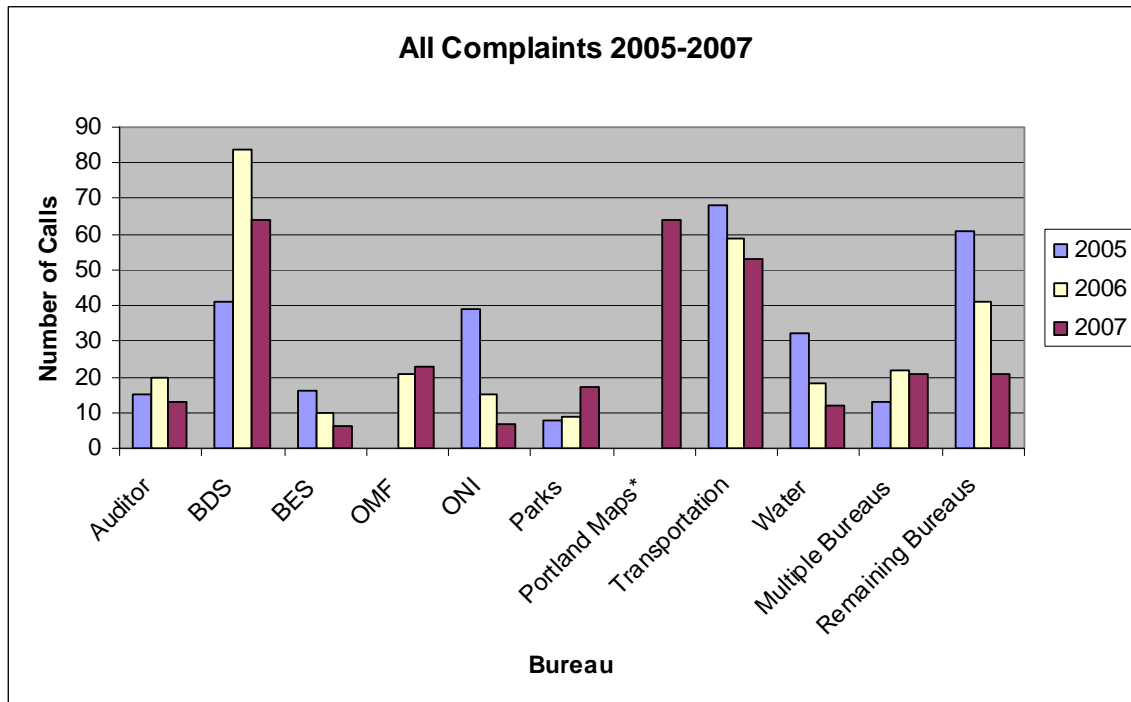


In the past, the Office of the Ombudsman has separated cases into informational and jurisdictional cases and had separate charts reflecting cases by bureau. This year, we have decided to combine the cases into one chart.

The combined case numbers reflect the fact that we handle cases in a variety of ways. Sometimes we refer the complainants to the bureau letting the bureau staff attempt to directly resolve the issue with the complainant. Sometimes we decide to investigate the matter to the fullest extent allowed by our code, including requesting and reviewing bureau documents, interviewing parties involved and researching legal or technical questions that arise. Often, our intervention is somewhere between those two ends of the spectrum. The amount of time spent does on an issue is not always reflected in the type of complaint. For example, the assistance this office provided in the Mt. Tabor mediation process (story on page 3) was very extensive even though we assumed a more facilitative role than an investigative one.

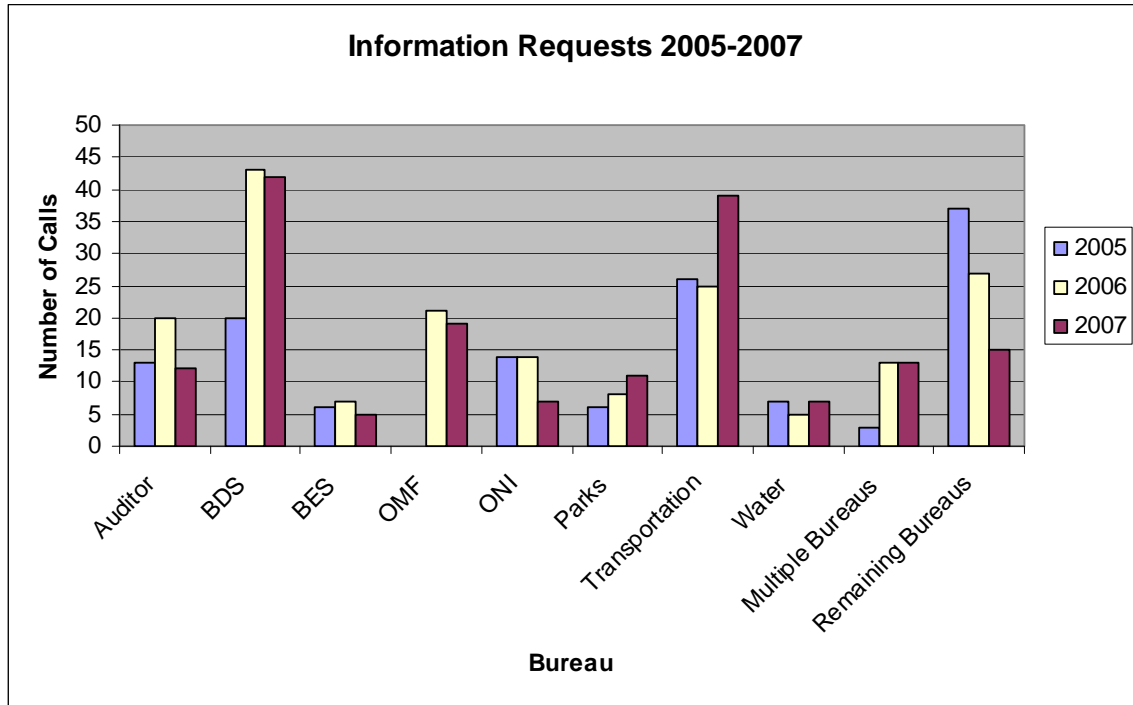
The cases in the chart to the left do not include calls to our office we deem non-jurisdictional, meaning they do not involve an administrative act of a City agency. In those cases, we try to refer callers to the best appropriate resource to address their concerns.

If you are interested in further breakdowns of informational and jurisdictional cases by bureau, there is more on our website [www.portlandonline.com/auditor/ombudsman](http://www.portlandonline.com/auditor/ombudsman) under Reports and Publications.

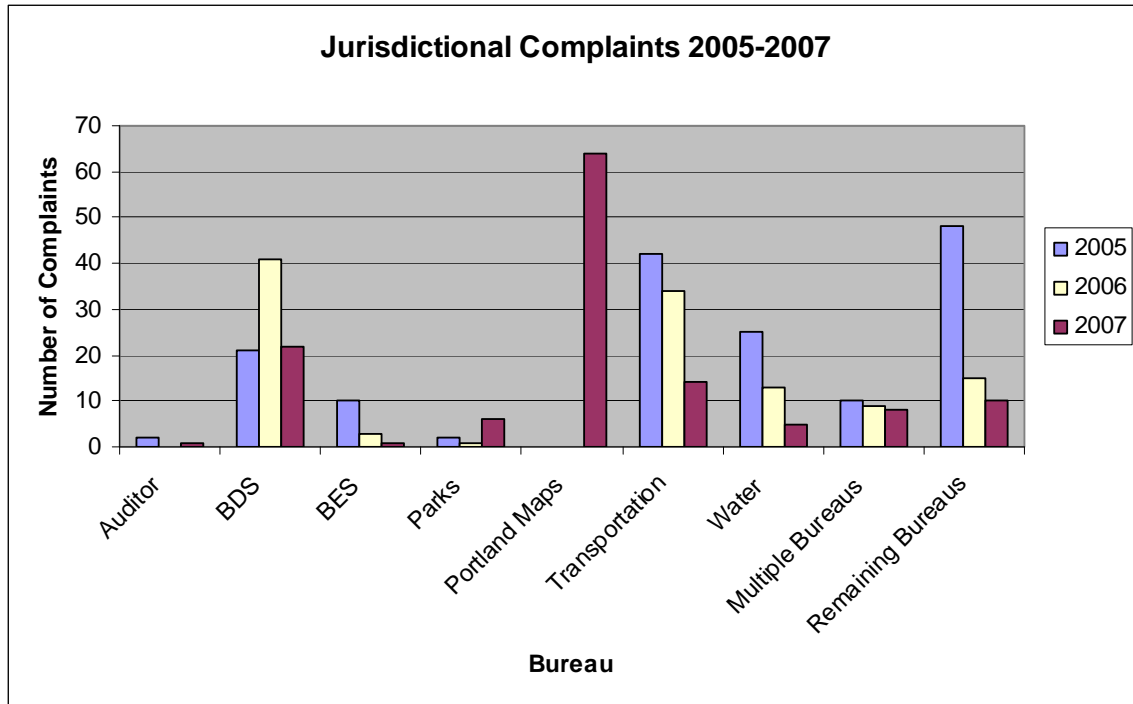


\* In 2007 the Ombudsman made a recommendation regarding displaying property owners names on Portland Maps. The change in policy resulted in 64 complaints to the Office of the Ombudsman. There is a story about this recommendation on Page 5.

Acronyms: Bureau of Development Services (BDS), Bureau of Environmental Services (BES), Office of Management and Finance (OMF), Office of Neighborhood Involvement (ONI). OMF includes Business Operations, Financial Services, Human Resources, Purchases, Revenue and Technology Services.



Questions that are not jurisdictional complaints are logged as Information Requests. Office of the Ombudsman staff work to provide thorough responses to information requests. These are not simply referrals. However, when referrals are warranted, staff refers the person to the proper source.



A complaint is classified as “Jurisdictional” if it falls within the definitions of the Office of the Ombudsman’s jurisdiction. Portland City Code authorizes the Office of the Ombudsman to investigate the “administrative acts” of City “agencies.” An administrative act is defined as “an action, failure to act, omission, decision, recommendation, practice, policy or procedure.” An agent or agency is defined as “any bureau, office, institution, corporation, authority, board, commission, committee of the city and any officer, employee, or member of the forgoing entities acting or purporting to act in the exercise of their official duties, EXCEPTING: elected officials and their personal staff.” PCC 3.77.020.

A jurisdictional complaint can be handled in one of several ways depending upon the amount of investigation done, resolution obtained or whether a finding of fault/no fault can be made. A complaint can be referred, declined, assistance can be provided, and it can be discontinued or investigated.