

**Appendix B - Toronto Public Service LTI Frequency Report (1<sup>st</sup> Quarters, 2008-2012)**

<b>DIVISION</b>	<b>Q1 - 2008</b>	<b>Q1 - 2009</b>	<b>Q1 - 2010</b>	<b>Q1 - 2011</b>	<b>Q1 - 2012</b>
311 Call Centre	0.00	0.00	0.00	13.70	3.75
City Clerk's	1.13	2.26	3.18	1.10	0.00
Legal Services	2.01	0.00	0.00	0.00	0.00
Toronto Court Services	2.14	3.82	1.89	1.88	1.86
Economic Development & Culture	1.80	0.00	1.76	5.26	1.81
Children's Services	19.81	25.64	23.44	13.32	21.19
Long Term Care Homes & Services	12.65	14.31	27.07	8.48	7.04
Shelter, Support & Housing Admin	11.26	9.62	27.08	16.84	3.89
Social Development, Finance & Admin	7.73	0.00	3.64	0.00	0.00
Employment & Social Services	6.15	5.96	1.08	1.08	2.76
Parks, Forestry & Recreation	3.09	3.46	3.23	3.85	4.09
Emergency Medical Services	34.78	30.13	28.24	24.12	25.61
Public Health	3.63	3.46	1.37	3.38	2.64
Toronto Building	2.56	1.23	0.00	1.25	1.32
Municipal Licensing & Standards	3.17	6.29	4.13	11.88	3.58
Fire Services	5.63	5.20	5.05	4.54	4.51
Solid Waste Management Services	10.65	9.57	7.21	9.24	9.73
Policy, Planning, Finance & Admin	4.99	7.55	2.48	0.00	2.93
Technical Services	3.64	1.79	0.00	0.00	2.87
Transportation Services	5.86	7.27	4.51	1.66	2.33
Toronto Water	8.82	10.29	6.53	5.87	9.26
City Planning	0.00	3.03	0.00	1.57	0.00
Facilities Management	8.00	6.04	4.71	3.58	3.23
Real Estate Services	0.00	0.00	0.00	0.00	5.90
Fleet Services	8.47	8.52	6.74	20.33	13.30
Information & Technology	0.00	0.91	0.00	0.86	0.91
Accounting Services	0.00	0.00	0.00	0.00	0.00
Financial Planning	0.00	0.00	0.00	0.00	0.00
Pension, Payroll & Employee Benefits	0.00	0.00	0.00	0.00	0.00
Purchasing & Materials Management	0.00	4.29	0.00	0.00	0.00
Revenue Services	6.22	7.55	4.67	2.99	3.14
Corporate Finance	0.00	0.00	0.00	0.00	0.00
Finance & Administration	0.00	0.00	0.00	0.00	0.00
Special Projects	0.00	0.00	0.00	0.00	0.00
Internal Audit	0.00	0.00	0.00	0.00	0.00
Equity, Diversity & Human Rights					0.00
Human Resources	0.00	4.96	0.00	1.76	0.00
Strategic Communications	0.00	0.00	0.00	0.00	0.00
Strategic & Corporate Policy	0.00	0.00	0.00	0.00	0.00
Executive Management	0.00	0.00	0.00	0.00	0.00
<b>TORONTO PUBLIC SERVICE</b>	<b>7.89</b>	<b>8.03</b>	<b>8.10</b>	<b>5.99</b>	<b>5.87</b>

Note: **Frequency Rate** = # of Lost Time WSIB Accidents (approved or pending\*) x 200,000 / hrs worked