

**ACTIVITIES OF THE INTEGRITY COMMISSIONER: JULY 1, 2013 - JUNE 30, 2014**

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**A. POLICY DEVELOPMENT, EDUCATION AND OUTREACH SUMMARY**

The duties of the office include consulting on City policies that involve City of Toronto accountability and transparency. During this reporting period, the Integrity Commissioner was involved in a number of activities involving policy consultation, presentations and education sessions including:

**Fall Activities - 2013**

- September 13, 2013 – "Effective Governance and Ethical Decision-making for Members of Local Boards" – A review of Article XIII (Conduct Respecting Lobbyists) of the *Code of Conduct for Members of Local Boards (restricted definition)*
- September 20, 2013 – "Speaking Truth to Power" – Panel member – The Forum of Canadian Ombudsman and Osgoode Professional Development
- September 23, 2013 – "The Foundations of Municipal Ethics in the City of Toronto" – Guest lecturer at Rotman School of Management, University of Toronto, First year MBA Ethic Course
- September 27, 2013 – "Working in a Political Environment" – City Clerk's Learning Session
- October 24, 2013 – "Edges and Icebergs" – Panel speaker – 9<sup>th</sup> Annual National Program on Administrative Law, Osgoode Hall Law School
- November 28, 2013 – "BIAs and the *Code of Conduct*" – Liberty Village BIA presentation
- Nov. 29, 2013 – "Integrity By Design" – City of Toronto Division Heads meeting
- Preparation of statistics report for all Members of Council, along with delivery of Integrity Poster and Integrity magnets for members' offices

**Winter Activities – 2014**

- January 16, 2014 – "Article XII (Conduct Respecting Staff) of the Code of Conduct for Members of Council" – City of Toronto Planning Meeting

- February 3, 2014 – "Role of the Integrity Commissioner in relation to the Charbonneau Commission in Quebec" – Consultation with Genevieve Carter, Quebec Commission of Inquiry
- January 31, 2014 – "Raising Awareness of Values and Ethics" – Presenter at Federated Press Publications Conference on *Integrity Risk Management in the Public Sector*
- February 19, 2014 – "Election Issues and Campaign Rules for Incumbent Councillors" – presentation to City of Toronto Cluster B Senior Management Team meeting
- February 28, 2014 – "Leadership: Raising Awareness of Values and Ethics" – Presentation at Lunch and Learn Session at the Ontario Office of the Conflict of Interest Commissioner

### **Spring/Summer Activities - 2014**

- March 25, 2014 – "Leadership: Raising Awareness of Values and Ethics" – Presentation at Master of Public Policy Administration and Law Program, Osgoode Hall Professional Development
- April 4, 2014 – "Questions and Answers re Election Policies" – Presentation at Transportation Services Management Team meeting
- April 29, 2014 – "Social Media – Election and Other Contexts" – Panelist at Integrity Commissioners of Ontario meeting
- May 28, 2014 – "Election Issues and Campaign Rules for Incumbent Councillors" – presentation to City of Toronto Building Division Management Team meeting
- June 17, 2014 - "Municipal Government Liability & Litigation" – Panelist Osgoode Professional Development
- June 24, 2014 – "Code of Conduct for Local Boards and Complaint Protocol" – presentation at Leaside Arena Board meeting

## B. THE WORK OF THE OFFICE: "BY THE NUMBERS"

### I. ADVICE GIVEN

During 2013-2014 Board members, Councillors and their staff received telephone, e mail and in-person advice, depending on the nature of the inquiry.

**TABLE 1**

**Members of Council  
Members of Local and Adjudicative Boards  
Advice Sought and Provided**

	<b>2012-2013</b>	<b>2013-2014</b>
Members who Sought Advice:	40	45
Informal Advice:	93	158
Formal Written Advice:	36	31
<b>Total:</b>	<b>129</b>	<b>189</b>

### II. INQUIRIES FROM CITIZENS AND STAFF

The office handles requests for information from staff and citizens about how to make a complaint, delivery of complaints in formal and informal formats, information about the *Code of Conduct*, and where appropriate, referrals to other offices or institutions. Although some calls and correspondence are complaint driven, not every contact with this office by a staff member or a citizen takes the form of a complaint.

**TABLE 2**

**Citizen and Staff Inquiries**

	<b>2012-2013</b>	<b>2013-2014</b>
Citizen:	440	499
Staff:	48	70
<b>Total:</b>	<b>488</b>	<b>569</b>

### III. COMPLAINTS

The [Complaint Protocol](#) sets out the procedure to follow for informal or formal complaints. Informal complaints are resolved by letter, discussion or meetings without engaging the formal process or requiring a report to Council. In contrast, formal complaints are brought by way of sworn affidavit under Part B of the [Complaint Protocol](#). City Council has the responsibility of considering and imposing appropriate sanctions or remedies where it finds that a breach of the *Code of Conduct* has taken place.

**TABLE 4**

**Complaints Received  
July 1, 2013 to June 30, 2014**

	<u>2012- 2013</u>	<u>2013-2014</u>
Formal Complaints Received:	16	17
Informal Complaints Received:	51	124
<b>Total Complaints Received:</b>	<b>67</b>	<b>141</b>

The disposition and source of formal complaints received during the last reporting period are shown in Tables 5 and 6.

**TABLE 5**

**Status of Formal Complaints:  
July 1, 2013 to June 30, 2014**

	<u>2012 – 2013</u>	<u>2013-2014</u>
Rejected as Beyond Jurisdiction	1	3
Dismissed on the Merits	4	10
Sustained and Reported to Council	3	3
Settled, Withdrawn or Abandoned	--	--
Rejected as Frivolous or Vexatious, Made in Bad Faith or Without Substance	3	--
Still Under Investigation/Deferred	12	10
<b>Total:</b>	<b>23</b>	<b>26</b>

**TABLE 6**

**Source of Formal Complaints Received During Reporting Period  
July 1, 2013 to June 30, 2014**

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Complaints by Staff:	--	1
Complaints by Members of the Public:	15	14
Complaints by Members:	1	1
References from Council:	--	1
<b>Total:</b>	<b>16</b>	<b>17</b>

**TABLE 7**

**Formal Complaints Received During Reporting Period  
July 1, 2013 – June 30, 2014  
By Office**

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<b>Complaints About:</b>		
Members of Council and Mayor	15	16
Members of Local Boards	1	1
Members of Adjudicative Boards		
<b>Total Complaints Received:</b>	<b>16</b>	<b>17</b>

#### IV: WEBSITE VISITS

In addition to receiving direct requests for advice and information, the [Integrity Commissioner's website](#) continues to be visited. The website provides viewers with access to the *Code of Conduct*, City protocols and policies, annual reports to Council and information for officials. The following table shows activity for our web site during the reporting period.

<b>Month</b>	<b>Visits</b>	<b>Views</b>
Jul-13	836	1196
Aug-13	632	1019
Sep-13	526	749
Oct-13	718	935
Nov-13	1532	1866
Dec-13	484	613
Jan-14	439	568
Feb-14	490	620
Mar-14	609	780
Apr-14	554	710
May-14	538	737
Jun-14	597	733