

Complaints by Zip Code
February 1, 2018-January 31, 2019

Zip Codes	Complaints Received	Percentage
48201	14	0.20%
48202	64	1.20%
48203	178	3.40%
48204	222	4.30%
48205	444	8.70%
48206	185	3.60%
48207	96	1.90%
48208	68	1.30%
48209	85	1.70%
48210	118	2.30%
48211	113	2.20%
48212	90	1.80%
48213	384	7.50%
48214	165	3.20%
48215	99	1.90%
48216	17	0.30%
48217	35	0.68%
48219	353	7.00%
48221	232	4.60%
48223	132	2.60%
48224	297	5.90%
48226	46	0.90%
48227	331	6.50%
48228	333	6.50%
48234	227	4.40%
48235	300	5.90%
48238	464	9.00%
Other	20	0.40%
Total	5112	

Complaints by Department

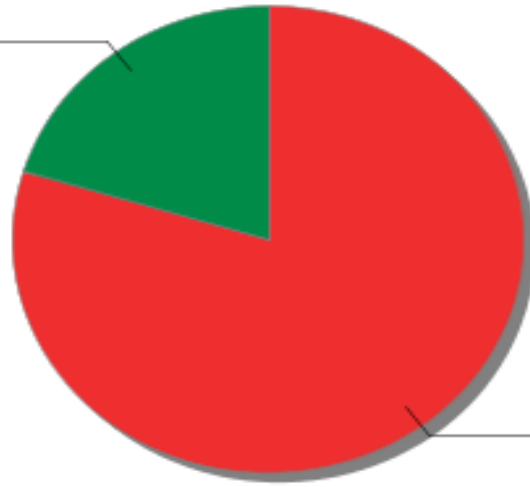
Department	Complaints	Percentage
BSEED	2142	42%
Elections	2	0.09%
Finance	46	0.90%
Fire	12	0.09%
General Services	554	11.00%
Health	30	0.35%
Human Resources	5	0.16%
Law	10	0.11%
Municipal Parking	14	0.23%
Non Departmental & Non Jurisdictional	26	0.65%
P&DD	3	0.20%
Police	302	6.50%
PLD	44	0.90%
Public Works	326	6.40%
Recreation	1	0.18%
DDOT (Transportation)	24	0.38%
DWSD (Water & Sewerage)	283	5.50%
DLBA	1257	25.00%
Other	158	3.10%
TOTAL	5239	

Complaints by Department and Zip Code

Zip Codes	Top Two Complaints		Total
	#1	#2	
48219, 48223, 48227	BSEED/DLBA-Request Demolition	BSEED-Illegal Dumping	315
48221, 48235	BSEED/DLBA-Request Demolition	GSD-Remove Dead/Trim Trees	197
48205, 48213, 48234	BSEED/DLBA-Request Demolition	BSEED-Illegal Dumping	551
48215, 48224	BSEED-Illegal Dumping	BSEED/DLBA-Request Demolition	139
48206, 48211, 48214	BSEED/DLBA-Request Demolition	BSEED/Illegal Dumping	190
48204, 48210	BSEED/DLBA-Request Demolition	BSEED/Illegal Dumping	152
48228, 48238	BSEED/DLBA-Request Demolition	BSEED/Illegal Dumping	410

By Open vs Closed

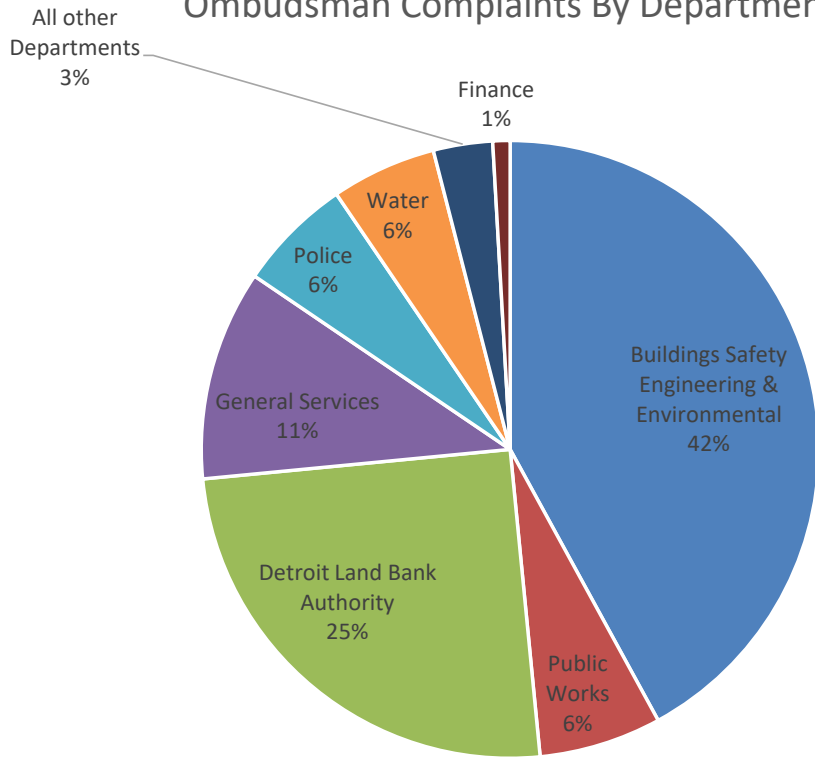
Open: 1,039(20%)



Closed: 4,073
(80%)

● Closed ● Open

Ombudsman Complaints By Department



Department	Percentage
Buildings Safety Engineering & Environmental	42%
Public Works	6.40%
Detroit Land Bank Authority	25%
General Services	11%
Police	6%
Water	5.50%
All other Departments	3.10%
Finance	0.90%
Total	100%