

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:

2010-11 <u>Requested</u>		2009-10 <u>Budget</u>	2010-11 <u>Recommended</u>	Increase <u>(Decrease)</u>
\$ 1,498,744	City Appropriations	\$ 1,376,905	\$ 1,159,133	\$ (217,772)
\$ 1,498,744	Total Appropriations	\$ 1,376,905	\$ 1,159,133	\$ (217,772)
\$ 1,498,744	NET TAX COST:	\$ 1,376,905	<u>\$ 1,159,133</u>	\$ (217,772)

AGENCY EMPLOYEE STATISTICS:

2010-11 <u>Requested</u>		2009-10 <u>Budget</u>	03-31-10 <u>Actual</u>	2010-11 <u>Recommended</u>	Increase <u>(Decrease)</u>
<u>11</u>	City Positions	<u>11</u>	<u>11</u>	<u>8</u>	<u>(3)</u>
11	Total Positions	11	11	8	(3)

ACTIVITIES IN THIS AGENCY:

	2009-10 <u>Budget</u>	2010-11 <u>Recommended</u>	Increase <u>(Decrease)</u>
Investigation of Complaints	\$ 1,376,905	\$ 1,159,133	\$ (217,772)
Total Appropriations	\$ 1,376,905	\$ 1,159,133	\$ (217,772)

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 2009-10:

Authorized by the Charter with the responsibility to investigate and remedy complaints from citizens, the Office of the Ombudsman must communicate with citizens and use all tools and resources to connect with them. Therefore, technology and outreach continue to be the focus until new hardware is obtained and upgrades are completed. The identification, development, and implementation of new software applications are crucial to communications with residents, i.e., phones, fax, e-mail, and a well-maintained Web site.

In addition, technology will be used to implement new reporting procedures to track complaints and document progress in a consistent manner that is also quantifiable. This data will be distributed through written materials and e-mail broadcasts to City Council members and the Administration. Ideally, recommendations made by the agency will address allocation of resources and spending in order to pinpoint where tax dollars are dedicated and spent.

Outreach continues to be a major endeavor to ensure that the lines of communication are open between residents and the Office of the Ombudsman. Staff will work cooperatively with community groups, businesses, and faith-based organizations to increase the level of awareness within the community. Outreach campaigns will be planned and executed on a regular basis.

PLANNING FOR THE FUTURE FOR FY 2010-11, FY 2011-12 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 filed by City Council. Using technology and conducting community outreach programs, we expect to fully comply with the City Charter provisions and become the first destination for citizens' inquires.

OMBUDSPERSON (53)

INVESTIGATION OF COMPLAINTS MEASURES AND TARGETS

Type of Performance Measure: List of Measures	2007-08 Actual	2008-09 Actual	2009-10 Projection	2010-11 Target
Inputs: Resources Allocated or Service Demands Made Citizen Complaints and Information Requests	5,000	13,000	21,000	25,000
Activity Costs	\$1,014,957	\$1,391,707	\$1,376,905	\$1,159,133

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

Ombudsperson Investigation of Complain Investigation of Complaints	2009-10 Redbook		2010-11 Dept Final Request		2010-11 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	11	\$1,376,905	11	\$1,498,744	8	\$1,159,133
APPROPRIATION TOTAL	11	\$1,376,905	11	\$1,498,744	8	\$1,159,133
ACTIVITY TOTAL	11	\$1,376,905	11	\$1,498,744	8	\$1,159,133

CITY OF DETROIT
Budget Development for FY 2010-2011
Appropriations - Summary Objects

	2009-10 Redbook	2010-11 Dept Final Request	2010-11 Mayor's Budget Rec
AC0553 - Investigation of Complaints			
<i>A53000 - Ombudsperson</i>			
SALWAGESL - Salary & Wages	749,969	763,832	589,710
EMPBENESL - Employee Benef	509,979	602,232	453,488
PROFSVCSL - Professional/Cor	33,640	34,600	34,600
OPERSUPSL - Operating Suppli	4,739	10,929	10,929
OPERSVCSL - Operating Servic	70,743	80,951	70,406
OTHEXPSSL - Other Expenses	7,835	6,200	0
<i>A53000 - Ombudsperson</i>	<i>1,376,905</i>	<i>1,498,744</i>	<i>1,159,133</i>
AC0553 - Investigation of Complaints	1,376,905	1,498,744	1,159,133
Grand Total	1,376,905	1,498,744	1,159,133

**CITY OF DETROIT
MAYOR'S 2010-2011 RECOMMENDED BUDGET**

Ombudsperson

Appropriation	REDBOOK FY	DEPT REQUEST	MAYORS FY
Organization	2009 2010 FTE	FY 2010 2011 FTE	2010 2011 FTE
Classification			
00182 - Investigation of Complaints			
530010 - Ombudsperson Investigation of Cc			
City Ombudsman	1	1	1
Deputy City Ombudsman	1	1	1
Assistant Ombudsman - GD IV	2	2	1
Assistant Ombudsman - GD III	2	2	1
Assistant Ombudsman - GD II	1	1	1
Assistant Ombudsman - GD I	3	3	2
Executive Secretary III	1	1	1
Total Ombudsperson Investigation of Compl:	<u>11</u>	<u>11</u>	<u>8</u>
Total Investigation of Complaints	<u>11</u>	<u>11</u>	<u>8</u>
Agency Total	<u>11</u>	<u>11</u>	<u>8</u>