

Appendix B - LTI Frequency

Division	Frequency*				
	2008	2009	2010	2011	2012
Accounting Services	0.00	0.00	0.00	0.00	0.00
Toronto Building	1.31	1.37	0.64	0.97	0.35
Children's Services	16.66	14.61	14.02	9.14	11.76
City Clerk's	1.20	0.94	1.69	1.80	1.32
City Planning	0.81	0.86	0.00	0.41	0.83
Corporate Finance	0.00	0.00	0.00	0.00	0.00
Court Services	1.60	2.21	2.41	1.46	1.55
Economic Development and Culture	1.39	1.41	1.35	2.70	0.46
Emergency Medical Services	36.23	30.13	24.01	22.31	23.36
Employment and Social Services	3.18	3.32	1.93	1.58	1.98
Executive Management	0.00	0.00	0.00	0.00	0.00
Facilities Management	4.29	4.14	3.49	2.94	1.79
Real Estate Services	0.00	0.00	0.00	0.00	1.60
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	5.98	5.14	4.80	4.83	3.81
Fleet Services	7.65	9.07	7.83	12.99	7.39
Human Resources	0.45	4.16	0.45	1.44	0.00
Information and Technology	0.26	0.26	0.23	0.24	0.25
Internal Audit	0.00	0.00	0.00	0.00	0.00
Legal Services	1.58	0.00	0.47	0.47	0.95
Long Term Care Homes and Services	11.25	10.10	11.45	5.19	5.86
Municipal Licensing and Standards	3.59	5.70	3.40	6.88	4.50
Parks, Forestry and Recreation	2.60	3.28	2.86	2.76	3.62
Pension, Payroll and Employee Benefits	0.00	0.00	1.01	0.00	1.04
Policy, Planning, Finance and Administration	0.79	1.64	2.34	0.82	2.57
Public Health	2.26	2.38	1.69	2.08	1.70
Purchasing and Materials Management	0.00	3.50	0.00	0.00	1.29
Revenue Services	6.50	5.64	2.57	2.14	3.48
Shelter, Support and Housing Administration	6.92	6.69	11.88	7.85	6.48
Social Development, Finance and Administration	2.34	0.00	1.06	0.00	0.00
Solid Waste Management	8.20	8.98	8.07	8.01	8.45
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	2.10	1.91	0.68	0.47	0.50
Toronto Water	6.61	5.81	6.47	4.36	4.98
Transportation Services	6.11	4.74	3.27	1.35	2.15
311 Call Centre	0.00	1.01	2.50	9.73	5.51
CITY OF TORONTO (All Divisions)	6.59	6.19	5.53	4.50	4.65

*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. [Note: As of this report, claims initially submitted to the WSIB as lost time but approved for health care only are identified as medical aids and therefore do not contribute to LTI frequency].