

Appendix D – Municipal Benchmarking Research re: Municipal Ombudsman Model

Municipality	Ombudsman Model	Estimated Annual Costs	When was the Municipal Ombudsman hired / contracted?	Reference
1. City of Burlington	Contracted service – ADR Chambers	Less than \$50k	December 2015	https://www.burlington.ca/en/your-city/office-of-the-ombudsman.asp
2. City of Cambridge	Ontario Ombudsman	N/A	N/A	https://www.cambridge.ca/en/learn-about/ombudsman.aspx
3. City of Guelph	Ontario Ombudsman	N/A	N/A	N/A
4. City of Hamilton	Ontario Ombudsman	N/A	N/A	N/A
5. City of Kitchener	Ontario Ombudsman	N/A	N/A	N/A
6. City of London	Ontario Ombudsman	N/A	N/A	N/A
7. City of Mississauga	Ontario Ombudsman	N/A	N/A	https://www.mississauga.ca/contact-us/make-a-complaint/
8. City of Ottawa	Ontario Ombudsman	N/A	N/A	https://ottawa.ca/en/city-hall/open-transparent-and-accountable-government
9. City of St. Catharines	Ontario Ombudsman	N/A	N/A	https://www.stcatharines.ca/en/governin/Accountability_and_Transparency.asp
10. City of Toronto	Standalone Municipal Ombudsman	\$2.271 million (2021 budget)	2008	https://www.ombudsmantoronto.ca/ http://www.toronto.ca/legdocs/mmis/2021/bu/bgrd/backgroundfile-159969.pdf
11. City of Vaughan	Ontario Ombudsman	N/A	N/A	N/A
12. City of Waterloo	Contracted service – Agree Incorporated	N/A	2016	Waterloo Area Municipal Ombuds Office https://civicombuds.ca/
13. City of Windsor	Ontario Ombudsman	N/A	N/A	N/A
14. County of Elgin	Contracted service – Independent Resolutions Inc.	Budget information not available	2018	https://www.elgincounty.ca/council/accoun/untability/

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15. County of Middlesex	Contracted service – Independent Resolutions Inc.	Budget information not available	2018	N/A
16. Municipality of Clarington	Contracted service – ADR Chambers	Budget information not available	2016	https://www.clarington.net/en/town-hall/transparency-and-accountability.asp
17. Municipality of Southwest Middlesex	Contracted service – Aird & Berlis LLP	Budget information not available	2020	https://www.southwestmiddlesex.ca/Public/Mayor-and-Council
18. Region of Durham	Contracted service – ADR Chambers	Budget information not available	2016	https://www.durham.ca/en/regional-government/accountability-and-transparency.aspx#Municipal-Ombudsman
19. Region of Halton	Contracted service – ADR Chambers	Less than \$50k	December 2015	https://www.halton.ca/The-Region/Accountability-and-Transparency/Office-of-the-Ombudsman
20. Region of Peel	Ontario Ombudsman	N/A	N/A	https://www.peelregion.ca/regional-government/accountability/#ombudsman
21. Region of Waterloo	Contracted service – Agree Incorporated	Budget information not available	2016	Waterloo Area Municipal Ombuds Office https://civcombuds.ca/
22. Region of York	Ontario Ombudsman	N/A	N/A	N/A
23. Town of Ajax	Ontario Ombudsman	N/A	N/A	N/A
24. Town of Brock	Contracted service – ADR Chambers	Budget information not available	2016	https://www.townshipofbrock.ca/en/municipal-office/ombudsman.aspx
25. Town of Caledon	Ontario Ombudsman	N/A	N/A	https://www.caledon.ca/en/government/accountability-and-transparency.aspx
26. Town of Oakville	Ontario Ombudsman	N/A	N/A	https://www.oakville.ca/ombudsman.html

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27. Town of Whitby	Contracted service – ADR Chambers	Budget information not available	2016	https://www.whitby.ca/en/town-hall/accountability-and-transparency.aspx
28. Township of Wilmot	Contracted service – Agree Incorporated	Budget information not available	2016	Waterloo Area Municipal Ombuds Office https://civicombuds.ca/
29. Township of Wollwick	Contracted service – Agree Incorporated	Budget information not available	2016	Waterloo Area Municipal Ombuds Office https://civicombuds.ca/
30. Wellington County	Ontario Ombudsman	N/A	N/A	N/A