Appendix B - Toronto Public Service LTI Frequency Report (1st Quarters, 2010-2014)

DIVISION	Q1 - 2010	Q1 – 2011	Q1 - 2012	Q1 - 2013	Q1 - 2014
311 Call Centre	0.00	9.77	0.00	6.77	5.66
City Clerk's	3.18	1.08	0.00	1.22	0.00
Legal Services	0.00	0.00	0.00	3.62	0.00
Toronto Court Services	1.96	1.95	0.00	3.99	4.00
Economic Development & Culture	1.77	5.22	0.00	0.00	0.00
Children's Services	21.75	11.67	18.97	5.96	7.73
Long Term Care Homes & Services	26.29	5.39	5.27	5.93	7.40
Shelter, Support & Housing Admin	26.50	13.02	2.64	3.39	15.91
Social Development, Finance & Admin	4.14	0.00	0.00	0.00	0.00
Employment & Social Services	0.86	0.85	1.82	2.55	2.89
Parks, Forestry & Recreation	3.23	3.71	3.84	2.96	4.08
Emergency Medical Services	28.03	19.70	23.80	21.55	16.29
Public Health	1.38	1.69	1.77	1.15	1.40
Toronto Building	0.00	1.20	1.29	0.00	2.36
Municipal Licensing & Standards	3.09	8.59	1.15	1.19	7.18
Fire Services	4.86	4.51	4.35	2.74	4.34
Solid Waste Management Services	6.33	8.49	9.53	4.91	6.28
Policy, Planning, Finance & Admin	2.96	0.00	3.22	0.00	3.14
Engineering & Construction Services	0.00	0.00	0.00	0.00	4.96
Transportation Services	4.40	1.60	1.83	2.34	1.77
Toronto Water	5.54	5.11	7.63	2.93	6.23
City Planning	0.00	1.57	0.00	0.00	0.00
Office of the Chief Corporate Officer	5.00	3.81	2.24	2.83	0.57
Real Estate Services	0.00	0.00	7.64	0.00	0.00
Fleet Services	7.14	21.88	13.51	8.02	18.37
Information & Technology	0.00	0.86	0.90	0.00	0.88
Accounting Services	0.00	0.00	0.00	0.00	0.00
Financial Planning	0.00	0.00	0.00	0.00	0.00
Pension, Payroll & Employee Benefits	0.00	0.00	0.00	0.00	0.00
Purchasing & Materials Management	0.00	0.00	0.00	5.03	0.00
Revenue Services	3.34	3.22	5.02	1.72	3.43
Corporate Finance	0.00	0.00	0.00	0.00	0.00
Finance & Administration	0.00	0.00	0.00	0.00	0.00
Internal Audit	0.00	0.00	0.00	0.00	0.00
Equity, Diversity & Human Rights	0.00	0.00	0.00	0.00	0.00
Human Resources	0.00	1.80	0.00	0.00	0.00
Strategic Communications	0.00	0.00	0.00	0.00	0.00
Strategic & Corporate Policy	0.00	0.00	0.00	0.00	0.00
Executive Management	0.00	0.00	0.00	0.00	0.00
TORONTO PUBLIC SERVICE	**7.85**	**5.02**	**5.09**	**3.85**	**4.97**

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

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