

Appendix B - LTI Frequency (January – June)

Division	Frequency				
	2008	2009	2010	2011	2012
Accounting Services	0.00	0.00	0.00	2.04	0.00
Toronto Building	2.04	1.25	0.62	1.20	1.29
Children's Services	17.71	19.63	18.17	12.23	16.14
City Clerk's	2.39	1.67	1.56	1.63	0.00
City Planning	0.81	1.50	0.00	0.75	0.76
Corporate Finance	0.00	0.00	0.00	0.00	0.00
Court Services	2.22	1.98	3.78	1.84	2.79
Economic Development and Culture	1.94	0.00	1.76	3.39	0.88
Emergency Medical Services	36.39	30.46	26.92	24.11	26.12
Employment and Social Services	4.65	4.89	2.43	1.88	2.35
Executive Management	0.00	0.00	0.00	0.00	0.00
Facilities Management	6.36	4.13	5.11	3.79	2.46
Finance and Administration	0.00	0.00	0.00	0.00	0.00
Financial Planning	0.00	0.00	0.00	0.00	0.00
Fire Services	5.76	5.21	4.99	5.42	3.83
Fleet Services	5.72	11.14	6.58	15.92	9.22
Human Resources	0.00	3.83	0.00	1.75	0.00
Information and Technology	0.00	0.48	0.00	0.42	0.45
Internal Audit	0.00	0.00	0.00	0.00	0.00
Legal Services	1.08	0.00	0.90	0.00	0.88
Long Term Care Homes and Services	13.22	12.72	16.68	5.86	8.46
Municipal Licensing and Standards	3.31	5.81	4.60	10.32	3.55
Parks, Forestry and Recreation	2.42	3.45	3.26	3.46	3.15
Pension, Payroll and Employee Benefits	0.00	0.00	0.00	0.00	1.91
Policy, Planning, Finance and Administration	2.57	4.89	1.22	1.30	1.55
Public Health	2.47	3.23	2.14	2.47	1.99
Purchasing and Materials Management	0.00	2.20	2.10	2.16	2.49
Real Estate	0.00	0.00	0.00	0.00	2.90
Revenue Services	6.43	6.78	4.50	3.61	3.01
Shelter, Support and Housing Administration	8.93	7.96	16.27	9.81	7.71
Social Development, Finance and Administration	3.98	0.00	1.71	0.00	0.00
Solid Waste Management	9.42	9.82	9.07	9.17	9.13
Special Projects	0.00	0.00	0.00	0.00	0.00
Strategic Communications	0.00	0.00	0.00	0.00	0.00
Strategic and Corporate Policy	0.00	0.00	0.00	0.00	0.00
Technical Services	1.78	2.09	0.00	0.00	1.34
Toronto Water	7.35	8.27	6.74	5.50	6.89
Transportation Services	6.30	6.06	3.77	1.24	2.56
311 Call Centre	0.00	0.00	1.62	12.14	6.54
CITY OF TORONTO (All Divisions)	7.26	7.19	6.81	5.43	5.51