

Ombudsman Toronto Report: An Investigation into the Toronto Transit Commission's Oversight of its Transit Enforcement Unit

Date: April 20, 2017
To: City Council
From: Susan E. Opler, Ombudsman
Wards: All

SUMMARY

Pursuant to section 170(2) of the *City of Toronto Act, 2006* (COTA), Ombudsman Toronto has concluded an investigation into the Toronto Transit Commission's oversight of its Transit Enforcement Unit. We hereby table the report with City Council for its April 2017 session.

RECOMMENDATIONS

The Ombudsman recommends that:

- City Council adopt Ombudsman Toronto's report and in so doing, request that the Toronto Transit Commission implement all of the recommendations.

FINANCIAL IMPACT

This report has no financial impact.

DECISION HISTORY

The investigation was conducted pursuant to section 171(1) of COTA, which empowers the Ombudsman to investigate any decision, recommendation, act or omission in the course of the administration of the City or many of its agencies, corporations or adjudicative bodies. This function is conferred and exercised independently of Toronto City Council and of the City administration.

COMMENTS

Ombudsman Toronto's Investigation Report contains 26 recommendations, all of which have been agreed to by the Toronto Transit Commission.

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SIGNATURE

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ATTACHMENTS

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