

The Ombudsman releases his investigation into school busing issues, a municipality and more.

[View this email in your browser](#)



Twitter



Facebook



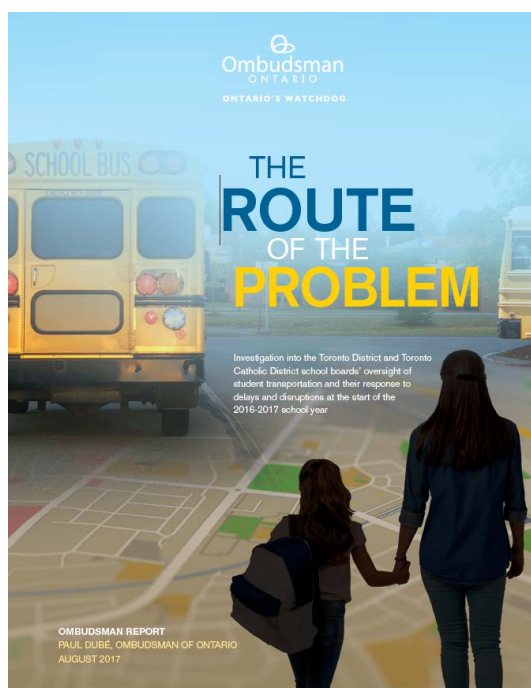
LinkedIn

TORONTO SCHOOL BOARDS ACCEPT OMBUDSMAN'S 42 RECOMMENDATIONS TO IMPROVE BUSING THIS FALL



THE ROUTE OF THE PROBLEM

On August 10, 2017, Ombudsman Paul Dubé released his investigation into the Toronto District and Toronto Catholic District school boards' oversight of student transportation and their response to delays and disruptions at the start of the



2016-2017 school year.

The Toronto and Catholic District School Boards and their transportation consortium accepted all 42 of the Ombudsman's recommendations.

- [Read the press release](#)
- [Read the facts and highlights](#)
- [Read the Ombudsman's remarks](#)
- [Watch the Ombudsman's press conference](#)

[Read the full report here](#)

In his first investigation involving school boards, which were recently added to the Ombudsman's mandate, Mr. Dubé details the chaos that erupted in early September 2016 amongst bus operators contracted by the Toronto District School Board and Toronto Catholic District School Board.

"My investigation found that, far from being unpredictable and beyond the control of the school boards and Toronto Student Transportation Group, the 2016 transportation disruptions were rooted in their actions and inactions before the start of the school year," Mr. Dubé writes. "They approached the issue of school busing with a sense of complacency and were unprepared when the crisis hit." [Read more.](#)

OMBUDSMAN IN THE NEWS

- [How Toronto school boards plan to fix potential school bus driver shortage](#) - CBC News
- [School boards blamed for bus problems that stranded thousands of students](#) - Toronto Star

- ['Communication failures' caused school bus crisis of 2016. Ontario ombudsman's report reveals](#) - CBC News
- [Toronto school bus chaos was avoidable: ombud](#) - Hamilton News



MUNICIPAL TRANSPARENCY

The Ombudsman recommended greater transparency in two municipalities this month. He called on [Brighton](#) council members to avoid conducting business through “serial phone calls or any other electronic means” after finding they broke the rules by “meeting” over the phone last March to discuss a potential land sale prior to a special meeting. [Read more.](#)

In a general investigation, the Ombudsman also found that the [Elliot Lake Residential Development Commission](#) violated the Elliot Lake Act,

2001 by failing to provide public notice of its meetings, and recommended that it amend its by-laws to provide explicitly for such notice. [Read more.](#)

OMBUDSMAN OUTREACH

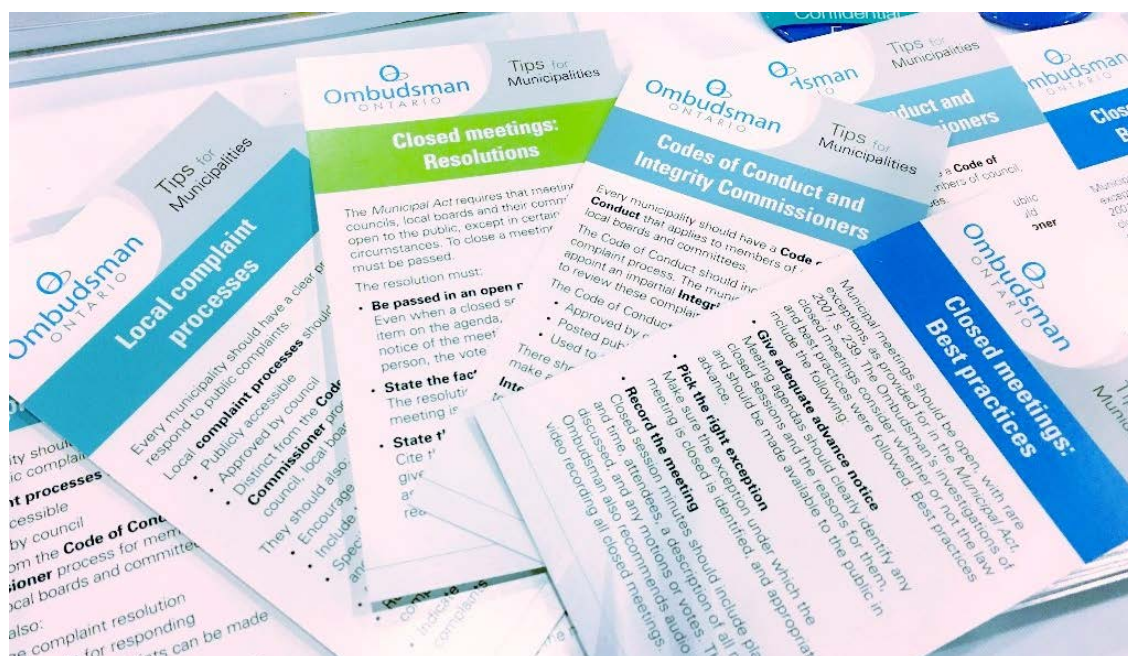
In August, the Ombudsman and staff attended the Association of Municipalities of Ontario's [2017 Annual Conference](#), where we also answered questions and provided helpful resources at our booth. You can find more information about about our work with municipalities [here](#).



SEE YOU IN SEPTEMBER!

The next month will be full of outreach events for our staff, giving us opportunities to reach out to our stakeholders and answer their questions. Ombudsman staff will be attending the [2017 Ontario East Municipal Conference](#) and the [Municipal Finance Officers' Association 2017 Annual Conference](#). Later in the month, staff will also be at the [2017 Association française des municipalités de l'Ontario Annual Conference](#) and the [2017 Northwestern Ontario Regional Conference](#).

We've created a new resource for municipalities. Find our tip cards at our booths or on our website.



Work with us!
Apply at
www.ombudsman.on.ca

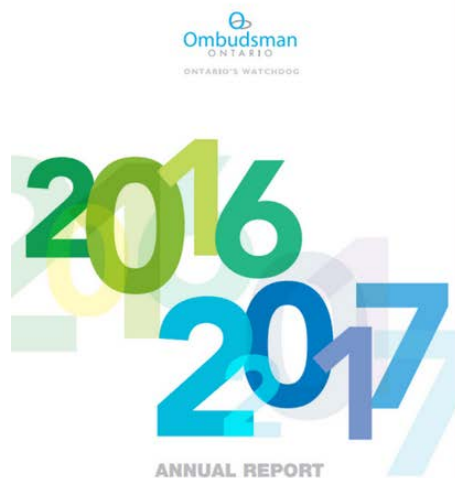


CAREERS WITH THE OMBUDSMAN

Are you looking for a fulfilling, dynamic career? Join our team and be part of the Ombudsman's Office. [Click here to learn more.](#)

CASE SUMMARY

A woman receiving ODSP came to us when her benefits were suspended. We helped her get them back. [Read more.](#)



MESSAGE MISTAKE

BROADER PUBLIC SECTOR CASES

We handle more than 21,000 complaints a year – most are about Ontario government bodies, but we now oversee municipalities, universities and school boards as well.

We recently surpassed 5,000 complaints about Ontario municipalities since they were added to our mandate as of Jan. 1, 2016. We also surpassed 7,000 total cases in our three “new” areas of jurisdiction – municipalities, universities & school boards.

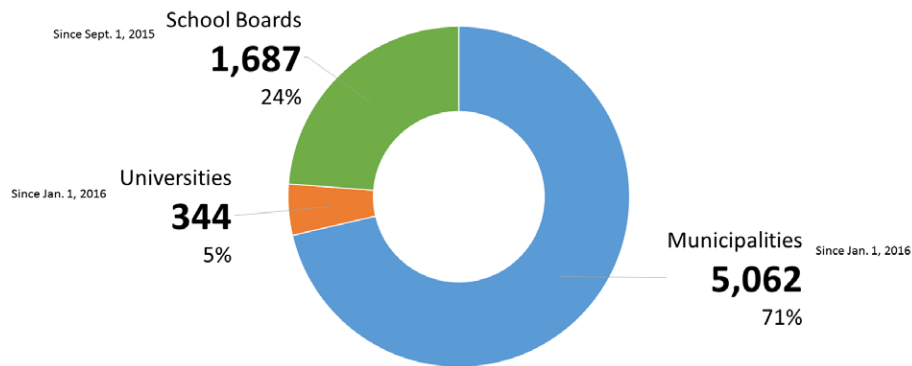
Here's a look at how those complaints break down:

Since Jan. 1 2016, we've dealt with 5,062 municipal & 344 university cases; since Sept. 1 2015, we've handled 1,687 school board cases.

[Learn more here](#)



Broader public sector complaints to date



[File a complaint or contact us here](#)

The Ombudsman is an independent officer of the Ontario legislature who conducts oversight of provincial government agencies and municipalities, universities and school boards. Ombudsman Paul Dubé began his five-year term on April 1, 2016.

Copyright © 2017 Ontario Ombudsman, All rights reserved.

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#)