

**Summary of Activities of the Office of the Integrity Commissioner
July 1, 2014 – June 30, 2015**

A. Work of the Office: Statistical Breakdown

I. Advice

During this reporting period, members of Council and Board members received advice via telephone, in writing or in person. Advice includes request for information, specific application of circumstances to the Code of Conduct or City policies and referrals to other sources.

Table 1 - Members of Council and Members of Local/Adjudicative Boards who sought advice

| | 2013-2014 | 2014-2015 |
|--------------------------------------|-----------------|-----------------|
| Members of Council | 45 ¹ | 43 ² |
| Members of Local/Adjudicative Boards | | 4 |
| Total | 45 | 47 |

Table 2 - Advice Sought and Provided

| | 2013-2014 | | 2014-2015 |
|--------------------------------------|-----------------|-----------------------|------------------------------|
| | Informal Advice | Formal Written Advice | Advice Provided ³ |
| Members of Council | 158 | 31 | 193 |
| Members of Local/Adjudicative Boards | | | 4 |
| Total | 189 | | 197 |

¹ In previous annual reports, the total number of Members of Council and Members of Local Adjudicative Boards were combined for reporting purposes.

² This statistic reflects three former Members of Council as the reporting period includes the pre and post election timeframe.

³ For previous reporting periods, a distinction has been drawn between formal and informal advice. With the proliferation of email communication, this distinction has become more difficult to discern. From this reporting period forward, all requests for advice will be tracked under the single category of "Advice Provided"

II. Policy Development, Outreach and Education 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 2014

- August 25, 2014 – Presentation to Downtown Yonge Business Area
- October 6 to 15, 2014 – Mentoring University of Toronto student on project research regarding Code of Conduct policies
- October 10, 2014 – "The Code of Conduct and the Roles of the Integrity Commissioner" - Cluster C SMT Direct Reports Meeting
- October 22, 2014 – "Code of Conduct and Lobbying Bylaw for Toronto/Conducting Conflict of Interest Investigations" – Meeting with Linda Gehrke, Lobbyist Registrar and Rose Gill Hearn, former Commissioner of Investigations for New York City
- October 23, 2014 – "The Role of the Integrity Commissioner at the City of Toronto" presentation to the Municipal Commission for Discipline Inspection and Supervision Bureau, Beijing, China
- November 19, 2014 – "The Role of the Integrity Commissioner at the City of Toronto: At the Ten Year Mark" presentation to McLaughlin College at York University
- November 24, 2014 – "The Role of the Integrity Commissioner at the City of Toronto" presentation to the Privileges and Ethics Standing Committee of the Gauteng Provincial Legislature, South Africa
- November 25, 2014 – "Accountability Framework Overview" presentation for Newly Elected Members of Council
- November 25, 2014 – Canadian Centre for Ethics and Corporate Policy 25th Anniversary Reception
- December 2 and 12, 2014 – "Accountability Framework Overview and Code of Conduct" Joint presentation with the Office of the Lobbyist Registrar for the Mayor's Staff

Winter Activities 2015

- February 13, 2015 – Discussions with Counsel to the Manitoba Law Reform Commission regarding a project to reform the Manitoba *Municipal Conflict of Interest Act*
- February 26, 2015 – "Role of the Integrity Commissioner" presentation to the Board of Management of the Swansea Town Hall

- March 3, 2015 – "Role of the Integrity Commissioner" presentation to the Board of Management of the Downtown Yonge Business Improvement Area
- March 4, 2015 – "Role of the Integrity Commissioner in the Accountability Framework" presentation to Councillor Davis' staff
- March 18, 2015 – Discussions with the representation of the City of Calgary, Alberta regarding the role and function of the Office of the Integrity Commissioner

Spring/Summer Activities 2015

- May 28, 2015 – Hosted the Annual Municipal Integrity Commissioners of Ontario Meeting ("MICO")
- June 9, 2015 – "Ethical Framework" Presentation to staff of members of Council
- June 18, 2015 – Attended the Municipal Legislation Review Consultation session hosted by the Ministry of Municipal Affairs and Housing.

III. Inquiries from Citizen, Staff and Media

The Office handles request for information from staff, citizens and the media about topics such as how to make a complaint, delivery of complaints through the formal and informal procedures, information about the Code of Conduct, and where appropriate, referrals to other offices and institutions. Although some calls and correspondence are complaint driven, not every contact with this Office takes the form of a complaint. These conversations are an important component of the work of the Office and should be viewed as part of the outreach mandate of the office.

Table 3 - Intake Inquiries

| | 2013-2014 | 2014-2015 |
|--------------|------------|------------|
| Citizens | 499 | 437 |
| Staff | 70 | 62 |
| Total | 569 | 499 |

IV. Complaints

The Complaint Protocol sets out the procedure to follow for informal and 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 filed 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 occurred.

Table 4 - Complaints Received July 1, 2014 to June 30, 2015

| | 2013-2014 | 2014-2015 |
|-------------------------|------------|------------|
| Informal Complaints | 124 | 277 |
| Formal Complaints | 17 | 40 |
| Total Complaints | 141 | 317 |

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

Table 5 - Status of Formal Complaints

| | 2013-2014 | 2014-2015 |
|--|-----------|-----------|
| Rejected as beyond jurisdiction | 3 | 9 |
| Dismissed on Merits | 10 | 3 |
| Sustained and Reported to Council | 3 | 4 |
| Settled, Withdrawn or Abandoned | -- | 2 |
| Rejected as Frivolous/Vexatious/Made in Bad Faith or Without Substance | -- | -- |
| Still Under Investigation/Deferred | 10 | 32 |

Table 6 - Source of Formal Complaints Received During the Reporting Period July 1, 2014 to June 30, 2015

| | 2013-2014 | 2014-2015 |
|-------------------------|-----------|-----------|
| Staff | 1 | 0 |
| Members of Public | 14 | 39 |
| Members of Council | 1 | 1 |
| References from Council | 1 | 0 |
| Total: | 17 | 40 |

Table 7 - Formal Complaints Received During Reporting Period July 1, 2014 to June 30, 2015 By Office

| | 2013-2014 | 2014-2015 |
|---|-----------|-----------|
| Members of Council | 16 | 39 |
| Members of Local Boards/Adjudicative Boards | 1 | 2 |
| Total: | 17 | 40 |

V. Website Visits and Views⁴

In addition to receiving direct requests for advice and information, the Office of the Integrity Commissioner's website continues to be visited. The website provides visitors 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 the web site during the reporting period.

Table 8 - Web Site Analytics

| | Visits | | Views | |
|-----------|-----------|-----------|-----------|-----------|
| | 2013-2014 | 2014-2015 | 2013-2014 | 2014-2015 |
| July | 836 | 1832 | 1196 | 4007 |
| August | 632 | 877 | 1019 | 1856 |
| September | 526 | 1271 | 749 | 3088 |
| October | 718 | 1283 | 935 | 3022 |
| November | 1532 | 959 | 1866 | 2167 |
| December | 484 | 1778 | 613 | 3282 |
| January | 439 | 3291 | 568 | 5637 |
| February | 490 | 736 | 620 | 1795 |
| March | 609 | 855 | 780 | 2283 |
| April | 554 | 842 | 710 | 2215 |
| May | 538 | 1454 | 737 | 3131 |
| June | 597 | 748 | 733 | 2081 |

⁴ A visit is a series of page views, beginning when a visitor's browser requests the first page from the internet server, and ending when the visitor leaves the site or remains idle beyond the idle-time limit. A view is a page view that is displayed by a browser. [Web trends Glossary, page 58](http://insideto.toronto.ca/itweb/computertraining/pdf/WebTrendsInDepthGuide.pdf) (<http://insideto.toronto.ca/itweb/computertraining/pdf/WebTrendsInDepthGuide.pdf>)