Office of the City Auditor

Management Data

Commissioner in Charge: LaVonne Griffin-Valade

Bureau Director: LaVonne Griffin-Valade

Website: http://www.portlandonline.com/auditor/

Administration: 2.9% M/W/ESB Contract \$: 0.0%

Workforce Data

Minorities: 12.5% Female: 62.5%

Non-Represented: 85.8%

Span of Control: 5.6 positions per supervisor

Management Layers: 1 to 3

Resource Summary

	FY 2011-12	FY 2012-13	FY 2012-13	FY 2012-13	FY 2012-13
	Adopted	Base	Reductions	Add Packages	Requested
GF Ongoing	\$4,345,970	\$3,988,010	(\$319,041)	\$0	\$3, 668,969
GF Overhead	3,737,201	4,122,089	0	0	4,122,089
Other Revenues	48,052,943	47,100,546	0	0	47,100,546
Total Revenues	\$56,136,114	\$55,210,645	(\$319,041)	\$0	\$54,891,604
FTE	48.60	48.60	(1.50)	0.00	47.10

Bureau Overview and Significant Issues

The mission of the City Auditor's Office is to ensure open and accountable government. This is accomplished by conducting independent and impartial reviews that promote efficient, effective, and equitable services and by providing access to City information. The Auditor's role is to advocate for efficient service delivery to Portlanders, effective management of the City organization, and open and transparent processes. City Charter assigns the Auditor a variety of responsibilities, including conducting performance audits, supervising City elections, maintaining all official records of the City, overseeing the Council agenda and meetings, and other accountability functions. City Code also authorizes the Auditor to provide civilian oversight of the Portland Police Bureau; impartial hearings of appeals of City decisions; independent investigations of employee and community member complaints, and management of assessments, liens and foreclosures.

The bureau projects resources will be needed for:

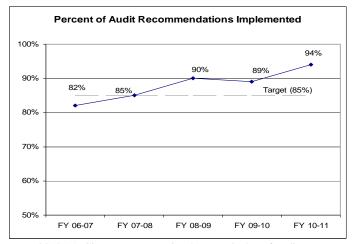
- 1) Additional staffing on a limited basis to assist the Foreclosure Manager with the immediate increase in workload due to maintaining current pre-foreclosure efforts and actively pursuing foreclosure of liens on egregious properties.
- 2) Another Assistant Archivist position to meet significantly increased workload volume while maintaining service levels and other Portland Archives and Records Center (PARC) functions.
- 3) The rollout and sustained support for the City's electronic records management solution (TRIM).
- 4) Restoring levels of service to current year levels, in future years, for the Ombudsman Office to ensure needed improvements can be made, timely responses to the public and employees, and full investigation of complaints. Projected FY 2012-13 cuts reduce the program's staff by half.

Ongoing efforts and projects:

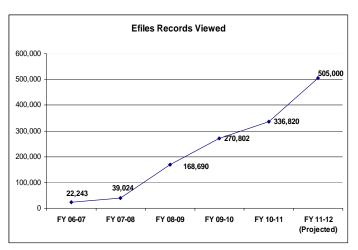
- 1) The Auditor's Office has convened a multi-bureau TRIM Steering Committee to advise Archives and Records Management on a long-term plan for broader implementation of the TRIM electronic records management system. The goal is to achieve broader and more thorough compliance with records retention laws and regulations. This effort will likely have funding implications in future years.
- 2) Through the Independent Police Review Division (IPR), the Auditor is authorized to hire outside experts to review the closed investigations of officer-involved shootings and in-custody deaths. A report on the next review of closed investigations is due out in FY 2012-13 and the Auditor plans an outside review in FY 2012-13 of recent changes to the City's system for civilian oversight of police.
- 3) The Audit Services Division recently began an audit of the City's solid waste and recycling program to assess the processes for setting solid waste collection rates and awarding residential hauler franchises. This report and several other significant audits will be issued in FY 2012-13.

PERFORMANCE DASHBOARD

The charts below highlight two key functions of Auditor's Office: providing recommendations through audits and deploying Efiles/TRIM.



In FY 2010-11, City management implemented 94% of audit recommendations, exceeding the current goal of 85%. The goal for FY 2012-13 remains at 85%.



The chart above demonstrates the increased used of Efiles, by both the public and city employees.

No divisions reported significant decreases in performance; however, due to the relocation to the new Portland Archives and Records Center (PARC) and associated facility cost increases, the Auditor's Office experienced an increase in cost per retrieval, increasing from \$5.98/record to \$6.03/record. The Auditor's Office projects a similar cost per retrieval in FY 2012-13. In FY 2012-13, the Auditor's Office projects a decrease in satisfaction and timeliness due to the reduction of a position in the Ombudsman Office.

Operating and Capital Requirements

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	FY 2010-11	FY 2011-12	FY 2012-13	FY 2012-13	FY 2013-14
	Actuals	Adopted	Base	Request	Estimate
Operating - Base	\$35,383,412	\$43,991,546	\$42,121,539	\$41,882,258	\$42,447,193
Operating – One-Time Initiatives	175,759	3,929	0	0	0
Unappropriated Ending Balance	16,517,008	12,140,639	13,089,106	13,089,106	13,089,106
Total	\$52,076,179	\$56,136,114	\$55,210,645	\$54,971,364	\$55,536,299

The bureau Operating-base budget includes debt service, transfers, and contingency related to the LID Construction Fund, the Bancroft Bond Fund, the Assessment, Finance, and Assessment Collection Fund.

Overview of Major Projects and Initiatives

Pilot Project – Assess distribution of services by City neighborhood coalition: East Portland. Auditors will assess the distribution of services in the East Portland neighborhood coalition to clarify service gaps with the secondary goal of developing a process for assessments of other coalitions.

Elevate the profile and increase the effectiveness of the Ombudsman function. Over the course of the next year, the Auditor's Office will work to build community and Citywide awareness of the Ombudsman function and strengthen the Ombudsman's ability to effect positive change in the City.

Focus efforts of the Foreclosure Program on egregious properties. Depending on the level of available resources for the Foreclosure Program, the Auditor will actively pursue foreclosure of liens on egregious properties while continuing many of the program's current pre-foreclosure efforts to work with delinquent property owners facing foreclosure by the City.