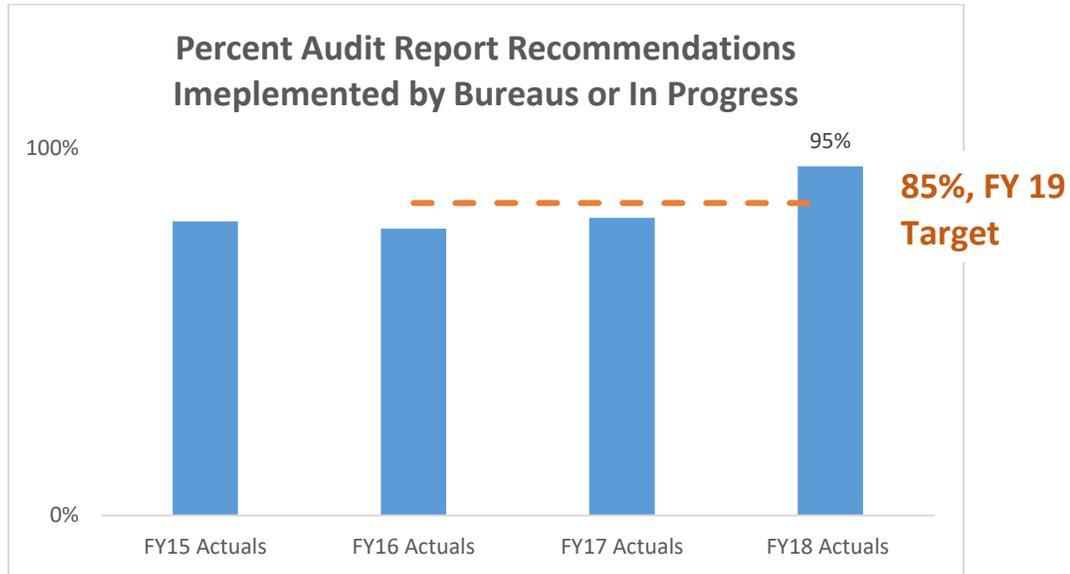
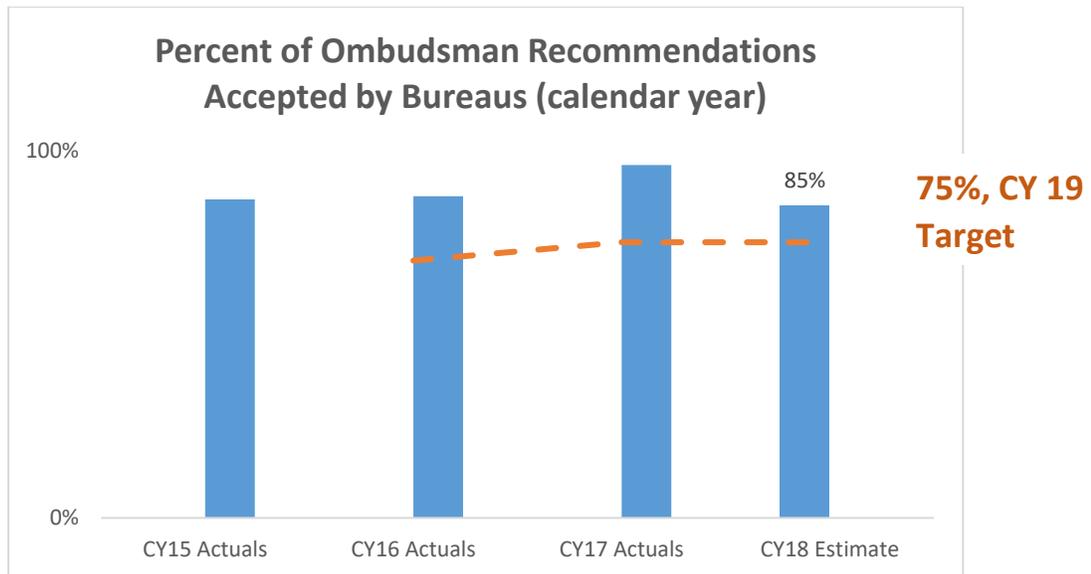




FY 2018-19 Auditor’s Office Key Performance Measure Trends

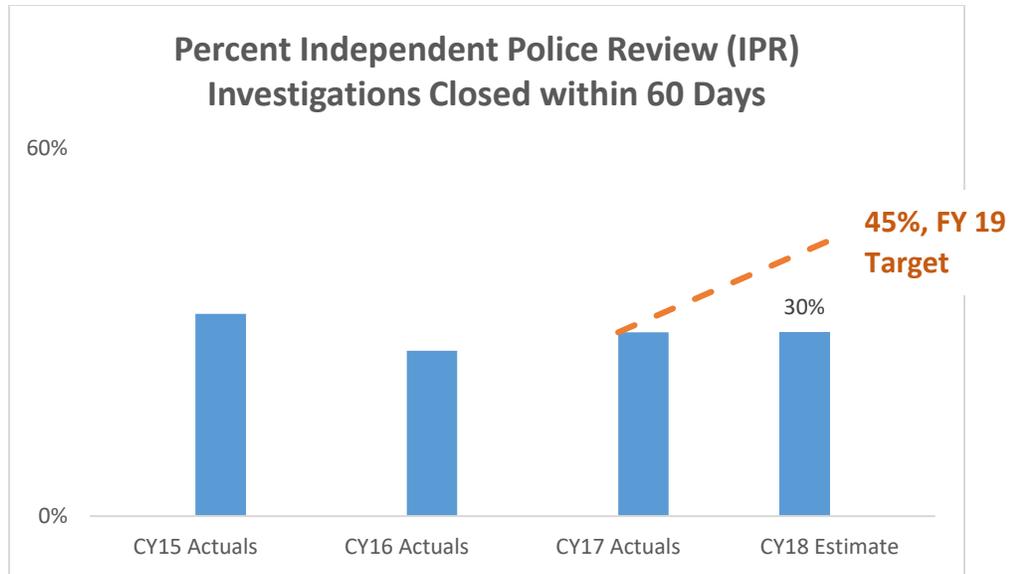


The percentage of recommendations implemented or in progress is a result of management’s ability or willingness to implement some recommendations. The FY 2018-19 target of 85 percent maintains an industry standard.

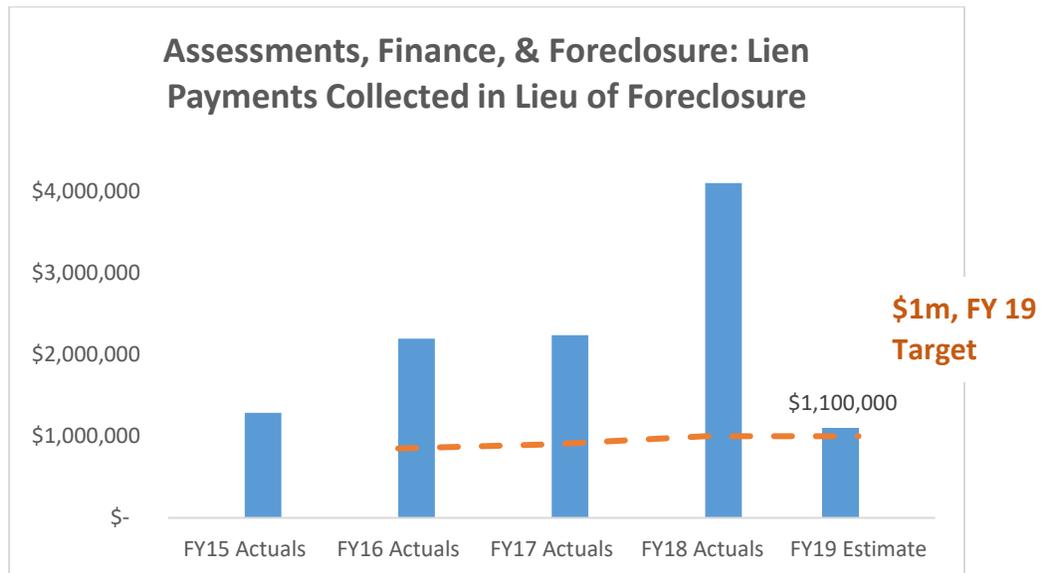


The high percentage of accepted recommendations reflects the in-depth and solution-oriented work done by the Ombudsman’s Office in cooperation with City Officials to improve the way government does business.





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.



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 Actual	FY 2017-18 Target	FY 2018-19 Target
Cost per audit hour: cost per audit hour is stable and expected to increase with inflation. The FY 2018-19 target is \$130.	\$145	\$147	\$130
Average time to make Council meeting minutes available to public: length of Council meetings and other deadline-driven priorities contributes to the timeliness of completing and posting Council minutes for the public. The FY 2018-19 target continues to be three months, despite exceeding the goal in FY 2017-18.	10 Months	3 Months	3 Months
Number of visitors to E-files (City’s electronic and historical records public portal): public use of City’s electronic portal exceeded the goal of 90,000 visitors in FY 2017-18.	91,981	90,000	90,000

Measure	2017 Actual	2018 Estimate	2018 Target
Median length of IPR intake investigations: days to complete an intake investigation goal was changed from fiscal to calendar year. The CY 2018-19 target is 21 days.	33 Days	17.5 Days	21 Days



Auditor's Office Workload Statistics

Statistics are per fiscal year unless otherwise stated

Measure	FY 2017-18 Actuals	Trend
<p>Hearings Office tow, code, appeal, and land use cases The number of cases heard by the Hearings Office decreased by about 200 cases, from 637 in FY 2014-15 to 439 FY 2017-18. The decrease is expected to stabilize to approximately 450 in FY 2018-19. Staff use any excess time and resources on working to erase barriers to the Hearings Office.</p>	439 Cases	<p>FY 15</p> <p>FY 18</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>FY 15</p> <p>FY 18</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 (CY 2017)	
<p>Number of hours Council Clerk spends in Council meetings Council meetings continue to tackle multiple in-depth issues in one meeting, and the number of hours spent in remained roughly stable from FY 2015-16 to FY 2017-18. In FY 2018-19, the division expects 270 hours spent in Council meetings based on current year data.</p>	304 Hours	<p>FY 15</p> <p>FY 18</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>	826 Researchers	<p>FY 15</p> <p>FY 18</p>
<p>Number of complaints and requests to the Ombudsman (calendar year) Complaints and requests to the Ombudsman increased from 517 in 2016 to 566 in 2017. The division estimates it will receive approximately 420 complaints and requests in 2018.</p>	566 Complaints (CY 2017)	<p>CY 15</p> <p>CY 18 Est.</p>