



## OMBUDSMAN INVESTIGATION REPORT

### **Tunnel Vision: an Investigation into the Toronto Transit Commission Second Exit Project at Donlands and Greenwood Stations**

<b>Date:</b>	October 23, 2012
<b>To:</b>	City Council
<b>From:</b>	Ombudsman
<b>Wards:</b>	All
<b>Reference Number:</b>	

#### **SUMMARY**

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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 the Toronto Transit Commission Second Exit Project at Donlands and Greenwood Stations.

#### **RECOMMENDATIONS**

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**The Ombudsman recommends that:**

City Council adopts the recommendations contained in this 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**

My report makes seven recommendations to the CEO of the TTC and the City Manager. They are made in the public interest and intended to provide systemic improvements.

The City Manager and the City Clerk have accepted my recommendations.

**CONTACT**

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Ombudsman

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**SIGNATURE**

(Original signed)

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Fiona Crean

Ombudsman

**ATTACHMENT**

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