



SUBJECT: Renewal of Ombudsman agreement

TO: Committee of the Whole

FROM: Clerks Department

Report Number: CL-21-17

Wards Affected: All

File Numbers: 110-04

Date to Committee: November 27, 2017

Date to Council: December 11, 2017

Recommendation:

Authorize the City Solicitor to negotiate a renewal agreement with ADR Chambers for the provision of Ombudsman services to the City of Burlington for an additional term as set out in clerks department report CL-21-17; and

Direct the City Clerk to prepare the necessary by-law to re-appoint ADR Chambers as Ombudsman for the City of Burlington as set out in clerks department report CL-21-17.

Purpose:

- An Engaging City
 - Good Governance
-

Background and Discussion:

Under sections 223.13-223.18 of the *Municipal Act, 2001* (the Municipal Act), an Ombudsman may be appointed to investigate any decision or recommendation made or act done or omitted in the course of the administration of the municipality, and a municipality may extend the Ombudsman's jurisdiction to include municipally-controlled corporations. Accordingly, ADR Chambers was appointed as the Ombudsman for the City of Burlington through Legal report L-31-15 and By-Law number 114-2015, for a two-year period to conclude December 31, 2017.

ADR Chambers has acted as the City of Burlington's Ombudsman since January 1, 2016. Upon receipt of a request, the Ombudsman may investigate any decision or recommendation made or act done or omitted in the course of the administration of the municipality, following the exhaustion of the City's own formal and informal processes for review and complaint. ADR Chambers also provides Ombudsman services for the Town of Milton, Town of Oakville and the Region of Halton.

ADR Chambers submitted a report to Council in April 2017 summarizing its activities for the calendar year 2016. A further report summarizing its activities for the calendar year 2017 is expected in the first quarter of the coming year.

Financial Matters:

ADR Chambers is paid a monthly retainer fee, the annual cost of which is \$12,000.00. If ADR Chambers commences an investigation, additional fees for service may be incurred.

Total Financial Impact

Other than the payment of the monthly administrative support fee, the financial implications of this recommendation are unknown at this time as such implications will be dependent upon the number of requests for investigations that be may be received.

Conclusion:

Staff are satisfied with the performance of ADR Chambers and are recommending that the appointment of ADR Chambers as the City of Burlington's ombudsman be extended for an additional two-year term, to commence January 1, 2018 and conclude December 31, 2019.

Respectfully submitted,

Angela Morgan

City Clerk

905-335-7600 ex 7702

Appendices:

- A. By-law XX-2017 extending the appointment of ADR Chambers as the City of Burlington's Ombudsman for an additional two-year term.

Report Approval:

All reports are reviewed and/or approved by Department Director, Director of Finance and Director of Legal. Final approval is by the City Manager.