

### Appendix A - Year End Claims Data, by Division

Division	Lost Time Injuries				Recurrences				Medical Aid Claims			
	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007
<b>CITY COUNCIL</b>												
Ward 38 Scarborough Centre	0	0	1	0	0	0	0	0	0	0	0	0
Ward 42 Scarborough - Rouge River	0	0	0	1	0	0	0	0	0	0	0	0
Auditor General's Office	0	0	0	0	0	0	0	0	1	0	0	0
City Clerk's	9	4	10	8	3	2	3	2	5	8	10	7
Legal Services	0	3	1	4	1	1	2	3	1	1	0	0
	<b>9</b>	<b>7</b>	<b>12</b>	<b>13</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>7</b>
<b>CITY MANAGER'S OFFICE</b>												
Human Resources	4	1	3	5	2	3	2	0	3	10	3	7
	<b>4</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>10</b>	<b>3</b>	<b>7</b>
<b>CITIZEN FOCUSED SERVICES A</b>												
Deputy City Manager A Office	0	0	1	0	0	0	0	1	0	0	1	0
Children's Services	199	180	189	185	20	17	29	25	71	52	49	60
Court Services	5	3	8	11	6	1	2	0	6	4	7	6
Economic Development and Culture and Tourism	4	4	4	3	1	1	1	0	7	4	7	6
Emergency Medical Services	512	383	376	458	68	59	66	61	249	255	284	264
Homes for the Aged	206	255	341	295	38	41	27	74	85	208	86	98
Parks, Forestry and Recreation	70	91	83	109	43	41	45	26	352	344	301	282
Public Health	49	61	63	64	21	23	18	32	49	64	59	69
Shelter, Support and Housing Administration	70	54	60	70	12	16	3	5	105	37	34	28
Social Development, Finance and Administration	5	2	3	2	0	0	0	1	3	3	0	1
Social Services	65	70	60	64	46	34	46	52	57	81	71	63
	<b>1185</b>	<b>1103</b>	<b>1188</b>	<b>1261</b>	<b>255</b>	<b>233</b>	<b>237</b>	<b>277</b>	<b>984</b>	<b>1052</b>	<b>899</b>	<b>877</b>
<b>CITIZEN FOCUSED SERVICES B</b>												
Deputy City Manager B Office	0	0	1	0	0	0	0	0	0	0	0	0
Toronto Building	8	6	2	7	1	0	2	1	1	6	5	9
City Planning	2	5	2	2	2	0	0	0	4	3	5	0
Fire Services	270	272	173	215	139	103	86	78	185	172	159	133
Municipal Licensing and Standards	8	9	6	12	4	1	4	7	9	2	7	11
Policy, Planning, Finance and Administration	23	23	15	9	12	9	18	9	18	18	8	7
Solid Waste Management	186	175	139	138	117	73	36	44	180	169	174	171
Technical Services	4	4	3	8	5	3	0	2	7	5	7	12
Toronto Water	104	102	103	107	27	31	16	13	95	126	77	94
Transportation Services	77	86	57	60	33	39	17	22	60	84	60	60
	<b>682</b>	<b>682</b>	<b>501</b>	<b>558</b>	<b>340</b>	<b>259</b>	<b>179</b>	<b>176</b>	<b>559</b>	<b>585</b>	<b>502</b>	<b>497</b>
<b>INTERNAL FOCUSED SERVICES</b>												
Accounting Services	1	0	0	2	0	0	0	0	0	1	0	1
Public Information and Creative Services	1	2	3	2	2	1	0	0	2	0	1	2
Facilities and Real Estate	45	57	43	42	16	11	12	5	39	35	23	21
Fleet Services	17	17	19	23	5	4	3	9	20	23	15	16
Information and Technology	2	3	0	1	2	1	1	1	1	4	1	0
Pension, Payroll and Employee Benefits	1	0	0	1	0	0	0	0	1	2	0	0
Purchasing and Materials Management	2	4	1	4	0	2	2	1	1	3	3	2
Revenue Services	17	11	16	12	2	1	4	3	4	8	2	8
Finance and Administration	1	0	0	0	1	0	0	0	1	0	0	0
	<b>87</b>	<b>94</b>	<b>82</b>	<b>87</b>	<b>28</b>	<b>20</b>	<b>22</b>	<b>19</b>	<b>69</b>	<b>76</b>	<b>45</b>	<b>50</b>
<b>TOTAL</b>	<b>1967</b>	<b>1887</b>	<b>1786</b>	<b>1924</b>	<b>629</b>	<b>518</b>	<b>445</b>	<b>477</b>	<b>1622</b>	<b>1732</b>	<b>1459</b>	<b>1438</b>