

## **DEPARTMENTAL BUDGET INFORMATION OMBUDSPERSON (53)**

### **MISSION**

The Office of the Ombudsperson serves the people by investigating and seeking to resolve complaints against departments and agencies of City Government.

### **DESCRIPTION**

The City of Detroit Office of the Ombudsperson was established by Charter referendum on Number 6, 1973 and became operational in 1974.

The Detroit City Ombudsperson, an independent governmental official, is appointed by the Detroit City Council. Complaints regarding an act or omission of a city department are received by telephone, e-mail, mail, or in person.

The Office also receives many inquires relative to the various city departments and other governmental agencies, and occasionally business entities. Periodic statistical reports are issued to the City Council and the Mayor. The Office also makes recommendations to remedy systematic problems identified through its investigations.

The Office has jurisdiction to investigate all city agencies. The eleven (11) elected City officials are excluded. In addition, the office does not handle issues pending legal considerations in the courts or under review by the City Council.

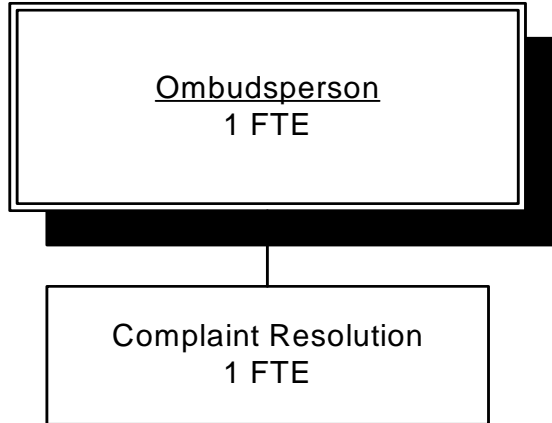
### **MAJOR INITIATIVES FOR FY 2011-12**

- 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.

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**PERFORMANCE MEASURES AND TARGETS**

<b>Type of Performance Measure:</b> List of Measures	<b>2010-11 Actual</b>	<b>2011-12 Projection</b>	<b>2012-13 Target</b>
<b>Inputs: Resources Allocated or Service Demands Made</b> Citizen Complaints and Information Requests	25,000	25,000	25,000
<b>Outputs: Units of Activity directed toward Goals</b>	25,000	25,000	25,000
<b>Outcomes: Results or Impacts of Program Activities</b>	25,000	25,000	25,000
<b>Efficiency: Program Costs related to Units of Activity</b>	\$1,093,379	\$895,002	\$592,292



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