

**Annual Report of the Ombudsman**

<b>Date:</b>	January 19, 2010
<b>To:</b>	City Council
<b>From:</b>	Ombudsman
<b>Wards:</b>	All
<b>Reference Number:</b>	

**SUMMARY**

Pursuant to By-law 1098-2009, section 3-7A, the Ombudsman is responsible for preparing an annual report on the activities of the office directly to City Council.

**RECOMMENDATION:**

The Ombudsman recommends that:

1. City Council receives and adopts her first annual report
2. City Council directs the City Manager to implement the Ombudsman's recommendations as outlined below:
  - a) ensure that every area of the Toronto Public Service that interfaces directly with the public, develop and publish internal complaint systems and procedure in 2010
  - b) that the Toronto Public Service publicize their customer service standards in 2010

**FINANCIAL IMPACT:**

This report has no financial impact.

## **DECISION HISTORY**

This is the Ombudsman's first Annual Report, reflecting work completed in the nine month start up year, commencing April 6, 2009 and ending December 31, 2009.

## **COMMENTS**

The position of Ombudsman was established by the Ontario Legislature through the *City of Toronto Act 2006*. The Ombudsman is an appointed officer of the Toronto City Council who is independent of the municipal service. The Ombudsman's job is to investigate complaints about the administration of city government, including the work of its agencies, boards and commissions.

### **Contents**

The annual report includes the following information:

- Message from the Ombudsman with recommendations
- A report card on how the office did in 2009
- Highlights of case stories
- Highlights of education and outreach activities
- The Ombudsman's strategic plan for 2010-2012
- Statistical highlights and financial information

Of note, the office received 1,057 complaints and enquiries in the 9-month start up year of operation. Of these, 958 have been processed and closed. Six of these complaints resulted in investigations, of which two have been completed. Three are slated for completion in Spring 2010 and another one is in its early stages.

### **Timing**

It is anticipated that the first annual report will be tabled with Council for the January 26-27, 2010 session.

## **CONTACT**

Fiona Crean  
Ombudsman  
Tel: 416-392-7062  
Email: [fcrean@toronto.ca](mailto:fcrean@toronto.ca)

## **SIGNATURE**

---

Fiona Crean, Ombudsman