

2012 Annual Report of the Ombudsman

Date:	February 12, 2013
To:	City Council
From:	Ombudsman
Wards:	All
Reference Number:	

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.

1. That City Council receives and adopts the Ombudsman's 2012 annual report.
2. That City Council pursue the imperative of creating a *Toronto Public Service Act* that embeds expectations and standards for the purpose, role and responsibilities of its public servants.

Financial Impact

This report has no financial impact.

DECISION HISTORY

This is the Ombudsman's fourth Annual Report, reflecting the third full fiscal year of the office's work from January 1st, 2012 to December 31, 2012.

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
- Monitoring Systemic Change
- Progress on 3 Year Plan
- Communicating with the Public
- Investigations and Case Stories
- The Key Trends
- The Story in Numbers
- Financials
- Mailbag
- The Team

The office handled 1,430 complaints in 2012. Of the complaints completed, seven were investigations, six of which were systemic reviews. There were 4 investigations carried over into 2013.

CONTACT

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SIGNATURE

(Original signed)

Fiona Crean, Ombudsman

ATTACHMENTS

Office of the Ombudsman 2012 Annual Report