

OMBUDSMAN ONTARIO

The Ombudsman is an Officer of the Legislature who submits his reports directly to the Legislative Assembly. The Ombudsman's mandate is set out in the *Ombudsman Act*. The Ombudsman publishes an Annual Report as required by the Act, as well as special reports throughout the year on systemic investigations conducted by the Special Ombudsman Response Team.

The Ombudsman investigates complaints about the administration of Ontario's provincial governmental organizations and makes recommendations to improve government policy, programs and services. The Ombudsman can investigate both individual and systemic complaints brought forward by members of the public, Members of Provincial Parliament, and on his own initiative. The Ombudsman services are free of charge.

During the 2012/2013 fiscal year, the Ombudsman's Office experienced a 6% increase in its caseload, receiving over 19,700 complaints. We are on track to exceed this number for the 2013/2014 fiscal year. The Ombudsman's Office maintains a complement of 86 FTE's, 63 of which are members of the Canadian Office and Professional Employees union (COPE). The Office's current collective agreement expired March 31, 2013.

The Ombudsman also investigates citizens' complaints about closed municipal meetings pursuant to the *Municipal Act*, where no municipal investigator is in place. This additional jurisdiction was received in 2008 and was implemented using existing resources and with no resulting increase in the operating budget of the office. The Ombudsman also publishes an Annual Report on the Closed Meetings investigations conducted by his office, as well as special reports on individual investigations.

The Office of the Ombudsman maintains a high social media presence and individuals may contact the Office to lodge a complaint in person, in writing, via toll-free telephone, email, internet or using a mobile web application. The Office provides extensive information about its operations and specific investigations in both English and French, on its website at www.ombudsman.on.ca.

PROGRAM SUMMARY (\$)

VOTE	PROGRAM	Estimates 2013-14	Estimates 2012-13	Difference Between 2013-14 and 2012-13	Actual 2011-12
OPERATING EXPENSE					
2301	Ombudsman Ontario Program	11,288,100	11,159,300	128,800	10,773,758
TOTAL OPERATING EXPENSE TO BE VOTED		11,288,100	11,159,300	128,800	10,773,758
Total Operating Expense		11,288,100	11,159,300	128,800	10,773,758
Total Operating and Capital Including Consolidation and Other Adjustments (not including Assets)		11,288,100	11,159,300	128,800	10,773,758

OMBUDSMAN ONTARIO PROGRAM - VOTE 2301

The Ombudsman is an Officer of the Legislature who submits his reports directly to the Legislative Assembly. The Ombudsman's mandate is set out in the *Ombudsman Act*. The Ombudsman publishes an Annual Report as required by the Act, as well as special reports throughout the year on systemic investigations conducted by the Special Ombudsman Response Team.

The Ombudsman investigates complaints about the administration of Ontario's provincial governmental organizations and makes recommendations to improve government policy, programs and services. The Ombudsman can investigate both individual and systemic complaints brought forward by members of the public, Members of Provincial Parliament, and on his own initiative. The Ombudsman services are free of charge.

During the 2012/2013 fiscal year, the Ombudsman's Office experienced a 6% increase in its caseload, receiving over 19,700 complaints. We are on track to exceed this number for the 2013/2014 fiscal year. The Ombudsman's Office maintains a complement of 86 FTE's, 63 of which are members of the Canadian Office and Professional Employees union (COPE). The Office's current collective agreement expired March 31, 2013.

The Ombudsman also investigates citizens' complaints about closed municipal meetings pursuant to the *Municipal Act*, where no municipal investigator is in place. This additional jurisdiction was received in 2008 and was implemented using existing resources and with no resulting increase in the operating budget of the office. The Ombudsman also publishes an Annual Report on the Closed Meetings investigations conducted by his office, as well as special reports on individual investigations.

The Office of the Ombudsman maintains a high social media presence and individuals may contact the Office to lodge a complaint in person, in writing, via toll-free telephone, email, internet or using a mobile web application. The Office provides extensive information about its operations and specific investigations in both English and French, on its website at www.ombudsman.on.ca.

VOTE SUMMARY
(**\$**)

ITEM #	ITEM	Estimates 2013-14	Estimates 2012-13	Difference Between 2013-14 and 2012-13	Actual 2011-12
OPERATING EXPENSE					
1	The Ombudsman	11,288,100	11,159,300	128,800	10,773,758
TOTAL OPERATING EXPENSE TO BE VOTED		11,288,100	11,159,300	128,800	10,773,758
Total Operating Expense		11,288,100	11,159,300	128,800	10,773,758

OMBUDSMAN ONTARIO PROGRAM - VOTE 2301, cont'd

STANDARD ACCOUNTS CLASSIFICATION
(\$)

VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS	
	OPERATING EXPENSE	
2301-1	The Ombudsman	
	Salaries and wages	7,376,400
	Employee benefits	1,696,600
	Transportation and communication	593,000
	Services	1,373,200
	Supplies and equipment	248,900
	Total Operating Expense to be Voted	11,288,100
	Total Operating Expense for Ombudsman Ontario Program	11,288,100