



OMBUDSMAN INVESTIGATION REPORT

'Potholes, Floods and Broken Branches: How the City Handles your Claims'. An Investigation into the Processing of Third Party Liability Claims under \$10,000

Date:	October 17, 2011
To:	City Council
From:	Ombudsman
Wards:	All
Reference Number:	

SUMMARY

In accordance with section 170(2) of the *City of Toronto Act, 2006* (COTA), I am providing the attached report which represents a concluded investigation into how the City handles third party liability claims under \$10,000.

RECOMMENDATIONS

The Ombudsman recommends that:

City Council receives, for information only, the investigation report.

Financial Impact

This report has no financial impact.

DECISION HISTORY

This investigation was conducted pursuant to section 171(1) of COTA which allows 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 the complaint and found the actions and omissions of the City to be wrong and unreasonable.

My report makes 10 recommendations to the City Manager. They are systemic fixes, designed to ensure a fair, transparent and timely service on insurance claims which currently does not exist. The City Manager did not dispute my findings and accepted my recommendations.

CONTACT

Fiona Crean

Ombudsman

Tel: 416-392-7061

Email: fcrean@toronto.ca

SIGNATURE



Fiona Crean, Ombudsman

ATTACHMENT

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