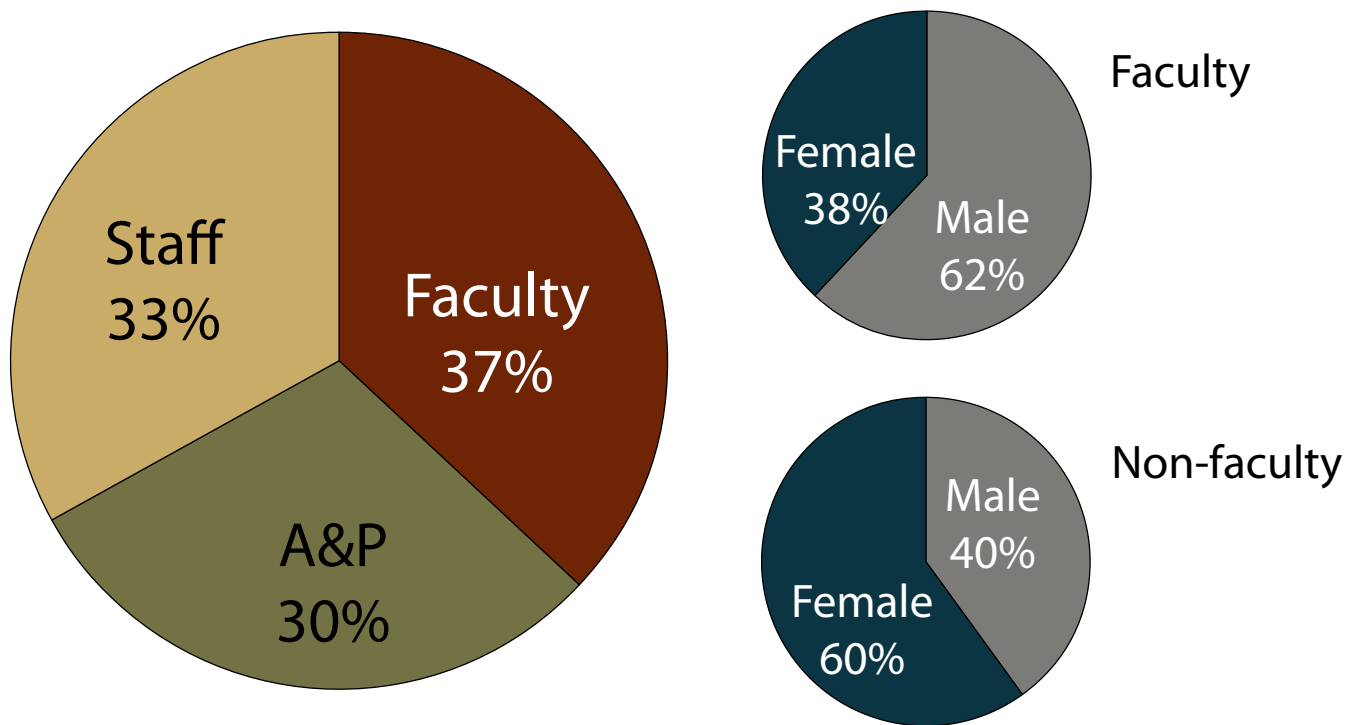


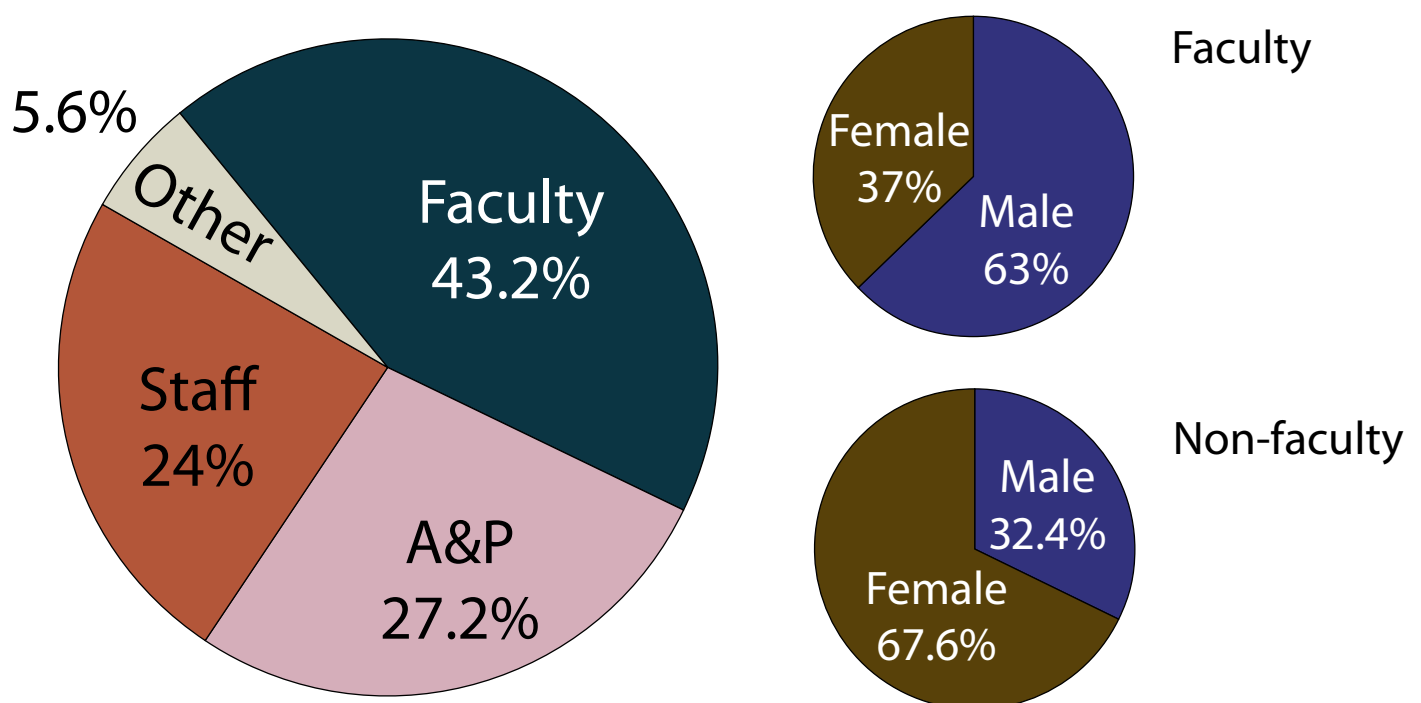
# 2008–2009 Ombuds Report: Executive Summary

## 1. Total Estimated Employees (excluding TES): ~5010



## 2. Ombuds Office Visitors by Gender & Employee Classification

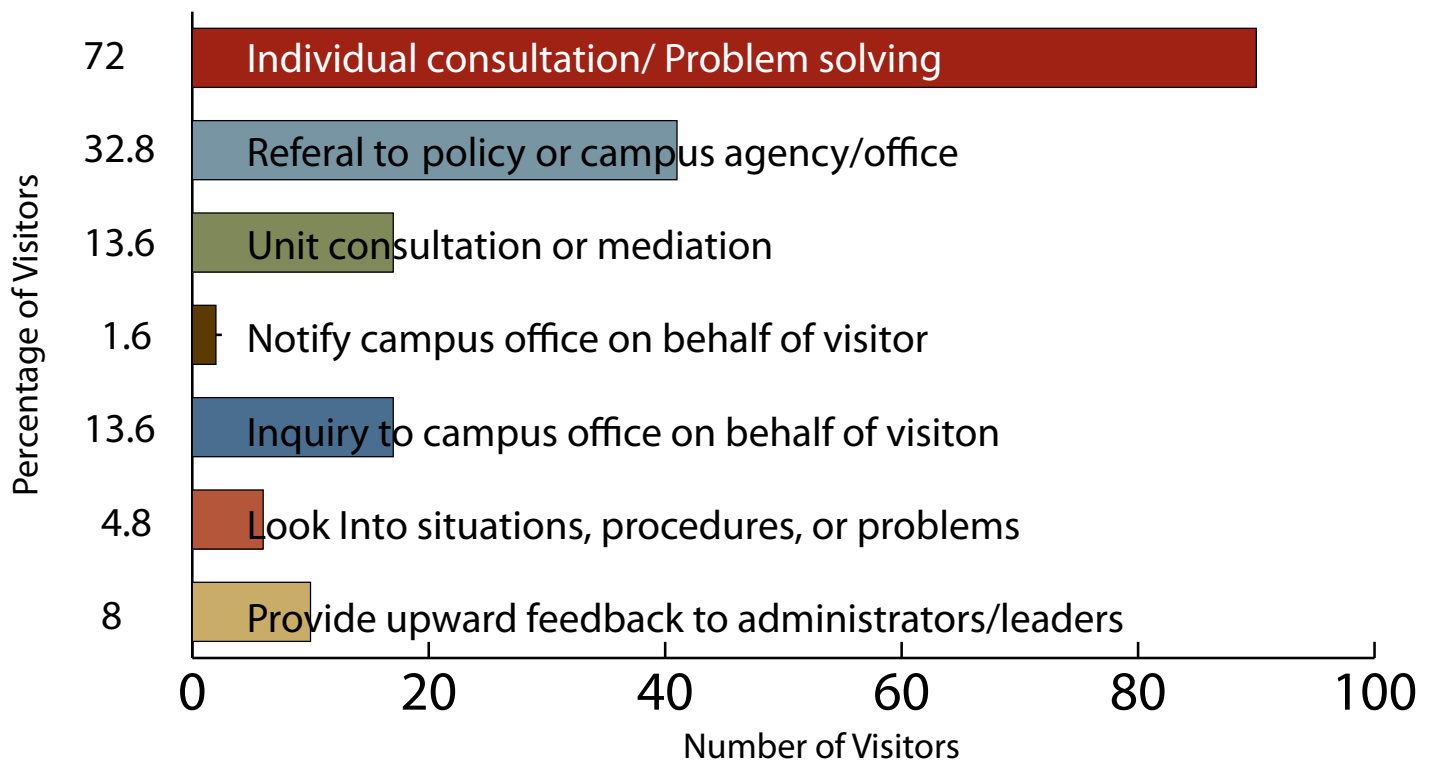
Total visitors = 125 (2.5% of total employees)



# 2008–2009 Ombuds Report: Executive Summary

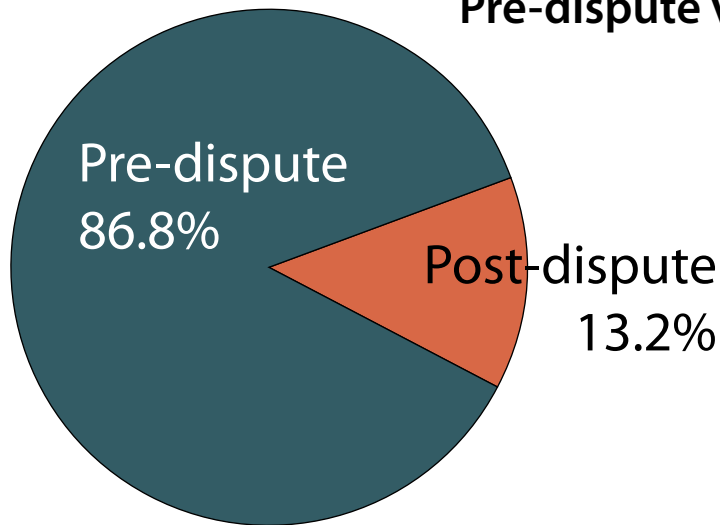
## 3. Ombudsperson Actions in Response to 125 visitors.

(multiple actions may be taken with any given visitor)



# 2008–2009 Ombuds Report: Executive Summary

## Pre-dispute versus Post-dispute



## 4. Total Issues Raised by Visitors — IOA Categories

N = 891 issues raised by 125 visitors (mean = 7.1 issues per visitor)

