

Appendix B - LTI Frequency

Division	Frequency*				
	2009	2010	2011	2012	2013
Accounting Services	0.00	0.00	0.00	0.00	0.00
Toronto Building	1.36	0.63	0.96	0.35	0.64
Children's Services	14.62	14.10	9.11	11.54	11.37
City Clerk's	0.95	1.69	1.78	1.29	0.98
City Planning	0.84	0.00	0.40	0.82	0.39
Corporate Finance	0.00	0.00	0.00	0.00	0.00
Court Services	2.26	2.46	1.51	1.06	2.01
Economic Development and Culture	1.41	1.35	2.69	0.46	1.37
Emergency Medical Services	30.08	23.93	22.26	22.89	16.35
Employment and Social Services	3.32	1.93	1.51	2.09	1.86
Engineering and Construction Services	1.91	0.68	0.47	0.50	0.25
Equity, Diversity and Human Rights	0.00	0.00	0.00	0.00	0.00
Executive Management	0.00	0.00	0.00	0.00	0.00
Real Estate Services	0.00	0.00	0.00	1.99	7.69
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	4.77	4.88	3.98	3.71
Fleet Services	9.16	7.98	13.82	7.41	6.80
Human Resources	4.18	0.45	1.45	0.00	0.91
Information and Technology	0.26	0.23	0.23	0.25	0.24
Internal Audit	0.00	0.00	0.00	0.00	0.00
Legal Services	0.00	0.47	0.47	0.95	1.42
Long Term Care Homes and Services	10.09	11.50	5.19	5.92	11.37
Municipal Licensing and Standards	5.63	3.36	7.08	4.41	3.86
Office of the Chief Corporate Officer	4.06	3.56	2.87	1.74	2.65
Parks, Forestry and Recreation	3.28	2.87	2.77	3.63	3.04
Pension, Payroll and Employee Benefits	0.00	1.00	0.00	1.03	0.00
Policy, Planning, Finance and Administration	1.65	2.37	0.81	2.52	0.81
Public Health	2.47	1.70	2.01	1.54	1.34
Purchasing and Materials Management	3.55	0.00	0.00	1.33	1.28
Revenue Services	5.60	2.56	2.13	3.50	2.25
Shelter, Support and Housing Administration	6.82	12.31	7.85	6.30	6.11
Social Development, Finance and Administration	0.00	1.09	0.00	0.00	3.24
Solid Waste Management	9.09	8.23	8.03	8.25	4.94
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 Water	5.79	6.44	4.35	4.89	3.26
Transportation Services	4.72	3.25	1.35	2.14	2.29
311 Call Centre	1.03	2.53	8.87	2.78	2.45
CITY OF TORONTO (All Divisions)	6.20	5.56	4.50	4.60	3.88

*Frequency rate = # of Lost Time WSIB Accidents (approved or pending) x 200,000 divided by hours worked.

200,000: is the standardized statistic to the equivalent of having 100 people work 40 hrs/week for a year.