



June 7, 2021

Dear Members of the Board,

I am pleased to submit this Interim Report of the NCC Ombuds for the period December 1, 2020 to March 31, 2021.

I have appreciated the opportunity to serve the Board and the public during this initial period of my mandate.

Thank you for your ongoing support and confidence.

Yours truly,

Oriana Trombetti

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Canada

INTERIM REPORT OF THE NATIONAL CAPITAL COMMISSION OMBUDS - June, 2021

Mandate of the Ombuds

As Ombuds for the National Capital Commission, my responsibility is to provide members of the public with an independent, neutral, fair, and confidential process to resolve complaints concerning the decisions and activities of the NCC. My goal is to reach the best possible understanding of a situation or concern and create a positive outcome, if possible. In some cases, the circumstances will require that I carry out a full investigation of a decision or a situation, with a view to making recommendations for change.

Period Under Review

This interim report covers the period of December 1, 2020 to March 31, 2021 and outlines activities carried out by the Office. The former is the date of my appointment to the position of Ombuds, while the latter is the end of the fiscal year.

A first annual report will be submitted to the Board of Directors in 2022 by which time I will have had a full year in office. The decision to proceed by way of an interim report was discussed with and agreed upon by the CEO and the Chair of the Governance Committee.

Onboarding Activity

During the month of December 2020, NCC officials organized a series of onboarding meetings. I met with senior officials and their staff to gain a better understanding of their respective areas of responsibility. I was able to ask questions and learn a great deal about key NCC files and projects, as well as about human and financial resources, policies, and corporate management.

Contacts with the Office

From the date of my appointment to March 31, 2021, members of the public communicated with the Office of the Ombuds on 15 occasions. These contacts were made by email and telephone and included complaints or concerns raised about various issues including:

- Access to NCC assets during the pandemic
- Leasing Process for NCC property
- Refund Policy for Unused or Underused Ski passes
- Enforcement Activity in Gatineau Park

Where appropriate because internal NCC redress mechanisms had not yet been exhausted, most matters were referred to the appropriate NCC office. In one case, a citizen was redirected to another federal government office because the issue was outside the mandate of the NCC. In another case, a university professor was not filing a complaint but seeking assistance with research and the NCC was able to aid.

There is one complaint I received in December, which continues to remain unresolved. It involves access to Gatineau Park parkways by motorized vehicles during the spring and summer of 2020. I am awaiting further information from the relevant branch following receipt of which I will communicate further with the complainant.

Patterson Creek Pop Up Bistro

The former Ombudsman carried out an investigation in respect of the NCC's decision to pilot three pop-up bistros in 2019. The former Ombudsman had received many complaints about the pop-up bistro proposed for Patterson Creek. Because of this, his investigation focused, to a greater degree, on the Patterson Creek site.

A final investigation report was provided to the Board and senior NCC officials in March 2020. A key recommendation made was that the NCC plan and hold a formal Patterson Creek Park stakeholder meeting to provide an update on the initiative and an opportunity for stakeholders to express their thoughts and opinions.

I picked up this file where my predecessor left it. I noted that the NCC followed the recommendation by holding a virtual meeting and carrying out an online consultation process.

I have had an opportunity to read the report entitled "New Proposals for the NCC Bistro at Patterson Creek Park (public consultation report)" released by the NCC. It shows a serious effort to engage with the public and listen to concerns and issues raised with a resulting new proposal for 2021. In my view, the NCC has shown that it is doing its best to accommodate the competing interests of the various stakeholders. I am encouraged that following the completion of the 2021 season, the NCC has committed to reviewing feedback and evaluating the pilot.