

---

---

# **Review of the Functions of the Accountability Offices for the City of Toronto**

**Lorne Sossin**

**Presented to Toronto City Council**

**December 9, 2015**

---

---

---

---

# City Council Direction

- City Council motion
  - Independent review of the functions of the Accountability Offices:
    - Auditor General, Integrity Commissioner, Lobbyist Registrar and Ombudsman offices
  - Report on findings and recommendations on whether any of the functions of the Accountability Offices should be combined or delivered in a multiple role
- 
-

---

---

# City Council Motion

City Council direct that an external review of the four Accountability Officers' operations focusing on the legal, technical and process implications of appointing Officers in a combined or multiple role be conducted by a third party with demonstrable experience and expertise in independent oversight, accountability, and should take into account best practices in other jurisdictions, both nationally and internationally, such review to consider and make recommendations on all options including maintaining the status quo, combining functions and/or any other changes that will strengthen the functions, keeping improved service to the public uppermost.

---

---

---

---

# Outline of the Review

1. What opportunities or constraints for combined or multiple roles for Toronto's Accountability Offices emerge from the legal landscape?
  2. What opportunities or constraints for combined or multiple roles for Toronto's Accountability Offices emerge from the administrative landscape?
- 
-

---

---

# Outline of the Review

(continued)

3. What can be learned from the literature and expert perspectives on Accountability Offices and the experience of other jurisdictions in developing their accountability infrastructure?
  4. In light of the legal context, the literature and the experience with respect to Toronto's Accountability Offices, how can the functions of the Accountability Office be strengthened and service to the public improved?
- 
-

---

---

# Key Findings

- Toronto's Accountability Framework remains the leading structure of municipal government oversight in Canada, and among the leaders globally
  - Toronto's Accountability Offices are efficient and effective
    - Significant degree of shared resources and coordination
  - Opportunities exist to strengthen the functions of the Accountability Offices and improve service to the public
- 
-

---

---

# Recommendations

Opportunities for improvements:

1. Centralized Open City Hotline
  2. Greater coordination and collaboration - through a four-way Memorandum of Understanding (MOU)
  3. Combining certain AO functions with the objective of achieving greater effectiveness and efficiency
- 
-

---

---

# Recommendation #1

## Centralized Open City Hotline

- Receive anonymous tips alleging not only fraud and waste but also wrongdoing, unfairness or unethical activity of any kind
  - Hotline would capture and disseminate complaints to the appropriate Accountability Office or City official
  - **No change to each Accountability Office's intake and related protocols**
- 
-



---

---

## Recommendation #2

# Greater Coordination and Collaboration

- New or enhanced MOU among the four Accountability Offices
    1. Joint education and training
    2. Enhance communications
    3. Sharing information for concurrent investigations
    4. Sharing of administrative, technical and professional resources with each other and with the City
- 
-

---

---

## Recommendation #3

# Combined Functions of the Lobbyist Registrar and the Integrity Commissioner

- Appointing the same individual as Integrity Commissioner and Lobbyist Registrar
  - **Not a merger of the two offices**
- 
-

---

---

# **Review of the Functions of the Accountability Offices for the City of Toronto**

**Lorne Sossin**

**Presented to Toronto City Council**

**December 9, 2015**

---

---