

## Appendix B - LTI Frequency

Division	Frequency		
	2007	2008	2009 YTD
Accounting Services	2.14	0.00	0.00
Toronto Building	1.68	1.71	1.44
Children's Services	22.51	18.08	15.34
City Clerk's	2.33	1.51	0.94
City Planning	0.83	1.20	0.85
Corporate Finance	0.00	0.00	0.00
Court Services	3.66	1.69	2.35
Economic Development, Culture and Tourism	0.49	1.46	1.49
Emergency Medical Services	43.95	37.66	33.08
Employment and Social Services	3.50	3.44	4.23
Executive Management	0.00	0.00	0.00
Facilities Management	5.05	4.76	4.77
Real Estate Services	0.00	0.00	0.00
Finance and Administration	0.00	0.00	0.00
Financial Planning	0.00	0.00	0.00
Fire Services	7.27	6.06	5.20
Fleet Services	11.74	7.62	8.48
Human Resources	1.27	0.43	3.60
Information and Technology	0.26	0.26	0.26
Internal Audit	0.00	0.00	0.00
Legal Services	1.59	1.61	0.00
Long Term Care Homes and Services	14.27	11.72	11.46
Municipal Licensing and Standards	4.17	4.11	6.29
Parks, Forestry and Recreation	2.88	2.74	3.43
Pension, Payroll and Employee Benefits	0.95	0.00	0.00
Policy, Planning, Finance and Administration	1.77	1.92	3.37
Public Health	2.55	2.32	2.76
Public Info and Creative Services	21.11	0.00	0.00
Purchasing and Materials Management	3.59	0.00	3.80
Revenue Services	4.73	5.63	5.26
Shelter, Support and Housing Administration	11.40	7.00	7.54
Social Development, Finance and Administration	0.00	2.02	0.00
Solid Waste Management	10.53	8.30	9.89
Special Projects	0.00	0.00	0.00
Strategic Communications	0.00	0.00	0.00
Strategic and Corporate Policy	0.00	0.00	0.00
Technical Services	1.30	2.18	2.26
Toronto Water	7.41	6.99	6.34
Transportation Services	4.82	5.94	5.15
311 Call Centre	0.00	0.00	3.31
<b><i>CITY OF TORONTO (All Divisions)</i></b>	<b>8.13</b>	<b>6.94</b>	<b>6.87</b>