



OMBUDSMAN INVESTIGATION REPORT

Wheel-Trans is Watching: An Investigation into the Toronto Transit Commission's Use of Video Surveillance on Wheel-Trans Vehicles

Date:	July 9, 2013
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 Wheel-Trans' use of video surveillance to reassess eligibility of riders.

RECOMMENDATIONS

The Ombudsman recommends that:

City Council adopts 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

Pursuant to my governing legislation, the investigation found that the actions, errors and omissions of the TTC were unreasonable.

My report makes 11 recommendations to the CEO of the TTC. They are made in the public interest and intended to provide systemic improvements. The CEO has accepted all my recommendations.

CONTACT

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SIGNATURE

(Original signed)

Fiona Crean

Ombudsman

ATTACHMENT

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