

## **Ombudsman Toronto 2017 Annual Report**

**Date:** April 17, 2018

**To:** City Council

**From:** Susan E. Opler, Ombudsman

**Wards:** All

### **SUMMARY**

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Pursuant to section 173(2) of the *City of Toronto Act, 2006* and the *Toronto Municipal Code*, Chapter 3, the Ombudsman is required to submit an annual report on the activities of her office directly to City Council.

### **RECOMMENDATIONS**

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The Ombudsman recommends that:

- City Council receive the Ombudsman Toronto 2017 Annual Report for information.

### **FINANCIAL IMPACT**

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This report has no financial impact.

### **DECISION HISTORY**

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This is Ombudsman Toronto's ninth annual report, reflecting the office's work from January 1, 2017 to December 31, 2017. The report reflects the work done by the office during the first full year since the current Ombudsman, Susan E. Opler, assumed her role on September 19, 2016.

### **COMMENTS**

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The position of Ombudsman was established by the Ontario Legislature through the *City of Toronto Act, 2006*. The Ombudsman is independent of the Toronto Public Service and an appointed officer of Toronto City Council. The Ombudsman's job is to

investigate complaints and concerns about the administration of City government, including the work of its agencies, corporations and local boards.

In 2017, the Ombudsman and her small team handled 1,646 complaints. They issued 9 public reports containing 65 recommendations improving how the City of Toronto serves people. They also consulted on 18 City projects from the perspective of administrative fairness, and conducted 100 stakeholder outreach sessions.

The Ombudsman Toronto 2017 Annual Report contains the following sections:

- From the Ombudsman (introductory message)
- Vision, Mission, Values
- Our Team
- Administrative Fairness
- What We Oversee
- How We Work
- Complaint Process
- Key Trends
- 2017 by the Numbers
- The Power of Our Voice
- Public Reports
- Case Stories
- Outreach
- Financials
- Feedback

## **CONTACT**

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Susan E. Opler  
Ombudsman  
Tel: 416-392-7061  
Email: [susan.opler@toronto.ca](mailto:susan.opler@toronto.ca)

## **SIGNATURE**

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(Original signed)

Susan E. Opler  
Ombudsman

## **ATTACHMENTS**

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