

PORTLAND CITY AUDITOR

SEPTEMBER 2019

RACIAL EQUITY PLAN

YEAR 2 REPORT



PORTLAND
CITY AUDITOR

Mary Hull Caballero



SUMMARY

The Auditor's Office promotes open and accountable government. To help ensure our services address the concerns of people who may be underrepresented in City decision-making or may experience disproportionate adverse effects of City services, each of the seven divisions of the Auditor's Office has developed a Racial Equity Plan.

The Auditor's Office is unique in Portland's municipal government. Much of our work involves providing information and assisting people who have disputes with the City. Our overarching goal is to ensure that everyone can take advantage of our services. To achieve that goal, we must identify and remove any barriers that keep people from doing so.

FIRST STEP

UNDERSTAND WHO WE HAVE AND HAVE NOT SERVED

We do not have the information we need to now if Auditor's Office's services are being used by people who could benefit from them the most. We need to understand who uses the Auditor's Office and why. Without good data on the race and ethnicity of the people we serve, we cannot identify who we need to serve better. For example, 35% of people who filed a police misconduct complaint with the Independent Police Review in 2018 declined to tell us their race and ethnicity. Without having a complete picture of who we served, we cannot tell if we need to raise awareness among certain groups or neighborhoods about our role in investigating complaints about the Police Bureau or any other City bureau.





AWARENESS

We want to learn:

- ▶ Are we able to identify which City policies and practices result in inequitable outcomes?
- ▶ Do the subject areas we audit reflect community members' priorities?
- ▶ Do we fairly apply resources to community member concerns?

ACCESS

We want to learn:

- ▶ Have we provided the appropriate opportunities for Portlanders in communities of color and new Portlanders to access information about or appear before City Council?
- ▶ Do people who feel mistreated by a City employee or disagree with a City action know how to initiate a complaint with the City Ombudsman or Independent Police Review?
- ▶ Do people know they can request an impartial hearing by legal officers in the Auditor's Office when they have a dispute with the City?

ACTIONS

Each division has identified actions they will take to address equity issues that become known through talking to people and data analysis. Some of the division's goals are to:

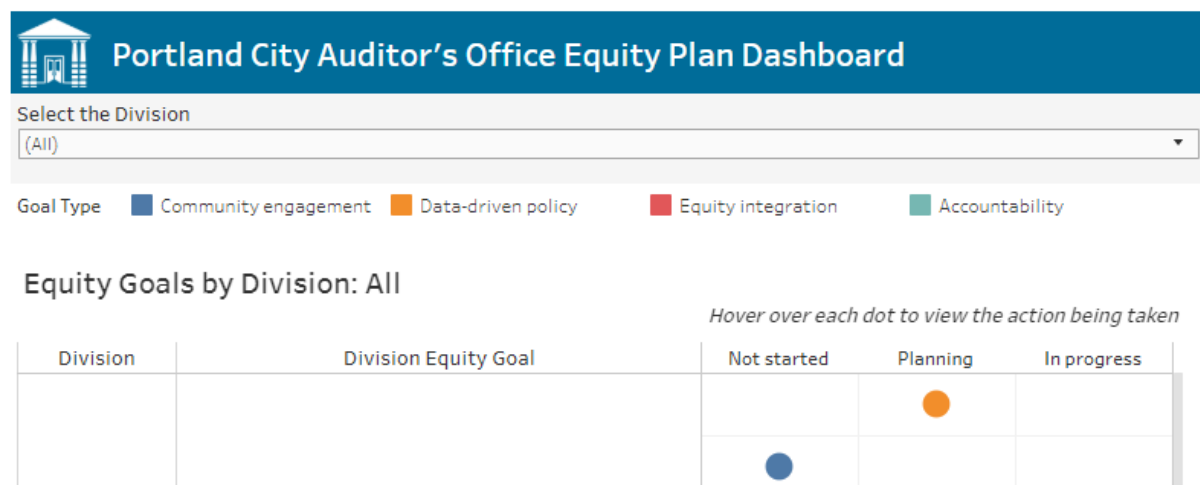
Improve data collection related to the race and ethnicity of people who use our services

Immerse ourselves in the community to better understand their expectations for City government and our role in it

Prioritize equitable outcomes in all facets of our work

ACCOUNTABILITY

Implementation of our equity plans is underway, and we will monitor progress on our division goals to make sure our actions are delivering results and adjust our approach when they are not. Starting in 2020, we will report progress on a quarterly and annual basis.



Screenshot from one of our dashboards