

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:

2012-13 <u>Requested</u>		2011-12 <u>Budget</u>	2012-13 <u>Recommended</u>	Increase <u>(Decrease)</u>
\$ 1,224,711	City Appropriations	\$ 895,002	\$ 592,292	\$ (302,710)
\$ 1,224,711	Total Appropriations	\$ 895,002	\$ 592,292	\$ (302,710)
\$ 1,224,711	NET TAX COST:	\$ 895,002	<u>\$ 592,292</u>	\$ (302,710)

AGENCY EMPLOYEE STATISTICS:

2012-13 <u>Requested</u>		2011-12 <u>Budget</u>	04-01-12 <u>Actual</u>	2012-13 <u>Recommended</u>	Increase <u>(Decrease)</u>
<u>7</u>	City Positions	<u>7</u>	<u>7</u>	<u>2</u>	<u>(5)</u>
7	Total Positions	7	7	2	(5)

ACTIVITIES IN THIS AGENCY:

	2011-12 <u>Budget</u>	2012-13 <u>Recommended</u>	Increase <u>(Decrease)</u>
Investigation of Complaints	\$ 895,002	\$ 592,292	\$ (302,710)
Total Appropriations	\$ 895,002	\$ 592,292	\$ (302,710)

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 2011-12:

- 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 2012-13, FY 2013-14 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	2009-10 Actual	2010-11 Actual	2011-12 Projection	2012-13 Target
Inputs: Resources Allocated or Service Demands Made Citizen Complaints and Information Requests	21,000	25,000	25,000	25,000
Activity Costs	\$1,338,871	\$1,093,379	\$895,002	\$592,292

CITY OF DETROIT
Ombudsperson
Financial Detail by Appropriation and Organization

Ombudsperson Investigation of Complain Investigation of Complaints	2011-12 Redbook		2012-13 Dept Final Request		2012-13 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	\$895,002	4	\$1,224,711	2	\$592,292
APPROPRIATION TOTAL	7	\$895,002	4	\$1,224,711	2	\$592,292
ACTIVITY TOTAL	7	\$895,002	4	\$1,224,711	2	\$592,292

CITY OF DETROIT
Budget Development for FY 2012-2013
Appropriations - Summary Objects

	2011-12 Redbook	2012-13 Dept Final Request	2012-13 Mayor's Budget Rec
AC0553 - Investigation of Complaints			
<i>A53000 - Ombudsperson</i>			
SALWAGESL - Salary & Wages	405,331	572,576	175,429
EMPBENESL - Employee Benef	401,252	553,645	156,362
PROFSVCSL - Professional/Cor	24,184	22,500	0
OPERSUPSL - Operating Suppli	3,389	10,953	0
OPERSVCSL - Operating Servic	59,846	62,637	40,378
OTHEXPSSL - Other Expenses	1,000	2,400	220,123
<i>A53000 - Ombudsperson</i>	<i>895,002</i>	<i>1,224,711</i>	<i>592,292</i>
AC0553 - Investigation of Complaints	895,002	1,224,711	592,292
Grand Total	895,002	1,224,711	592,292

**CITY OF DETROIT
MAYOR'S 2012-2013 RECOMMENDED BUDGET**

Ombudsperson

Appropriation	REDBOOK FY		DEPT REQUEST		MAYORS FY	
Organization	2011	2012 FTE	FY 2012	2013 FTE	2012	2013 FTE
Classification						
00182 - Investigation of Complaints						
530010 - Ombudsperson Investigation of Cc						
City Ombudsman	1		1		1	
Deputy City Ombudsman	1		1		0	
Assistant Ombudsman - GD IV	1		1		0	
Assistant Ombudsman - GD III	1		1		0	
Assistant Ombudsman - GD II	1		1		1	
Assistant Ombudsman - GD I	2		1		0	
Total Ombudsperson Investigation of Compl:	7		7		2	
Total Investigation of Complaints	7		7		2	
Agency Total	7		7		2	