

Appendix B - LTI Frequency (January – June)

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
Children's Services	14.57	13.93	9.09	11.52	5.85
City Clerk's	0.95	1.70	1.81	1.31	0.61
City Manager's Office	0.00	0.00	0.00	0.00	0.00
City Planning	0.86	0.00	0.41	0.83	0.75
Corporate Finance	0.00	0.00	0.00	0.00	0.00
Court Services	2.23	2.44	1.49	1.05	1.84
Deputy City Manager A Office	0.00	83.28	0.00	0.00	0.00
Deputy City Manager B Office	0.00	0.00	0.00	0.00	0.00
Deputy City Manager CFO's Office	0.00	0.00	0.00	0.00	0.00
Economic Development and Culture	1.40	1.34	2.67	0.45	0.00
Emergency Medical Services	30.08	23.95	22.27	22.87	17.40
Employment and Social Services	3.31	1.92	1.51	2.09	2.70
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	5.13	4.78	4.86	3.95	3.70
Fleet Services	9.14	7.91	13.72	7.41	9.38
Human Resources	4.16	0.45	1.45	0.00	0.86
Information and Technology	0.26	0.23	0.23	0.25	0.00
Internal Audit	0.00	0.00	0.00	0.00	0.00
Legal Services	0.00	0.47	0.47	0.95	1.75
Long Term Care Homes and Services	10.11	11.46	5.20	5.77	6.11
Municipal Licensing and Standards	5.72	3.42	6.92	4.50	3.61
Chief Corporate Officer's Office/Facilities Management*	4.02	3.53	2.85	1.73	2.07
Office of the Treasurer	0.00	0.00	0.00	0.00	0.00
Parks, Forestry and Recreation	3.29	2.87	2.77	3.66	2.77
Pension, Payroll and Employee Benefits	0.00	1.00	0.00	1.03	0.00
Policy, Planning, Finance and Administration	1.67	2.40	0.84	2.62	0.00
Public Health	2.38	1.69	2.01	1.54	1.10
Purchasing and Materials Management	3.52	0.00	0.00	1.32	2.34
Real Estate	0.00	0.00	0.00	2.01	0.00
Revenue Services	5.63	2.57	2.13	3.48	0.82
Shelter, Support and Housing Administration	6.74	12.15	7.93	6.40	6.25
Social Development, Finance and Administration	0.00	1.07	0.00	0.00	1.97
Solid Waste Management	9.10	8.16	8.06	8.27	4.36
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
Engineering & Construction Services	1.92	0.69	0.47	0.50	0.47
Toronto Building	1.36	0.63	0.96	0.35	0.00
Toronto Office of Partnerships	0.00	0.00	0.00	0.00	0.00
Toronto Water	5.75	6.41	4.31	4.84	3.85
Transportation Services	4.74	3.26	1.35	2.15	2.83
311 Call Centre	1.02	2.52	9.70	5.53	8.21
CITY OF TORONTO (All Divisions)	6.25	5.59	4.54	4.61	3.81

Note: The frequency numbers assigned in the past to Facilities Management are now being assigned to the Office of the Chief Corporate Officer