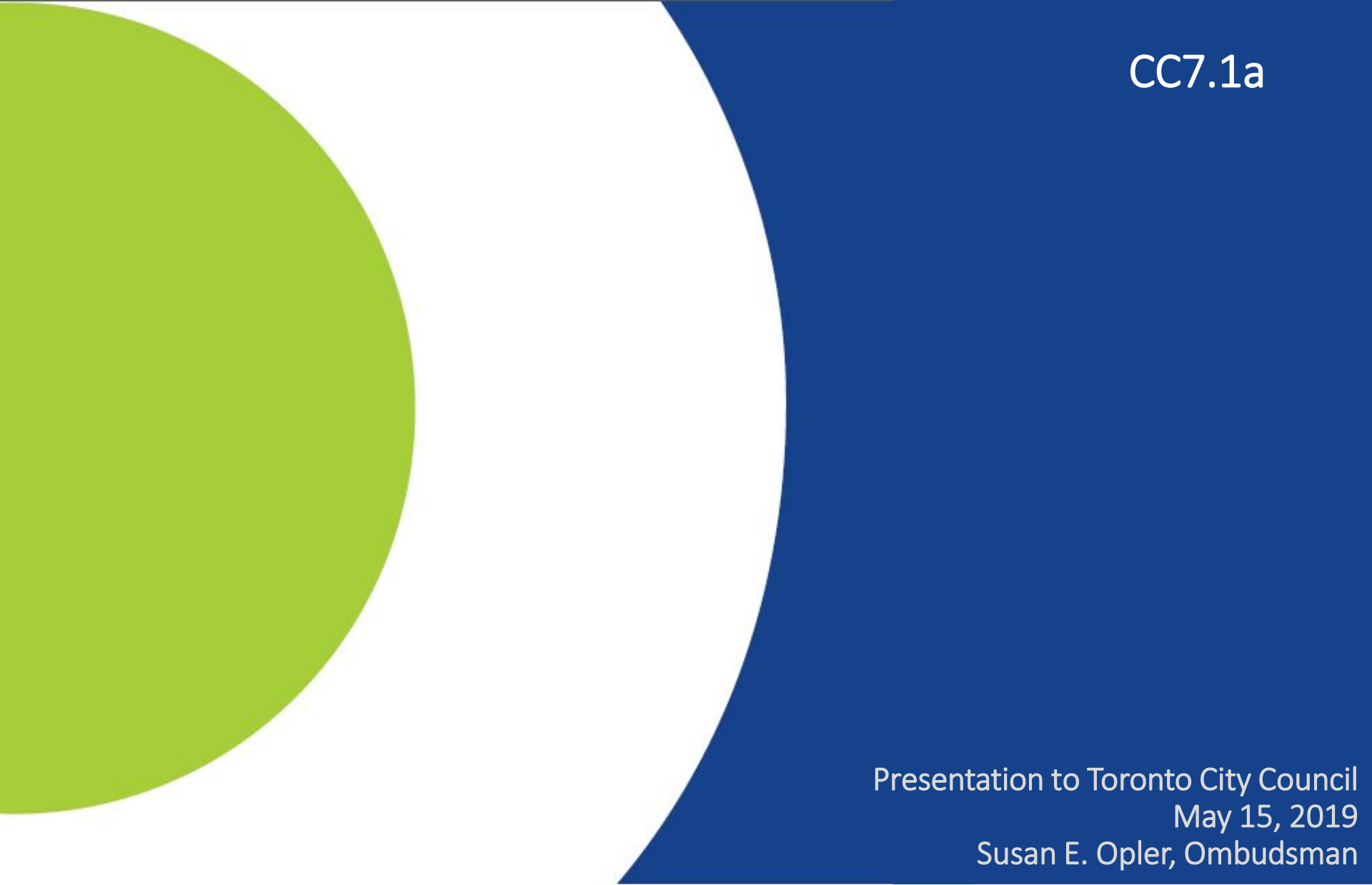
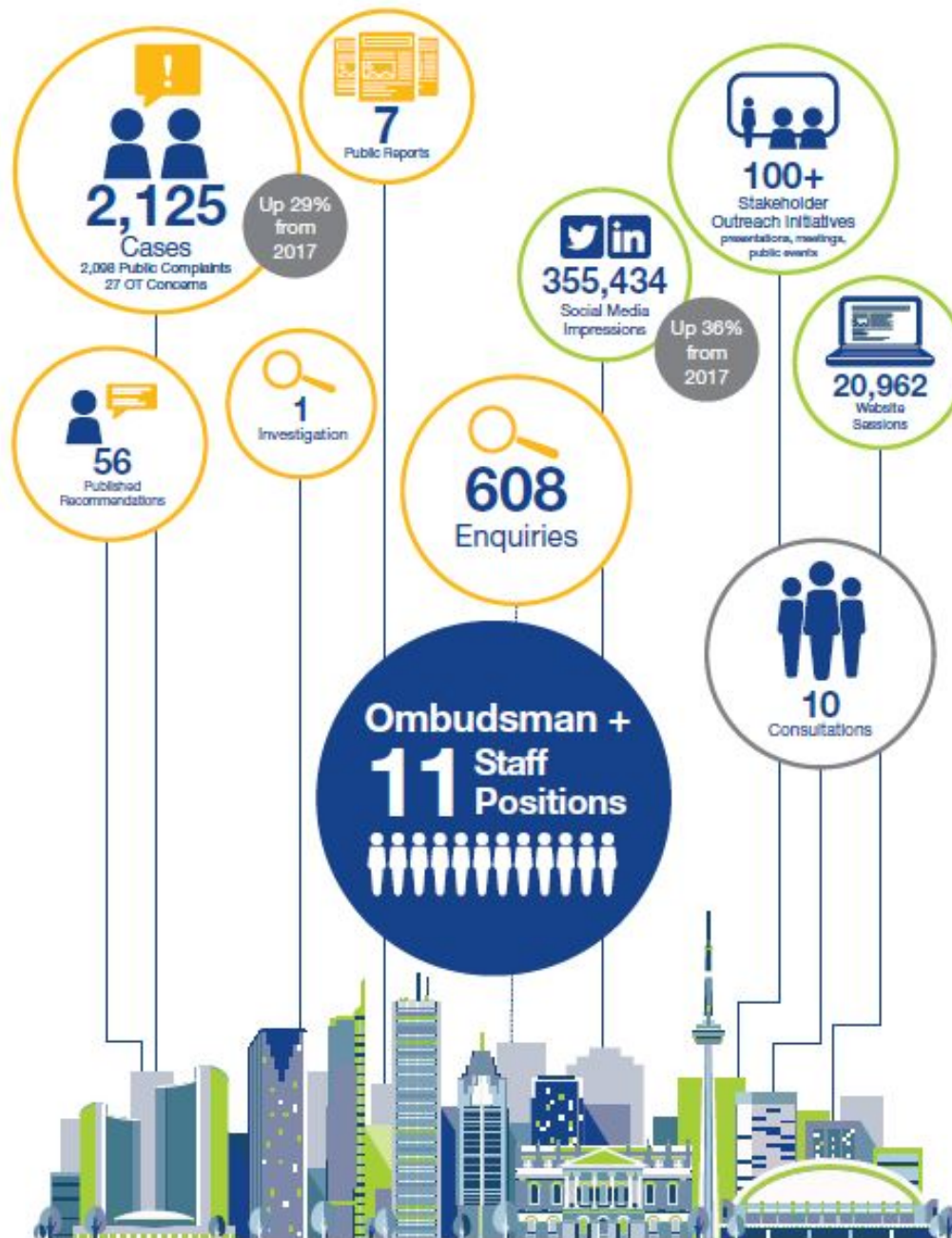




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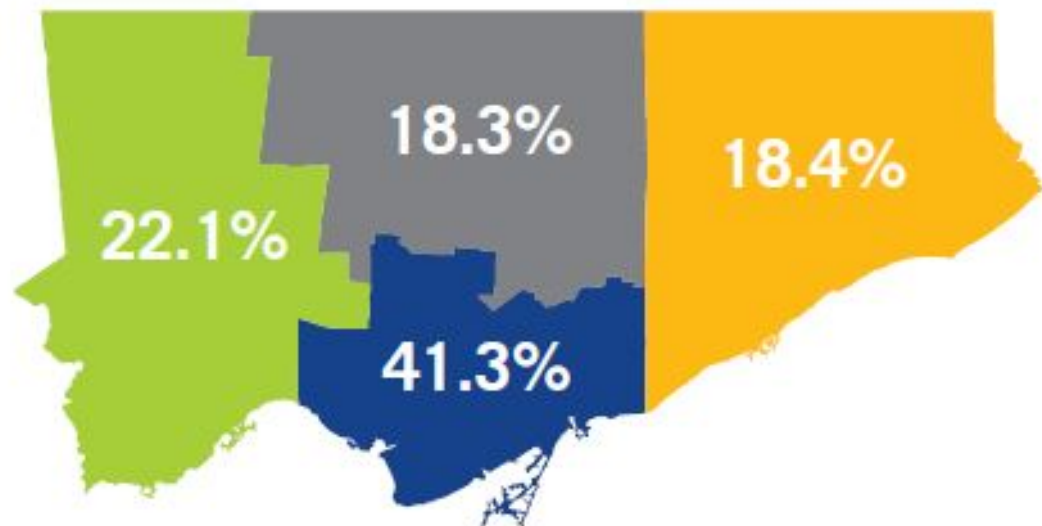
Presentation to Toronto City Council
May 15, 2019
Susan E. Opler, Ombudsman

2018 Annual Report

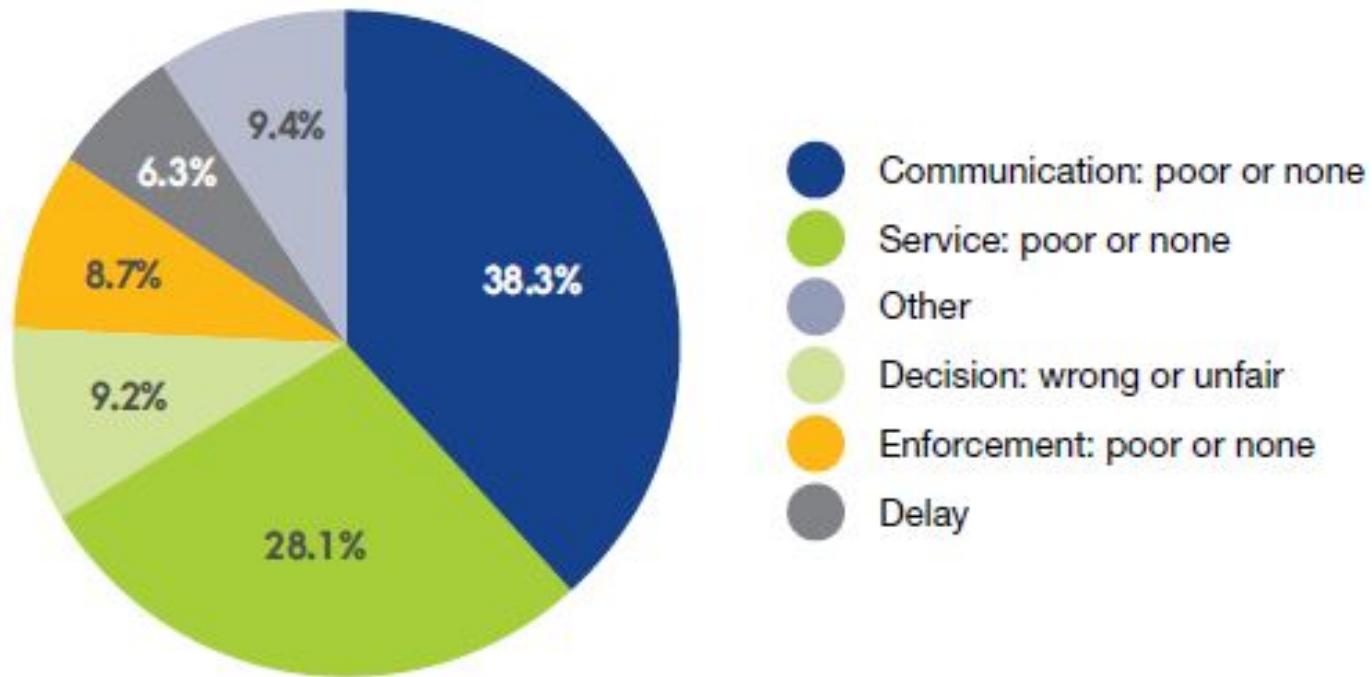


Who We Heard From

- Toronto and East York
- Etobicoke York
- Scarborough
- North York



What We Found: Fairness Problems



Our Approach: Standing Up For Fairness



2018 Investigations and Enquiries: Our Impact

- Overhaul of a broken transfer process for Toronto Community Housing tenants
- Improved communication, coordination and conditions for the City's Respite sites for people experiencing homelessness
- Better monitoring and enforcement of Section 37 agreements with developers
- Harmonizing the rules for front-yard parking



A Decade of Listening, Investigating, Improving City Services

15,000+ complaints

950+ Investigations and Enquiries

450+ Published recommendations to improve
how the City serves people





Ombudsman
Toronto

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