

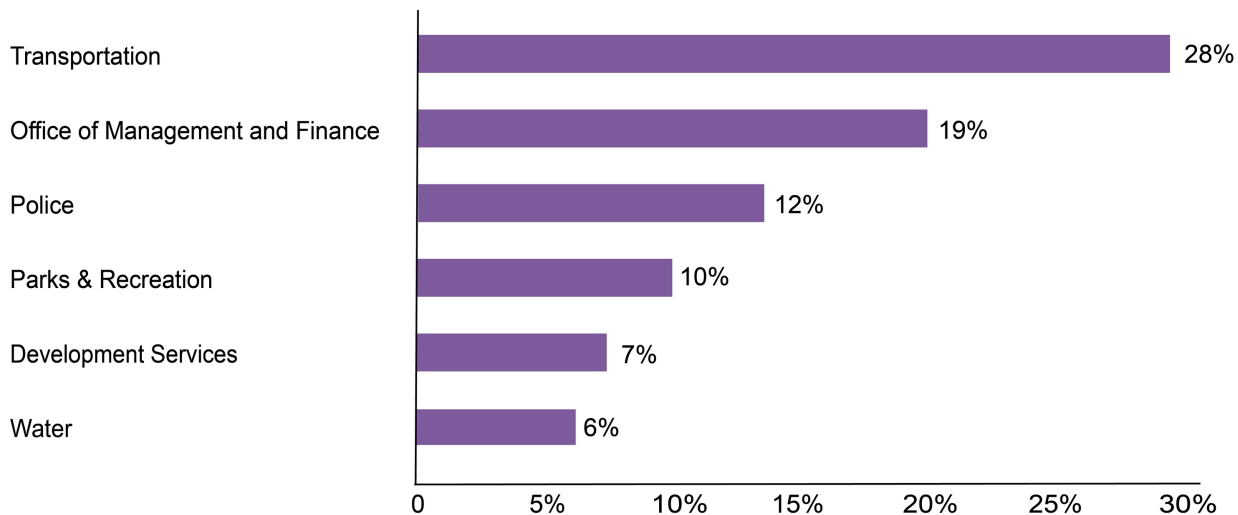
2023 Ombudsman Annual Report Highlights

The Ombudsman is an advocate for fairness

We are here to make sure City government treats Portland residents and businesses fairly. We investigate complaints and identify ways to resolve them. As part of the elected City Auditor's Office, we're independent and impartial. Contact us with concerns about fairness in City services.

The Bureau of Transportation had the largest share of complaints in 2023

We received a total of 610 requests for assistance in 2023. Of these, 390 were about the City of Portland. We examine each complaint individually, and informally resolve many complaints through actions such as elevating the concern to a supervisor.



Source: Ombudsman's Office analysis of complaint data. Note: The remaining complaints were about other bureaus or did not specify a bureau.

"I am grateful to the Ombudsman's Office for helping to reimburse me for a super expensive towing penalty. I was in crisis and they were there to help me."

— Community member

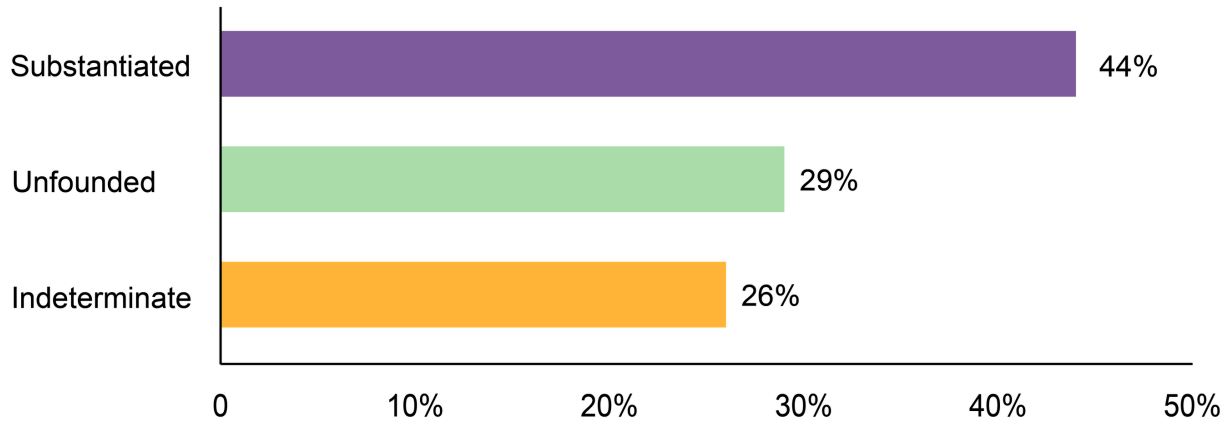
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We completed 34 investigations in 2023

We undertake an investigation when a case raises potentially serious concerns about justice, fairness, and equity affecting an individual complainant or involves important issues that could affect other community members in addition to the complainant. Forty-four percent of investigated complaints were substantiated.



Source: Ombudsman’s Office analysis of complaint data. Note: Percentages do not add up to 100 due to rounding. Indeterminate cases lacked sufficient evidence for us to determine whether the complaint was substantiated or not.

Bureaus accepted our recommendations in all cases

In 2023, we made recommendations in 15 cases where complaints were substantiated. In all of these cases, the City bureaus accepted our recommendations. The implementation of our 2023 recommendations resulted in total savings of about \$70,000 for affected community members.

“We ran into a disagreement with the Water Bureau. The Ombudsman's Office was successful in providing financial relief – several thousand dollars – the Water Bureau could not. We are so appreciative of your efforts!”

— Business representative

