

Citizen-oriented accountability

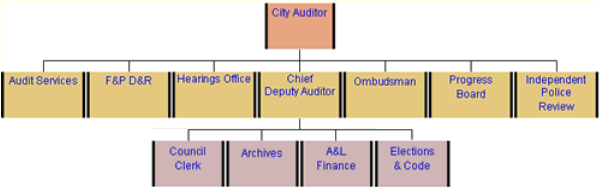
May 2006

GARY BLACKMER
Portland City Auditor

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My office

- Charter - Elected certified auditor
- 4-year terms
- 60 employees, 10 in Audit Services



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Audit areas

- Compliance
- Inspections
- Recreation fees
- Fleet management
- Internal controls
- Hiring process

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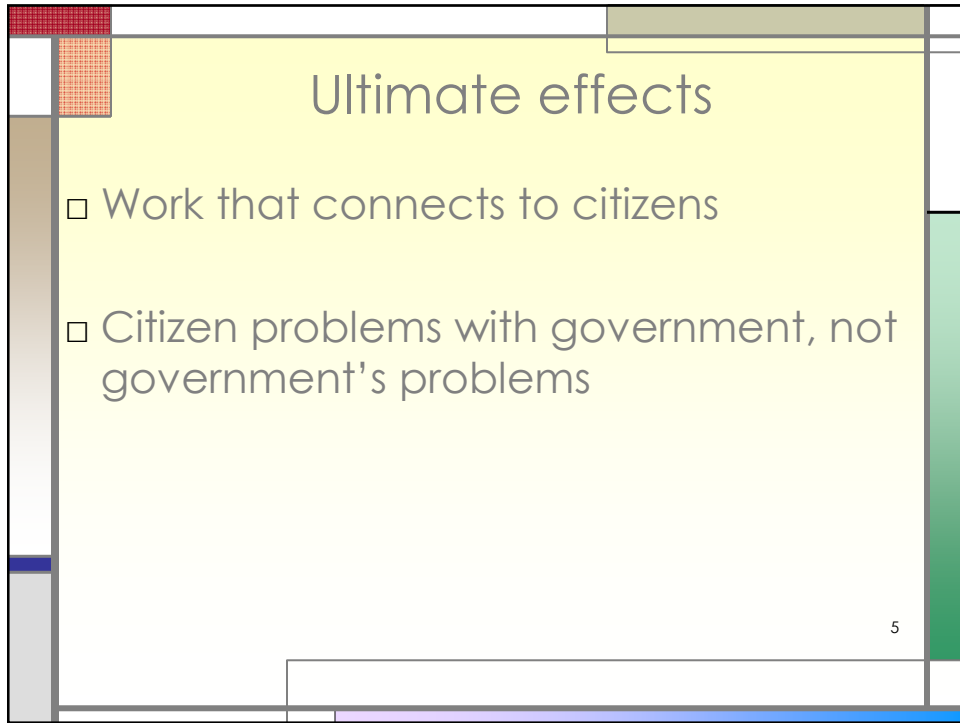
Making a difference for citizens

So what? →

Cause ⇨ Condition ⇨ Effect ⇨ Effect ⇨ Effect

← Why?

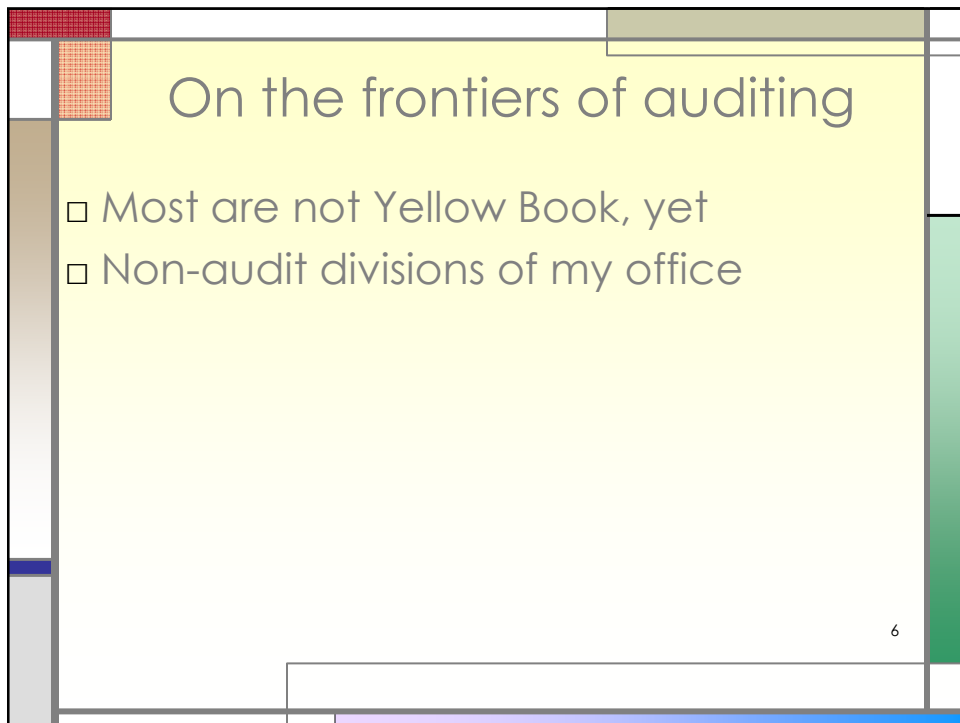
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Ultimate effects

- Work that connects to citizens
- Citizen problems with government, not government's problems

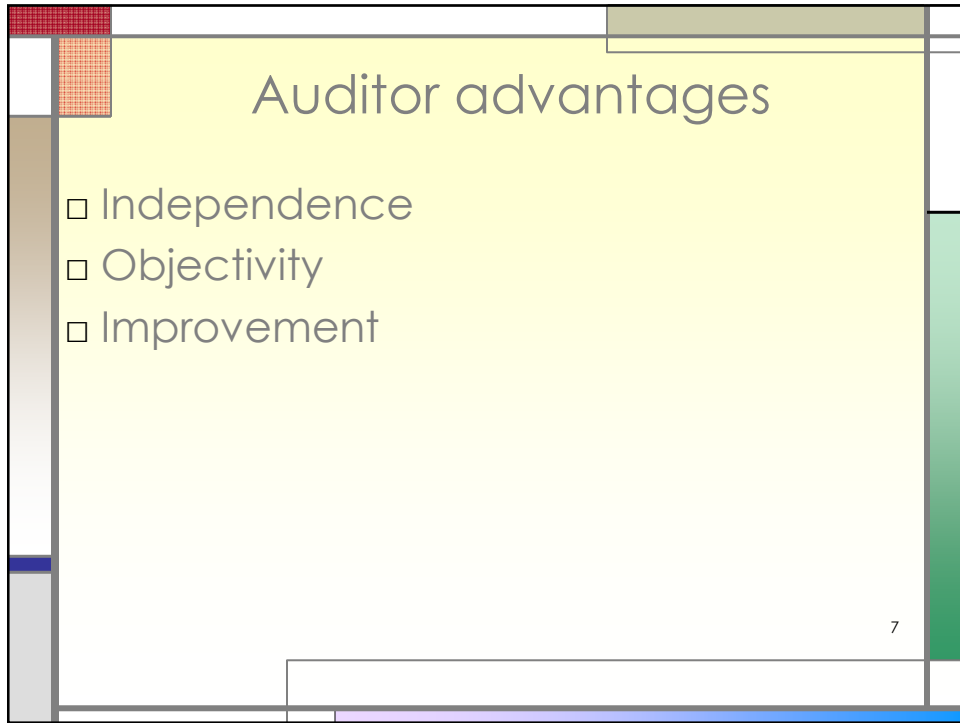
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On the frontiers of auditing

- Most are not Yellow Book, yet
- Non-audit divisions of my office

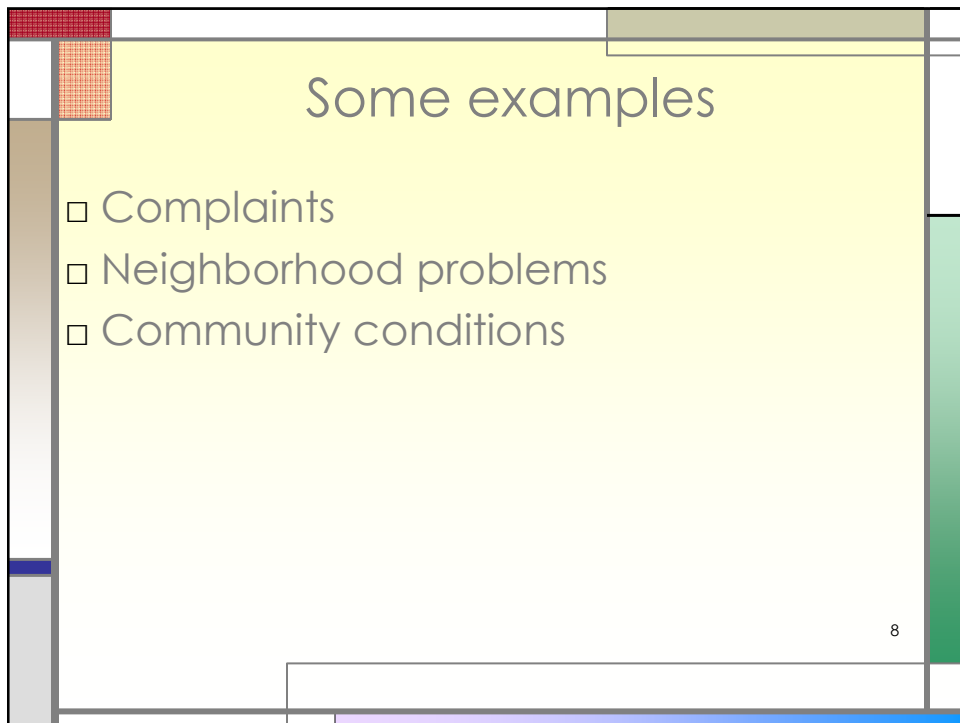
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Auditor advantages

- Independence
- Objectivity
- Improvement

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Some examples

- Complaints
- Neighborhood problems
- Community conditions

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Ombudsman

- Topics too small to audit, too big to ignore
- Educate citizens on appeals available
- Last and final review

- Two persons*

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Types of issues

- Contradictory rules
- Misapplication of rules
- Poor communication
- Gaps in rules
- Sometimes the only criteria is "fairness"

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Examples

- Electrical permit
- Dumpsters
- Water bill appeals

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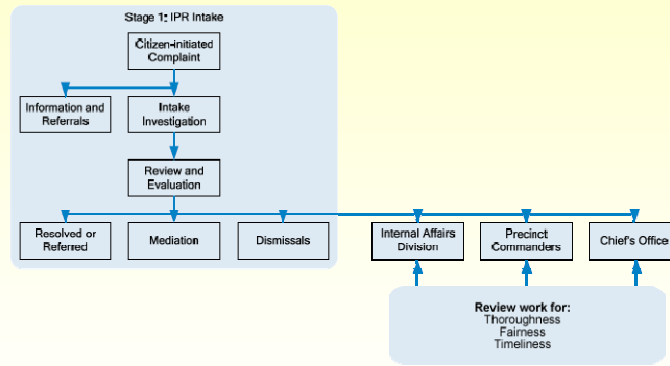
Independent Police Review

- Complaints about the police
- Officer-involved shootings
- Policy reviews

- 8 persons*
- Citizen committee*
- Consultants*

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IPR Complaint process



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Citizen-oriented examples

- Profanity
- Shooting reviews
- Mediation

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Controversial

- Win situations
 - Timely complaint-handling
 - Organizational and behavioral change
- No-win situations
 - Complainants are seldom satisfied
 - Battered by ideologues on both sides

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Neighborhood problems

- Audit Services SEA survey – 15 years
- 11 bureaus
- 7 areas to 75 areas
- \$145,000 – *printing, postage, scanning*

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Examples

- Focus bureau efforts
- Problem solving dialogue
- Focus neighborhood efforts

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Community Conditions

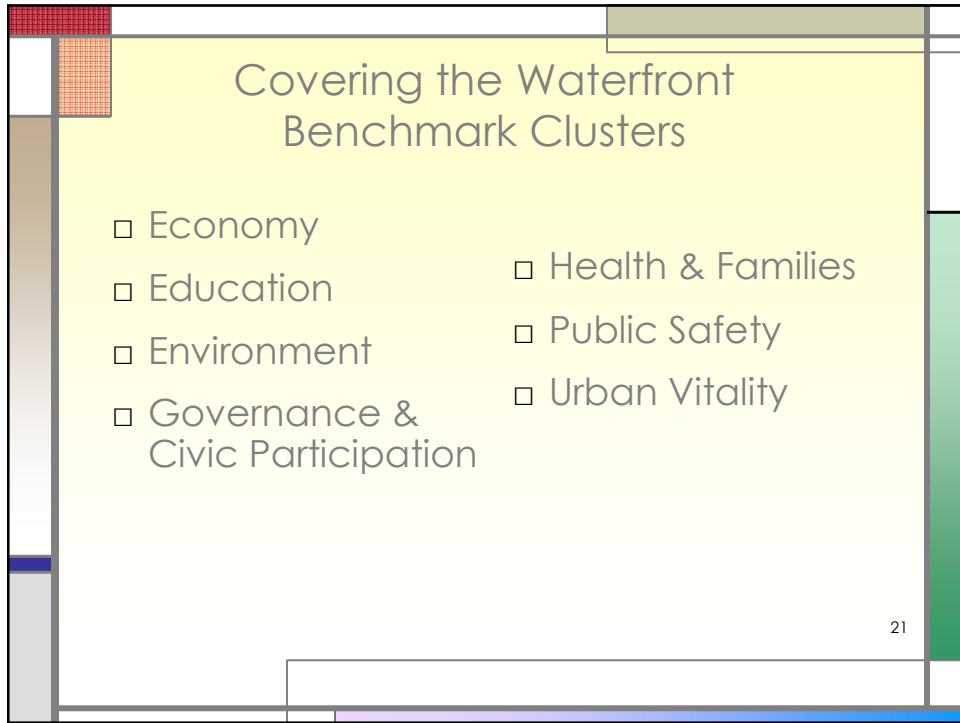
- Identify, monitor and report on benchmarks (65 benchmarks)
- Act as a community catalyst
- 16-member board
- Long-term perspective
- See National Indicators effort



Portland Multnomah Progress Board

- *2 person staff*

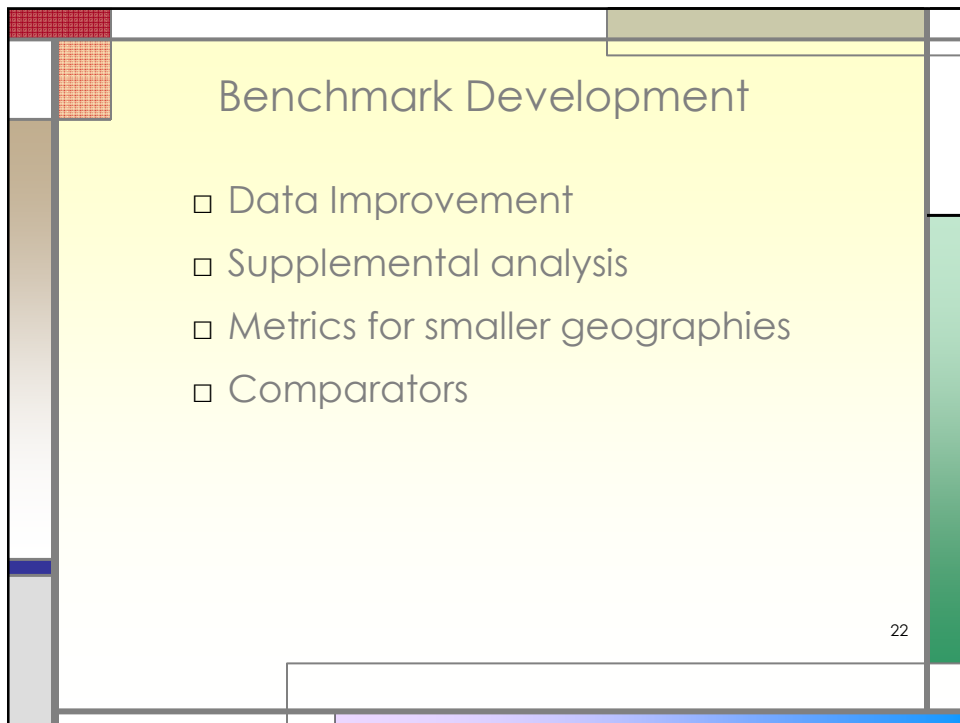
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Covering the Waterfront Benchmark Clusters

- Economy
- Education
- Environment
- Governance & Civic Participation
- Health & Families
- Public Safety
- Urban Vitality

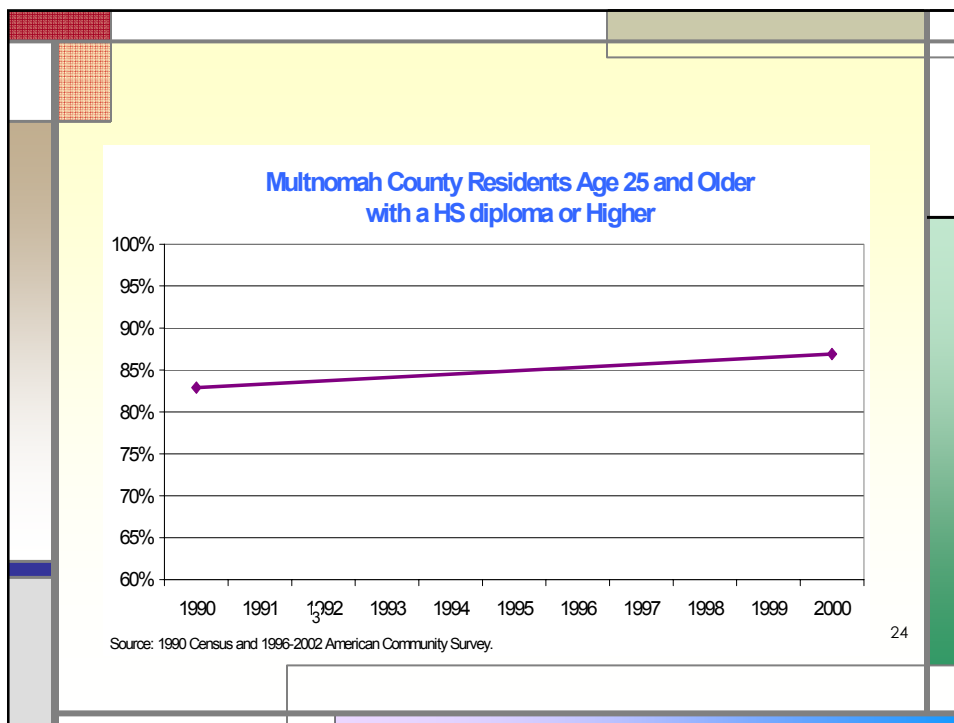
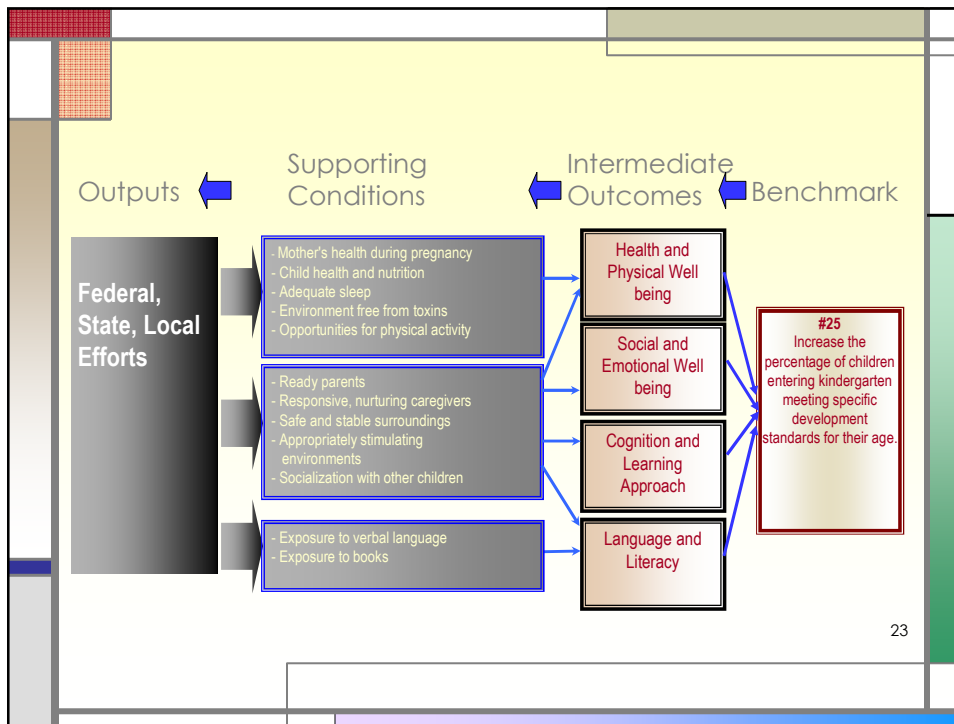
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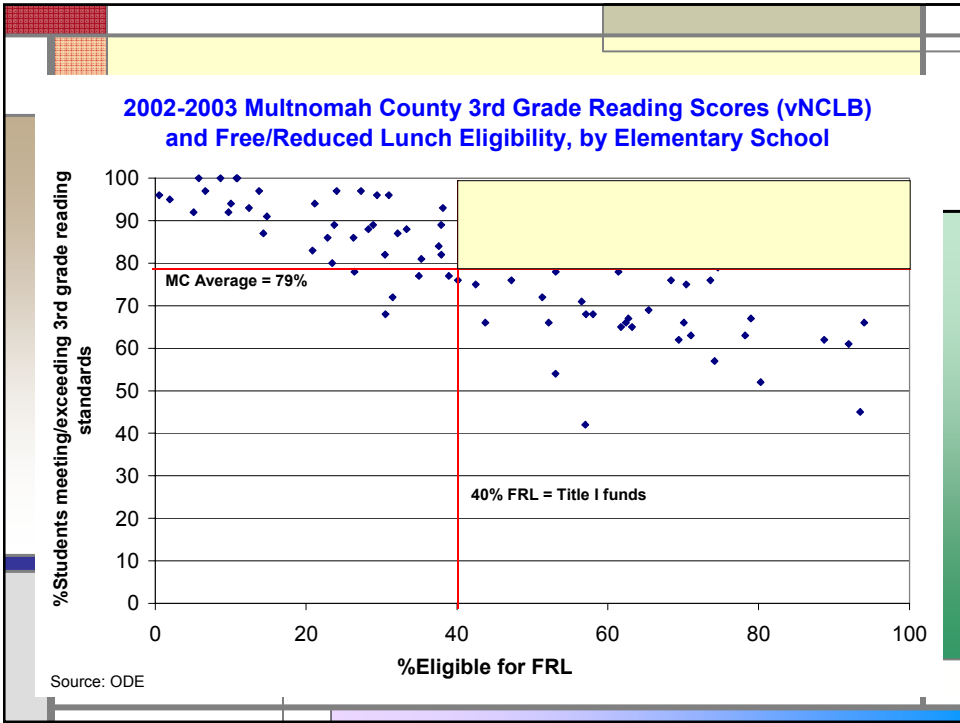
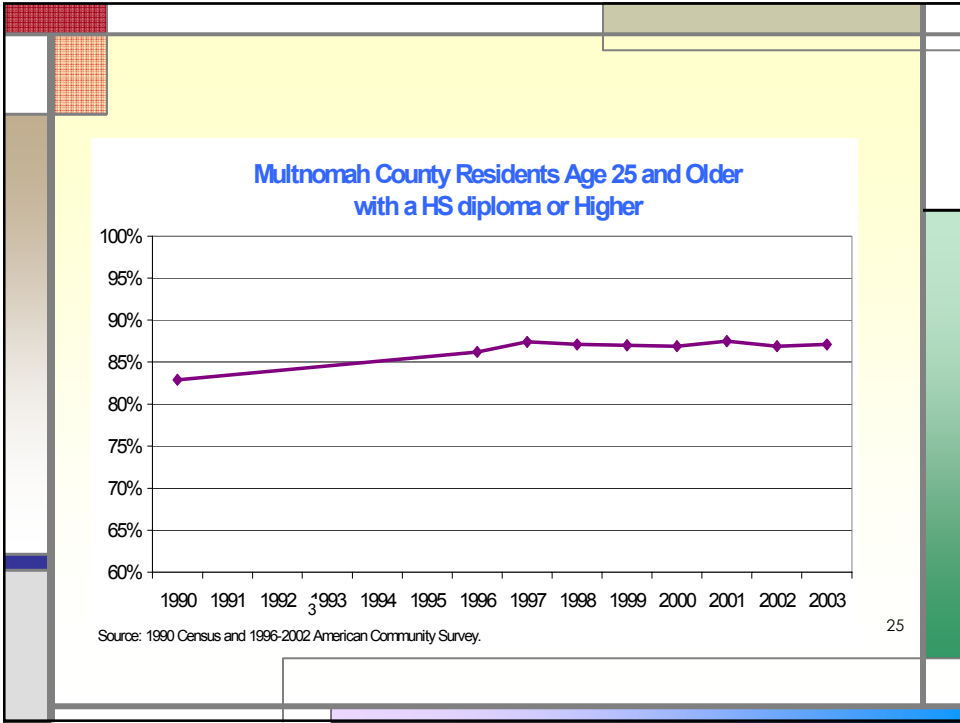


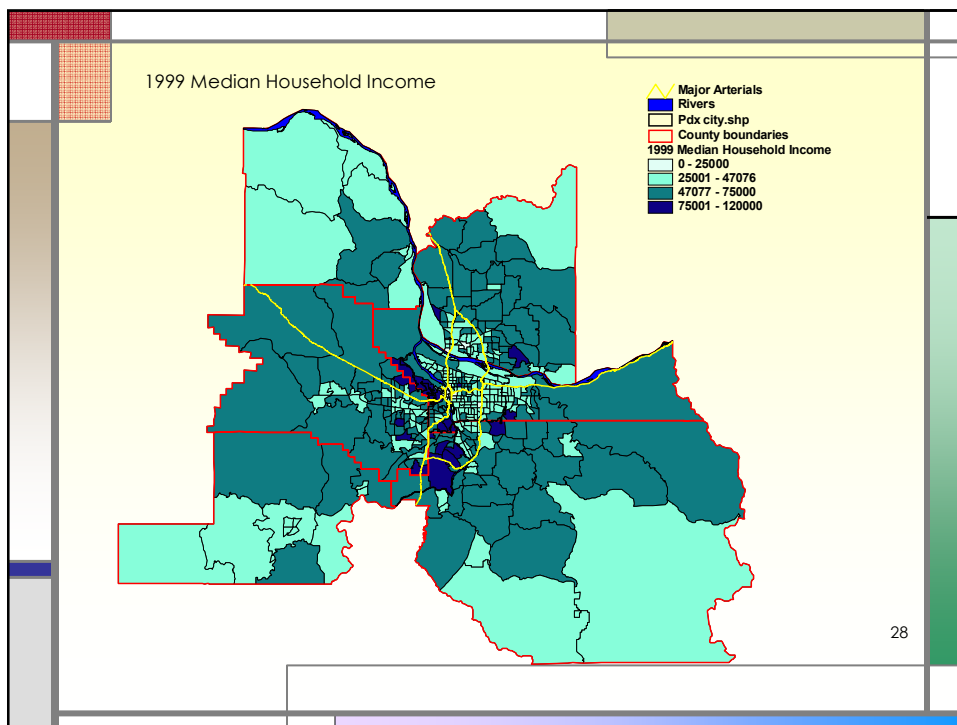
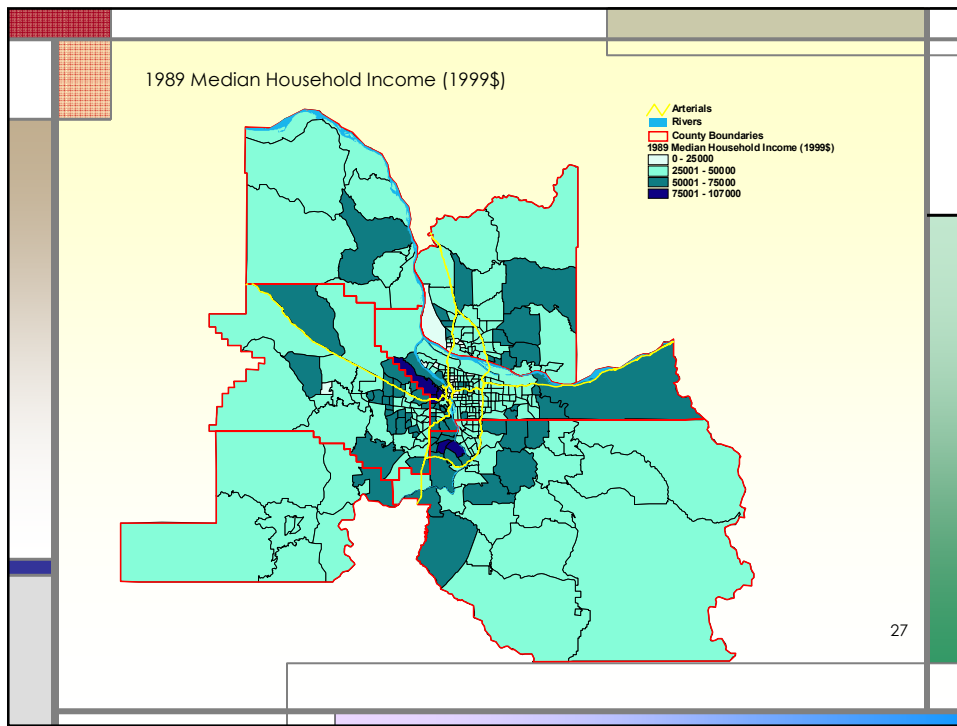
Benchmark Development

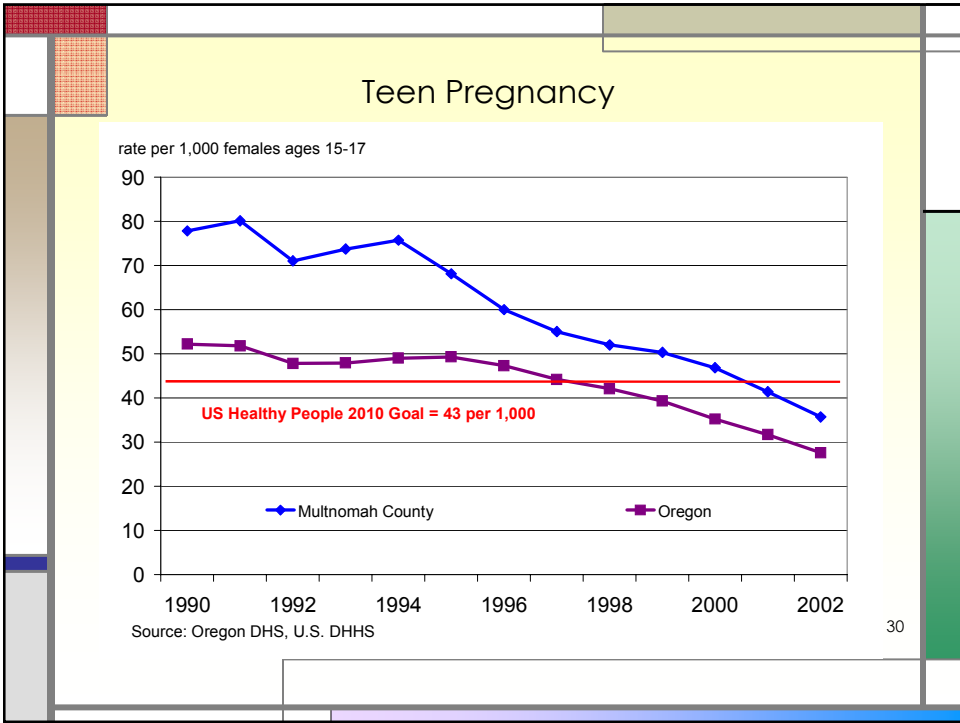
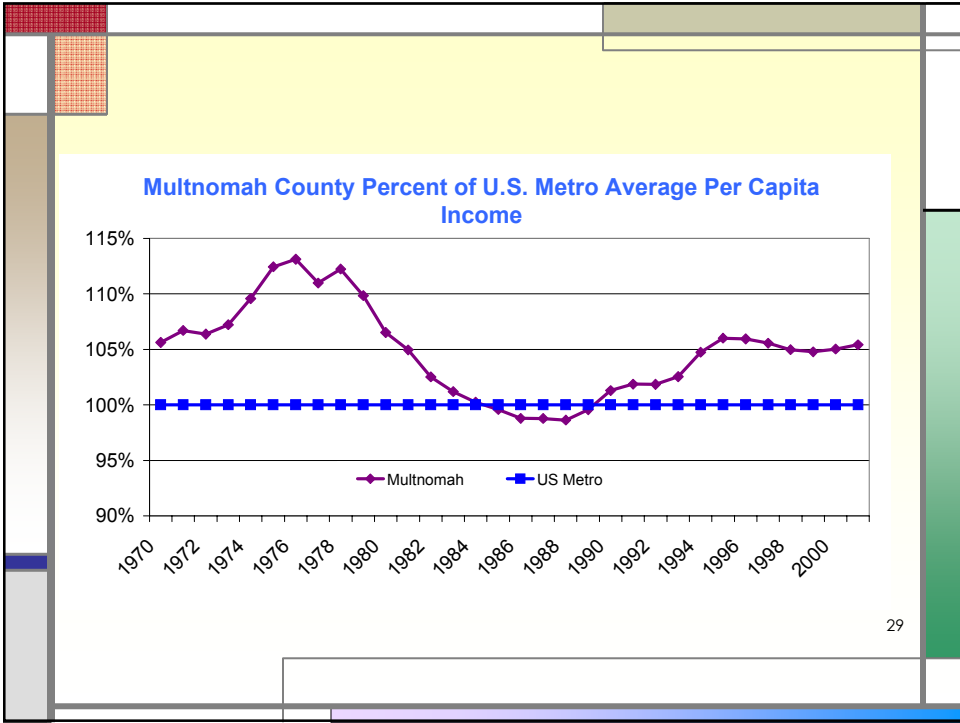
- Data Improvement
- Supplemental analysis
- Metrics for smaller geographies
- Comparators

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Act as a Community Catalyst

- Leader's Roundtable:
3rd Grade Reading; Service Integration
- Center for Population Research & Census:
Census Forum; Census Outlook Report
- City of Portland
Environmental Scans
- Multnomah County
School-Aged Policy Framework; Priority-Based Budgeting
- Benchmark & Demographic presentations
- Census Affiliate

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Connecting to citizens

BENCHMARKS

CITY MISSION

GOALS

Bureau Mission

Goals

Programs

Performance measures

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Questions?

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