

Appendix B Lost Time Frequency Rates by Division

Division	Frequency Rate*				
	2020	2021	2022	2023	2024
Auditor General	0.00	3.22	0.00	0.00	0.00
Children's Services	10.49	9.59	13.50	9.53	6.75
City Clerk's Office	0.39	0.00	0.65	0.00	0.00
Corporate Real Estate Management	2.15	2.83	1.48	3.04	2.17
Customer Experience (311)	0.77	0.00	0.00	1.31	0.00
Economic Development & Culture	1.93	1.44	0.00	0.43	0.43
Employment and Social Services	1.47	0.76	0.26	1.02	0.76
Engineering and Construction Services	0.72	0.97	0.23	0.86	0.00
Environment and Climate	1.82	0.00	0.00	0.00	0.00
Fleet Services	3.31	5.09	5.40	1.98	3.71
Housing Secretariat	0.00	0.00	0.00	0.00	0.53
Legal Services	0.83	0.00	0.4	0.00	0.00
Municipal Licensing and Standards	4.09	1.77	4.98	3.05	2.81
Office of the CISO	0.00	0.00	0.00	1.66	0.00
Parks, Forestry and Recreation	3.93	3.82	4.29	4.29	4.81
People & Equity	0.00	0.00	0.00	0.00	0.30
Public Health	1.55	1.19	1.46	2.09	1.46
Purchasing and Materials Management	0.00	0.00	1.74	0.91	1.80
Revenue Services	0.75	0.00	0.00	0.63	0.00
Seniors Services & Long-Term Care	13.56	8.39	19.42	11.67	9.11
Social Development, Finance and Administration	0.56	0.00	0.51	0.46	0.00
Solid Waste Management	2.63	6.09	5.38	4.28	3.59
Technology Services	0.00	0.00	0.00	0.18	0.00
Toronto Building	1.27	0.63	0.61	0.29	0.76
Toronto Court Services	0.00	0.00	0.00	0.73	0.00
Toronto Fire Services	5.29	7.54	8.20	6.03	6.48
Toronto Paramedic Services	27.70	30.00	38.96	34.62	34.30
Toronto Shelter & Support Services	8.10	15.29	19.33	9.65	6.41
Toronto Water	2.34	4.32	3.71	2.65	2.58
Transportation Services	2.15	2.84	2.94	0.94	1.95
CITY OF TORONTO (All Divisions)	5.64	5.87	7.89	6.06	5.59

*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.