

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:

2013-14 <u>Requested</u>		2012-13 <u>Budget</u>	2013-14 <u>Recommended</u>	Increase <u>(Decrease)</u>
\$ 1,099,763	City Appropriations	\$ 592,292	\$ 1,012,039	\$ 419,747
\$ 1,099,763	Total Appropriations	\$ 592,292	\$ 1,012,039	\$ 419,747
\$ 1,099,763	NET TAX COST:	\$ 592,292	<u>\$ 1,012,039</u>	\$ 419,747

AGENCY EMPLOYEE STATISTICS:

2013-14 <u>Requested</u>		2012-13 <u>Budget</u>	04-01-13 <u>Actual</u>	2013-14 <u>Recommended</u>	Increase <u>(Decrease)</u>
<u>6</u>	City Positions	<u>2</u>	<u>6</u>	<u>6</u>	<u>4</u>
6	Total Positions	2	6	6	4

ACTIVITIES IN THIS AGENCY:

	2012-13 <u>Budget</u>	2013-14 <u>Recommended</u>	Increase <u>(Decrease)</u>
Investigation of Complaints	\$ 592,292	\$ 1,012,039	\$ 419,747
Total Appropriations	\$ 592,292	\$ 1,012,039	\$ 419,747

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. The agency also reviews investigations and hearings of city agencies with subpoena power to determine if operations were conducted fully and fairly; recommends changes 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 citizen 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 discretion to keep confidential all information related to a complaint or investigation.
4. Ensure access to the Office of the Ombudsperson through a comprehensive community outreach program.

MAJOR INITIATIVES FOR FY 2012-13:

- Maintain level of community outreach activities to ensure maximum accessibility to the services offered by the Office of the Ombudsperson.
- 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 2013-14, FY 2014-15 and BEYOND:

Our goal is to increase the number of calls received by the Office of the Ombudsperson and decrease the number of complaints that are received 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.

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INVESTIGATION OF COMPLAINTS MEASURES AND TARGETS

Type of Performance Measure: List of Measures	2010-11 Actual	2011-12 Actual	2012-13 Projection	2013-14 Target
Inputs: Resources Allocated or Service Demands Made Citizen Complaints and Information Requests	25,000	25,000	25,000	25,000
Activity Costs	\$1,093,379	\$1,090,354	\$592,292	\$1,012,039

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

Ombudsperson Investigation of Complain Investigation of Complaints	2012-13 Redbook		2013-14 Dept Final Request		2013-14 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	2	\$592,292	6	\$1,099,763	6	\$1,012,039
APPROPRIATION TOTAL	2	\$592,292	6	\$1,099,763	6	\$1,012,039
ACTIVITY TOTAL	2	\$592,292	6	\$1,099,763	6	\$1,012,039

CITY OF DETROIT
Budget Development for FY 2013-2014
Appropriations - Summary Objects

	2012-13 Redbook	2013-14 Dept Final Request	2013-14 Mayor's Budget Rec
AC0553 - Investigation of Complaints			
<i>A53000 - Ombudsperson</i>			
SALWAGESL - Salary & Wages	175,429	460,181	433,337
EMPBENESL - Employee Benef	156,362	480,889	503,701
PROFSVCSL - Professional/Cor	0	65,000	7,100
OPERSUPSL - Operating Suppli	0	4,793	775
OPERSVCSL - Operating Servic	40,378	87,700	65,926
OTHEXPSSL - Other Expenses	220,123	1,200	1,200
<i>A53000 - Ombudsperson</i>	<i>592,292</i>	<i>1,099,763</i>	<i>1,012,039</i>
AC0553 - Investigation of Complaints	592,292	1,099,763	1,012,039
Grand Total	592,292	1,099,763	1,012,039

**CITY OF DETROIT
MAYOR'S 2013-2014 RECOMMENDED BUDGET**

Ombudsperson

Appropriation	REDBOOK FY		DEPT REQUEST		MAYORS FY	
Organization	2012	2013 FTE	FY 2013	2014 FTE	2013	2014 FTE
Classification						
00182 - Investigation of Complaints						
530010 - Ombudsperson Investigation of Cc						
City Ombudsman	1		1		1	
Assistant Ombudsman - GD II	1		1		1	
Assistant Ombudsman - GD III	0		1		1	
Assistant Ombudsman - GD IV	0		3		3	
Total Ombudsperson Investigation of Compl:	2		6		6	
Total Investigation of Complaints	2		6		6	
Agency Total	2		6		6	