



Mayor's Office

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To: Council President Mary Sheffield
From: Carrie Jones, Deputy Chief of Staff
Date: March 28, 2023
Re: Responses to Questions Mayor's Office Budget Hearing for FY 2023-24

Please find below responses to your questions dated March 27, 2023, regarding the proposed Fiscal Year 2024 Proposed Budget for the Mayor's Office.

1. Often, City Council and Council's oversight agencies such as the Office of Ombudsman and the Office of the Inspector General serve as the de facto constituent affairs arm of the city. In fact, we often get calls asking if the Mayor's number is still accurate because they can't get anyone on to answer when they call.

What is the Administration's plan for dealing with constituent calls? Would the Administration consider funding a call center to handle constituent calls before matters are escalated and Council is asked to get involved?

In addition to the Department of Neighborhoods, the Mayor's Office currently has a team of 4 people that directly deal with constituent concerns. In the last year, we have implemented a system that allows the call to roll over to other employees if the main line is busy. The volume of calls is part of the rationale for adding 2 administrative positions. The re-launch of the Improve Detroit app and the city-wide Customer Relationship Management system (CRM) which is currently soliciting RFPs, will also improve constituent response.

2. The proposed funding level for Employee Benefits in the Mayor's Office budget is approximately 31% of the proposed allocation for Salaries and Wages suggesting that the majority of the employees in the Mayor's Office receive benefits. This and discrepancies in pay have led to Council Members losing great employees to the Administration in the past.

Of the actual 79 FY 2022-23 employees and the proposed 85 FY 2023-24 employees how many are FTE and how many are TASS employees?

As of March 24th, there are 76 full-time and 3 TASS employees for FY 2022-23. In the proposed FY 2023-24 budget, there are 82 full-time and 3 TASS employees.

3. Under Effective Governance, there is a 78% decrease in the Mayor's Residence expense from the adopted FY 2022-23 level to the FY 2023-24 proposed allocation.

What does this expenditure represent and what is the reason for the proposed reduction?

Contractual services in the Mayor's Residence were eliminated based on historical spending.

4. Also under Effective Governance, there is a 9.2% increase under the Neighborhoods cost center.

What does this expenditure represent and what is the source of the increase?

A permanent Volunteer Coordinator position (Executive Assistant to the Mayor II) is reflected in Neighborhoods. Previously this position was grant funded on an annual basis. This role is critical in connecting volunteers from block clubs, the faith-based community, the corporate community and others to important City initiatives like Halloween in the D and Motor City Makeover.