

OMBUDSPERSON (53)

AGENCY PLAN: MISSION, GOALS AND BUDGET SUMMARY

MISSION:

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

AGENCY GOALS:

1. Provide efficient, quality and user-friendly services to the public.
2. Restore citizen confidence where misunderstanding, error and omission have decreased confidence in government.
3. Investigate inadequate, archaic or inequitable ordinances, policies not consistently applied, and inequitable or inadequate administrative or service procedures.
4. Advance innovative and practical recommendations to resolve recurring complaints.

AGENCY FINANCIAL SUMMARY:

2011-12 <u>Requested</u>		2010-11 <u>Budget</u>	2011-12 <u>Recommended</u>	Increase <u>(Decrease)</u>
\$ 1,573,983	City Appropriations	\$ 1,089,133	\$ 1,259,358	\$ 170,225
\$ 1,573,983	Total Appropriations	\$ 1,089,133	\$ 1,259,358	\$ 170,225
\$ 1,573,983	NET TAX COST:	\$ 1,089,133	<u>\$ 1,259,358</u>	\$ 170,225

AGENCY EMPLOYEE STATISTICS:

2011-12 <u>Requested</u>		2010-11 <u>Budget</u>	04-01-11 <u>Actual</u>	2011-12 <u>Recommended</u>	Increase <u>(Decrease)</u>
<u>10</u>	City Positions	<u>7</u>	<u>7</u>	<u>7</u>	<u>0</u>
10	Total Positions	7	7	7	0

ACTIVITIES IN THIS AGENCY:

	2010-11 <u>Budget</u>	2011-12 <u>Recommended</u>	Increase <u>(Decrease)</u>
Investigation of Complaints	\$ 1,089,133	\$ 1,259,358	\$ 170,225
Total Appropriations	\$ 1,089,133	\$ 1,259,358	\$ 170,225

OMBUDSPERSON (53)

INVESTIGATION OF COMPLAINTS ACTIVITY INFORMATION

ACTIVITY DESCRIPTION: INVESTIGATION OF COMPLAINTS.

The Office of the Ombudsperson is mandated by the Detroit City Charter to receive, investigate, mediate, and resolve citizen complaints against City government, including any action, decision, recommendation, practice, or procedure of any agency. Historically, the agency also reviews investigations and hearings of City agencies with subpoena power to determine if operations were conducted fully and fairly; recommends change where investigation reveals that modification, addition, or elimination of an act or procedure is warranted; establishes complaint investigative procedures and maintains records to determine areas of administrative or service failure; institutes original investigation into areas where compiled data reveals problems of similar or recurring nature; and provides information, referrals, assistance, and recommendations for alternative action when citizens complaints do not fall within the jurisdiction of services provided by the City of Detroit.

GOALS:

1. Capable, customer-friendly intake staff working efficiently and effectively to prioritize inquires and respond to complaints.
2. Maintain independence and function as an impartial entity that reports findings and makes recommendations.
3. Ensure confidentiality and use of discretion to keep confidential or release information related to a complaint or investigations.
4. Ensure access to the Office of the Ombudsperson through a comprehensive community outreach program.

MAJOR INITIATIVES FOR FY 2010-11:

- 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 2011-12, FY 2012-13 and BEYOND:

Our goal is to increase the number of calls received by the Office of the Ombudsman 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.

OMBUDSPERSON (53)

INVESTIGATION OF COMPLAINTS MEASURES AND TARGETS

Type of Performance Measure: List of Measures	2008-09 Actual	2009-10 Actual	2010-11 Projection	2011-12 Target
Inputs: Resources Allocated or Service Demands Made Citizen Complaints and Information Requests	13,000	21,000	25,000	25,000
Activity Costs	\$1,391,707	\$1,338,871	\$1,089,133	\$1,259,358

CITY OF DETROIT
Office of the Ombudsperson
Financial Detail by Appropriation and Organization

Ombudsperson Investigation of Complain Investigation of Complaints	2010-11 Redbook		2011-12 Dept Final Request		2011-12 Mayor's Budget Rec	
	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT
<i>APPROPRIATION</i>						
<i>ORGANIZATION</i>						
00182 - Investigation of Complaints						
530010 - Ombudsperson Investigation of Comp	7	\$1,089,133	10	\$1,573,983	7	\$1,259,358
APPROPRIATION TOTAL	7	\$1,089,133	10	\$1,573,983	7	\$1,259,358
ACTIVITY TOTAL	7	\$1,089,133	10	\$1,573,983	7	\$1,259,358

CITY OF DETROIT
Budget Development for FY 2011-2012
Appropriations - Summary Objects

	2010-11 Redbook	2011-12 Dept Final Request	2011-12 Mayor's Budget Rec
AC0553 - Investigation of Complaints			
<i>A53000 - Ombudsperson</i>			
SALWAGESL - Salary & Wages	549,971	750,526	570,326
EMPBENESL - Employee Benef	423,227	700,491	538,938
PROFSVCSL - Professional/Cor	34,600	34,600	76,140
OPERSUPSL - Operating Suppli	10,929	10,929	4,769
OPERSVCSL - Operating Servic	70,406	74,137	69,185
OTHEXPSSL - Other Expenses	0	3,300	0
<i>A53000 - Ombudsperson</i>	<i>1,089,133</i>	<i>1,573,983</i>	<i>1,259,358</i>
AC0553 - Investigation of Complaints	1,089,133	1,573,983	1,259,358
Grand Total	1,089,133	1,573,983	1,259,358

**CITY OF DETROIT
MAYOR'S 2011-2012 RECOMMENDED BUDGET**

Ombudsperson

Appropriation	REDBOOK FY	DEPT REQUEST	MAYORS FY
Organization	2010 2011 FTE	FY 2011 2012 FTE	2011 2012 FTE
Classification			
00182 - Investigation of Complaints			
530010 - Ombudsperson Investigation of Cc			
City Ombudsman	1	1	1
Deputy City Ombudsman	1	1	1
Assistant Ombudsman - GD IV	1	2	2
Assistant Ombudsman - GD III	1	1	1
Assistant Ombudsman - GD II	1	4	2
Assistant Ombudsman - GD I	2	1	0
Total Ombudsperson Investigation of Compl:	<u>7</u>	<u>10</u>	<u>7</u>
Total Investigation of Complaints	<u>7</u>	<u>10</u>	<u>7</u>
Agency Total	<u>7</u>	<u>10</u>	<u>7</u>