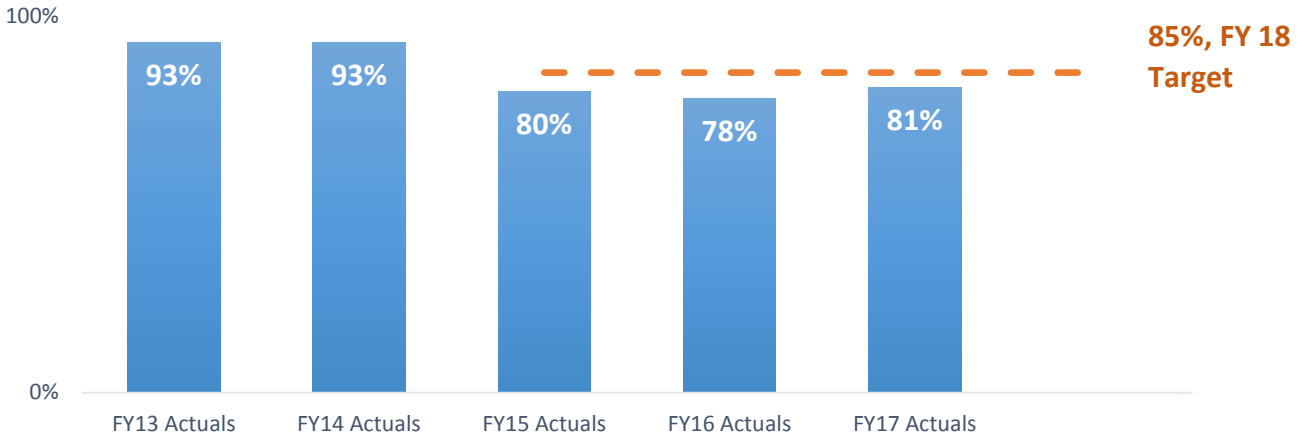




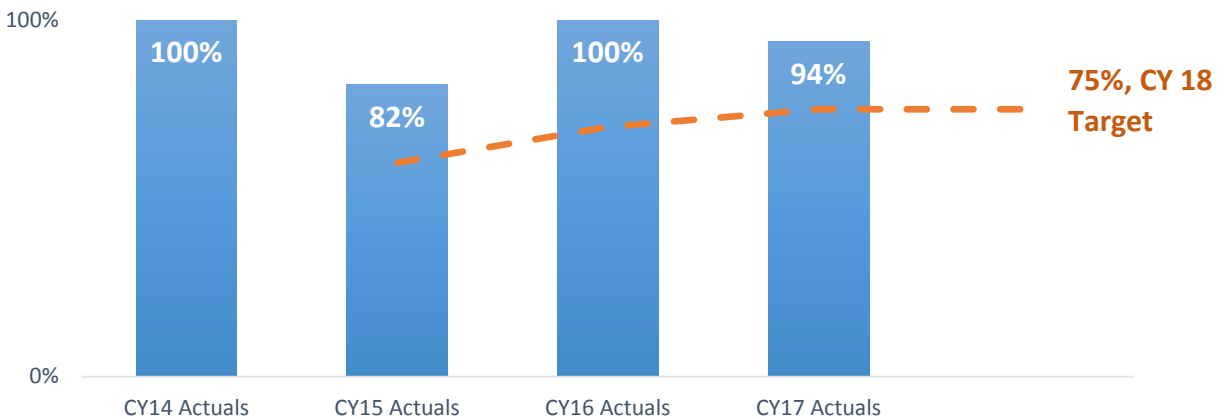
Key Auditor’s Office Performance Measure Trends

Percent Audit Report Recommendations Implemented by Bureaus or in Progress



The lower percentage of recommendations implemented or in progress is because of management’s inability or unwillingness to implement some recommendations. For example, in FY 2016-17 several report recommendations from a previous procurement audit were not implemented. A follow-up audit on procurement processes is scheduled for FY 2017-18.

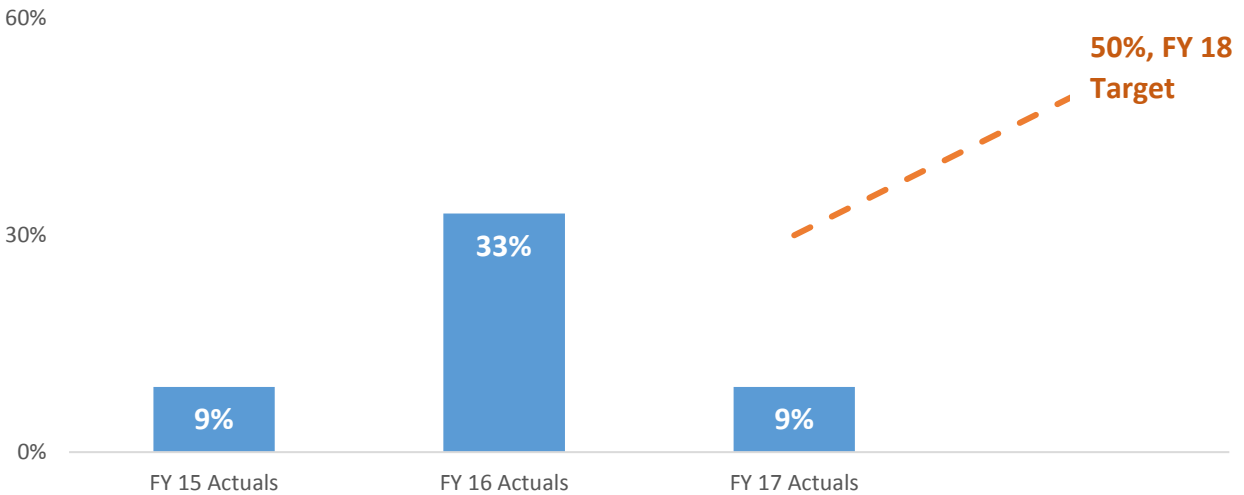
Percent of Ombudsman Recommendations Accepted by Bureaus (calendar year)



The high percentage of accepted recommendations reflects the in-depth and solution-oriented work done by the Ombudsman’s Office in cooperation with City Officials to improve the way government does business.

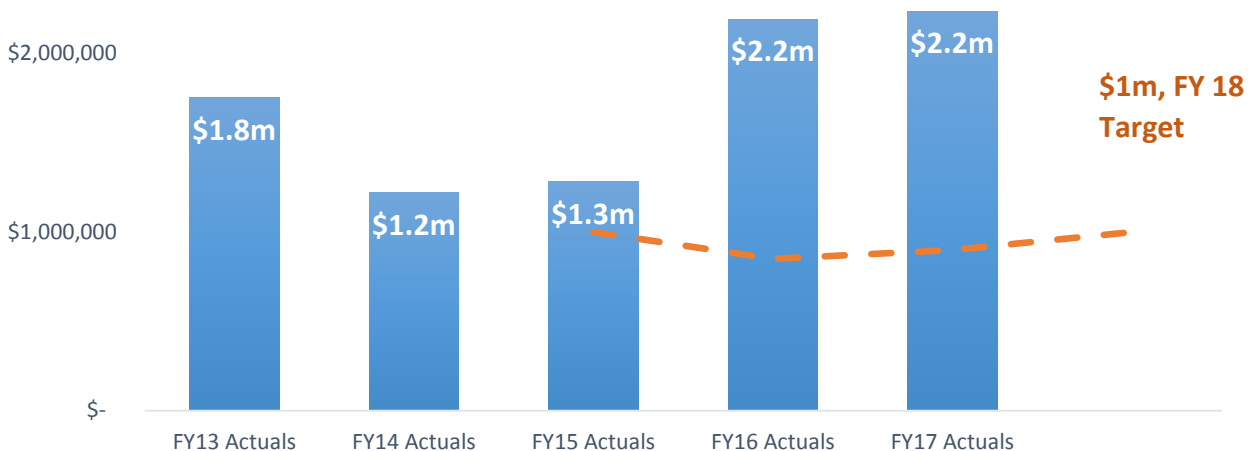


Percent Independent Police Review (IPR) Independent Investigations Closed within 60 Days



The type, number, and complexity of independent investigations in IPR is increasing, causing a backlog of cases and a decrease in the number closed within the 60-day target. The number of independent cases has more than tripled since FY 2014-15 to 35 in FY 2016-17. IPR also experienced turnover in two investigative positions which are expected to be filled by November 2017.

Annual Amount Received in Lieu of Foreclosure by Foreclosure Program Manager



The amount received in lieu of foreclosure is dependent on many factors, including the efforts of the Foreclosure Program Manager to work with property owners. The FY 2017-18 target is lower than recent trends because of increased activity to resolve property issues prior to foreclosure.



Additional FY 2016-17 Auditor's Office Performance Measures

Measure	FY 2016-17 Target	FY 2016-17 Actual
Median length of IPR intake investigations: days to complete an intake investigation decreased due to improved internal procedures and additional experienced investigative staff	14 Days	14 Days
Cost per audit hour: costs stabilized following division turnover in Audit Services	\$125	\$122
Average time to make Council meeting minutes available to public: length of Council meetings contributes to decrease in timely public posting	3 Months	8 Months
Percent increase in visitors to e-files (City's electronic and historical records public portal): public use of City's electronic portal continues to increase steadily with training, addition of important records	10%	7%
Percent administrative costs of the Auditor's office: administrative costs remain consistently below 10%	>10%	7%



Auditor's Office FY 2016-17 Workload Statistics

Statistics are per fiscal year unless otherwise stated

Measure	FY 2016-17 Actual	Trend
<p>Hearings Office tow, code, appeal, and land use cases While the scope and complexity of cases continues to be consistent, the overall number of cases has dropped approximately 50 percent since FY 2012-13. The drop is primarily a result of declining numbers and eventual termination of services for TriMet exclusion appeals cases. Staff use time gained to ease barriers to accessing the appeals process.</p>	446 Cases	<p>FY 13 FY 17</p>
<p>Number of audit reports issued After some staff turnover and required training for new employees resulting in a low of 9 reports in FY 2015-16, the office has resumed the number of audit hours and audits typical of the office.</p>	12 Reports	<p>FY13 FY17</p>
<p>Number of community complaints to IPR Community complaints to IPR have remained stable at approximately 400 per year.</p>	392 Complaints	<p>FY13 FY 17</p>
<p>Number of hours Council Clerk spends in Council meetings Council meetings continue to be longer and to tackle multiple in-depth issues in one meeting. Since FY 2013-14, total time in Council meetings increased by 112 hours.</p>	315 Hours	<p>FY 13 FY 17</p>
<p>Number of researchers assisted by Portland Archives and Records Management The conclusion of research on the Portland Harbor Super Fund clean-up project resulted in a downturn of researchers in FY 2016-17, down from FY 2015-16's 1114.</p>	879 Researchers	<p>FY 13 FY 17</p>
<p>Number of elections filings received The number of elections filings received is dependent on election years and offices on the ballot. In FY 2015-16, there were 38 elections filings during a mayoral election year.</p>	2 Elections Filings	<p>FY 13 FY 17</p>
<p>Number of complaints and requests to the Ombudsman (calendar year) Complaints and requests to the Ombudsman are up nearly 163 cases from 2012.</p>	577 Complaints	<p>CY 12 CY 17</p>