



Presentation to
Toronto City Council
July 29, 2020

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2019 ANNUAL REPORT



Ombudsman
Toronto

Listening. Investigating. Improving City Services.

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Message from the Ombudsman

Six for the Six: Advice for Toronto's Public Service

- 1. THINK ABOUT HOW YOU MAKE PEOPLE FEEL.**
- 2. LISTEN, AND TRY TO UNDERSTAND.**
- 3. TRUST MEMBERS OF THE PUBLIC AND BE OPEN WITH INFORMATION THEY NEED.**
- 4. BE NICE AND TRY TO HELP.**
- 5. EMPATHIZE. IMAGINE WHAT IT'S LIKE TO BE THE PERSON YOU ARE SERVING.**
- 6. FIGHT INSTITUTIONAL INDIFFERENCE. TREAT EACH PERSON LIKE A PERSON, NOT A NUMBER.**



2019 By The Numbers

Staff: Ombudsman + 11

Cases handled: 2,319 (up 9.1% from 2018)

Public reports: 4

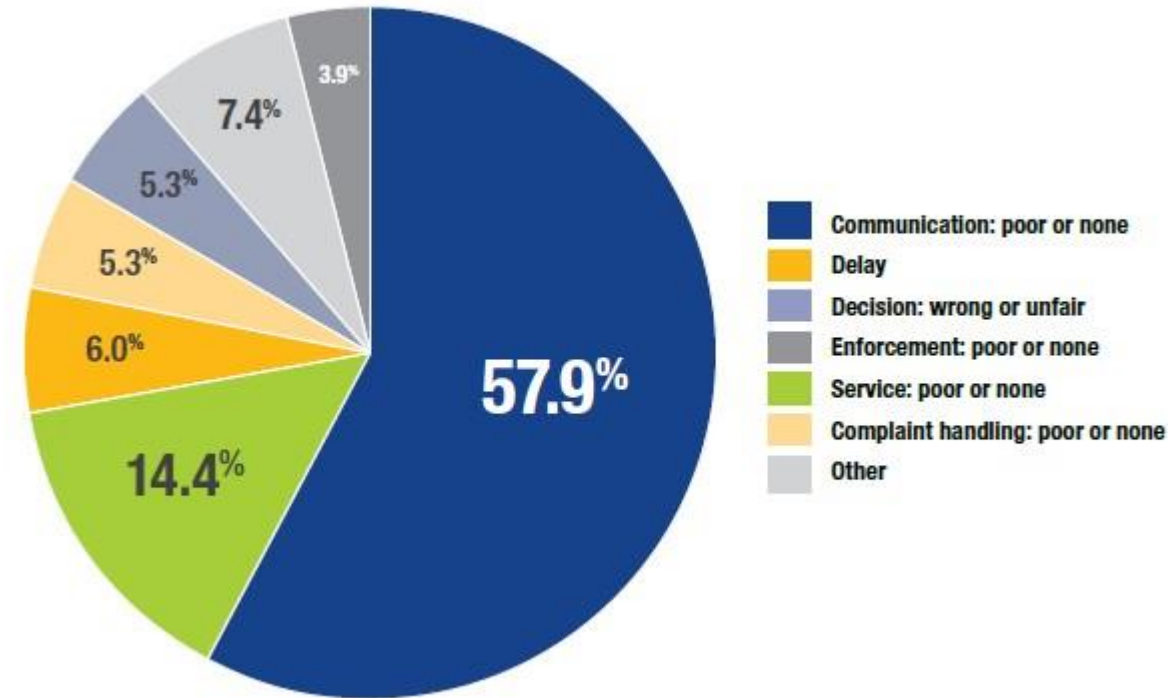
Cases closed within 30 days: 74.8%

Consultations with City staff: 14

Formal recommendations made: 29

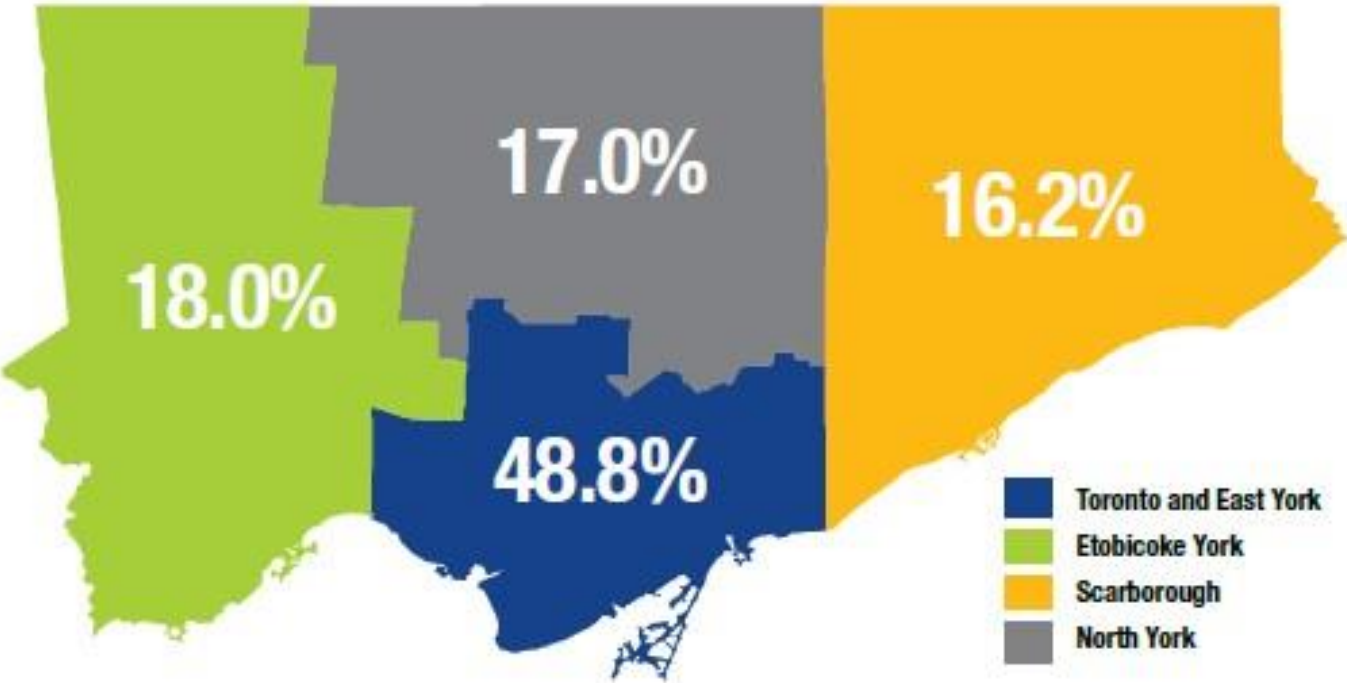
Formal recommendations followed-up on: 87

What We Found: Fairness Problems



Who We Heard From

Complaints Per 100,000 People



Because of Ombudsman Toronto

- ❑ The TTC is completely redesigning its oversight of Transit Fare Inspectors, including improved public complaints and investigations processes.
- ❑ The TTC is working on a system-wide anti-racism strategy.
- ❑ Respite services for people experiencing homelessness now have service standards and are better coordinated and communicated.
- ❑ TCHC revised its tenant complaint process and made information about it available to tenants on its website, including a helpful “Complaints?” button.



Because of Ombudsman Toronto

- ❑ TCHC Board and Committee meetings are more transparent, thanks to a YouTube archive of all meetings.
- ❑ The TTC is improving its training and resources for special constables on how to respond to mental health concerns.
- ❑ The City is developing an organization-wide approach to fair outcomes for difficult to manage public interactions and complaints.
- ❑ The City Manager's office is reviewing City complaints processes to make them more effective.





**WE MAKE
TORONTO
BETTER.**



Ombudsman Toronto

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Services.**

