



City Manager's Work Plan to address the Ombudsman's Recommendations on Processing Third Party Claims

Date:	October 28, 2011
To:	Government Management Committee
From:	City Council
Wards:	All

City Council Decision

City Council on October 24 and 25, 2011, adopted, as amended, Item CC13.1, the Ombudsman's Investigation Report, headed "Potholes, Floods and Broken Branches: How the City Handles your Claims".

City Council has endorsed the Ombudsman's findings. City Council has also referred the letter (October 25, 2011) from the City Manager, outlining a work plan to address the Ombudsman's recommendations, together with the following motions by Councillor Paula Fletcher, to the Government Management Committee for consideration:

Moved by Councillor Paula Fletcher:

That:

- a. City Council direct the City Manager to review the contract with the "contracted service provider" to determine if the adjuster's fee of \$195 per desktop claim is an industry standard that ensures claimants are treated fairly.
- b. City Council direct the City Manager to establish one window for Councillor enquiries regarding constituents concerned over insurance claims.

City Council also requested the City Manager to report to the Government Management Committee on progress implementing the work plan to address the Ombudsman's recommendations, as outlined in the letter (October 25, 2011).

Summary

City Council on October 24 and 25, 2011 adopted, as amended, Item CC13.5, the Ombudsman's Investigation Report, headed "Potholes, Floods and Broken Branches: How the City Handles your Claims" - An Investigation into the Processing of Third Party Liability Claims under \$10,000". City Council has endorsed the Ombudsman's findings.

In response to the Ombudsman's Report, the City Manager submitted a letter (October 25, 2011) to City Council, which outlines a work plan to address the Ombudsman's recommendations.

City Council referred the City Manager's letter, together with motions by Councillor Fletcher, to the Government Management Committee for consideration.