



Budget Committee

Meeting No.	22	Contact	Merle MacDonald, Committee Administrator
Meeting Date	Thursday, February 23, 2012	Phone	416-392-7340
Start Time	3:00 PM	E-mail	buc@toronto.ca
Location	Committee Room 2, City Hall	Chair	Councillor Mike Del Grande

BU22.2	ACTION	Adopted		Ward:All
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Improvements to Insurance Claim Management for Potholes, Sewer and Water Backups, and Tree Limbs

Committee Decision

The Budget Committee recommends to the Executive Committee that:

1. City Council approve an adjustment to the City Clerk's Office 2012 Operating Budget to reflect the transfer of two staff and associated budgets from other divisions in order to set up an integrated claims registry, and report request unit in 2012 to receive all insurance claims to the City and direct report requests to Parks, Forestry and Recreation, Toronto Water and Transportation Services at the same time as the claim is forwarded to the City's insurance adjuster, with no net financial impact on the City's 2012 Operating Budget.

Origin

(January 30, 2012) Letter from the Government Management Committee

Summary

This report is to accompany City Council's referral to Government Management Committee of the letter (October 25, 2011) from the City Manager together with Council's requests in response to the (October 17, 2011) Ombudsman Report on an investigation into the processing of third party liability claims under \$10,000.

Included in this report is a progress report on implementing the work plan for addressing the Ombudsman's recommendations as outlined in the City Manager's letter. Also addressed are two motions referred to Government Management Committee regarding establishing one

window for Councillor enquiries regarding constituents concerned over insurance claims and the adjuster's fee for desktop claims.

There are five main claim process improvements being implemented as noted in Attachment 1 of the report (January 11, 2012) from the City Manager and the Deputy City Manager and Chief Financial Officer : (i) adjuster service standards, (ii) clear language explanations, (iii) claim report management, (iv) claims involving contractors and (v) adjusting services RFP.

Background Information

(January 30, 2012) Decision Letter from Government Management on Improvements to Insurance Claim Management for Potholes, Sewer and Water Backups, and Tree Limbs
(<http://www.toronto.ca/legdocs/mmis/2012/bu/bgrd/backgroundfile-45122.htm>)

(January 11, 2012) Report from City Manager, and the Deputy City Manager and Chief Financial Officer on Improvements to Insurance Claim Management for Potholes, Sewer and Water Backups, and Tree Limbs

(<http://www.toronto.ca/legdocs/mmis/2012/bu/bgrd/backgroundfile-45123.pdf>)