

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 November 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 inquiries 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 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.

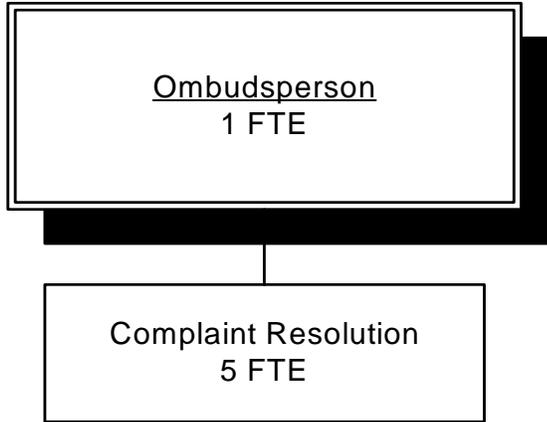
MAJOR INITIATIVES FOR FY 2012-13

- Maintain level of community outreach activities to ensure maximum accessibility to the services offered by the Office of the Ombudsman.
- Continue communications with City Council and the Administration to ensure that constituents' complaints are recorded.
- Continue to analyze data based on constituent complaints and issue recommendations.
- Influence the budget process to reflect community needs based on complaints received.
- Establish cooperative relationships with City departments to expedite problem resolution.
- Expand use of technology to increase efficiencies in responding to complaints and resolving them.
- Demonstrate value through accurate representation of constituents' concerns.

PLANNING FOR THE FUTURE FOR FY 2013-14 FY 2014-15 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 fielded by City Council. Through the use of technology and community outreach programs, we expect to fully comply with the City Charter provisions and become the first destination for citizen inquiries.

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PERFORMANCE MEASURES AND TARGETS

Type of Performance Measure: List of Measures	2011-12 Actual	2012-13 Projection	2013-14 Target
Inputs: Resources Allocated or Service Demands Made Citizen Complaints and Information Requests	25,000	25,000	25,000
Outputs: Units of Activity directed toward Goals	25,000	25,000	25,000
Outcomes: Results or Impacts of Program Activities	25,000	25,000	25,000
Efficiency: Program Costs related to Units of Activity	\$895,002	\$592,292	\$1,099,763

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EXPENDITURES

	2011-12		2012-13	2013-14		
	Actual		Redbook	Mayor's	Variance	Variance
	Expense			Budget Rec		Percent
Salary & Wages	\$ 553,928	\$	175,429	\$ 433,337	\$ 257,908	147%
Employee Benefits	470,648		156,362	503,701	347,339	222%
Prof/Contractual	12,051		-	7,100	7,100	0%
Operating Supplies	874		-	775	775	0%
Operating Services	51,986		40,378	65,926	25,548	63%
Other Expenses	867		220,123	1,200	(218,923)	-99%
TOTAL	\$ 1,090,354	\$	592,292	\$ 1,012,039	\$ 419,747	71%
POSITIONS	-		2	6	4	200%

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