



SEATTLE CITY COUNCIL

Legislative Summary

CB 119374

Record No.: CB 119374

Type: Ordinance (Ord)

Status: Passed

Version: 2

Ord. no: Ord 125735

In Control: City Clerk

File Created: 10/11/2018

Final Action: 12/14/2018

Title: AN ORDINANCE relating to the organization of City government; creating an Office of the Employee Ombud; and adding Sections 3.15.020, 3.15.022, and 3.15.024 to the Seattle Municipal Code.

Date

Notes:

Filed with City Clerk:

Mayor's Signature:

Sponsors: Mosqueda

Vetoed by Mayor:

Veto Overridden:

Veto Sustained:

Attachments:

Drafter: adam.schaefer@seattle.gov

Filing Requirements/Dept Action:

History of Legislative File

Legal Notice Published:

☐ Yes

☐ No

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
1	Mayor	10/16/2018	Mayor's leg transmitted to Council	City Clerk			
1	City Clerk	10/22/2018	sent for review	Council President's Office			
1	Council President's Office	10/24/2018	sent for review	Housing, Health, Energy, and Workers' Rights Committee			
Action Text: The Council Bill (CB) was sent for review. to the Housing, Health, Energy, and Workers' Rights Committee							
Notes:							
1	City Council	10/29/2018	referred	Housing, Health, Energy, and Workers' Rights Committee			
Action Text: The Council Bill (CB) was referred. to the Housing, Health, Energy, and Workers' Rights Committee							

Notes:

- 1 Housing, Health, Energy, 12/06/2018 pass as amended 12/10/2018 Pass
and Workers' Rights
Committee

Action Text: The Committee recommends that City Council pass as amended the Council Bill (CB).

In Favor: 2 Chair Mosqueda, Member Bagshaw

Opposed: 0

- 1 City Council 12/10/2018 passed Pass

Action Text: The Council Bill (CB) was passed by the following vote, and the President signed the Bill:

Notes:

In Favor: 6 Councilmember Bagshaw, Council President Harrell, Councilmember
Johnson, Councilmember Mosqueda, Councilmember O'Brien,
Councilmember Sawant

Opposed: 0

- 2 City Clerk 12/12/2018 submitted for Mayor
Mayor's signature
- 2 Mayor 12/14/2018 Signed
- 2 Mayor 12/14/2018 returned City Clerk
- 2 City Clerk 12/14/2018 attested by City Clerk

Action Text: The Ordinance (Ord) was attested by City Clerk.

Notes:

CITY OF SEATTLE

ORDINANCE 125735

COUNCIL BILL 119374

AN ORDINANCE relating to the organization of City government; creating an Office of the Employee Ombud; and adding Sections 3.15.020, 3.15.022, and 3.15.024 to the Seattle Municipal Code.

WHEREAS, The City of Seattle ("City") is committed to providing every City employee a safe and respectful workplace where they can do their best work in serving the residents of Seattle; and in order for this to happen the City must recognize employees' inherent dignity, and provide safe work environments free of intimidation, as well as consistent and equitable processes for addressing their concerns; and

WHEREAS, acts of discrimination and harassment have a harmful impact on the individuals involved, their workplace culture, and the City as a whole. Although the City has instituted training, prevention, reporting, and investigation processes to address and prevent workplace discrimination and harassment at the City, some current and past employees speak of and have experienced workplace cultures impacted by discrimination and harassment based on race, gender, sexual orientation, or other protected class status, including intimidation, mistreatment, exclusion, invisibility, and hostility; and

WHEREAS, the City formed an Anti-Harassment Interdepartmental Team (AH IDT) in 2018 to review the City's current practices of responding to and preventing workplace discrimination and harassment. Based on Race and Social Justice Initiative survey results, employee focus group sessions conducted by the Seattle Office for Civil Rights regarding harassment in the City, and the U.S. Equal Employment Opportunity Commission

1 (EEOC) 2016 Select Task Force recommendations, the IDT made a set of holistic
2 recommendations and proposed strategies to shift workplace culture to create a more
3 welcoming, inclusive, and safe work environment where everyone can do their best work;
4 and

5 WHEREAS, the AH IDT's July 2018 report, *Addressing and Preventing Workplace Harassment*
6 *and Discrimination*, describes their methodology and analysis, and provides 34
7 recommendations with a ranking as needing immediate, mid-term, or long-term
8 implementation; and

9 WHEREAS, the AH IDT recommended the City create an independent ombuds function that
10 would be rooted in racial equity and social justice, be able to respect employee
11 confidentiality and anonymity, review and recommend replacements to the existing City
12 response to harassment allegations, and have independence and

13 WHEREAS, based on consideration of the AH IDT's recommendations, the Mayor proposes that
14 the Council create a new Office of the Employee Ombud (OEO) that would:

15 1. Provide neutral and impartial assistance and navigation to all City
16 employees seeking to access City resources to make, respond to, or resolve allegations of
17 workplace harassment, discrimination, or other misconduct;

18 2. Operate independently from the Seattle Department of Human Resources,
19 the Office for Civil Rights, and individual departments' human resources staff; and

20 3. Provide recommendations to the Mayor and City Council on improving
21 the City's Personnel Rules, complaint and investigations systems, workplace
22 expectations, and other applicable City processes and systems; NOW, THEREFORE,

BE IT ORDAINED BY THE CITY OF SEATTLE AS FOLLOWS:

Section 1. Sections 3.15.020, 3.15.022, and 3.15.024 are added to the Seattle Municipal Code as follows:

Office of the Employee Ombud

3.15.020 Office of the Employee Ombud—Created

There is created within the Executive Department an Office of the Employee Ombud (OEO). To promote transparency, the OEO will concurrently provide any reports and requested data, to the City Council and the Executive. The OEO shall be free of undue influence by elected officials or other reporting authorities.

3.15.022 Office of the Employee Ombud—Functions

A. The mission of the Office of the Employee Ombud (OEO) shall be to:

1. Assist individual City employees, in all branches of City government, in understanding and assessing options and resources for addressing concerns about or claims of workplace conduct that may be inappropriate; a violation of the City's Personnel Rules, City policies, or workplace expectations; or constitute harassment, discrimination, or retaliation; and
2. Provide analyses and recommendations of policy and rule changes needed to address departmental or system-wide inefficiencies and in-person training to prevent workplace discrimination and harassment in City employment.

B. The OEO will assist City employees in understanding their options but is not authorized to provide legal advice, and it will ultimately be the responsibility of the City employee to decide what, if any, option to pursue. The OEO shall be authorized to perform the following functions:

1 1. Assist individual City employees, in all branches of City government, in
2 assessing their concerns about workplace conduct that may:

3 a. Constitute harassment, discrimination, or retaliation; and/or

4 b. Contravene the City's Personnel Rules, Citywide workplace
5 expectations, and other City policies; and/or

6 c. Be considered inappropriate, although it may not meet the legal
7 definition of harassment, discrimination, retaliation, or a violation of a specific City policy.

8 2. Assist individual City employees in understanding and assessing their
9 options for addressing these concerns, including but not limited to:

10 a. The City's processes and systems for reporting, investigating, and
11 addressing workplace conduct concerns;

12 b. The City's Alternative Dispute Resolution Program;

13 c. If represented by a labor organization, how to contact their
14 representative to discuss their options; and

15 d. Seeking remedies through State or Federal agencies, and/or a
16 private legal action.

17 3. Facilitate discussions to break down miscommunication, or to address
18 actions that may be inappropriate and/or contravene the City's Personnel Rules, City policies, or
19 workplace expectations that may have led to City workplace conflict, including, but not limited
20 to, dispute resolution where appropriate and desired. These discussions may include
21 representation for union employees and may include a party to provide emotional support if
22 requested.

1 4. Provide referral services, as needed, to programs including but not limited
2 to the Employee Assistance Program (EAP).

3 C. The OEO will submit an Implementation Plan to the Mayor and City Council by
4 the end of the second quarter of 2019 and shall address at a minimum how the OEO plans to:

5 1. Maintain data on the number, types, and outcomes of complaints and
6 inquiries the OEO receives;

7 2. Maintain and communicate employee confidentiality;

8 3. Include recommendations, in consultation with the Anti-Harassment
9 Interdepartmental Team (AH IDT), or subsequent oversight body, pertinent labor organizations,
10 and key stakeholders, to provide oversight of the OEO, including, but not limited to, a role in the
11 drafting of recommendations and analyses of policy and rule changes needed to address
12 departmental or system-wide inefficiencies;

13 4. Develop a written disclaimer notifying City employees that their
14 consultation with the OEO does not constitute the filing of a complaint or legal action; that the
15 OEO, while providing information and assistance, is not providing legal advice; and that the
16 decision of what option the City employee chooses to pursue is the decision of the City
17 employee;

18 5. Recommend to SDHR the incorporation of in-person trainings to prevent
19 workplace discrimination and harassment in City employment upon hire and on a routine basis;

20 6. Coordinate with the City's contracted EAP for appropriate emotional
21 assistance and consultation referrals;

22 7. Review current structures in the City of Seattle to address racial and
23 sexual harassment and recommend changes needed to the Seattle Municipal Code to accomplish

1 these recommendations. These recommendations shall include an evaluation of the best
2 placement of investigations to address barriers to reporting and underreporting.

3 8. Review the structure of the OEO as an independent office so that the OEO
4 is free from undue influence by elected officials or any other reporting authority.

5 D. The OEO shall concurrently provide an annual report to the Mayor's Office and
6 the City Council's Housing, Health, Energy and Workers' Rights (HHEWR) committee or the
7 committee with oversight of OEO, by March 31 of each year, beginning in 2020. The annual
8 report shall be developed in consultation with the AH IDT, or subsequent oversight body,
9 pertinent labor organizations, and key stakeholders and address any issues that may extend
10 beyond the experience of individual employees and have a broader, systemic impact on the City,
11 including, but not limited to:

12 1. Recommendations to improve the City's Personnel Rules, complaint and
13 investigations systems, including but not limited to, considering the best placement of
14 investigations to address barriers to reporting and underreporting, workplace expectations, and
15 other applicable City processes and systems;

16 2. Recommendations on training, specifically for live, in-person training;

17 3. Information on patterns of inappropriate workplace conduct,

18 4. Recommendations on systemic changes to truly root all City workplaces in
19 racial equity and social justice.

20 E. The Mayor and Council committee will respond to recommendations in the OEO
21 annual report within 120 days of the receipt of the report. Their written responses to the
22 recommendations should identify any:

- 1 1. Policies or legislation the committee intends to put before the City Council
- 2 for approval;
- 3 2. Further information the committee or Mayor would like from the OEO
- 4 3. Alternatives the committee or Mayor would like the OEO or AH IDT to
- 5 develop;
- 6 4. Recommendations that the Committee intends to reject or consider on a
- 7 longer timeline, and the reasons therefor.

8 **3.15.024 Director of the Office of the Employee Ombud**

9 A. Appointment, term, and removal. The Director of the Office of the Employee Ombud
10 (OEO) shall be appointed by the Mayor, subject to consultation with key stakeholders and
11 subject to confirmation by a majority vote of City Council. The Director may be removed by the
12 Mayor upon filing a statement of reasons therefore with the City Council.

13 B. Duties. The Director of the OEO shall be the head of the OEO, shall be responsible for
14 the administration of the OEO, and shall:

- 15 1. Develop and manage all functions and responsibilities of the OEO.
- 16 2. Hire, supervise, and discharge OEO staff.
- 17 3. Provide input to the Mayor and City Council on the performance of the
- 18 OEO and recommend process improvements to better serve employees.

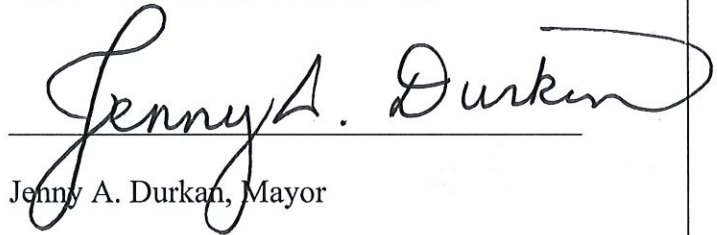
Section 2. This ordinance shall take effect and be in force 30 days after its approval by the Mayor, but if not approved and returned by the Mayor within ten days after presentation, it shall take effect as provided by Seattle Municipal Code Section 1.04.020.

Passed by the City Council the 10th day of December, 2018,
and signed by me in open session in authentication of its passage this 10th day of
December, 2018.



President _____ of the City Council

Approved by me this 14th day of December, 2018.


Jenny A. Durkan, Mayor

Filed by me this 14th day of December, 2018.



Monica Martinez Simmons, City Clerk

(Seal)

STATE OF WASHINGTON -- KING COUNTY

--SS.

369031

No. 125731,732,733,734, 35,36

CITY OF SEATTLE,CLERKS OFFICE

Affidavit of Publication

The undersigned, on oath states that he is an authorized representative of The Daily Journal of Commerce, a daily newspaper, which newspaper is a legal newspaper of general circulation and it is now and has been for more than six months prior to the date of publication hereinafter referred to, published in the English language continuously as a daily newspaper in Seattle, King County, Washington, and it is now and during all of said time was printed in an office maintained at the aforesaid place of publication of this newspaper. The Daily Journal of Commerce was on the 12th day of June, 1941, approved as a legal newspaper by the Superior Court of King County.

The notice in the exact form annexed, was published in regular issues of The Daily Journal of Commerce, which was regularly distributed to its subscribers during the below stated period. The annexed notice, a

CT:TITLE ONLY ORDINANCES

was published on

01/03/19

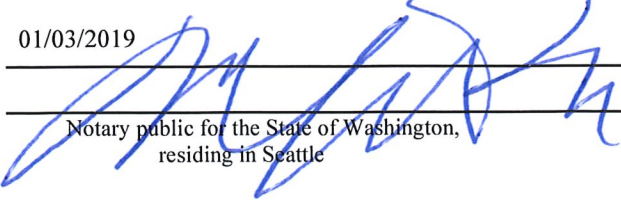
The amount of the fee charged for the foregoing publication is the sum of \$102.98 which amount has been paid in full.



Affidavit of Publication


Subscribed and sworn to before me on

01/03/2019


Notary public for the State of Washington,
residing in Seattle

State of Washington, King County

City of Seattle

Title Only Ordinances

Ordinance 125731

Council Bill 119428

AN ORDINANCE appropriating money to pay certain audited claims and ordering the payment thereof.

Ordinance 125732

Council Bill 119424

AN ORDINANCE relating to land use and zoning; amending the Seattle Comprehensive Plan to incorporate changes proposed as part of the 2017-2018 Comprehensive Plan annual amendment process.

Ordinance 125733

Council Bill 119426

AN ORDINANCE relating to land use and zoning; granting conditional approval of the University of Washington 2018 Seattle Campus Master Plan; and amending Chapter 23.32 of the Seattle Municipal Code (SMC) at pages 61, 62, 63, 77, 78, 79, 80, and 81 of the Official Land Use Map.

Ordinance 125734

Council Bill 119413

AN ORDINANCE vacating portions of 11th Avenue Southwest, 13th Avenue Southwest, Southwest Hanford Street, and Southwest Florida Street, on the petition of the Port of Seattle (Clerk File 301929) and accepting Seattle City Light easements.

Ordinance 125735

Council Bill 119374

AN ORDINANCE relating to the organization of City government; creating an Office of the Employee Ombud; and adding Sections 3.15.020, 3.15.022, and 3.15.024 to the Seattle Municipal Code.

Ordinance 125736

Council Bill 119359

AN ORDINANCE relating to the City Light Department; authorizing the General Manager and Chief Executive Officer of City Light to execute an agreement with the City of Bothell for relocation of approximately 0.87 mile of existing Fiber Cable 157 along SR 522 from aerial to underground as part of the City of Bothell's SR 522 Stage 3 Improvement Project, including the execution of other agreements or amendments necessary or convenient for the completion of the joint utility trench.

Date of publication in the Seattle Daily Journal of Commerce, January 3, 2019.

1/3(369031)

Ombud Office Charter and Terms of Reference

I. General description

The Office of the Employee Ombud (OEO) is constituted to provide City of Seattle Employees with voluntary, informal, neutral, confidential, third-party assistance in managing interpersonal issues, raising concerns, and mitigating conflict. The OEO is mandated to provide equity-driven, trauma informed support in a manner that is empowering when staff feel unsafe—specifically around issues related to discrimination and harassment. The office also provides referrals to other resources that can help achieve a fair resolution to employee concerns. The OEO is appointed by the Mayor and confirmed by the City Council for a renewable term of four years. The Director of the OEO is selected through a process which seeks individuals who demonstrate commitment to principles of trauma-informed care, equity and racial justice, intersectionality, and restorative justice in their practice. Members of the OEO team shall serve as trained employee ombud under the direction of the Director and will fulfill annual program requirements for continuing training as determined by the Director. The work of the OEO director is subject to periodic review by the Mayor and the City Council who will take into consideration feedback from equity practitioners across the city.

Mission as described in enacting ordinance (#125735)

1. Assist City employees, in all branches of City government, in understanding and assessing options and resources to address concerns about or claims of workplace conduct that may be: inappropriate; a violation of the City's Personnel Rules, City policies, workplace expectations; harassment, discrimination, or retaliation; and
2. Provide analyses and recommendations of policy and rule changes needed to address departmental or system-wide inefficiencies and in-person training to prevent workplace discrimination and harassment in City employment.

II. Ombud Office role and operating principles

Informality

As a non-mandated reporter, the OEO works outside the formal problem-resolution and grievance procedures of the City of Seattle. The role of an ombud is to listen, receive, and provide information, provide informal and effective facilitation between parties when requested, and make conflict de-escalation and resolution recommendations to parties involved. The OEO does not make, change, or set aside policy or previous administrative decisions, nor does an ombud serve to determine the rights of others or to unilaterally resolve conflicts. The OEO does however make recommendations and track issues so that more effective policies/practices can be enacted.

The OEO provides services on a voluntary basis. No individual can be compelled to seek assistance from the OEO or to participate in an OEO session. In addition, the OEO has the discretion to determine whether a request for services will be accepted.

Use of the OEO is not a required step in any internal grievance procedure or other employee process. The OEO is not part of any City of Seattle review or appeal process.

While the OEO may engage in informal, confidential inquiry to gather information related to a particular issue/case, OEO does not engage in formal investigation or fact-finding on behalf of individuals or the City of Seattle. If the OEO concludes a formal investigation may be necessary, the matter shall be referred to another entity.

The OEO would take every effort to protect identities and affiliations of the individuals who seek the assistance of the office within the confines of the law. The OEO will maintain narratives, but not identifiers. However, this shall not preclude maintaining aggregate data on overall cases which allow for periodic evaluation of the OEO itself.

Independence

The OEO shall be free of undue influence, interference, retaliation, or the control of others. The OEO will operate under the supervision of the Director. The OEO is intended to be independent in its structure, function, and appearance. To fulfill its functions, the OEO shall have a specific allocated budget, adequate space, and sufficient resources to meet operating needs and pursue professional development.

The OEO has access to all appropriate administrative levels within the City of Seattle and is authorized to obtain information necessary in the resolution of conflict.

The OEO will operate under the supervision of the Director. The OEO is intended to be independent in its structure, function, and appearance. This means that in the legitimate performance of their duties, the OEO is free from interference, retaliation, or the control of others. To fulfill its functions, the OEO has a specific allocated budget, adequate space, and sufficient resources to meet operating needs and pursue professional development.

The OEO has access to all appropriate administrative levels within the City of Seattle and is authorized to obtain information necessary in the resolution of conflict.

Neutrality (Impartiality)

The OEO is neutral, impartial, and absent of self-interest in the performance of their duties. The OEO shall act in a fair manner and endeavor to make all parties in a conflict feel respected, heard, and provided a chance to learn. The OEO does not give legal advice. The OEO's obligation is to the principle of fairness—and as such does not serve as an advocate for an individual or for the City of Seattle.

The OEO will advocate for fair process. In doing so the OEO may make recommendations to the Mayor (or other appropriate City of Seattle administrators) to consider changes to City of Seattle processes, procedures, or practices. and integrity by making appropriate recommendations to

Confidentiality

Our office maintains confidentiality and anonymity according to the standards of the International Ombudsman Association. The main caveat to confidentiality is where the OEO determines that there is an imminent risk of harm to the visitor or others and may take action including revealing the names of visitors in order to prevent harm. When an individual invokes anonymity, we have additional protections surrounding the disclosure of their identity as per RCW 42.56.250. Where an individual does request anonymity, we review with them about what we think we can achieve within those boundaries. For example, if an employee feels that their supervisor did not adequately address their concerns about a particular issue in a meeting, and wants the supervisor to answer their specific questions, it would be difficult to raise those same concerns to the supervisor without identifying the individual. An individual

may also give the OEO permission to reveal their identity while seeking resolution in their case, in which case we would be allowed to use their name or other identifying details in working with their department, supervisor, or other individuals pertinent to the resolution of their concerns. Even with this permission, however, we take all reasonable precautions to retain only necessary data and protect names/identifiers as much as possible.

As a confidential office, our goal is to create as few records as possible, which is why we generally discourage the use of email in communicating with our office. All emails are kept in compliance with the 90-day general retention policy at the City. The OEO is not an office of notice for the City of Seattle, nor are we mandated reporters. We keep some handwritten notes while a case is open to help us follow-up on questions as requested by our visitors. Once a case is closed, we enter a summary of the notes into our online database in EthicsPoint and shred all paper records. Additionally, as per RCW 42.56.250 an employee may invoke anonymity in which case no identifying information is entered into EthicsPoint and all notes are shredded on case closure.

The office will in general release only non-identifying information regarding case data and trends in our reports or via a public records request. Where requested outside of a PDR or an OEO report, we review requests for records on a case-by-case basis to determine whether it is possible for us to provide a redacted summary of actions taken by the office in response to a conflict.

Notice

Communications with the OEO are informal and off-the-record. They do not constitute formal “notice” to City of Seattle of alleged, actual, or perceived inappropriate behavior by employees. Other channels exist within the City of Seattle for such notice to be given and will be discussed by an ombud as appropriate or when requested.

Collective Bargaining Agreements

The OEO may not inquire into the application or interpretation of a collective bargaining agreement but will work collaboratively with union leadership to address alleged violation of the duty of fair representation against a certified union.

Removal from office

The assignment as OEO employee or Office Director may be terminated by the Mayor for such things as a violation of City of Seattle policy or of willful or careless violations of the Standards of Practice of the International Ombudsman Association. This is done by means of a procedure established by the City Council taking into consideration the need for the legitimate and independent performance of the OEO duties, free from the interference, retaliation, or control of others as well as the managerial and administrative responsibilities of the Mayor as the City of Seattle’s chief governance officer.

OEO effectiveness and evaluation

The OEO and its Director will be evaluated yearly by the Mayor’s Office with additional input from members of the City Council. Information relevant to the effectiveness of the OEO will include aggregate statistics relating to office usage and types of cases handled, a satisfaction survey by users of the service, and such other information as the Executive and Legislative office may regard as appropriate. In addition, a comprehensive review of both the Office and the role of Director will be conducted at no greater than two-year intervals to determine if the OEO continuation or modification is appropriate. Such review will include feedback from equity and anti-harassment advocates representing City employees.

The OEO will be a member of IOA and will attend regular trainings and conferences whenever possible. The OEO will also publicize the confidential, independent, impartial, and informal nature of its work and will strive to explain these ethical standards to each visitor.

Mandate

According to Enacting Ordinance **125735**, the OEO is authorized to perform the following functions:

1. Assist individual City employees, in all branches of City government, in assessing their concerns about workplace conduct that may:
 - a. Constitute harassment, discrimination, or retaliation; and/or
 - b. Contravene the City's Personnel Rules, Citywide workplace expectations, and other City policies; and/or
 - c. Be considered inappropriate, although it may not meet the legal definition of harassment, discrimination, retaliation, or a violation of a specific City policy.
2. Assist individual City employees in understanding and assessing their options for addressing these concerns, including but not limited to:
 - a. The City's processes and systems for reporting, investigating, and addressing workplace conduct;
 - b. The City's Alternative Dispute Resolution Program;
 - c. If represented by a labor organization, how to contact their representative to discuss their options; and
 - d. Seeking remedies through State or Federal agencies, and/or a private legal action.
3. Facilitate discussions to break down miscommunication, or to address actions that may be inappropriate and/or contravene the City's Personnel Rules, City policies, or workplace expectations that may have led to City workplace conflict, including, but not limited to, dispute resolution where appropriate and desired. These discussions may include representation for union employees and may include a party to provide emotional support if requested.
4. Provide referral services, as needed, to programs such as HRIU, OCR, Ethics Commission and others

III. Roles and responsibilities of the OEO Director

The Director of the OEO is appointed by the Mayor for a four-year term, which may be renewable. This appointment is a full -time, exempt appointment, which is confirmed by the City Council. The Director is a member of the leadership team who, by experience, personal characteristics, and training, exemplifies social justice and trauma-informed care. It is the responsibility of the Director to maintain the operation and the integrity of the OEO in keeping with the [International Ombuds Association standards of practice](#) insofar as practicable.

The "roles and operating principles" applied to the Director of the OEO in Part II of this Charter shall also apply to the work of the staff members employed within OEO. The OEO Director shall report to the Mayor for administrative, budgetary, and evaluation purposes. The OEO Director shall report to the appropriate committee of the City Council for accountability and transparency purposes. The OEO Director shall also communicate regularly with the Inter-departmental Taskforce on Anti-harassment and Discrimination for continued learning and growth.

The specific responsibilities of the Director shall include (but may not be limited to):

1. The selection, orientation and on-going training of the OEO staff
2. Maintenance of consistent standards among the OEO Staff of the principles of confidentiality, impartiality, and independence;
3. Handling of individual cases as well as coordination of all referrals to other units;
4. Gathering aggregate data and presenting it monthly in report form to the Mayor and to the concerned City Council committee, taking into consideration the confidentiality of individual cases. The Director will, as part of their obligations, comment on trends in this data as well as on policies and practices of the City of Seattle which should be brought to the attention of the decision makers;
5. Overseeing expenditures from the OEO budget;
6. Coordinating publicity/outreach for the OEO

The OEO Director will be responsible for concurrent submission of an annual report to the Mayor's Office and the City Council by March 31 of each year, beginning in 2020. Working closely with City stakeholders, the annual report will address any issues that may extend beyond the experience of individual employees and have a broader, systemic impact on the City, including, but not limited to:

1. Recommendations to improve the City's Personnel Rules, complaint and investigations systems, including but not limited to, considering the best placement of investigations to address barriers to reporting and underreporting, workplace expectations, and other applicable City processes and systems;
2. Recommendations on training, specifically for live, in-person training;
3. Information on patterns of inappropriate workplace conduct;
4. Recommendations on systemic changes to truly root all City workplaces in racial equity and social justice.

Ethics and Operational Standards of Practice:

1. American Bar Association, Section of Administrative Law and Regulatory Practice. Standards for the Establishment and Operation of Ombuds Offices. Washington, DC: August 2001.
2. International Ombudsman Association, "Standards of Practice and Code of Ethics"

Jenny A. Durkan, Mayor

Date

Bruce Harrell, President of the City Council

Date