

Ombudsman Toronto 2020 Annual Report

Date: April 27, 2021

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 2020 Annual Report for information.

FINANCIAL IMPACT

This report has no financial impact.

DECISION HISTORY

This is Ombudsman Toronto's twelfth 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, 2020 to December 31, 2020.

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 2020, the Ombudsman and her small team handled 2,429 cases (an increase of 4.7% from 2019; 57.2% up from five years ago). The office issued 4 public reports containing 11 formal recommendations to improve how the City of Toronto serves people and monitored 160 previous recommendations.

Further, Ombudsman Toronto offered Consultations on 14 City projects, providing the perspective of administrative fairness. The Ombudsman and her team also met with community groups large and small throughout the City, increasing their outreach activities by 25% from 2019.

CONTACT

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SIGNATURE

(Original signed)

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Ombudsman

ATTACHMENTS

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