



OMBUDSMAN REPORT ACTION REQUIRED

Office of the Ombudsman - 2012 Operating Budget

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| Date: | November 24, 2011 |
| To: | Budget Committee |
| From: | Fiona Crean, Ombudsman, City of Toronto |
| Wards: | All |
| Reference Number: | |

SUMMARY

This report details information related to the 2012 operating budget for the Office of the Ombudsman, including a recommended full-year 2012 operating budget of \$ 1,421.1 thousand for approval by Budget Committee. This includes a reduction equivalent to \$35.9 thousand (2.5%) of the approved 2011 budget.

RECOMMENDATION

The Ombudsman recommends that:

1. Budget Committee approves the attached 2012 full-year operating budget for the Office of the Ombudsman and forward it to the Executive Committee.

Financial Impact

Approval of the Ombudsman's 2012 operating budget request will result in \$ 1,421.1 thousand being part of the City of Toronto's 2012 operating budget.

DECISION HISTORY

This report is submitted to Budget Committee in accordance with Executive Committee Item 31.1 'A Policy Framework for Toronto's Accountability Officers' adopted as amended by City of Toronto Council at its April 2009 session; and Chapter 3, Accountability Officers, Toronto Municipal Code, enacted by City Council October 27, 2009. Chapter 3 provides that the Accountability Officers are independent and accountable to City Council. Section 3-10C requires each Accountability Officer to submit an annual budget request to the Budget Committee for consideration and recommendation to City Council.

ISSUE BACKGROUND

Under the *City of Toronto Act*, the Ombudsman has the responsibility to investigate public complaints about decisions, actions or recommendations made or omitted by the Toronto Public Service. It is an office of last resort where residents can complain when they believe they have been treated unfairly by the Toronto Public Service, its agencies, boards and commissions.

The Ombudsman's office opened for business in April 2009 and is now close to completing its second full fiscal year of service.

In the 2011, I made a budget request of \$ 1,494 thousand that included one new Intake position and one additional Investigator to enable a sustained focus on individual complaints while broadening capacity for systemic investigations. The goal was to yield greater efficiencies and savings and lessen residents' frustrations because they would experience improved public service. That request was turned down.

COMMENTS

The Office of the Ombudsman 2012 operating budget request of \$ 1,421.1 thousand includes a reduction of \$35.9 thousand or 2.5% of the approved 2011 budget. This reduction will be achieved by curtailing direct service delivery capacity to conduct systemic investigations.

CONTACT

Fiona Crean
Ombudsman
City of Toronto
fcrean@toronto.ca
416-392-7061

SIGNATURE

Fiona Crean, Ombudsman

ATTACHMENTS

Appendix I: –Accountability Officers: 2012 Operating Budget Overview