsibility of the Central Support Division, this series may be used by any Division within Transportation and Works.

Department Retention:                      6 Months  
 Total Retention - Destruction:        1 Year  
  
 Final Disposition:                          Destruction

FOI Designation:            FOI - A FORMAL REQUEST MUST BE SUBMITTED

**TW290                      Video/DVD Inspections of Sewer Connections**

**To provide a record of the visual inspection of a Sewer Connection.**

This series consists of video recordings (VHS and DVD) of camera inspections for sewer connections. Prior to the 2015 By-law this series was administered by Environment. This series is used by Environment and Engineering.

Department Retention:                      2 Years  
 Total Retention - Destruction:        7 Years  
  
 Final Disposition:                          Destruction

FOI Designation:            A - FULLY ACCESSIBLE



# Infrastructure & Operations Schedule Central Support (IO)

May 05, 2022

Page 8 of 8

---

Schedule Number	Series Title
-----------------	--------------

---

<b>TW313</b>	<b>Central Support Administration Files</b>
--------------	---

**To maintain a record of the administration of the Central Support division.**

This series includes the following sections: Roads-Waste & Recycling, Environment, Central Support, and Parks. The records include subject files, correspondence, accounts payable and accounts receivable records, journal entries, travel claims, internal deposits, reports, memos, budgets, and other records relating to administration and cash sheets.

Department Retention: 2 Years

Total Retention - Review: 10 Years

Final Disposition: Destruction

FOI Designation: A\* - SOME EXEMPTIONS APPLY

---