

DEPARTMENTAL BUDGET INFORMATION OMBUDSPERSON (53)

MISSION

The Office of the Ombudsperson serves the people by investigating and seeking to resolve complaints against departments and agencies of City Government.

DESCRIPTION

The City of Detroit Office of the Ombudsperson was established by Charter referendum on Number 6, 1973 and became operational in 1974.

The Detroit City Ombudsperson, an independent governmental official, is appointed by the Detroit City Council. Complaints regarding an act or omission of a city department are received by telephone, e-mail, mail, or in person.

The Office also receives many inquires relative to the various city departments and other governmental agencies, and occasionally business entities. Periodic statistical reports are issued to the City Council and the Mayor. The Office also makes recommendations to remedy systematic problems identified through its investigations.

The Office has jurisdiction to investigate all city agencies. The eleven (11) elected City officials are excluded. In addition, the office does not handle issues pending legal considerations in the courts or under review by the City Council.

MAJOR INITIATIVES FOR FY 2009-10

Authorized by the charter with the responsibility to investigate and remedy complaints from citizens, the Office of the Ombudsperson must communicate with citizens and use all tools and resources to

connect with them. Therefore, technology and outreach continue to be the focus until new hardware is obtained and upgrades are completed. The identification, development, and implementation of new software applications are crucial to communications with residents, i.e., phones, fax, e-mail, and a well-maintained Web site.

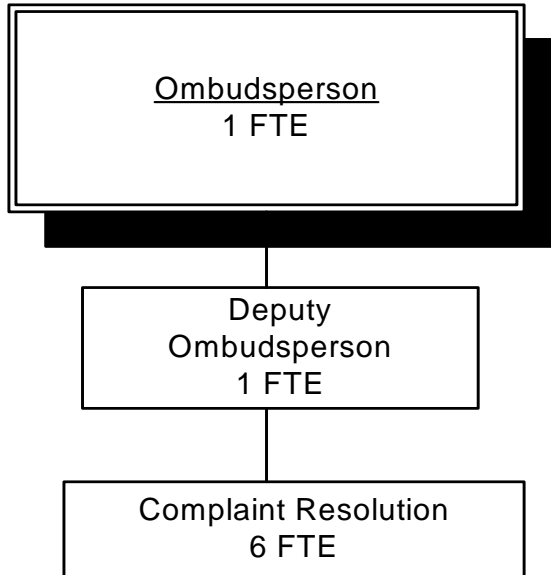
In addition, technology will be used to implement new reporting procedures to track complaints and document progress in a consistent manner that is also quantifiable. This data will be distributed through written materials and e-mail broadcasts to City Council members and the Administration. Ideally, recommendations made by the agency will address allocation of resources and spending in order to pinpoint where tax dollars are dedicated and spent.

Outreach continues to be a major endeavor to ensure that the lines of communications are open between residents and the Office of the Ombudsperson. Staff will work cooperatively with community groups, businesses, and faith-based organizations to increase the level of awareness within the community. Outreach campaigns will be planned and executed on a regular basis.

PLANNING FOR THE FUTURE FOR FY 2010-11, FY 2011-12 and BEYOND

Our goal is to increase the number of calls received by the Office of the Ombudsperson and decrease the number of complaints that are filed by City Council. Using technology and conducting community outreach programs, we expect to fully comply with the City Charter provisions and become the first destination for citizens' inquires.

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PERFORMANCE MEASURES AND TARGETS

| Type of Performance Measure: List of Measures | 2008-09 Actual | 2009-10 Projection | 2010-11 Target |
|---|---------------------------|-------------------------------|---------------------------|
| Inputs: Resources Allocated or Service Demands Made | 13,000 | 21,000 | 25,000 |
| Outputs: Units of Activity directed toward Goals | 13,000 | 21,000 | 25,000 |
| Outcomes: Results or Impacts of Program Activities | 13,000 | 21,000 | 25,000 |
| Efficiency: Program Costs related to Units of Activity | \$1,391,707 | \$1,376,905 | \$1,159,133 |

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EXPENDITURES

| | 2008-09 | | 2010-11 | | |
|--------------------|---------------------|---------------------|---------------------|---------------------|-------------|
| | Actual | 2009-10 | Mayor's | Variance | Variance |
| | Expense | Redbook | Budget Rec | | Percent |
| Salary & Wages | \$ 827,502 | \$ 749,969 | \$ 589,710 | \$ (160,259) | -21% |
| Employee Benefits | 465,421 | 509,979 | 453,488 | (56,491) | -11% |
| Prof/Contractual | 33,723 | 33,640 | 34,600 | 960 | 3% |
| Operating Supplies | 9,638 | 4,739 | 10,929 | 6,190 | 131% |
| Operating Services | 80,426 | 70,743 | 70,406 | (337) | 0% |
| Capital Equipment | 575 | - | - | - | 0% |
| Other Expenses | 12,756 | 7,835 | - | (7,835) | -100% |
| TOTAL | \$ 1,430,041 | \$ 1,376,905 | \$ 1,159,133 | \$ (217,772) | -16% |
| POSITIONS | 11 | 11 | 8 | (3) | 0% |

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