

# B.2

## MOTION ON NOTICE

### 2. City of Vancouver - Independent Office of Ombudsperson

MOVER: Councillor Affleck

SECONDER: Councillor Ball

#### WHEREAS

1. The City of Vancouver believes in an empowered, engaged citizenry and an open, transparent City government;
2. The City of Vancouver has faced an unprecedented number of lawsuits from its citizens;
3. The City of Vancouver elected representatives are often contacted by citizens and groups frustrated by their dealings with the City.

THEREFORE BE IT RESOLVED THAT staff be directed to report back to Council on establishing an independent Office of the Ombudsperson in the City of Vancouver to resolve citizen disputes with the City;

FURTHER THAT the report shall examine global best practices and recommend options for the establishment of an Ombudsperson office, including funding, staffing and other details.

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