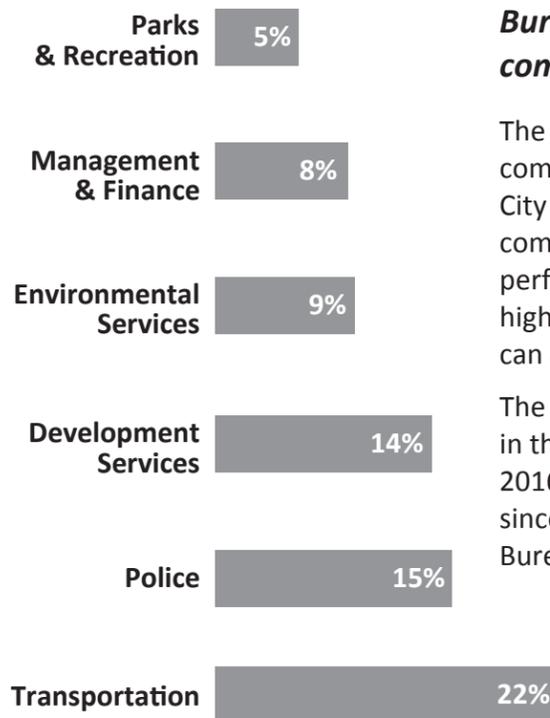
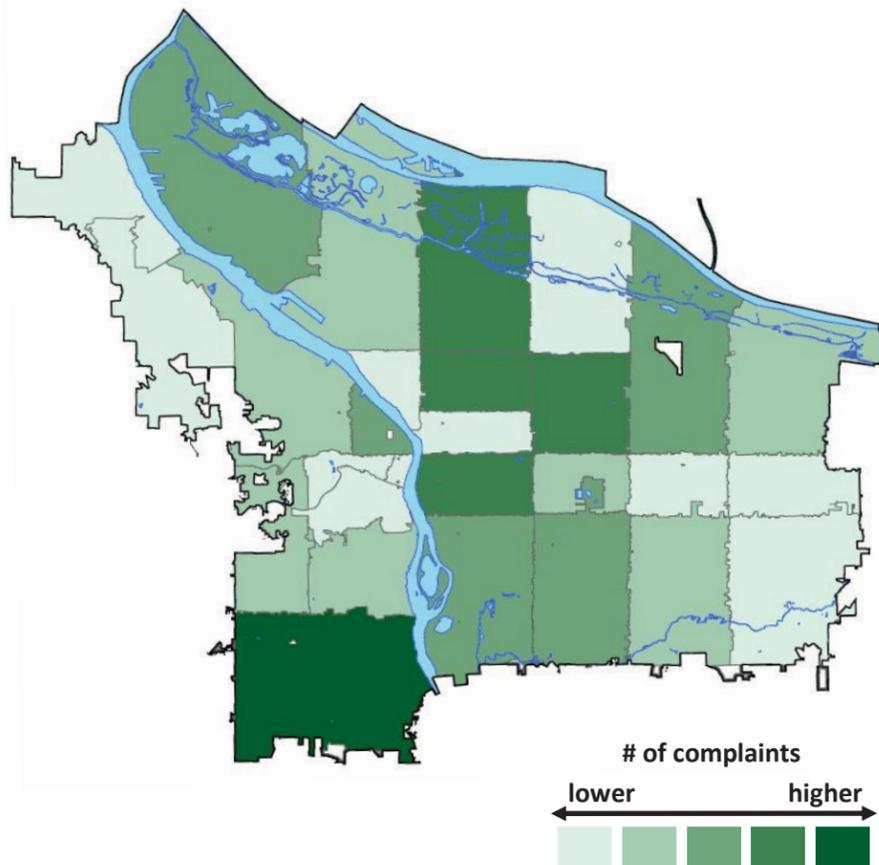


**11%**   
**Jurisdictional complaints**

**Demand for our services**

The Ombudsman received 577 requests for assistance in 2016. Of those, **207** were complaints within our jurisdiction to investigate, representing an **11 percent** increase over last year. The remaining 370 included information requests about City functions and complaints outside the Ombudsman's investigative authority.

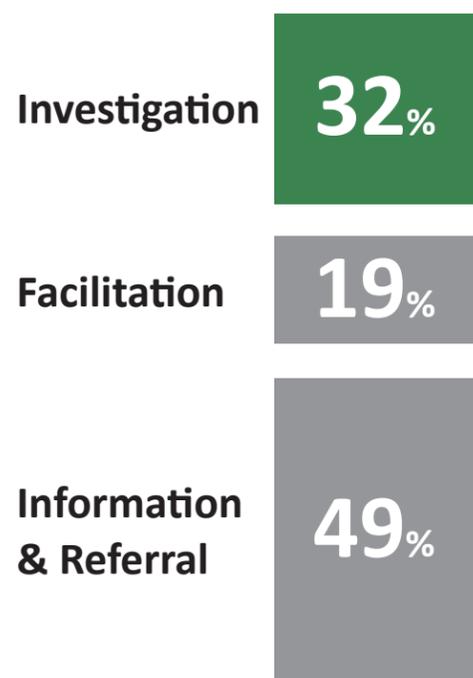
The vast majority of jurisdictional complaints came from members of the public. These complaints represented a broad geographic cross-section of Portland residents.



**Bureaus receiving the most complaints**

The Ombudsman receives complaints regarding nearly every City bureau. Higher numbers of complaints are expected for bureaus performing regulatory functions, but high numbers of repeat complaints can also be indicative of a problem.

The chart shows bureaus that were in the double-digits for complaints in 2016. Of note, 2016 is the first time since 2008 that the Portland Water Bureau has not made the list.



**How we process complaints**

With only two investigators, we are unable to investigate every complaint. To make the most of our limited resources, each complaint is screened to assess suitability for investigation, compelling circumstances, and availability of other options to resolve. Complaints that are selected for investigation tend to involve an important principle of good government or suggest a system-wide problem.

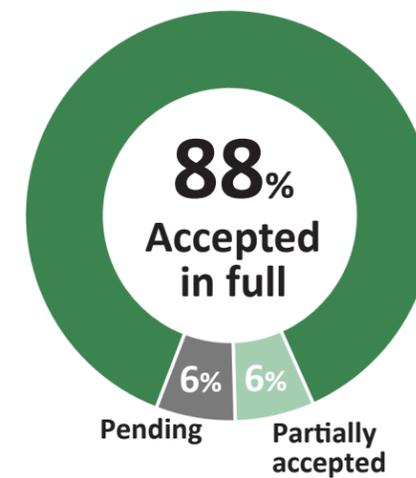
The goal with most complaints is to provide information, assist with options and resolve as informally as possible.



**Outcomes of investigations**

In cases where the investigation was completed, the Ombudsman partially or fully substantiated approximately 31 percent of investigated complaints. Over half – nearly 58 percent – were determined to be unfounded. The remaining 11 percent had insufficient evidence to reach a conclusion.

Bureaus sometimes commit to resolving complaints before our investigation is completed.



**Acceptance of recommendations**

The Ombudsman works to resolve substantiated complaints through recommendations to bureaus. Recommendations may include taking corrective action or changing bureau policy.

City bureaus fully accepted the Ombudsman's recommendations 88 percent of the time. City bureaus accepted some of the Ombudsman's recommendations and declined others 6 percent of the time.



Where warranted, the Ombudsman will recommend that City bureaus reimburse or cancel charges that were erroneously or unfairly assessed against complainants. In 2016, financial savings to complainants topped \$80,000.

# Annual Report 2016

## Public reporting

Most of the Ombudsman's investigations are resolved informally; however, the Ombudsman may decide to publish an investigative report in cases involving serious or important issues of broad impact or interest. In 2016, the Ombudsman issued one public report.

## Contact the Ombudsman

**Telephone:** (503) 823-0144

**Email:** [ombudsman@portlandoregon.gov](mailto:ombudsman@portlandoregon.gov)

**Address:** 1221 SW 4th Avenue, Room 310  
Portland, OR 97204

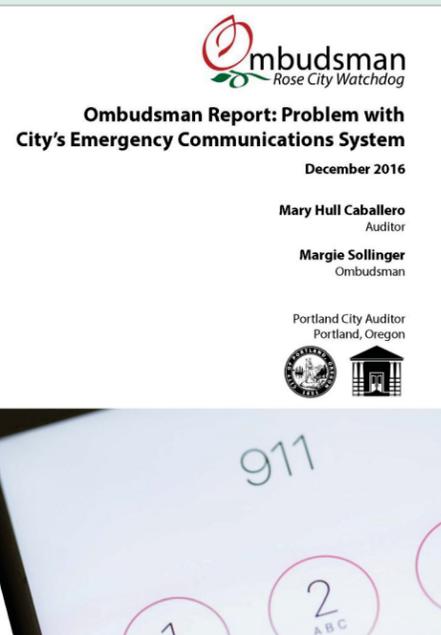
[www.portlandoregon.gov/ombudsman](http://www.portlandoregon.gov/ombudsman)

 [@PDX\\_Ombuds](https://twitter.com/PDX_Ombuds)

**Mary Hull Caballero**  
Auditor

**Margie Sollinger**  
Ombudsman

Portland City Auditor  
Portland, Oregon



Opened in the wake of a fatal house fire, the Ombudsman's investigation focused on the discovery of a technological flaw in the City's system for screening cell phone calls to 9-1-1. The flaw prevents operators from calling back thousands of emergency calls each year where the caller either hung up or was disconnected before speaking with an operator. It also caused underreporting of call hold times and abandoned call rates.

To read the full report:  
[www.portlandoregon.gov/ombudsman/911report](http://www.portlandoregon.gov/ombudsman/911report)

