

**2011 Annual Report of the Ombudsman**

<b>Date:</b>	January 30, 2012
<b>To:</b>	City Council
<b>From:</b>	Ombudsman
<b>Wards:</b>	All
<b>Reference Number:</b>	

**SUMMARY**

---

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**

---

The following recommendations are made for Council's adoption and the Toronto Public Service's implementation in 2012.

1. City Council receives and adopts the Ombudsman's 2011 annual report.
2. City Council adopts the Ombudsman's recommendation that it ask the Province of Ontario to create a *Toronto Public Service Act* that embeds expectations and standards for the purpose, role and responsibilities of its public servants.
3. City Council directs the City Manager to implement the Ombudsman's recommendation that the Toronto Public Service ensure the proper supports for learning and skills development be put in place to assist someone who has been promoted and that ongoing skills development and technical know-how be made available.

**Financial Impact**

This report has no financial impact.

## DECISION HISTORY

This is the Ombudsman's third Annual Report, reflecting the second full fiscal year of the office's work from January 1st, 2011 to December 31, 2011.

## 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
- Our Strategic Plan
- Investigations and Case Stories
- The Power of Apology
- The Key Trends
- The Story in Numbers
- Financials
- Mailbag
- The Team

The office handled 1,475 complaints in 2011. By year end, 1,443 were completed. Of the complaints, 11 were investigations. Half of the six investigations completed in 2011 were systemic reviews. The remaining investigations and complaints are carried over into 2012.

## CONTACT

Fiona Crean  
Ombudsman  
Tel: 416-392-7061  
Email: [fcrean@toronto.ca](mailto:fcrean@toronto.ca)

## SIGNATURE



---

Fiona Crean, Ombudsman

## ATTACHMENTS

Office of the Ombudsman 2011 Annual Report