



OMBUDSMAN INVESTIGATION REPORT

No Time to Waste: Investigation into Toronto Water and Technical Services Handling of a Resident's Sewage Problems

Date:	June 28, 2010
To:	City Council
From:	Ombudsman
Wards:	All
Reference Number:	

SUMMARY

In accordance with s.170 (2) of the *City of Toronto Act 2006* (COTA), I am writing to inform you that the attached report represents a concluded investigation into a complaint made about Toronto Water and Technical Services Divisions' handling of a resident's sewage problems.

RECOMMENDATIONS

The Ombudsman recommends that:

1. City Council receive for information only, the Ombudsman's Investigation Report, titled "No Time to Waste: Investigation into Toronto Water and Technical Services Handling of a Resident's Sewage Problems".

Financial Impact

This report has no financial impact.

DECISION HISTORY

This investigation was conducted by the Ombudsman under my jurisdiction and powers pursuant to s.171 (1) of COTA. Section 171 (1) provides the power to the Ombudsman to investigate any decision, recommendation, act or omission in the course of the administration of the City. This function is conferred and exercised independently of Toronto City Council. Under this power, I may make findings and recommendations as I deem necessary to address any problems, which I may then report to Council.

COMMENTS

I have supported this complaint and find that the actions and omissions of Toronto Water and Technical Services Divisions to be unreasonable and unjust.

My report makes 15 recommendations to the City Manager, the first four specific to the resident and the remaining 11 aimed at systemic fixes, designed to avoid a similar occurrence in the future. The City Manager has not taken issue with these recommendations.

CONTACT

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SIGNATURE

Fiona Crean, Ombudsman

ATTACHMENTS

"No Time to Waste: Investigation into Toronto Water and Technical Services Handling of a Resident's Sewage Problems