

## OMBUDSPERSON (53)

### *AGENCY PLAN: STATEMENT OF PURPOSE, GOALS AND BUDGET SUMMARY*

#### 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.

#### 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:

<u>2009-10 Requested</u>		<u>2008-09 Budget</u>	<u>2009-10 Recommended</u>	<u>Increase (Decrease)</u>
\$ 1,578,234	City Appropriations	\$ 1,524,904	\$ 1,271,905	\$ (252,999)
\$ 1,578,234	Total Appropriations	\$ 1,524,904	\$ 1,271,905	\$ (252,999)
\$ 1,578,234	NET TAX COST:	\$ 1,524,904	<u>\$ 1,271,905</u>	\$ (252,999)

#### AGENCY EMPLOYEE STATISTICS:

<u>2009-10 Requested</u>		<u>2008-09 Budget</u>	<u>04-02-09 Actual</u>	<u>2009-10 Recommended</u>	<u>Increase (Decrease)</u>
<u>11</u>	City Positions	<u>11</u>	<u>11</u>	<u>10</u>	<u>(1)</u>
11	Total Positions	11	11	10	(1)

#### ACTIVITIES IN THIS AGENCY:

	<u>2008-09 Budget</u>	<u>2009-10 Recommended</u>	<u>Increase (Decrease)</u>
Investigation of Complaints	\$ 1,524,904	\$ 1,271,905	\$ (252,999)
Total Appropriations	\$ 1,524,904	\$ 1,271,905	\$ (252,999)

## **OMBUDSPERSON (53)**

### ***INVESTIGATION OF COMPLAINTS ACTIVITY INFORMATION***

#### **ACTIVITY DESCRIPTION: INVESTIGATION OF COMPLAINTS**

The Office of the Ombudsperson is mandated by the Detroit City Council 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 inquiries 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 investigation.
4. Ensure accessibility to the Office of the Ombudsperson through a comprehensive community outreach program.

#### **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 tolls 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.

## OMBUDSPERSON (53)

### *INVESTIGATION OF COMPLAINTS MEASURES AND TARGETS*

<b>Type of Performance Measure:</b> List of Measures	<b>2007-08</b> <b>Actual</b>	<b>2008-09</b> <b>Actual</b>	<b>2008-09</b> <b>Projection</b>	<b>2009-10</b> <b>Target</b>
<b>Outputs: Units of Activity directed towards Goals</b> Citizen complaints and information requests	5,000	13,000	21,000	21,000
<b>Activity Costs</b>	<b>\$1,014,957</b>	<b>\$1,391,707</b>	<b>\$1,524,904</b>	<b>\$1,271,905</b>

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

Ombudsperson Investigation of Complain Investigation of Complaints	2008-09 Redbook		2009-10 Dept Final Request		2009-10 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	11	\$1,524,904	11	\$1,578,234	10	\$1,271,905
<b>APPROPRIATION TOTAL</b>	<b>11</b>	<b>\$1,524,904</b>	<b>11</b>	<b>\$1,578,234</b>	<b>10</b>	<b>\$1,271,905</b>
<b>ACTIVITY TOTAL</b>	<b>11</b>	<b>\$1,524,904</b>	<b>11</b>	<b>\$1,578,234</b>	<b>10</b>	<b>\$1,271,905</b>

**CITY OF DETROIT**  
**Budget Development for FY 2009-2010**  
**Appropriations - Summary Objects**

	<b>2008-09 Redbook</b>	<b>2009-10 Dept Final Request</b>	<b>2009-10 Mayor's Budget Rec</b>
<b>AC0553 - Investigation of Complaints</b>			
<i>A53000 - Ombudsperson</i>			
SALWAGESL - Salary & Wages	804,380	842,759	687,432
EMPBENESL - Employee Benef	499,220	580,240	467,516
PROFSVCSL - Professional/Cor	130,000	48,459	33,640
OPERSUPSL - Operating Suppli	4,500	4,739	4,739
OPERSVCSL - Operating Servic	76,569	84,142	70,743
CAPEQUPSL - Capital Equipme	1,000	6,160	0
OTHEXPSSL - Other Expenses	9,235	11,735	7,835
<i>A53000 - Ombudsperson</i>	<i>1,524,904</i>	<i>1,578,234</i>	<i>1,271,905</i>
<b>AC0553 - Investigation of Complaints</b>	<b>1,524,904</b>	<b>1,578,234</b>	<b>1,271,905</b>
<b>Grand Total</b>	<b>1,524,904</b>	<b>1,578,234</b>	<b>1,271,905</b>

**CITY OF DETROIT  
MAYOR'S 2009-2010 RECOMMENDED BUDGET**

**Ombudsperson**

Appropriation	REDBOOK FY		DEPT REQUEST		MAYORS FY	
Organization	2008	2009 FTE	FY 2009	2010 FTE	2009	2010 FTE
Classification						
<b>00182 - Investigation of Complaints</b>						
<b>530010 - Ombudsperson Investigation of Cc</b>						
City Ombudsman	1		1		1	
Deputy City Ombudsman	1		1		1	
Assistant Ombudsman - GD IV	2		2		2	
Assistant Ombudsman - GD III	2		2		1	
Assistant Ombudsman - GD II	1		1		1	
Assistant Ombudsman - GD I	3		3		3	
Executive Secretary III	1		1		1	
<b>Total Ombudsperson Investigation of Compl:</b>	<u>11</u>		<u>11</u>		<u>10</u>	
<b>Total Investigation of Complaints</b>	<u>11</u>		<u>11</u>		<u>10</u>	
<b>Agency Total</b>	<u>11</u>		<u>11</u>		<u>10</u>	