INFRASTRUCTURE DELIVERY PERSONAL INFORMATION BANKS

TITLE	LOCATION	LEGAL AUTHORITY	INFORMATION MAINTAINED	USES	USERS	INDIVIDUALS IDENTIFIED IN PIB	RETENTION
Call Tracking System (CTS)	Infrastructure Delivery (Engineering Services)	Municipal Act 2001, SO 2001 c 25	Name, address, telephone number, date of inquiry, date that call was opened, date of resolution	Track traffic studies, track deficiencies on capital projects, statistical data for business planning	Infrastructure Delivery (Engineering Services) staff	Residents who contact the department with a traffic or construction related issue	Current +10 years