

DEPARTMENTAL BUDGET INFORMATION OMBUDSPERSON (53)

STATEMENT OF PURPOSE

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 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 2008-09

Authorized by the charter with the responsibility to investigate and remedy complaints from citizens, the Office of the Ombudsman 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 Ombudsman. 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 2009-10, FY 2010-11 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 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' inquiries.

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Ombudsperson
10 FTE

PERFORMANCE MEASURES AND TARGETS

Type of Performance Measure:	2007-08	2008-09	2009-10
List of Measures	Actual	Projection	Target
Outputs: Units of Activity directed toward Goals			
Citizen complaints and information request	13,000	21,000	21,000

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EXPENDITURES

	2007-08		2009-10		
	Actual	2008-09	Mayor's	Variance	Variance
	Expense	Redbook	Budget Rec		Percent
Salary & Wages	\$ 731,931	\$ 804,380	\$ 687,432	\$ (116,948)	-15%
Employee Benefits	431,743	499,220	467,516	(31,704)	-6%
Prof/Contractual	75,496	130,000	33,640	(96,360)	-74%
Operating Supplies	9,590	4,500	4,739	239	5%
Operating Services	77,731	76,569	70,743	(5,826)	-8%
Capital Equipment	14,252	1,000	-	(1,000)	-100%
Fixed Charges	566	-	-	-	0%
Other Expenses	7,076	9,235	7,835	(1,400)	-15%
TOTAL	\$ 1,348,385	\$ 1,524,904	\$ 1,271,905	\$ (252,999)	-17%
POSITIONS	10	11	10	(1)	-9%

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