

Ombudsman Toronto 2022 Annual Report

Date: May 3, 2023

To: City Council

From: Kwame Addo, 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 his office directly to City Council.

RECOMMENDATIONS

The Ombudsman recommends that:

City Council receive the Ombudsman Toronto 2022 Annual Report for information.

FINANCIAL IMPACT

This report has no financial impact.

DECISION HISTORY

This is Ombudsman Toronto's 14th annual report, detailing the work of the Ombudsman and his team to improve fairness in City services and administration. The report highlights the office's work from January 1, 2022 to December 31, 2022.

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.

Ombudsman Toronto handled more than 3,500 complaints from the public in 2022 — a 28% increase from the previous year. This represents the largest increase in complaints to the office in a given year. Despite this increase, Ombudsman Toronto worked efficiently, resolving 90% of complaints within 30 days. In addition to its complaint handling work, Ombudsman Toronto released an interim report into its investigation into the City's clearing of encampments in parks and signed an MOU with the Toronto Police Service and Toronto Police Services Board giving Ombudsman Toronto the authority to investigate the fairness of their policies and procedures. The office also continued its commitment to outreach and engagement, increasing its public education activities by 24% from the previous year.

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SIGNATURE



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Ombudsman

ATTACHMENT

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