

## Appendix B - LTI Frequency by Division

Division	Frequency*				
	2018	2019	2020	2021	2022
Auditor General	0.00	0.00	0.00	3.22	0.00
Children's Services	8.67	11.35	10.49	9.59	13.50
City Clerk's	1.29	1.77	0.39	0.00	0.65
City Planning	0.00	0.33	0.00	0.00	0.00
Corporate Real Estate Management		3.95	2.15	2.83	1.48
Customer Experience (311)	3.06	2.08	0.77	0.00	0.00
Economic Development and Culture	1.73	1.27	1.93	1.44	0.00
Employment and Social Services	2.41	2.79	1.47	0.76	0.26
Engineering and Construction Services	0.50	1.17	0.72	0.97	0.23
Environment and Energy	0.00	0.00	1.82	0.00	0.00
Fire Services	4.49	3.99	5.29	7.54	8.20
Fleet Services	1.62	0.00	3.31	5.09	5.40
Legal Services	0.80	0.00	0.83	0.00	0.4
Municipal Licensing and Standards	4.42	3.36	4.09	1.77	4.98
Parks, Forestry and Recreation	4.39	4.95	3.93	3.82	4.29
People & Equity	0.37	0.00	0.00	0.00	0.00
Policy, Planning, Finance and Administration	0.00	0.00	0.00	0.00	0.00
Public Health	1.80	2.15	1.55	1.19	1.46
Purchasing and Materials Management	2.24	0.99	0.00	0.00	1.74
Revenue Services	0.00	0.00	0.75	0.00	0.00
Seniors Services & Long Term Care	6.34	4.24	13.56	8.39	19.42
Shelter, Support and Housing Administration	7.26	7.04	8.10	15.29	19.33
Social Development, Finance and Administration	0.00	1.69	0.56	0.00	0.51
Solid Waste Management	4.13	3.55	2.63	6.09	5.38
Technology Services	0.36	0.54	0.00	0.00	0.00
Toronto Building	0.90	0.00	1.27	0.63	0.61
Toronto Court Services	1.33	1.93	0.00	0.00	0.00
Toronto Paramedic Services	27.94	32.31	27.70	30.00	38.96
Toronto Water	3.28	2.82	2.34	4.32	3.71
Transportation Services	1.94	0.95	2.15	2.84	2.94
<b>CITY OF TORONTO (All Divisions)</b>	<b>4.98</b>	<b>5.11</b>	<b>5.64</b>	<b>5.87</b>	<b>7.89</b>

\*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 hours/week for a year.