

OMF Navigator

Our OMF mission is to be a
Trusted partner creating smart solutions for the City and our community

What We Do

Guide – Provide a timely and accurate response to requests for service, guiding the requestor to the right OMF contact person or service provider.

Follow up – Follow up with requestors to ensure that they reached the right OMF service provider.

Track – Track the initial request and resolution, as well as issues that will require a longer-term solution.

Communicate – If there are concerns or issues that arise, let the requestor know how to escalate the issue within the management structure for problem resolution.

What We May Do

Convene – For requests that represent larger-scale issues or projects, we may convene a “cabinet” of advisors within OMF to provide advice on implementation.

What We Don't Do

Not a project manager – We do not take over the role of project manager for the requestor, nor do we take over the role of the service providing manager.

Not another layer – No one is required to request services through a Navigator. OMF service providers respond to the requestor, not the Navigator.

Who We Are

You can contact any designated Navigator; see contact list below. We share information with each other on requests so feel free to call another as a backup.

Kelly Ball, 503.823.6806

Ben Smith, 503.823.5452

Betsy Ames, 503.823.4269