

Appendix B Lost Time Frequency Rates by Division

Division	Frequency Rate*				
	2021	2022	2023	2024	2025
Auditor General	3.22	0.00	0.00	0.00	0.00
Children's Services	9.59	13.50	9.53	6.75	7.88
City Clerk's Office	0.00	0.65	0.00	0.00	1.62
City Planning	0.00	0.00	0.00	0.00	0.40
Corporate Real Estate Management	2.83	1.48	3.04	2.17	3.24
Customer Experience (311)	0.00	0.00	1.31	0.00	0.00
Economic Development & Culture	1.44	0.00	0.43	0.43	3.10
Employment and Social Services	0.76	0.26	1.02	0.76	0.72
Engineering and Construction Services	0.97	0.23	0.86	0.00	0.67
Environment, Climate & Forestry	0.00	0.00	0.00	0.00	2.51
Fleet Services	5.09	5.40	1.98	3.71	4.72
Housing Secretariat	0.00	0.00	0.00	0.53	0.00
Legal Services	0.00	0.4	0.00	0.00	0.34
Municipal Licensing and Standards	1.77	4.98	3.05	2.81	4.91
Office of the CISO	0.00	0.00	1.66	0.00	0.00
Parks and Recreation	3.82	4.29	4.29	4.81	5.32
People & Equity	0.00	0.00	0.00	0.30	0.00
Public Health	1.19	1.46	2.09	1.46	1.23
Purchasing and Materials Management	0.00	1.74	0.91	1.80	2.46
Revenue Services	0.00	0.00	0.63	0.00	0.51
Seniors Services & Long-Term Care	8.39	19.42	11.67	9.11	6.71
Social Development, Finance and Administration	0.00	0.51	0.46	0.00	0.00
Solid Waste Management	6.09	5.38	4.28	3.59	4.15
Technology Services	0.00	0.00	0.18	0.00	0.00
Toronto Building	0.63	0.61	0.29	0.76	0.45
Toronto Court Services	0.00	0.00	0.73	0.00	1.82
Toronto Fire Services	7.54	8.20	6.03	6.48	7.53
Toronto Paramedic Services	30.00	38.96	34.62	34.30	31.37
Toronto Shelter & Support Services	15.29	19.33	9.65	6.41	9.01
Toronto Water	4.32	3.71	2.65	2.58	2.51
Transportation Services	2.84	2.94	0.94	1.95	2.94
CITY OF TORONTO (All Divisions)	5.87	7.89	6.06	5.59	5.71

*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.