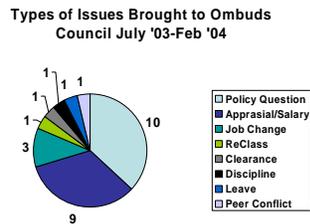


Use of Ombuds Council at TA-55 and CMR

Visitor use of the Ombuds Council during the period of its existence, July '03 to February '04 has been:

- 27 contacts
- Gender: 50% male, 50% female
- Series: 6 TSM; 4 TEC; 1 SSM; 1 OS; 1 Student; 1 Contractor; 13 Unidentified
- Types of Issues: 10 Policy Questions or Suggestions; 9 Appraisal-Salary; 3 Job Change; 1 Re-Class; 1 Clearance; 1 Discipline; 1 Leave; 1 Problem with Peer.



Comparison with NMT cases brought directly to the Ombuds office in the same time period:

- 20 contacts
- Gender: 50% male, 50% female
- Series: 5 TSM; 8 TEC; 5 SSM; 1 AS; 1 Unidentified
- Types of Issues: 5 Appraisal-Salary; 4 Problem with Supervisor; 3 Leave; 2 Hiring; 3 Manager Consultation; 1 Problem with Peer; 1 General Advice; 1 Project Concern.

Observations:

- Visits to the NMT Ombuds Council members exceed those to the Ombuds office.
- Gender representation is comparable to that at the Ombuds office.
- No pattern is discerned on use by series possibly because series not recorded or known by council member.
- Ombuds Council issues relate to a need for information or concern about salary and appraisals.
- Ombuds Office issues cover a wider spectrum; include manager consultation and relationship issues to a greater extent; and include organization issues.