

Ombudsman Satisfaction Survey
 1. Satisfaction Survey

1. Did the Ombudsman's staff:

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Listen carefully to your complaint?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluate your complaint fairly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide helpful assistance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Display suitable knowledge of issues?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respond in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Overall, how would you rate the service you received?

Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

3. Is this service of value?

Yes No

Why?

4. How can the Ombudsman service be improved?

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NEW CITY AUDITOR ELECTED MAY 2009



LaVonne Griffin-Valade was sworn in as interim City Auditor on May 18, 2009, and was elected City Auditor May 19, 2009* to fill an unexpired term that runs through the year 2010.

LaVonne served as the elected Multnomah County Auditor beginning in 2007. She previously served in the Multnomah County Auditor's Office as the Deputy County Auditor, and prior to that as a Senior Management Auditor. She started with the Multnomah County Auditor's Office in 1998. Prior to joining the Multnomah County Auditor's Office she worked for the Northwest Regional Education Laboratory as a researcher and teacher trainer.

LaVonne has a Masters in Public Administration degree from Portland State University, and a B.A. degree from Western Oregon State. She has also done post graduate degree work in the Public Administration and Policy doctoral program at Portland State. She is a Certified Internal Auditor (CIA) and a Certified Government Auditing Professional (CGAP).

She is a member of the Institute of Internal Auditors and also of the Association of Local Government Auditors, where she serves on the Peer Review Committee.

The Ombudsman Office looks forward to working with LaVonne to continue to provide the public with accountability and transparency regarding City government.

* Election results are expected to be certified by June 9, 2009.

SPECIAL THANKS TO MEG BOWMAN



In February 2008 the Office of the Ombudsman welcomed Meg Bowman to the role of Deputy Ombudsman. Meg served in a temporary capacity while deputy ombudsman Kristen Erbes was on leave.

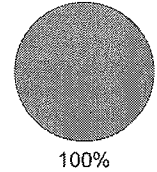
Meg was previously a family and peer mediation specialist at Resolutions Northwest where she managed the Family Mediation Program, recruited and trained youth mediators and mediated parent-adolescent and adult family conflict issues for over nine years. Her conflict resolution skills and experience allowed her to successfully assist those seeking help with City issues.

Meg was able to respond effectively to complaints, manage her assigned case load and contribute her good nature to the office. A big thank you to Meg as she was able to provide a seamless transition and step into the role of deputy ombudsman!

2008 SURVEY RESULTS

■ Satisfied □ Neither ■ Dissatisfied

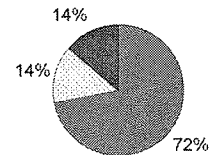
Did staff listen carefully to your complaint?



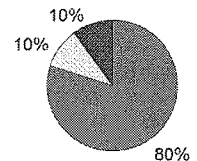
Did staff evaluate your complaint fairly?



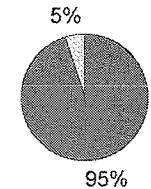
Did staff provide helpful assistance?



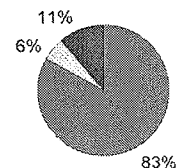
Did staff display suitable knowledge of issues?



Did staff respond in a timely manner?



How would you rate the service you received?



■ Satisfied □ Neither ■ Dissatisfied

The Office of the Ombudsman sends a short survey to jurisdictional complainants to determine the level of satisfaction of our users and to identify where we can improve. Surveying the public is a key element of the City Council's directive to improve customer service.

The postcard mailer includes a postage-paid tear-off portion that responders can send in anonymously. This year, our overall response rate fell slightly to 35%. To address this trend, the office has created an on-line survey. We felt that due to the significant electronic contact with complainants this would be a convenient and cost-effective method of gathering input for many of those cases. Complainants are e-mailed a link to a survey that they can fill out anonymously. The survey takes less than five minutes to complete. In cases where we do not have an e-mail address or where the complainant prefers to receive a hard copy, we will still mail the postcard survey. We hope to see an increase in response rates next year.

Regarding the feedback we did receive, one measure "Did staff provide helpful assistance?" fell to 72% satisfied or very satisfied. (And 14% reported dissatisfied or very dissatisfied.) While this indicator identifies a need to provide more value added assistance, it may also reflect more complainants not receiving the results they desired rather than the level of service. However, another measure "Did staff listen carefully to your complaint?" received 100% satisfied or very satisfied. That is the first time we have ever achieved a 100% satisfaction result!

We were also pleased with our overall satisfaction rate. 83% rated their overall service as satisfied or very satisfied. While we know we cannot always deliver the results requested, we can use responses to help us provide the most complete and useful information possible. We also may not agree with every caller. We believe everybody should be afforded the opportunity for a fair and impartial review of their complaint, even when we may disagree.

We appreciate those complainants who take the time to respond to our survey. If you have feedback or constructive criticism on how we can improve, even if you do not receive a survey, please contact us at any time!

Mission Statement

To receive complaints, conduct independent, impartial investigations of the administrative acts of City agencies and recommend appropriate changes to safeguard the rights of persons and promote higher standards of competency, efficiency and justice in the provision of City services.