

Appendix B - LTI Frequency
(1st Three Quarters 2013 relative to previous years)

Division	Frequency				
	2009	2010	2011	2012	2013
Accounting Services	0.00	0.00	0.00	0.00	0.00
Affordable Housing Office	0.00	0.00	0.00	0.00	0.00
Toronto Building	1.36	0.63	0.96	0.35	0.00
Children's Services	14.60	13.96	9.11	11.55	8.37
City Clerk's	0.95	1.69	1.80	1.31	1.31
City Planning	0.86	0.00	0.41	0.84	0.53
Corporate Finance	0.00	0.00	0.00	0.00	0.00
Court Services	2.25	2.44	1.49	1.05	3.24
Economic Development and Culture	1.40	1.34	2.67	0.45	0.00
Emergency Medical Services	30.06	23.91	22.24	22.87	17.36
Employment and Social Services	3.32	1.93	1.51	2.09	2.01
Engineering & Construction Services	1.91	0.69	0.47	2.09	0.33
Equity, Diversity & Human Rights	0.00	0.00	0.00	0.00	0.00
Executive Management	0.00	0.00	0.00	0.00	0.00
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	5.12	4.78	4.93	3.95	4.04
Fleet Services	9.12	7.89	13.66	7.32	6.78
Human Resources	4.18	0.45	1.45	0.00	0.61
Information and Technology	0.26	0.23	0.23	0.25	0.32
Internal Audit	0.00	0.00	0.00	0.00	0.00
Legal Services	0.00	0.48	0.47	0.95	1.24
Long Term Care Homes and Services	10.10	11.51	5.20	5.87	5.89
Municipal Licensing and Standards	5.60	3.34	6.73	4.37	3.78
Office of the Chief Corporate Officer	4.05	3.55	2.87	1.74	2.00
Parks, Forestry and Recreation	3.28	2.86	2.76	3.63	3.19
Pension, Payroll and Employee Benefits	0.00	0.98	0.00	1.02	0.00
Policy, Planning, Finance and Administration	1.70	2.45	0.84	2.65	1.12
Public Health	2.38	1.69	2.01	1.54	1.28
Purchasing and Materials Management	3.55	0.00	0.00	1.34	1.68
Real Estate Services	0.00	0.00	0.00	1.98	12.30
Revenue Services	5.63	2.57	2.13	3.48	0.57
Shelter, Support and Housing Administration	6.82	12.31	8.03	6.30	6.10
Social Development, Finance and Administration	0.00	1.08	0.00	0.00	2.79
Solid Waste Management	9.07	8.22	8.02	8.23	4.29
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
Toronto Office of Partnerships	0.00	0.00	0.00	0.00	0.00
Toronto Water	5.81	6.45	4.34	4.90	3.25
Transportation Services	4.74	3.27	1.35	2.15	2.18
311 Toronto	1.03	2.53	9.77	5.57	2.19
CITY OF TORONTO (All Divisions)	6.19	5.55	4.51	4.61	3.85