

Appendix B - Toronto Public Service LTI Frequency Report (1st Quarters, 2007-2010)

DIVISION	Q1 - 2007	Q1 - 2008	Q1 - 2009	Q1 - 2010
311 Call Centre	0.00	0.00	0.00	0.00
City Clerk's	2.17	1.14	2.24	3.15
Legal Services	2.01	2.04	0.00	0.00
Toronto Court Services	0.00	2.13	3.88	3.85
Economic Development & Culture	1.92	1.91	0.00	0.00
Children's Services	25.37	19.69	25.50	24.32
Long Term Care Homes & Services	26.26	13.18	14.62	27.14
Shelter, Support & Housing Admin	18.77	11.20	9.56	27.52
Social Development, Finance & Admin	0.00	7.37	0.00	3.40
Employment & Social Services	4.15	6.21	6.01	2.17
Parks, Forestry & Recreation	2.60	3.06	3.30	3.33
Emergency Medical Services	40.80	34.90	30.20	32.83
Public Health	3.42	3.60	3.45	1.91
Toronto Building	2.55	2.59	1.25	1.27
Municipal Licensing & Standards	3.20	3.19	6.31	4.16
Fire Services	5.52	5.64	5.21	5.56
Solid Waste Management Services	11.59	10.45	9.45	7.77
Policy, Planning, Finance & Admin	0.00	4.96	7.52	2.52
Technical Services	3.47	3.51	1.74	0.88
Transportation Services	4.33	5.79	7.17	5.25
Toronto Water	7.19	8.94	10.46	6.94
City Planning	0.00	0.00	3.03	0.00
Facilities Management	5.62	7.99	6.06	4.71
Real Estate Services	0.00	0.00	0.00	0.00
Fleet Services	14.10	8.33	8.36	6.59
Information & Technology	0.00	0.00	0.97	0.00
Accounting Services	0.00	0.00	0.00	0.00
Financial Planning	0.00	0.00	0.00	0.00
Pension, Payroll & Employee Benefits	3.47	0.00	0.00	0.00
Purchasing & Materials Management	4.41	0.00	4.36	0.00
Revenue Services	1.63	6.18	7.48	4.66
Corporate Finance	0.00	0.00	0.00	0.00
Finance & Administration	0.00	0.00	0.00	0.00
Special Projects	0.00	0.00	0.00	0.00
Internal Audit	0.00	0.00	0.00	0.00
Human Resources	1.59	0.00	4.91	1.60
Strategic Communications	0.00	0.00	0.00	0.00
Strategic & Corporate Policy	0.00	0.00	0.00	0.00
Executive Management	0.00	0.00	0.00	0.00
TORONTO PUBLIC SERVICE	9.47	8.02	8.10	8.83

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