



REPORT FOR ACTION

Ombudsman Toronto 2019 Annual Report

Date: June 17, 2020

To: City Council

From: Susan E. Opler, Ombudsman

SUMMARY

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

The Ombudsman recommends that:

City Council receive the Ombudsman Toronto 2019 Annual Report for information.

FINANCIAL IMPACT

This report has no financial impact.

DECISION HISTORY

This is Ombudsman Toronto's eleventh annual report, detailing the work of the Ombudsman and her team to improve fairness in City services and administration. The report highlights the office's work from January 1, 2019 to December 31, 2019.

COMMENTS

The provincial *City of Toronto Act, 2006* requires Toronto to have an Ombudsman. The Ombudsman is independent of the Toronto public service and is an appointed officer of Toronto City Council. The Ombudsman's role is to investigate complaints and concerns about the administration of City government, including the work of its agencies, corporations and local boards.

In 2019, the Ombudsman and her small team handled 2319 cases (an increase of 9% from 2018). The office issued 4 public reports containing 29 formal recommendations to improve how the City of Toronto serves people, and followed up on 87 previous recommendations. Further, they consulted on 14 City projects, offering the perspective of administrative fairness. They also met with community groups large and small, throughout the City.

The Ombudsman Toronto 2019 Annual Report contains the following sections:

Vision, Mission, Values
Message from the Ombudsman
Team
What You Can Expect from your City Government
Ombudsman Toronto's Role
2019 By the Numbers
Public Reports
Case Stories
Because of Ombudsman Toronto
Consultations
Outreach
Teaching and Learning
Recognition

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SIGNATURE

(Original signed)

Susan E. Opler
Ombudsman

ATTACHMENTS

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