



SUBJECT: Investigation report from Burlington Ombudsman

TO: Corporate Services, Strategy, Risk & Accountability Cttee.

FROM: Clerks Department

Report Number: CL-05-20

Wards Affected: All

File Numbers: 110-03

Date to Committee: February 13, 2020

Date to Council: February 24, 2020

Recommendation:

Receive the investigation report from ADR Chambers, Ombudsman for the City of Burlington.

PURPOSE:

An Engaging City

- Good Governance

Vision to Focus Alignment:

- Deliver customer centric services with a focus on efficiency and technology transformation
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Background and Discussion:

The Public Sector and MPP Accountability and Transparency Act came into force on January 1, 2016. This legislation expanded the function of the provincial Ombudsman to include investigation of decisions or recommendations with respect to the administrative acts of a municipality. The Municipal Act allows a municipality to appoint an Ombudsman to have the same responsibility for conducting investigations with respect to these administrative acts of the municipality. In January 2016, Council appointed ADR Chambers as the Ombudsman for the City of Burlington. The procedures for the process indicate that any investigative reports with recommendations

need to be considered by Council. Appendix A is an investigation report from ADR chambers with an outline of recommendations. Appendix B is a memo from the building department outlining their plan of action to address the recommendations contained in the Ombudsman's report.

Financial Matters:

The administrative fee for ADR Chambers is \$1,000 per month. There are additional costs for investigations.

Enterprise Risk:

Not applicable.

Conclusion:

This report transmits the investigation report from ADR Chambers and staff's response.

Respectfully submitted,

Angela Morgan

City Clerk

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Appendices:

- A. Investigation report from ADR Chambers
- B. Response from building department

Report Approval:

All reports are reviewed and/or approved by Department Director, the Chief Financial Officer and the Executive Director of Legal Services & Corporation Council. Final approval is by the City Manager.