



## OMBUDSMAN REPORT ACTION REPORT

### 2010 Annual Report of the Ombudsman

<b>Date:</b>	February 1, 2011
<b>To:</b>	City Council
<b>From:</b>	Ombudsman
<b>Wards:</b>	All
<b>Reference Number:</b>	

#### **SUMMARY**

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Pursuant to Toronto Municipal Code Chapter 3, section 3-7A, the Ombudsman is responsible for preparing an annual report on the activities of the office directly to City Council.

#### **RECOMMENDATIONS**

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The Ombudsman recommends that:

1. City Council receives and adopts her 2010 annual report
2. City Council directs the City Manager to implement the Ombudsman's recommendations as outlined below:

Some of the recommendations relate to what was adopted by City Council in January 2010 but remain unfulfilled commitments on the part of the Toronto Public Service. The balance of the recommendations within is made for Council's adoption and the Toronto Public Service's implementation in 2011.

1. That divisions still without operational complaint systems complete them immediately, according to the feedback from the Ombudsman, and post them on their divisional websites in an easily accessible location no later than March 1, 2011.

2. That the Toronto Public Service immediately publishes its customer service standards, updating them in a timely fashion as necessary.
3. That the City Manager report to City Council on the status of recommendations 1 and 2 at its March 2011 meeting.
4. That the Toronto Public Service set standards for record-keeping in every area of its operation by the fall of 2011, and that these standards include guidelines on appropriate levels and type of information, whether written or electronic, regarding all service transactions with the public, elected representatives and other parts of the public service.
5. That by the fall of 2011, the Toronto Public Service set overall service standards and clearly documented expectations, including timelines, for written and oral communications with residents.
6. That the City Manager hold all employees of the Toronto Public Service, both management and non-management, accountable for meeting all service standards.

## **FINANCIAL IMPACT**

This report has no financial impact.

## **DECISION HISTORY**

This is the Ombudsman's second Annual Report, reflecting the first full fiscal year of the office's work from January 2, 2010 to December 31, 2010.

## **COMMENTS**

The position of Ombudsman was established by the Ontario Legislature through the *City of Toronto Act* 2006. The Ombudsman is independent of the Toronto public service and an appointed officer of Toronto City Council. 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:

- Ombudsman's message and recommendations
- What we do
- How we did
- Investigations and case stories
- What we saw
- Community outreach

- City wards
- Outcomes
- The team

Of note, the office received 1,562 complaints and enquiries in 2010. Of these, 1,534 have been processed and closed. Nine investigations were conducted.

## **CONTACT**

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## **SIGNATURE**

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Fiona Crean, Ombudsman