



STATE OF ISRAEL



Office of the State
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Ombudsman



Jerusalem - A Special Report

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2019 TFMA Seminar on the
Functions Performed by Municipalities
October 2019



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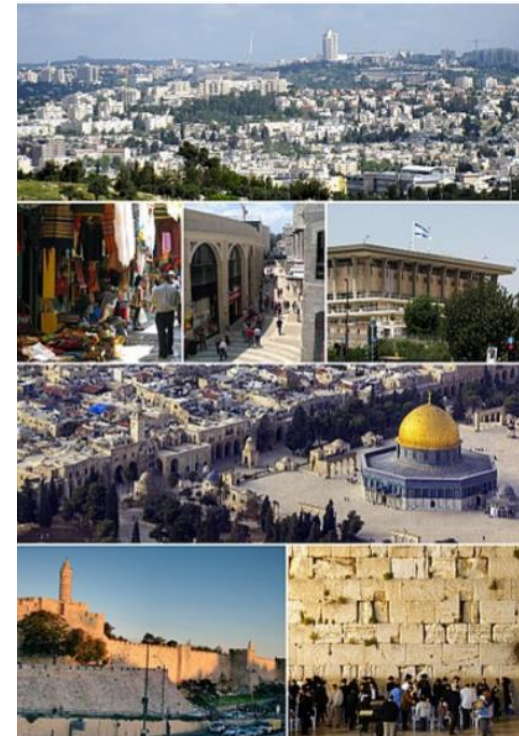


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Jerusalem – General Information

- Location
- Religious Significance
- Historic Growth Patterns
- Population





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Sanitation and Cleaning

- A unique combination of properties
- How did we find out?
 - Complaints to the Ombudsman
 - "106 helpline"
 - Satisfactory polls
 - Rubbish collection rate

OBJECTIVE



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Sanitation and Cleaning

How did we find out?

SUBJECTIVE

- City tours by audit team
- Expert
- Engagement with stakeholders



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EUROSAT
Task Force
Municipality Audit





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Management of Touristic Sites

General Conditions and Cleanliness





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Management of Touristic Sites

Street Signage





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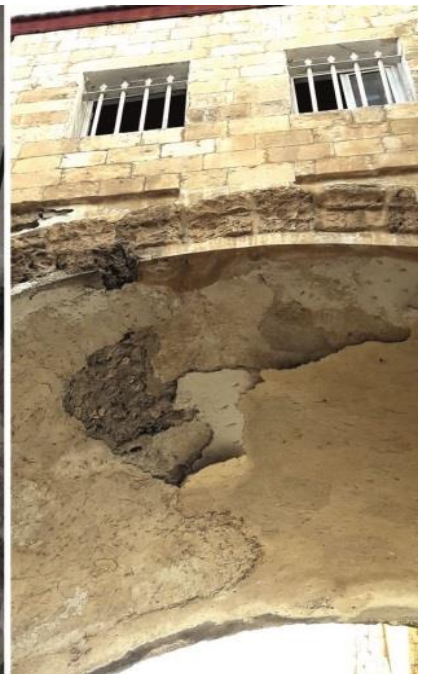


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Management of Touristic Sites

Stairways and Passageways





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Management of Touristic Sites

Local Custom?!





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Management of Touristic Sites

- Not only the old city
- Not only physical
- Recommendations





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Heritage Preservation and Conservation

- Function performed by local government
- The legal aspect – Antiquities Law (1978);
Planning and Building Law (1965)
- Improvements alongside defects – Example:



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Heritage Preservation and Conservation





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Conclusion

The Municipality's
Exceptional Response

