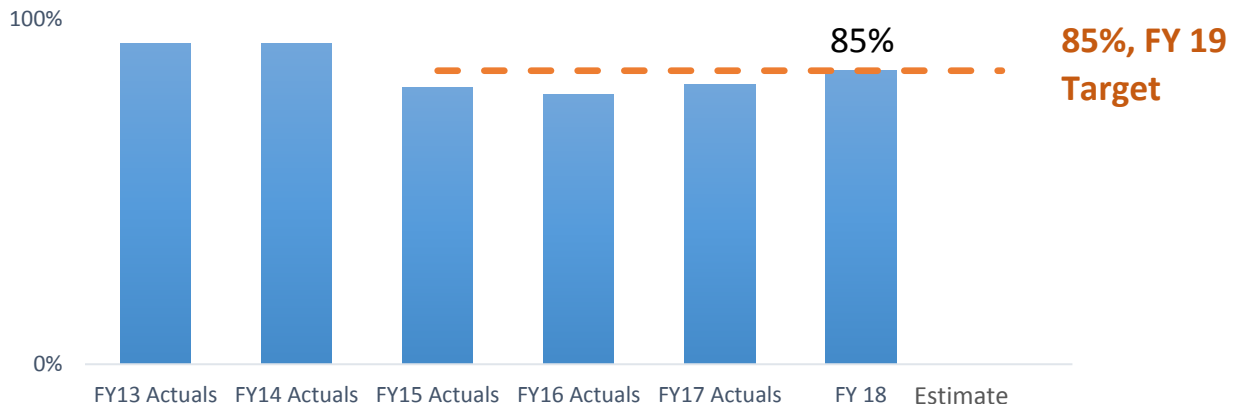




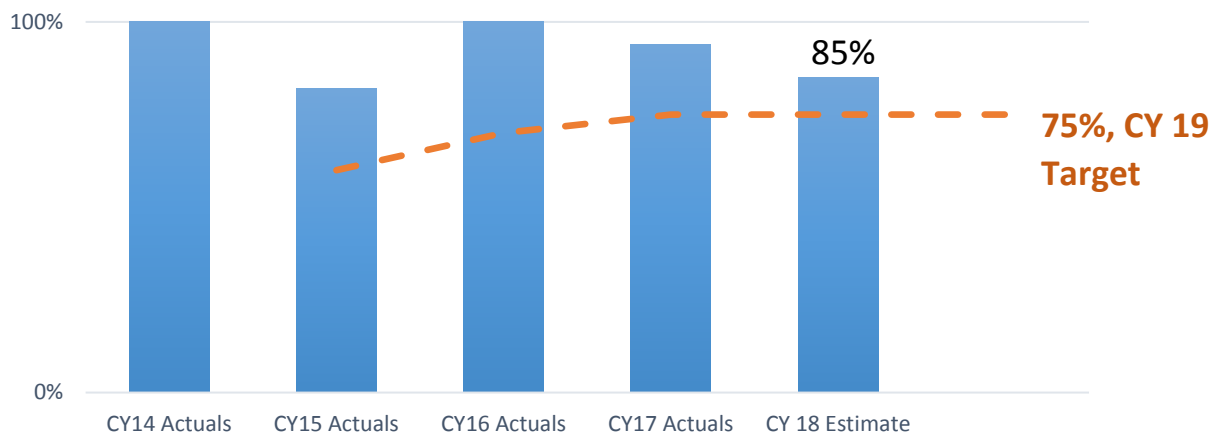
FY 2018-19 Auditor’s Office Key Performance Measure Trends

Percent Audit Report Recommendations Implemented by Bureaus or in Progress



The percentage of recommendations implemented or in progress is a result of management’s ability or willingness to implement some recommendations. The FY 2018-19 target of 85 percent maintains an industry standard.

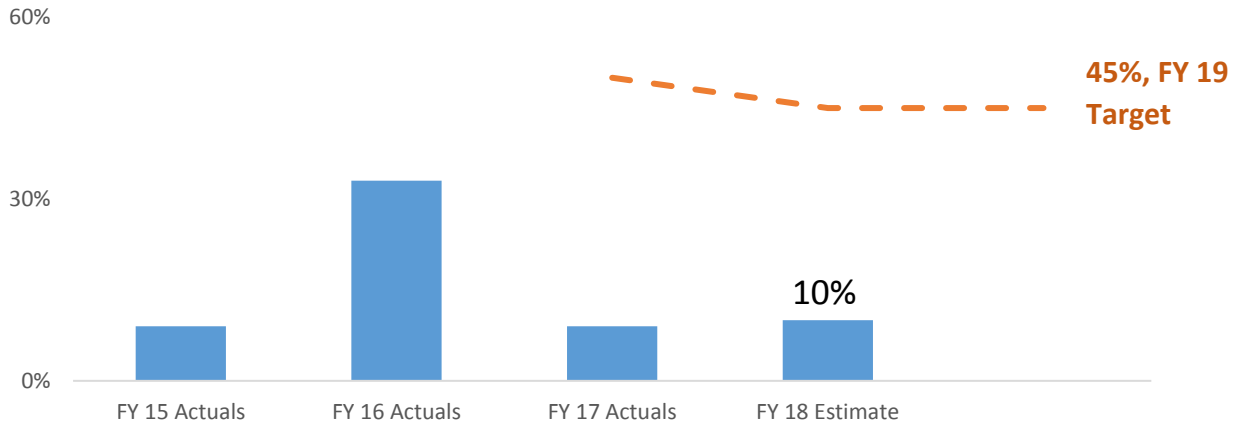
Percent of Ombudsman Recommendations Accepted by Bureaus (calendar year)



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.

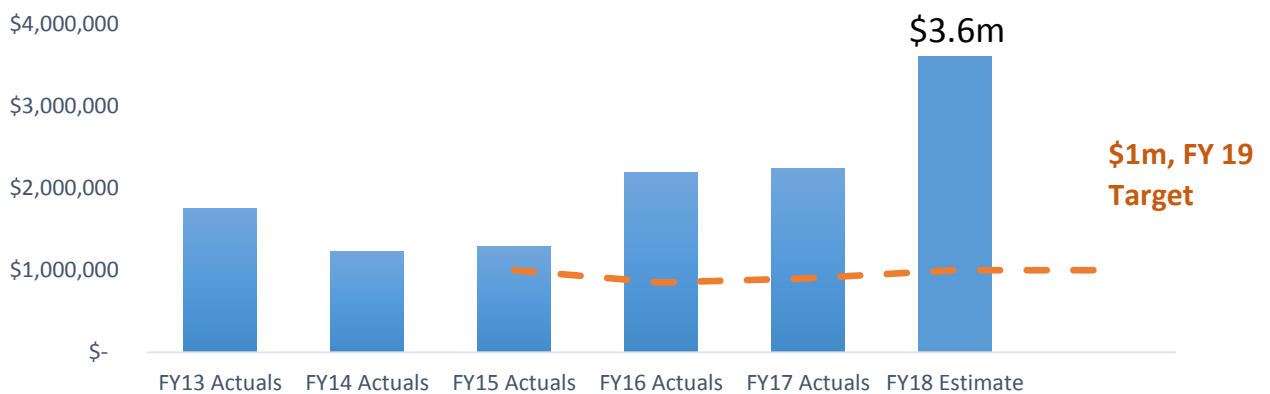


Percent Independent Police Review (IPR) Investigations Closed within 60 Days



This measure refers to independent investigations only, rather than intake or other types of investigations or reviews conducted by the division. The type, number, and complexity of independent investigations in IPR is increasing. Additional ongoing staff in the Auditor’s FY 2018-19 Requested Budget are expected to make progress on this requirement; however, the target has been lowered to 45 percent as the division calibrates its available staffing with the increasing scope of its duties in independent investigations. The division is forecasted to investigate 25 such cases in FY 2017-18, which is almost triple the FY 2014-15 caseload.

Assessments, Finance & Foreclosure: Lien Payments Collected in Lieu of Foreclosure



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. Targeted, successful efforts on a specific case in the current year lead to the substantial increase in the amount collected. The FY 2018-19 target remains unchanged at \$1,000,000.



Additional FY 2018-19 Auditor's Office Performance Measures

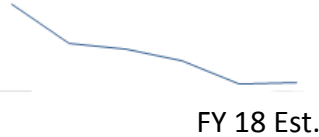

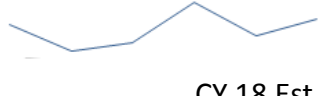
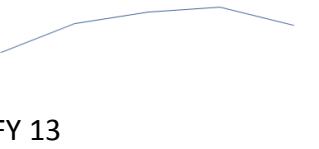
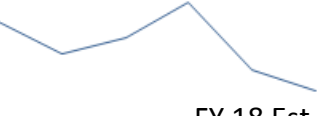

Statistics are per fiscal year unless otherwise stated

Measure	FY 2017-18 Estimate	FY 2018-19 Target
Median length of IPR intake investigations: days to complete an intake investigation is expected to increase slightly due to staff turnover during the fiscal year. The FY 2018-19 target is 14 days.	17.5 Days	14 Days
Cost per audit hour: cost per audit hour is stable and expected to increase with inflation. The FY 2018-19 target is \$130.	\$126	\$130
Average time to make Council meeting minutes available to public: length of Council meetings and other deadline driven priorities of the Council Clerk/Contracts division contributes to the timeliness of completing and posting Council minutes for the public. The FY 2018-19 target is three months.	6 Months	3 Months
Number of visitors to E-files (City's electronic and historical records public portal): public use of City's electronic portal is largely stable with a slight estimated decrease this fiscal year to 86,500 from 88,590. The FY 2018-19 target is 90,000 visitors, representing a four percent year-over-year increase.	88,590	90,000



Auditor's Office FY 2018-19 Workload Statistics

Statistics are per fiscal year unless otherwise stated

Measure	FY 2017-18 Estimates	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, primarily due to the termination of an agreement with TriMet for exclusion appeals. The decrease in cases is stabilizing and is expected to number approximately 450 in FY 2018-19. Staff use any excess time and resources on working to erase barriers to the Hearings Office.</p>	446 Cases	<p>FY 13</p>  <p>FY 18 Est.</p>
<p>Number of audit reports issued Staff leaves and some turnover have suppressed the number of audit reports issued below the division's target of 12 reports. The division expects this number to return to normal at 12 reports issued in FY 2018-19.</p>	10 Reports	<p>FY13</p>  <p>FY 18 Est.</p>
<p>Number of community complaints to IPR (calendar year) Community complaints to IPR have remained relatively stable at approximately 400 per year.</p>	396 Complaints	<p>CY13</p>  <p>CY 18 Est.</p>
<p>Number of hours Council Clerk spends in Council meetings Council meetings continue to tackle multiple in-depth issues in one meeting, but the length is slightly decreasing. In FY 2018-19, the division expects 270 hours spent in Council meetings based on current year data.</p>	270 Hours	<p>FY 18 Est.</p>  <p>FY 13</p>
<p>Number of researchers assisted by Portland Archives and Records Management The flow of researchers in the Archives and Records Center is largely generated by outside projects and variable public demand. In FY 2018-19, the division expects to assist 850 researchers in person.</p>	810 Researchers	<p>FY 13</p>  <p>FY 18 Est.</p>
<p>Number of complaints and requests to the Ombudsman (calendar year) Complaints and requests to the Ombudsman are up nearly 150 cases from 2012. The Office facilitated approximately 565 complaints and requests in 2017.</p>	565 Complaints	<p>CY 17</p>  <p>CY 12</p>

