

Appendix B - LTI Frequency

| Division | Frequency | | |
|--|-------------|-------------|-------------------------------------|
| | 2007 | 2008 | 2009 YTD (end of 3rd Quarter) |
| Accounting Services | 2.16 | 0.00 | 0.00 |
| Toronto Building | 1.68 | 1.71 | 1.43 |
| Children's Services | 22.54 | 18.09 | 17.16 |
| City Clerk's | 2.33 | 1.52 | 1.27 |
| City Planning | 0.83 | 1.20 | 1.14 |
| Corporate Finance | 0.00 | 0.00 | 0.00 |
| Court Services | 3.67 | 1.70 | 2.41 |
| Economic Development, Culture and Tourism | 0.49 | 1.48 | 1.34 |
| Emergency Medical Services | 44.04 | 37.68 | 32.35 |
| Employment and Social Services | 3.63 | 3.70 | 4.45 |
| Executive Management | 0.00 | 0.00 | 0.00 |
| Facilities and Real Estate | 4.72 | 4.34 | 3.27 |
| Finance and Administration | 0.00 | 0.00 | 0.00 |
| Financial Planning | 0.00 | 0.00 | 0.00 |
| Fire Services | 7.27 | 6.07 | 5.27 |
| Fleet Services | 11.72 | 7.68 | 8.61 |
| Human Resources | 1.27 | 0.43 | 4.15 |
| Information and Technology | 0.26 | 0.26 | 0.35 |
| Internal Audit | 0.00 | 0.00 | 0.00 |
| Legal Services | 1.60 | 1.62 | 0.00 |
| Long Term Care Homes and Services | 14.34 | 11.63 | 11.86 |
| Municipal Licensing and Standards | 2.62 | 2.29 | 5.63 |
| Parks, Forestry and Recreation | 2.88 | 2.71 | 3.48 |
| Pension, Payroll and Employee Benefits | 0.95 | 0.00 | 0.00 |
| Policy, Planning, Finance and Administration | 1.62 | 1.73 | 3.25 |
| Public Health | 2.97 | 2.86 | 3.42 |
| Public Info and Creative Services | 21.11 | 0.00 | 0.00 |
| Purchasing and Materials Management | 3.59 | 0.00 | 3.41 |
| Revenue Services | 4.74 | 5.23 | 6.38 |
| Shelter, Support and Housing Administration | 11.41 | 7.35 | 7.08 |
| Social Development, Finance and Administration | 0.00 | 1.90 | 0.00 |
| Solid Waste Management | 10.50 | 8.43 | 9.16 |
| 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 | 1.29 | 2.18 | 2.38 |
| Toronto Water | 7.42 | 6.98 | 6.81 |
| Transportation Services | 4.96 | 6.13 | 5.24 |
| 311 Call Centre | 0.00 | 0.00 | 3.41 |
| CITY OF TORONTO (All Divisions) | 8.15 | 6.96 | 6.97 |