



Lexington-Fayette Urban County Government
OFFICE OF THE CITIZENS' ADVOCATE
OMBUDSMAN
"Promoting Fairness and Efficiency in Public Administration"

Jim Gray
Mayor

Paula Campbell
Acting Citizens' Advocate

MEMORANDUM

TO: Mayor Jim Gray
Vice Mayor Linda Gorton
Council Members

From: Paula Campbell
Acting Citizens' Advocate Office

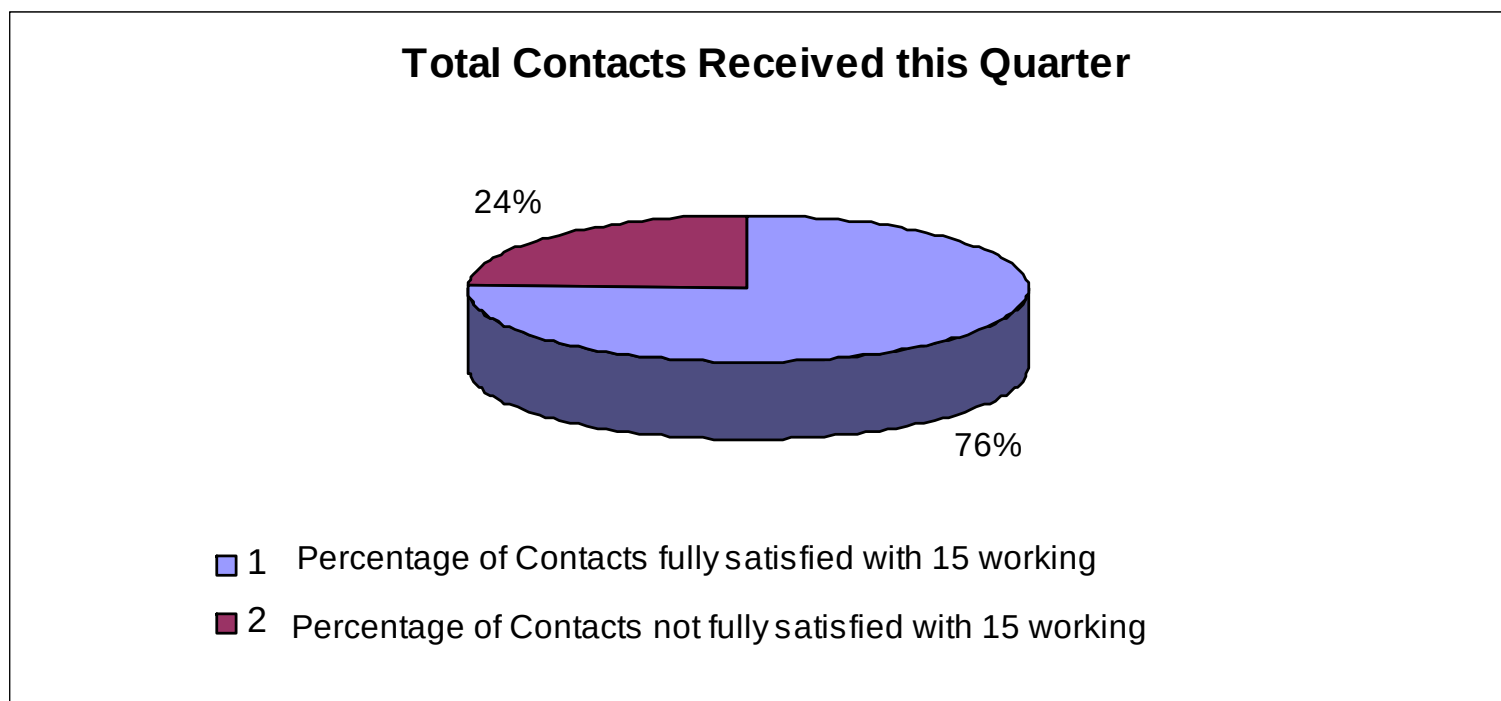
Date: April 21, 2011

Re: 1st Quarter 2011 Activity Report (January 1, 2011 – March 31, 2011)

SYNOPSIS OF TRENDS:

It is with pleasure that I submit to you the 1st Quarter Report of 2011 from the Office of the Citizens' Advocate. The following document includes: a total number of citizen contacts received by this office; the number of citizen contacts broken down into 4 category types: requests for information; requests for assistance; complaints expressing a grievance against the urban county government, its officers, agents or employees; and inquiries not within the scope of the office of the Citizens' Advocate, which are referred to in this report as outside agencies. The office did close all but 4 cases received during this quarter. There are no self-initiated cases to report for this quarter. We did have 2 cases from 2010 roll over into 2011 because both case pending are outcomes.

The **CASE BY CASE SUMMARY** will provide more detail of each contact received by this office noting the intake of the complaint and a summary of the outcome of the case as well as the number of hours taken to complete each case with a brief description to indicate the cause why a case may have extended beyond a 15 working day period. The pie graph illustrated below shows 24% of contacts received this quarter required more than 15 working days to complete. This office however, was able to complete within 15 working days 76% of the contacts it received. Reasons necessary for this extended time may be the result of additional fact-finding, investigative procedures, and/or interviews conducted by this office. In addition to the legislative processes, other factors beyond our control may be the result for delays like the abatement process, funding delays, pending respondent replies and/or process reviews.



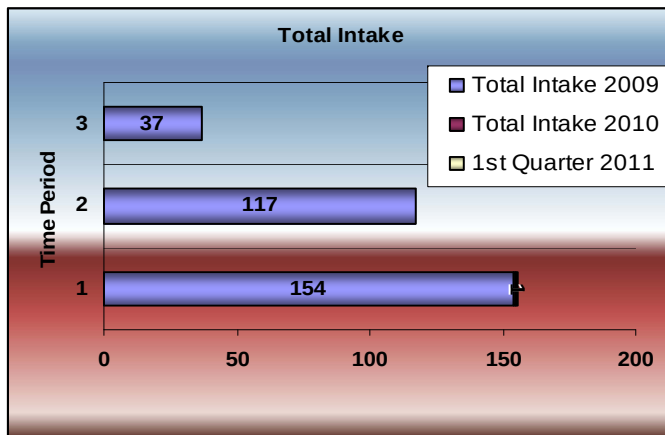
At-A-Glance: Time adequately spent on case work amid other duties and admin responsibilities

Bases on the time calculated per case and the number of work hours logged during this 1st quarter, the time spend on case work is 43% of the total hours worked this quarter. Time spent on each case is approx. 2.31 hours/day. This does not include time spent attending meetings and serving as the direct support for the office with a host of other administrative duties required to maintain and operated the Citizens' Advocate Office on a daily bases.

STATISTICAL DATA:

TABLE 1: SUMMARY OF ACTIVITIES THIS QUARTER

1 st Quarter Report					
					Type 1:
Complaints Received this Quarter: 37					Complaints = 13
					Informational = 12
					Assistance = 11
Activity This Quarter:					Type 2:
01/01/11 - 03-31-11	Cases Closed:	115	33		
	Cases Pending:	2	4		
	Pending / Self-Initiated Cases rolled over from previous quarter:	2010	1 st Quarter 0	2 nd Quarter	3 rd Quarter 4 th Quarter
	TOTAL COMPLAINTS ADDRESSED:	117	37		
	Top Complaints per Department:	10	Public Safety		
					Email = 0
					Fax = 0
					Phone = 32
					Visit = 5
					Written = 0
					Type 3:
					Jurisdictional = 17
					Non-Jurisdictional = 20



SYNOPSIS OF STATISTICAL DATA:

During this quarter a total of 37 contacts were received by this office. Of these 13 contacts were of a complaint nature, 11 contacts required our assistance and 12 contacts requested information only. Of those 37 contacts received 16 fell within our jurisdiction. The office closed 33 of those cases received during this quarter. Four (4) cases remain in the pending status and will roll into the 2nd Quarter of 2011. There were three noticeable trends during the 1st Quarter. First, the majority of contacts received pertained to the Department of Public Safety with 10, followed by the Council with 5 and Department of Environmental Quality with 4, respectively. Second, the majority of constituent contacts received where from the 1st Council District with a total of 8 contacts, followed with a tie from the 2nd, 3rd, and 12th Council District having a total of 3 contacts each. Third, we received even less Outside Agency Complaints than in the past 2 quarters reported during 2010. The Case by Case Summary identifies all 37 contacts received by this office.

STATISTICAL DATA:**TABLE 2: SPECIFIED NUMBER OF DEPARTMENT / AGENCY CONTACTS RELATED TO COMPLAINTS RECEIVED WITHIN A COUNCIL DISTRICT**

Council District	Finance & Admin	General Services	Law	Public Safety	Environmental Quality	Public Works & Development	Social Services	Mayor/Council & Other Elected Officials	Partner or Outside Agency	TOTAL CONTACTS PER DISTRICT
1st District				3				2	3	8
2nd District								1	2	3
3rd District				2	1				1	4
4th District				1				1	1	3
5th District			1	1				1		3
6th District			1	2						3
7th District										0
8th District										0
9th District							1		1	2
10th District										0
11th District					1				1	2
12th District					1	1			2	4
Non-Specified District	1			1		1		1	7	11
TOTAL CONTACTS PER DEPARTMENT / AGENCY	1	0	2	10	3	2	1	6	18	43

** A TOTAL OF 37 CONTACTS IMPACTED THE VARIOUS DEPARTMENTS 48 TIMES

*** SOME INTAKES MAY AFFECT SEVERAL DIFFERENT DEPARTMENTS AND/OR COUNCIL DISTRICTS

DISCLOSURES AND/OR RECOMMENDATIONS:

During this quarter, the Citizens' Advocate Office has not found there to be any abuses or irregularities on the part of the urban county government, its officers, agents or employees that were systemic in nature or needs Council's attention at this time.

CASE BY CASE SUMMARY:

The time calculated for each case may include a variety of the following processes required to redress each complaint: (1) Initial intake by phone conversation, in person, via email or fax; (2) Investigation of facts from institutional knowledge and/or learned knowledge through research, interviews, inquiries, via internet, reviewing documents, email correspondence and the like; (3) documentation of complaint findings, writing summaries, maintaining database and sending notification to Council, complainant and departments as directed. The case by case intake and summary provides the problem and outcome, respectively for the purpose of maintaining confidentiality, therefore the processes taken along the way to address each complaint are redacted from this report.

DISTRICT	INITIAL DATE	DEPARTMENT	DIVISION/AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
1	1/6/2011	Public Safety	Commissioner	Complaint	Jurisdictional	Phone	1/6/2011
.75 hrs	Intake:	Citizen wanted direction on how to file a complaint against a E911 communications officer, who responded rudely to her call.					
4.0 hrs	Summary:	Made initial inquiries to verify information. Called citizen back with recommendation that she contact the PS Commissioner's Office directly to file a complaint. Provided contact information.					
1	1/27/2011	Outside Agency	Humane Society	Assistance	Jurisdictional	Phone	2/7/2011
.75 hrs	Intake:	Referred by LexCall: Citizen request for assistance to remove a kitten she located in a storm drain, whose collar appears to be very tight causing the kitten's head to look swollen. When she called the Human Society, she said, they did not respond so she called LexCall looking for some assistance and was referred to the office.					
6.0 hrs	Summary:	Immediately contacted the Humane Society after speaking with citizen to follow-up on initial request. Animal Control responded, but did not find kitten. Will continue efforts. Suggested to citizen to call our office again if the kitten was seen again.					
1	2/7/2011	Utility Company	KY American Water	Complaint	NJ	Visit	Pending
.75 hrs	Intake:	Citizen is concerned that a major pipe busted in a vacant rental property flooding the entire basement and causing the water bill to skyrocket to over \$3500 plus and KAW did not have more thought to inspect property for excessive high water usage knowing that the average bill was less than \$35. A pipe busted. It wasn't until several days later that caller said she received an excessive water usage notice from KAW followed by the bill. After she made an emergency call for them to cut off her water.					
10.5 hrs +	Summary: On-going communication until resolved	KAW has a Customer Service Center that handles these complaints. The process for receiving any type of bill adjustment must go through them. Recommended this recourse to the citizen. Outcome resulted in KAW extending the billing due date until citizen can get estimate of damage and cost from a plumber. Monitoring...On 3/28 citizen called in reporting that her bill has increase when the water has been off since incident. Monitoring...C/B from citizen on 4/15 Citizen called stating that she scheduled a plumber to look at the problem. Monitoring continues...					
1	2/23/2011	Public Safety	Code Enforcement	Complaint	Jurisdictional	Phone	Pending
.75 hrs	Intake:	North Limestone concrete sidewalk was cited last spring. Told that funding was no longer available. Citizen feels that lien on property should be removed because some of the damage to sidewalk was created by city when they installed a traffic signal box. Now with the street renovation coming thru soon, the citizen feels like he should have been given an option to patch what is necessary at this time as not to be redundant in the interim until the street project is completed.					
15.5 hrs +	Summary: Monitoring with updates to CM	Informed citizen that Revenue nor Law can reverse the lien on his property. Citizen had other issues he wanted addressed and was advised to contact the CAO for further action. Pending outcome pertaining to related issues.					

DISTRICT	INITIAL DATE	DEPARTMENT	DIVISION/AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
1	3/23/2011	Council	Citizens' Advocate	Assistance	NJ	Phone	3/23/2011
.50 hrs	Intake:	Referred by LexCall: Caller felt she was wronged when the rental car to whom she allowed another young women to drive was towed during a routing traffic stop without the Police Officer notifying her to pick up the car before towing it.					
5.0 hrs	Summary:	Required some Coaching & Counseling: The caller initially asked how to file a complaint against a Police Officer, but after further questioning with regards to the incident and some fact-finding, it was determined that the caller actually needed to question the driver who she had allowed to used the vehicle w/o authorization from the rental company to get the facts straight then deal with her immediate financial concern by not delaying payment of the towing fees so she can return the rented vehicle and avoid accruing charges. The discretion is up to the officer and given the fact she had no contact with the driver after the incident, suspicion lead that the officer may have had probable cause to tow the vehicle.					

1	3/8/2011	Public Safety	Police	Complaint	Jurisdictional	Phone	Pending
1.0 hrs	Intake:	Referred by CM: A citizen, who doesn't actually live in the area, expressed his passion for helping those disadvantaged individuals who do live in the area. He alleges in his complaint that police officers show no compassion and harass some of these individuals he is passionate about helping. Then they show aggression towards him as if he is doing stuff that he is not doing. All he wants is to continue to help these individuals in his own way with out the added police harassment.					
17.5 hrs +	Summary: Monitoring with updates to CM	Fact-Finding determined that the area in question is often investigated by police, under surveillance for one reason or another because of the heavy prostitution and drug issues. Citizen says his help is often misunderstood by the police and would like for them to have more compassion. He does not want his name mentioned in our inquiry, but agreed to keep me informed about ongoing concerns. Currently monitoring...and receiving updates. No further action taken or determined at this time.					

1	3/28/2011	Council	Citizens' Advocate	Informational	NJ	Visit	3/28/2011
.75 hrs	Intake:	Complaint against Urban Active not cancelling her contract with them even after the 2 year expiration date and continuing to debit funds monthly from her bank account.					
1.75 hrs	Summary:	Considerable coaching and counseling: Citizen informed me that she had the bank closed and re-open another account to stop the debits; had in her possession a written request to cancel contract with company. Provided additional resources to citizen for her to consider: Suggested she notify the BBB, locate copy of original contract, contact Pro Bono for legal assistance, send cancellation request letter by certified mail, and contact small claims court as an option to recover debts. No further action required by this office. Citizen left satisfied.					

1	3/30/2011	Outside Agency	KY Bar Association	Informational	NJ	Phone	3/30/2011
.25 hrs	Intake:	Inquiring about her daughter's lawsuit with Housing Authority and the payout received from Shirley Cunningham. Wanted to be sure her daughter was paid out all the money she deserved. Had no bank record, or stub to verify money was received and could remember dates to reference transaction.					
1.25 hrs	Summary:	Referred caller to the KY Bar Association for assistance.					

DISTRICT	INITIAL DATE	DEPARTMENT	DIVISION/AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
2	2/10/2011	Outside Agency	Community Action	Assistance	NJ	Phone	2/10/2011
.75 hrs	Intake:	Citizen needing assistance with KU bill and UK medical expenses.					
5.5 hrs	Summary: Fact-Finding Pending Div. Response	After a :45 minute conversation with citizen discovering that she had a few other concerns with regards to Police and EMS response to a DUI hit-an-run that occurred over 2 years ago. As the victim in the other vehicle hit by the DUI driver she was rushed to the hospital against her wishes, she explained, and the result, she said, are these large medical expenses which incurred that she can't pay. Police and Fire have investigated already investigated this complaint. The EMS Officer to whom she refers as being rude and abrasive with her actually ended his employment with UCG before this complaint was ever filed. No further action warranted in this case.					

2	2/28/2011	Council	Citizens' Advocate	Informational	NJ	Phone	3/1/2011
.25 hrs	Intake:	Resurfacing problem from property owner concerned about tenants from adjacent apt complex using his property to park and drive over to get to their units.					
1.50 hrs	Summary:	CE and Police were notified. Search DB for previous complaint he said was filed some years back, which I was unable to locate. Citizen stated he would call back when he got back in town and we would meet to discuss his concerns. Pending C/B Closed case until further notice.					

2	3/1/2011	Utility Company	KY American Water	Complaint	NJ	Phone	3/3/2011
.50 hrs	Intake:	Referred by CM: Citizen complaint that her monthly water bill was extremely high. A plumber discovered that her toilet was the cause of the excessive water usage. A shut-off notice was put in effect unless she paid \$224.00 for which she has requested financial assistance. But there are issues with KAW receiving the donated funds in time.					
3.5 hrs	Summary:	The donations promised to citizen are coming from two outside sources. After some additional coaching and counseling, citizen was able to convey to KAW to extend her shut-off notice for another week to allot ample time to process donated funds thru KAW. F/U acknowledged that citizen was pleased with out-come.					

DISTRICT	INITIAL DATE	DEPARTMENT	DIVISION/AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
3	1/3/2011	Public Safety Outside Agency	Code Enforcement Environmental Health	Informational	Jurisdictional	Visit	1/3/2011
.50 hrs	Intake:	Landlord concerned about citation received from CE in regards to interior problems reported by tenant. He is currently awaiting response from Health Dept regarding problem with bed-bugs as well.					
4.0 hrs	Summary:	Checked work-order db from LexCall. Contacted CE for action reports regarding both properties. Suggested caller contact CE directly according to citation notice and speak with inspector. Provide contact with Health Dept. to inquire further about action regarding bed-bugs.					

3	1/10/2011	Environ Quality	Waste Management	Complaint	Jurisdictional	Phone	1/10/2011
.25 hrs	Intake:	Complaint that yard waste containers were not picked up.					
1.50 hrs	Summary:	Referred caller back to LexCall to initiate a work order. F/U with WM directly.					

3	2/2/2011	Public Safety	Commissioner	Assistance	Jurisdictional	Visit	2/3/2011
.50 hrs	Intake:	Lexington Taxicab driver requesting information pertaining to the Administrative Policy for Taxi Cab Drivers before he is due to appear at a scheduled hearing with the PS Commissioner.					
5.5 hrs	Summary:	Reviewed UCG Ordinance and Admin Policy. Spoke with PS Commissioner's Office and was made aware of pending issues with taxicab driver. Hearing scheduled for next day at 1 pm. Provide driver with findings that no irregularities relevant to his questions were determined. F/U next day and was told hearing went well.					

DISTRICT	INITIAL DATE	DEPARTMENT	DIVISION/AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
4	1/3/2011	Council State	Council Office Public Service Commission	Assistance	Jurisdictional	Phone	1/3/2011
.25 hrs	Intake:	Citizen upset about Insight Cable rate increase and wants to know what can be done about it.					
2.50 hrs	Summary:	Fact-finding and initiated inquiry with Insight. Suggested some contacts: Council, Public Service Commission.					

4	2/17/2011	Public Safety	Community Corrections	Informational	Jurisdictional	Phone	2/17/2011
.50 hrs	Intake:	Mother is concerned about her son 24yoa, who is a participant at the Hope Center Recovery while at the Detention Center pending sentencing for burglary, says he is complaining of severe headaches and kidney problems. His sentencing is on 2/11. Mother is concerned about him receiving proper medical attention while incarcerated. She has already hired an attorney to represent him.					
3.75 hrs	Summary:	Inquired with Community Corrections. Due to HIPPA regulations, suggested best course of action that mother should use the attorney to inquire about her son's medical treatment. Then get back with me if there was a problem.					

DISTRICT	INITIAL DATE	DEPARTMENT	DIVISION/AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
5	2/10/2011	Council	Citizens' Advocate	Informational	NJ	Phone	2/25/2011
.50 hrs	Intake:	Referred by CM: Citizen wants to know what the city can do to make landlords more accountable to screen tenants they or their property management company approve for lease. This stems from an ongoing complaint about a problem tenant in the neighborhood.					
12.0 hrs	Summary: Fact-Finding Expert opinions	Inquired about Fair Housing Laws. Informed citizen that LFUCG have no authority in this matter. There are specific Fair Housing Laws and Regulation and guidelines that must be adhered to protect the rights of individuals. The best advice is to be vigilant neighbors and if you see something going on to contact the Police or the appropriate authority to investigate.					

5	3/7/2011	Public Safety Law Department	Code Enforcement	Complaint	Jurisdictional	Visit	3/17/2011
.50 hrs	Intake:	Citizen didn't feel he needed to pay lien because, he said, CE was sending notices to wrong address.					
15.5 hrs	Summary:	Our records showed that back in 2007, this office received a similar complaint from same citizen regarding two prior liens. At that time he was informed that it was his responsibility to contact the PVA and have his address changed. We confirmed with PVA his address change was done in April of 2007. We also confirmed from Law and CE that the civil penalty on this 3rd lien was sent to the correct address and the citizen still did not respond or appeal within the allotted time frame. Citizen acknowledged his lack of attention to the matter. Therefore, in conclusion: the citizen was notified that he will have to pay lien by due date. Citizen was not at all surprised by the outcome. Said he would pay.					

DISTRICT	INITIAL DATE	DEPARTMENT	DIVISION/AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
6	3/1/2011 (Reopened from 9/16/2010)	Law Department Public Safety	Risk Management Police – IA Fire & Emerg Svcs	Complaint	Jurisdiction	Phone	Pending
.50 hrs	Intake:	Case re-opened on 3/01/11 from 2010 by citizen calling to state claim filed with RM was still pending.					
9.5 hrs +	Summary: <i>Division & Citizens Response</i>	Reviewed initial inquiry. Legal is aware of claim. Response pending. F/U on 3-01-2011 with citizen indicated that RM via email said they were going to pay claim, but no word since. Notified citizen that RM is waiting on medical documents. Will continue to monitor outcome.					

6	2/28/2011	Public Safety	Code Enforcement	Complaint	Jurisdictional	Phone	3/9/2011
.50 hrs	Intake:	Property owner receives a CE citation fine for \$100 because one of the vehicles on her property was not properly tagged and had a flat tire.					
5.5 hrs	Summary:	Further discussion with caller lead me to explain the appeal process and that she should take measures to initiate an appeal with in the time frame allotted. Update: The appeal was submitted, but after the allotted time frame. Pending outcome. Property owner missed the appeal therefore will have to pay the fine.					

DISTRICT	INITIAL DATE	DEPARTMENT	DIVISION/AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
9	3/1/2011	Social Services	Adult & Tenant Svcs	Assistance	NJ	Phone	3/1/2011
.50 hrs	Intake:	Citizen living in townhouse where she is having problems with bugs, lack of installation in a room downstairs and water damage. Citizen is disabled and needs direction because she is behind on her rent.					
6.50 hrs	Summary:	Suggested citizen contact CE, Environmental Health with the Health Dept., and Adult and Tenant Services for assistance with rent. Identified that Catholic Action Services was a contributor in the past. Citizen said she would C/B if unsuccessful.					

9	3/2/2011	Utility Company	Insight Cable	Complaint	NJ	Phone	3/2/2011
.25 hrs	Intake:	Citizen complaint against Insight Cable continuing to bill her after she changed her service to Windstream and Dish Network.					
3.5 hrs	Summary:	Citizen assumed that Insight was informed about the change when she returned the equipment in Jan. Still owes Insight \$21.98 after equipment was returned. According to Insight's policy, citizen still has to notify their company to cancel service. Citizen believes people need to be better informed about these policies. May review this item at a later date.					

DISTRICT	INITIAL DATE	DEPARTMENT	DIVISION/AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
11	1/14/2011	Outside Agency	FCPS	Assistance	NJ	Phone	1/14/2011
1.0 hrs	Intake:	Problem with kids who live in apartment buildings bordering two sides of her property causing disturbances by braking car windshields and throwing rocks. Filed 3 reports with Police.					
3.50 hrs	Summary:	Referred caller to the FCPS & Juvenile Services to report the kids behavior since she knows them and they go to school with her child. Suggested she continue to contact the Police when disturbances occur.					

11	3/31/2011	Utility Company	Insight Cable	Complaint	Assistance	Phone	4/1/2011
.25 hrs	Intake:	Citizen concerned about damage done to fence from Insight personnel entering his yard.					
4.75 hrs	Summary:	Provided some direction to citizen on process for filing a complaint with the cable company. Responded to several questions regarding access to utility easements. Directed citizen to information about rights and responsibilities of utility companies and property owners. Referred citizen back to the cable company to follow through with his complaint.					

DISTRICT	INITIAL DATE	DEPARTMENT	DIVISION/AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
12	12/9/2010	Environ Quality	Waste Management	Assistance	Jurisdictional	Phone	2/9/2011
.25 hrs	Intake:	Citizen request for a roll-off recycling bin nearer to residence.					
6.5 hrs	Summary: <i>Division Response</i>	Notified WM. Pending options for a suitable placement. Citizen was pleased to hear back by 2-09-11 that Roll-Off container was placed at the Sam's Club on New Circle Road.					

12	1/11/2011	Outside Agency	Pro Bono Legal Services	Assistance	NJ	Phone	1/11/2011
.50 hrs	Intake:	Referred to our office by CE thru LexCall about how to address an issue with junk vehicle on yard sitting next to fence. Vehicle has lien on it, not tagged or licensed, inoperable and salvage yard will not purchase because of lien. Looking for alternatives. Citation deadline is 1/21/11.					
2.0 hrs	Summary:	Suggested citizen contact Pro Bono and/or Legal Services for assistance with lien on vehicle and options available to have vehicle removed from property to satisfy CE citation.					

12	3/17/2011	Utility Company PW & D	KY Utilities Building Inspection	Assistance	Jurisdictional	Phone	3/31/2011
1.0 hrs	Intake:	Referred by LexCall: Citizen complaint against KU estimate for installation of electrical box.					
15.5 hrs	Summary: <i>Fact-Finding Division Response Monitoring</i>	Underlining concern gathered from numerous conversations with citizen additional work on the new home for which he needs an electrical box connection, lead to an inspection by Building Inspection. Determined square footage required no permit. KU needed verification that citizen lived at location. Price from KU was decrease and citizen satisfied with results.					

DISTRICT	INITIAL DATE	DEPARTMENT	DIVISION/AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
13	1/11/2011	Outside Agency	Fayette District Court	Informational	NJ	Phone	1/11/2011
.25 hrs	Intake:	Citizen needed information on who to contact regarding a court case.					
.50 hrs	Summary:	Referred citizen to Fayette District Court. No further action taken.					

13	1/24/2011	Outside Agency	Friends of the Court	Informational	NJ	Phone	1/24/2011
.25 hrs	Intake:	Questions pertaining to Child Custody case.					
.50 hrs	Summary:	Matter required attention from the Friends of the Court.					

13	1/28/2011	Outside Agency	Domestic Violence Program	Informational	NJ	Phone	1/28/2011
1.0 hrs	Intake:	Referred by Police & LexCall: Citizen needing assistance with a domestic violence issue. Indicated that he has already spoken with the Police Division and they suggested he contact CItAdv, which he did by calling LexCall who forwarded his call. His issues were very sensitive nature and he was asking for direction on how to proceed.					
3.0 hrs	Summary:	Fact-Finding inquiry via internet and resource information available in this office lead to the suggestion that he contact the Domestic Violence Program. In addition to other questions citizen had brought forward during our discussion, he was directed to various other resource agencies for further needed assistance.					
13	2/9/2011	Utility Company	Satellite Company	Informational	NJ	Phone	2/17/2011
.25 hrs	Intake:	V/M from citizen indicated her concerns about satellite company placing equipment on building.					
.50 hrs	Summary:	After numerous attempts to contact citizen, we finally connected. Suggested she speak with management at apartment complex and contact satellite company directly about matter. No action taken					
13	2/17/2011	State	Consumer Protection Agency	Assistance	NJ	Phone	2/27/2011
.50 hrs	Intake:	Senior citizen says he was scammed out of money by some company and wanted to report it.					
1.75 hrs	Summary:	Citizen required some direction to be more aware of these types of scams. Referred to Consumer Protection Agency to file complaint against the company that scammed him.					
13	3/7/2011	Outside Agency	Lyric Theatre	Complaint	NJ	Phone	3/8/2011
.25 hrs	Intake:	LexCall transferred call: Complaint about having to pay a processing fee on a cash ticket purchase in person at the Lyric Box Office.					
3.5 hrs	Summary:	Inquired with Law Department, who forwarded my request to Lyric. Lyric's response was that they operate their box office in line with other ticket box offices, a processing fee on all ticket purchases are appropriate by law. Research lead to same conclusion. Caller was informed that no irregularities were determined in the Lyric's actions. Citizen was notified.					
13	3/8/2011	Utility Company	Windstream	Complaint	NJ	Phone	3/8/2011
.25 hrs	Intake:	Citizen wanted information on how to file a claim with the phone company for damages to her house for work she had not authorized.					
.25 hrs	Summary:	Provided citizen with the necessary contact information.					
13	3/8/2011	Public Safety	Fire & Emerg Svcs	Complaint	Jurisdictional	Phone	3/8/2011
.05 hrs	Intake:	Citizen left a V/M with regards to a complaint she wanted to file against the Fire Dept in relationship to her apartment explaining that she had a lot of health issues.					
.25 hrs	Summary:	Left numerous messages with number citizen left to C/B. No action taken at this time. Pending C/B from citizen.					
13	3/10/2011	Undetermined	Undetermined	Undetermined	Undetermined	Phone	3/10/2011
.05 hrs	Intake:	Caller left V/M on 3/10 at 11:24am.					
.25 hrs	Summary:	Returned call 3 different times, but option to leave message was unavailable. No action taken.					

13	3/14/2011	CIO Environ Quality Finance & Admin	Computer Services Waste Management Human Resources	Informational	NJ	Phone	3/14/2011
.50 hrs	Intake:	Referred by Another Employee: Employee feels he is being picked on by the division he works with, yet his pay comes from another fund.					
1.0 hrs	Summary:	Employee did not feel comfortable going to HR with a grievance. His immediate concern was dealing with high stress levels on the job. Suggested employee to seek assistance from EAP. Unable to assist further. Discovered later that this employee was eventually suspended for 3 days w/o pay.					

13	3/31/2011	Outside Agency	County Attorney's Office	Informational	NJ	Phone	3/21/2011
.25 hrs	Intake:	Mother concern about Coroner's Office conclusion that her son's dead was a suicide.					
.50 hrs	Summary:	Redirected mother to contact the County Attorney's Office.					

HIGHLIGHTS:

Preventing just one case is enough to pay for the Ombuds office. Increases in productivity, savings in management time or other expenditures, and the avoidance of litigation and/or other cost, certainly justifies the cost of the office.

Here is a quote from the IOA's (International Ombudsman Association's) statement on the cost of an Ombuds Office.

"It is important to understand that an Ombudsman program is not a 'bottom line' position. An Ombudsman does not exist to make a profit, and the significant value of such a program probably cannot adequately be measured in terms of whether it returns more in savings than it costs to operate the program. Fundamentally, an ombudsman program exists to serve further those principles that cannot satisfactorily be quantified nor subjected to a cost-benefit analysis. An Ombudsman exists to further the ends of justice, to promote a humane system of administration, to provide people with options for hearing concerns and for efficient redress of grievances. Thus even if we assume that the quantifiable benefits of an ombudsman program did not exceed the cost of the program, that would not mean that the program would be valueless or wasteful. It would simply mean that we finally succeeded in identifying the actual cost of the program, that is, the difference between the apparent cost and the quantifiable benefits. It would be necessary to weight the actual cost against the ultimate benefits of the program as a means for pursuit of justice and as forum to give a hearing of the concerns of human beings."¹

¹ A Unified Model for developing an Ombudsman Function, Appendix B: A Cost Benefit Analysis for the Ombuds Office at Eastwest.