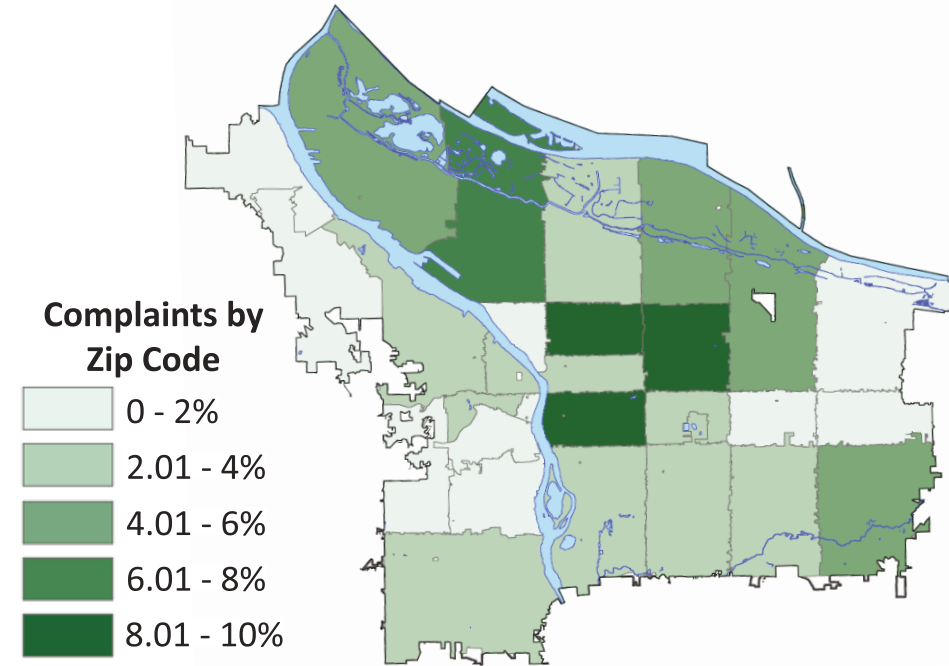


2014: AT A GLANCE

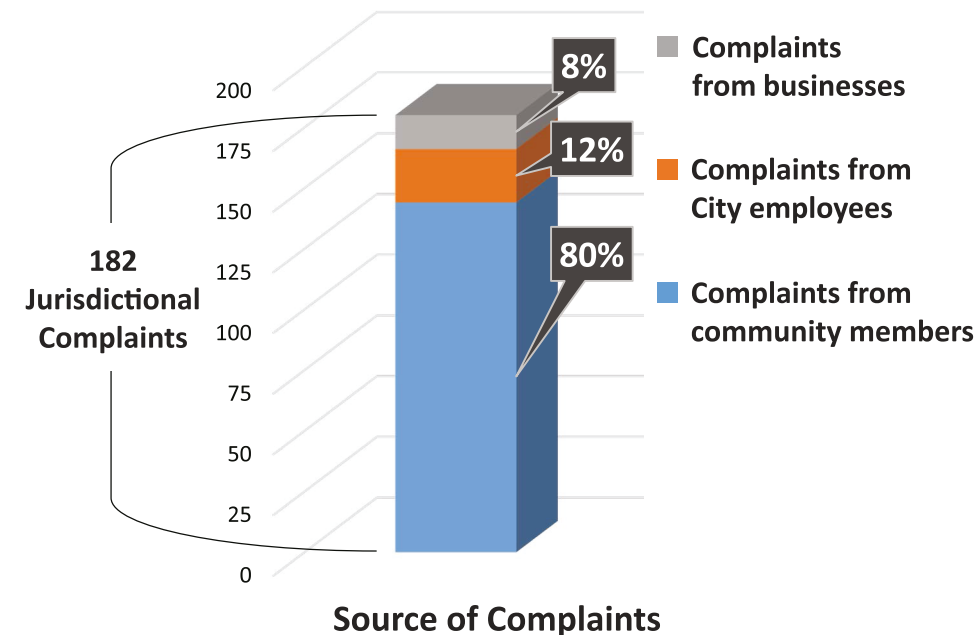
Office of the Ombudsman's Annual Report

Who made complaints to the Ombudsman's Office?

The Ombudsman's Office accepts complaints from any source and tracks complainants by geographical location to identify areas where additional outreach may be needed.

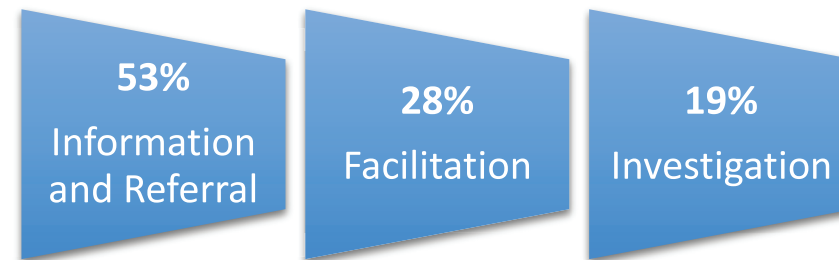


The Ombudsman's Office received **428** contacts in 2014. Of those, **182** were within the Office's jurisdiction. The remaining **246** contacts included information requests about City functions and complaints outside the Office's authority to investigate (e.g. complaints about elected officials, other government agencies).

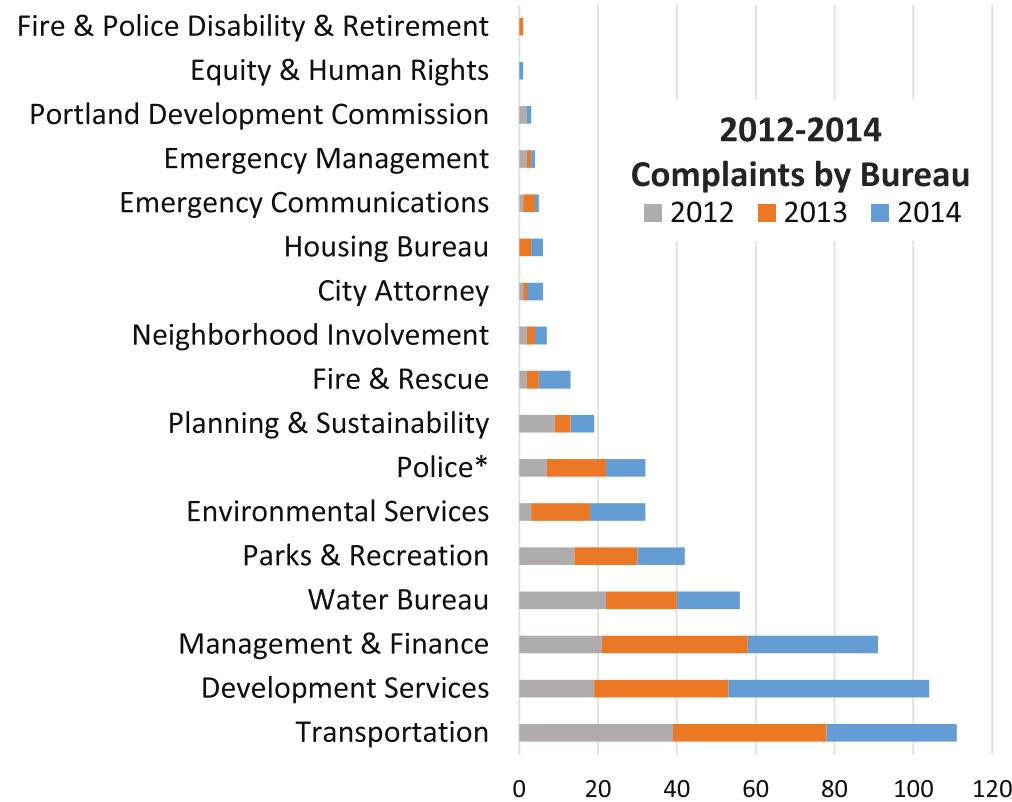


How does the Ombudsman's Office process complaints?

Each complaint is screened to determine the appropriate response. Complaints that are selected for investigation tend to be those that involve an important principle of good government or that suggest a system-wide problem.



Which bureaus were the subject of complaints?

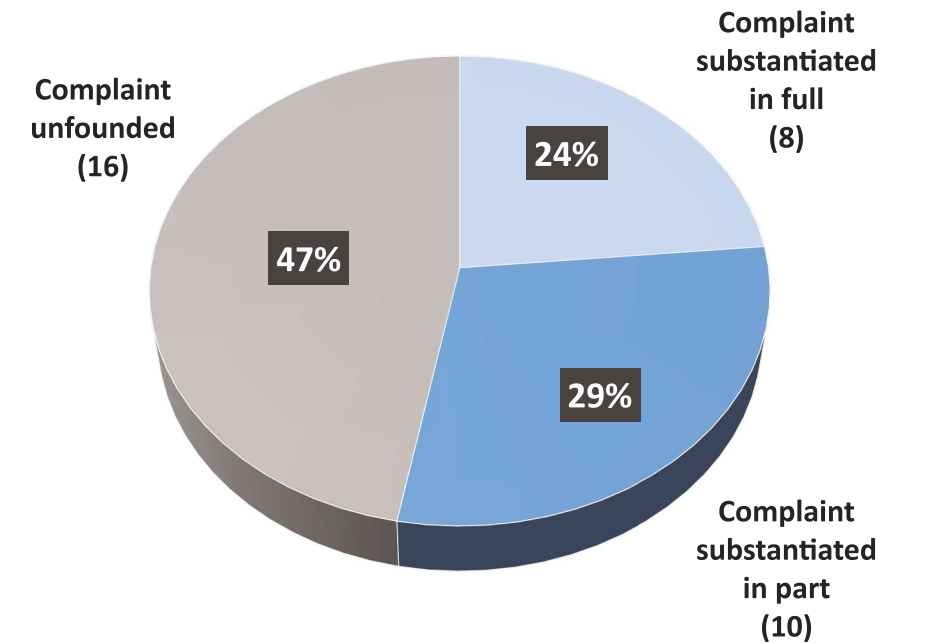


- Over the last three years, Transportation was the subject of the most complaints.
- The Bureau of Development Services was the subject of the most complaints in 2014. Roughly one-quarter of its complaints pertained to the lien assessment and reduction review program.

(*Complaints about the Police Bureau are generally referred to the Auditor's Independent Police Review.)

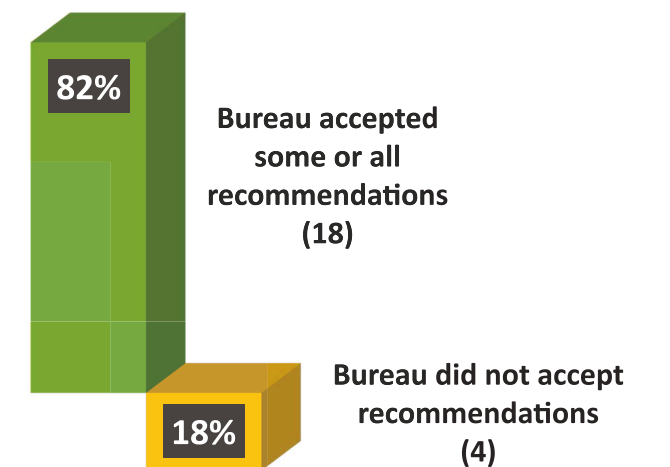
How often were complaints substantiated after investigation?

The Ombudsman's Office determines whether a complaint has merit by comparing an agency's actions against what the law requires as well as the principles of just, fair and reasonable administrative practice.



How often did bureaus accept recommendations?

The Ombudsman's Office works to resolve substantiated complaints through recommendations and reasoned persuasion. In addition to the resolution of individual complaints, the Ombudsman's Office may also make recommendations for changes to the law, rules, or operating procedures.



OFFICE OF THE OMBUDSMAN

Annual Report: 2014 At a Glance



Mary Hull Caballero
City Auditor

Margie Sollinger
Ombudsman



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www.portlandoregon.gov/auditor/ombudsman
Twitter: @PDX_Ombuds

OpenCity Tipline

A resource for the public and City employees to anonymously report suspected corruption, fraud, waste, abuse of position, and/or misuse of City resources.

To make a report:

Dial

1-866-342-4148

or

Online

www.opencitytipline.com

ABOUT THE OFFICE

The Office of the Ombudsman is an independent, impartial office, readily available to the public, responsible to the City Auditor, empowered to investigate the administrative acts of City agencies and to recommend appropriate changes toward the goals of safeguarding the rights of persons and of promoting higher standards of competency, efficiency and justice in the provision of City services (Portland City Code 3.77).