

Abilities Management Program Performance

This attachment provides supporting data and trend analysis for the City of Edmonton's Abilities Management program and is intended to outline the program's performance over time. The tables present non-occupational disability claims (i.e. STD/LTD claims), absence hours and leave costs from 2018 to 2025, with results normalized to workforce size where appropriate.

The data is presented both in absolute terms (total claims, hours and costs) and relative terms (per FTE). Absolute figures reflect the scale of the organization and overall growth in workforce and service demands, while per-FTE measures allow for meaningful comparison across years by accounting for changes in workforce size.

Table 1: Non-Occupational Injuries, Illness or Disability Cases and Impact

	2018	2019	2020	2021	2022	2023	2024	2025
City Average FTE	11,898	11,997	11,403	11,529	11,879	12,438	12,862	13,393
Total STD/LTD Claims	2,512	2,578	3,510	2,513	2,712	2,620	2,791	3,040*
Claims / 1,000 FTE	211	215	308	218	228	211	217	227
City Hours Worked	18,304,052	18,553,524	16,619,219	17,081,609	18,183,381	19,085,596	19,976,691	20,521,858
Total STD/LTD Hours	398,587	394,893	377,333	423,960	476,879	464,870	484,945	518,929
STD/LTD % Hours Worked	2.18%	2.13%	2.27%	2.48%	2.62%	2.44%	2.43%	2.53%
STD/LTD Hours Per FTE	33.5	32.9	33.1	36.8	40.1	37.4	37.7	38.7
STD/LTD Hours/Claim	159	153	108	169	176	177	174	171
City Labour Costs (M)	\$902.4	\$936.3	\$884.7	\$946.9	\$1,000.6	\$1,004.5	\$1,086.9	\$1,262.5
STD/LTD Costs (\$M)	\$15.1	\$15.1	\$14.5	\$16.8	\$18.7	\$18.2	\$19.7	\$21.9
STD/LTD % of City Costs	1.67%	1.61%	1.64%	1.78%	1.87%	1.81%	1.82%	1.74%

Source: Data extracted from City's internal systems by the Workforce Systems and Analytics team on January 21, 2026.

*The 2025 claims will rise as claims enter the program with a first day missed back-dated to 2025.

Excludes sick incidents that are less than five days as these are not included in the STD program costs.

Claims and Caseload Trends: The claims data shows total claims managed by the program each year alongside claims per 1,000 FTE. While total claim volumes fluctuate year over year, the claims-per-FTE measure has remained generally stable across the eight year period. This indicates that increases in total claims

align with workforce growth rather than an increasing incidence of abilities management related cases.

Absence Duration and Hours: Total short-term and long-term disability hours have increased in absolute terms over time and they have also increased as a percentage of total City hours worked, per FTE and per claim. These increases can be largely attributed to a shift in workforce behaviour and the complexity and rise of mental health cases¹. Notwithstanding this real increase, since the peak of absence hour loss in 2022, for the last three years, the trends of absence duration metrics are improving with less STD/LTD hours as a percentage of total City hours worked and less claim hours per FTE.

Cost Trends: Leave costs are presented in total dollars and as a percentage of total City labour costs (does not include benefits). Both increases reflect workforce growth, inflation and broader labour cost pressures. The percentage view provides insight into cost management effectiveness by showing that STD/LTD absence-related costs have held at a consistent rate of the City's total overall labour costs.

Overall, the data presented in this attachment demonstrates that the Abilities Management program has maintained stable outcomes over time, supporting consistent attendance and return-to-work results while operating in a more complex and demanding environment.

¹ Mental Health Commission of Canada and Canadian Psychological Association. (2022). [Extended mental health benefits in Canadian workplaces: Employee and employer perspectives](#) [Research report].