

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

Jim Gray Mayor

## MEMORANDUM

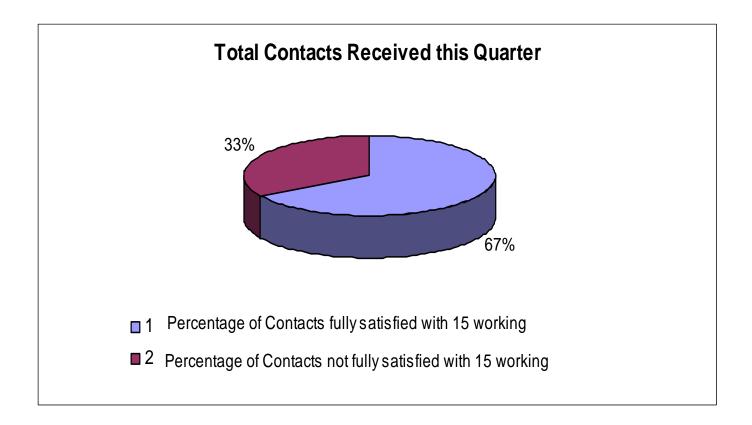
- TO: Mayor Jim Gray Vice Mayor Linda Gorton Council Members
- From: Paula Campbell Acting Citizens' Advocate Office
- Date: January 26, 2011

Re: 4th Quarter 2010 Activity Report (October 1, 2010 – December 31, 2010)

### SYNOPSIS OF TRENDS:

It is with pleasure that I submit to you the 4<sup>th</sup> Quarter Report of 2010 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 2 cases received during this quarter. There is only 1 self-initiated pending case received from a previous quarter and 1 self-initiated case received during this quarter that will roll over into 2011 because both investigations are still on-going.

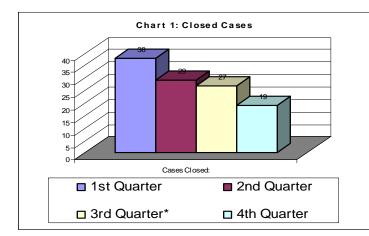
Paula Campbell Acting Citizens' Advocate The CASE BY CASE SUMMARY will provide more detail of each contact received by this office noting the problem and the response / solution / outcome of the case as well as the number of days taken to complete each case with a brief reason to indicate the cause why a case may have extended beyond a 15 working day period. The pie graph illustrated below shows 33% of contacts received this quarter required more than 15 working days to complete. This office however, was able to complete within 15 working days 67% 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.



# STATISTICAL DATA:

### TABLE 1: SUMMARY OF ACTIVITIES THIS QUARTER

|                       |   |      | uarter Ro                  | eport        |          |              |                        |
|-----------------------|---|------|----------------------------|--------------|----------|--------------|------------------------|
|                       |   |      |                            |              |          |              |                        |
|                       |   |      |                            |              |          |              | Type 1:                |
|                       |   |      |                            |              |          |              |                        |
| Complaints Recei      | ived this Quarter:  | 21   |                            |              |          |              | Complaints = 12        |
|                       |   |      |                            |              |          |              | Informational = 4      |
| Activity This Quarter | r:  |      |                            |              |          |              | Assistance = 5         |
| 07/01/10 - 09-30-10   | Cases Closed:   | 148  | 38                         | 29           | 27       | 19           | Туре 2:                |
|                       |   |      | _                          |              |          | _            | Email = 7              |
|                       | Cases Pending:  | 6    | 2<br>1st                   | 0<br>2nd     | 0<br>3rd | 2<br>4th     | Fax = 0                |
|                       | *Pending / Self-Initiated Cases rolled over<br>from previous quarter: | 2009 | Quarter<br>6               | Quarter<br>1 | Quarter* | Quarter<br>2 | Phone = 10             |
|                       | TOTAL COMPLAINTS ADDRESSED:   | 154  | 46                         | 30           | 28       | 23           | Visit = 4              |
| Top Complaints        | per Department:   |      |                            |              |          |              | Written = 0            |
|                       |   | 7    | Public Safe                | etv          |          |              |                        |
|                       |   | 5    | Council                    | ,            |          |              | Туре 3:                |
|                       |   | 5    | Public Works & Development |              |          |              | Jurisdictional = 15    |
|                       |   | 4    | Outside A                  | gencies      |          |              | Non-Jurisdictional = 6 |



## SYNOPSIS OF STATISTICAL DATA:

During this quarter a total of 21 contacts were received by this office. Of these 12 contacts were of a complaint nature, 5 contacts required our assistance and 4 contacts requested information only. Of those 21 contacts received 15 fell within our jurisdiction. The office closed all cases received during this quarter with the exception of one 2 pending self-initiated case either rolled over from a previous quarter and or initiated during this quarter based on fact-finding obtained from contacts received. There were three 3 noticeable trends during the 4<sup>th</sup> quarter. First, <u>the majority of contacts received</u> pertained to the Department of Public Safety with 7, followed by the Council with 5 and Department of Public Works and Development with 5, respectively. Second, <u>the majority of District contacts</u> received where from the 1<sup>st</sup>, 8<sup>th</sup> and 10<sup>th</sup> Districts. Third, we received less Outside Agency Complaints than in the past quarters reported during 2010. The <u>Case by Case Summary</u> identifies all 21 contacts received by this office.

## STATISTICAL DATA:

# **TABLE 2:** SPECIFIED NUMBER OF DEPARTMENT / AGENCY CONTACTS RELATED TO COMPLAINTSRECEIVED WITHIN A COUNCIL DISTRICT

|   | Council Dist                      | rict | Finance<br>& Admin | General<br>Services | Law | Public<br>Safety | Environmental<br>Quality | Public Works<br>&<br>Development | Social<br>Services | Mayor/Council<br>& Other<br>Elected<br>Officials | Partner<br>or<br>Outside<br>Agency | TOTAL<br>CONTACTS<br>PER<br>DISTRICT |
|---|-----------------------------------|------|--------------------|---------------------|-----|------------------|--------------------------|----------------------------------|--------------------|--|------------------------------------|--------------------------------------|
|   | 1st District                      |      |                    |                     |     | 1                |                          | 1                                | 1                  | 1  | 1                                  | 5                                    |
|   | 2nd District                      |      |                    |                     |     |                  |                          |                                  |                    |  |                                    | 0                                    |
|   | 3rd District                      |      |                    |                     |     | 2                |                          |                                  |                    | 1  |                                    | 3                                    |
|   | 4th District                      |      |                    |                     | 1   |                  |                          |                                  | 1                  |  |                                    | 2                                    |
|   | 5th District                      |      |                    |                     |     |                  |                          |                                  |                    |  |                                    | 0                                    |
| 1 | 6th District                      |      |                    |                     |     |                  | 1                        | 1                                |                    | 1  |                                    | 3                                    |
|   | 7th District                      |      |                    |                     | 1   | 1                |                          |                                  |                    | 1  |                                    | 3                                    |
|   | 8th District                      |      |                    |                     | 1   | 1                |                          |                                  |                    | 1  | 1                                  | 4                                    |
|   | 9th District                      |      |                    |                     |     |                  |                          |                                  |                    | 1  |                                    | 1                                    |
|   | 10th District                     |      |                    |                     |     | 1                |                          | 2                                |                    |  | 1                                  | 4                                    |
|   | 11th District                     |      |                    |                     | 1   |                  |                          |                                  |                    |  |                                    | 1                                    |
|   | 12th District                     |      |                    |                     |     |                  | 1                        | 1                                |                    |  |                                    | 2                                    |
|   | Non-Specified<br>District         |      |                    |                     |     | 1                |                          |                                  |                    |  | 1                                  | 2                                    |
|   | TOTAL CONTACTS<br>DEPARTMENT / AC |      |                    |                     | 4   | 7                | 2                        | 5                                | 2                  | 6  | 4                                  | 30                                   |

\*\* A TOTAL OF 21 CONTACTS IMPACTED THE VARIOUS DEPARTMENTS 30 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:

| DISTRICT                         | INITIAL DATE          | DEPARTMENT  | DIVISION/AGENCY  | TYPE 1   | TYPE 2   | TYPE 3   | CLOSED DATE   |  |  |  |
|----------------------------------|-----------------------|---|--|--|--|--|---|--|--|--|
| 1                                | 10-24-2010            | Council Office<br>Public Safety   | Council Members<br>Police  | Complaint  | Jurisdictional   | Email  | 10-25-2010  |  |  |  |
| Affected CM Districts 1 & 3      | Problem:              | Citizen complaint a   | about violent outbreak at  | local nightclub/ba   | r and restaurant. As   | king for more patro  | l at night by police.   |  |  |  |
| 1 Day                            | Response:             | Discussed compla action required.   | int in detail with CM's Le   | gislative Aide. Po   | lice are aware and a   | are handling situatio  | on. No further  |  |  |  |
|                                  | 11-01-2010            | Public Works  | Commissioner   | Complaint  | Jurisdictional   | Phone  | Pending   |  |  |  |
| <b>60 + Days</b><br>Fact-Finding | Problem:<br>Response: | allowing less than<br>communication an<br>designated historic<br>appropriate locatio<br>PW & D was notif<br>building. The WEG | call: Property owner com<br>a foot clearance from<br>ad consideration on the<br>c landmark. Property own<br>ons along 3 <sup>rd</sup> Street. Req<br>fied of complaint and read<br>G sign locations were defined<br>their point of desting the stress of the stress<br>of the stress of the stress of the stress<br>of the stress of the stress of the stress of the stress<br>of the stress of the stre | n signage to exis<br>part of the city to<br>vner stated that m<br>uesting that the sig<br>sponse given was<br>termined by the co | sting building. Prop<br>adequately notify the<br>ore consideration slign be relocated.<br>that city officials montractor to facilitate | erty owner felt the<br>hem prior to the si-<br>hould have been g<br>et with the current<br>sign locations that | ere was a lack of<br>gn installation at a<br>iven to other more<br>tenant leasing the |  |  |  |
|                                  |                       |   |  |  |  |  |   |  |  |  |
|                                  | 11-11-2010            | Social Services   | Family Care Center   | Assistance   | Jurisdictional   | Visit  | 12-16-2010  |  |  |  |
|                                  | Problem:              |   | rd request to monitor any  |  |  |  |   |  |  |  |
| 25 Days<br>Monitoring            | Response:             | After a period of 28 required.  | 5 days, this office reporte  | ed findings back to  | the CM and the cas   | se was closed. No  | further action  |  |  |  |
|                                  |                       |   |  |  |  |  |   |  |  |  |
|                                  | 12-13-2010            |   | Attorney General   | Complaint  | NJ   | Phone  | 12-13-2010  |  |  |  |
|                                  | Problem:              |   | laint received about a Le<br>hased with a food stamp   |  | tore that is charging  | tax on all food item   | s and adding tax  |  |  |  |
| 1 Day                            | Response:             |   | o food items purchased with a food stamp card.<br>orward complaint to the Attorney General's Office- Consumer Protection Agency Division who replied indicating that<br>ney will investigate the matter. No further action required.   |  |  |  |   |  |  |  |

| DISTRICT | INITIAL DATE | DEPARTMENT | DIVISION/AGENCY | TYPE 1 | TYPE 2 | TYPE 3 | CLOSED DATE |
|----------|--------------|------------|-----------------|--------|--------|--------|-------------|
| 2        | No Cases to  |            |                 |        |        |        |             |
|          | Report       |            |                 |        |        |        |             |

| DISTRICT                    | INITIAL DATE | DEPARTMENT          | DIVISION/AGENCY            | TYPE 1               | TYPE 2               | TYPE 3               | CLOSED DATE         |
|-----------------------------|--------------|---------------------|----------------------------|----------------------|----------------------|----------------------|---------------------|
| 3                           | 10-24-2010   | Council Office      | Council Members            | Complaint            | Jurisdiction         | Email                | 10-25-2010          |
|                             |              | Public Safety       | Police                     |                      |                      |                      |                     |
| Affected CM Districts 1 & 3 | Problem:     | Citizen complaint a | about violent outbreak at  | local nightclub/bai  | r and restaurant. As | king for more patrol | at night by police. |
| 2 Days                      | Response:    | Discussed compla    | int in detail with CM's Le | gislative Aide. Info | ormed that Police ar | e aware and are ha   | andling situation.  |

| DISTRICT | <b>INITIAL DATE</b> | DEPARTMENT          | DIVISION/AGENCY  | TYPE 1             | TYPE 2       | TYPE 3 | CLOSED DATE |  |  |  |  |
|----------|---------------------|---------------------|--|--------------------|--------------|--------|-------------|--|--|--|--|
| 3        | 12-17-2010          | Public Safety       | Police   | Informational      | NJ           | Phone  | 12-17-2010  |  |  |  |  |
|          |                     |                     | Code Enforcement   |                    |              |        |             |  |  |  |  |
|          | Problem:            | Citizen owns renta  | Citizen owns rental property and is concern about next door property owners' renting to frat college kids that are often |                    |              |        |             |  |  |  |  |
|          |                     | disruptive to other | disruptive to other neighbors including her tenants. Requesting some type of resolution.                                 |                    |              |        |             |  |  |  |  |
| 1 Day    | Response:           | This complaint is a | This complaint is a civil neighbor to neighbor dispute. General information was provided for other resources and         |                    |              |        |             |  |  |  |  |
|          | -                   | suggestions made    | to inform tenants to call  | police when distur | bance occur. |        |             |  |  |  |  |

| DISTRICT  | <b>INITIAL DATE</b> | DEPARTMENT              | DIVISION/AGENCY            | TYPE 1               | TYPE 2                | TYPE 3               | CLOSED DATE        |
|---|---------------------|-------------------------|----------------------------|----------------------|-----------------------|----------------------|--------------------|
| 4   | 12-07-2010          | Law Department          | Claims Section             | Complaint            | Jurisdictional        | Visit                | 12-30-2010         |
|   |                     | Social Services         | Commissioner               |                      |                       |                      |                    |
|   | Problem:            | Citizen seeking to      | file a claim for ambuland  | ce and hospital bil  | Is incurred do to all | eged actions of So   | cial Worker at the |
|   |                     | Senior Citizen's Ce     | nter.                      | -                    |                       | -                    |                    |
| <b>17 Days</b><br>Claim in Process<br>Fact-Finding<br>Division Response | Response:           | After initial inquiry t | nru the Dept. of Social Se | ervices, the citizen | was then referred to  | o Claims for further | investigation.     |

| DISTRICT | INITIAL DATE | DEPARTMENT | DIVISION/AGENCY | TYPE 1 | TYPE 2 | TYPE 3 | CLOSED DATE |
|----------|--------------|------------|-----------------|--------|--------|--------|-------------|
| 5        | No Cases to  |            |                 |        |        |        |             |
|          | Report       |            |                 |        |        |        |             |

| DISTRICT       | <b>INITIAL DATE</b> | DEPARTMENT   | DIVISION/AGENCY  | TYPE 1               | TYPE 2               | TYPE 3               | CLOSED DATE         |  |  |
|----------------|---------------------|--|--|----------------------|----------------------|----------------------|---------------------|--|--|
| 6              | 10-01-2010          | Environmental  | Collection &   | Assistance           | Jurisdictional       | Phone                | 10-12-2010          |  |  |
|                |                     | Quality  | Conveyance   |                      |                      |                      |                     |  |  |
|                | Problem:            |  | articipated in the Elkhor  |                      |                      | e had a sump pun     | np installed in her |  |  |
|                |                     |  | a cracked lid and she w  |                      |                      |                      |                     |  |  |
| 7 Days         | Response:           | After further inquiry,   | fact-finding determined  | that the lid on exis | sting sump-pump or   | nly had a 1 year wa  | rrantee, which has  |  |  |
|                |                     | expired and any cu   | irrent lid would be obso   | lete. Advised citiz  | zen she will need to | o hire a licensed pl | umber to do work    |  |  |
|                |                     | necessary to repair  | /replace sump-pump lid.  | . No further action  | required             | ·                    |                     |  |  |
|                |                     |  |  |                      | •                    |                      |                     |  |  |
|                | 11-17-2010          | Council  | Council Member   | Informational        | Jurisdictional       | Email                | 12-01-2010          |  |  |
|                |                     | Public Works   | Commissioner   |                      |                      |                      |                     |  |  |
|                | Problem:            | Neighborhood resid   | lents in subdivision with  | many lots remaini    | ng for sale are look | ing for guidance on  | how they can get    |  |  |
|                |                     |  |  |                      |                      |                      |                     |  |  |
|                |                     | 0  | street lights installed and receive city street cleaning and snow removal because the developer has not put down the final surface of asphalt. |                      |                      |                      |                     |  |  |
| 10 Days        | Response:           | Inquired with CM. Response sent to NBHD residence from VM and CM. Monitoring outcome. Pending property tax |  |                      |                      |                      |                     |  |  |
| Administrative | Response.           |  | lights and street cleanin  |                      |                      | ioning outcomo. I of | naing property tax  |  |  |
| Process        |                     |  | ingino and street oldariin   | ·9·                  |                      |                      |                     |  |  |
|                |                     |  |  |                      |                      |                      |                     |  |  |

| DISTRICT                    | <b>INITIAL DATE</b> | DEPARTMENT  | DIVISION/AGENCY   | TYPE 1               | TYPE 2 | TYPE 3 | CLOSED DATE |  |  |  |
|-----------------------------|---------------------|---|---|----------------------|--------|--------|-------------|--|--|--|
| 7                           | 11-29-2010          | Council Office  | Council Member(s)   | Assistance           | NJ     | Email  | 12-29-2010  |  |  |  |
|                             |                     | Public Safety   | Police Division   |                      |        |        |             |  |  |  |
|                             |                     | Law Department  | Commissioner  |                      |        |        |             |  |  |  |
|                             | Problem:            | CM put the CitAdv 0   | M put the CitAdv Office and the Law Department on notice of a complaint after he re-directed a citizen's complaint to |                      |        |        |             |  |  |  |
| Affected CM Districts 7 & 8 |                     | our offices for assist  | bur offices for assistance regarding matters pertaining to a County Fair parking issue, noise disturbance and the     |                      |        |        |             |  |  |  |
|                             |                     | alleged action taker  | alleged action taken by a police officer during the Fair.   |                      |        |        |             |  |  |  |
| 22 Days                     | Response:           | Discussed complaint in detail with CM. Monitored complaint for 22 days pending contact from citizen. No contact |   |                      |        |        |             |  |  |  |
|                             | -                   | received by this offic  | ce. Further action is not   | required at this tim | e.     |        |             |  |  |  |

| DISTRICT   | <b>INITIAL DATE</b> | DEPARTMENT  | DIVISION/AGENCY  | TYPE 1              | TYPE 2               | TYPE 3                | CLOSED DATE       |  |  |
|--|---------------------|---|--|---------------------|----------------------|-----------------------|-------------------|--|--|
| 8  | 11-17-2010          | Outside Agency                                    | Housing Authority<br>HUD-Louisville  | Complaint           | Jurisdictional       | Email                 | 11-18-2010        |  |  |
|  | Problem:            | owned property.                                   | cil Member: Ongoing pr   |                     |                      |                       |                   |  |  |
| 2 Days   | Response:           | Response received                                 | sponse received from HA indicated that problem has been handled by their management office and case closed.  |                     |                      |                       |                   |  |  |
|  | 11-29-2010          | Council Office<br>Public Safety<br>Law Department | Council Member(s)<br>Police Division<br>Commissioner   | Assistance          | NJ                   | Email                 | 12-29-2010        |  |  |
| Affected CM Districts 7 & 8                      | Problem:            | their offices for assi                            | CM put the CitAdv Office and the Law Department on notice of a complaint after he re-directed a citizen's complaint to their offices for assistance regarding matters pertaining to a County Fair parking issue, noise disturbance and the alleged action taken by a police officer during the Fair. |                     |                      |                       |                   |  |  |
| 22 Days<br>Monitoring per CM<br>Awaiting contact | Response:           | Discussed complain required at this time          | nt with CM in detail. Mon<br>e.  | itored complaint fo | or 30 days pending o | contact from citizen. | No further action |  |  |

| DISTRICT | INITIAL DATE | DEPARTMENT           | DIVISION/AGENCY   | TYPE 1              | TYPE 2            | TYPE 3 | CLOSED DATE |
|----------|--------------|----------------------|---|---------------------|-------------------|--------|-------------|
| 9        | 11-23-2010   | Elected Official     | County Sheriff  | Complaint           | NJ                | Email  | 11-23-2010  |
|          | Problem:     |                      | everal agencies requestir<br>allegedly peaking in her<br>sidence. |                     |                   |        |             |
| 1 Day    | Response:    | Redirected citizen t | o the appropriate authori   | ities to handle com | plaint via email. |        |             |

| DISTRICT | <b>INITIAL DATE</b> | DEPARTMENT  | DIVISION/AGENCY     | TYPE 1        | TYPE 2         | TYPE 3 | CLOSED DATE |  |  |
|----------|---------------------|---|---------------------|---------------|----------------|--------|-------------|--|--|
| 10       | 10-11-2010          | Public Works  | Traffic Engineering | Informational | Jurisdictional | Phone  | 10-12-2010  |  |  |
|          | Problem:            | Referred by the Mayor's Office: Citizen suggests better service for radio news & traffic alerts on AM station.  |                     |               |                |        |             |  |  |
| 2 Days   | Response:           | After considerable fact-finding and inquiry with authorities on the subject matter a better understand was gained about the radio station protocol and traffic alert protocol. No irregularities determined, only that the city has room to improve the current systems in place. |                     |               |                |        |             |  |  |
|          |                     |   |                     |               |                |        |             |  |  |

|                         | 11-01-2010 | Public Works   | Streets, Roads &<br>Forestry  | Complaint | Jurisdictional | Phone | 12-30-2010 |  |  |  |
|-------------------------|------------|--|---|-----------|----------------|-------|------------|--|--|--|
|                         | Problem:   | back some of his ex  | A citizen complained that after getting permission to remove and replace some dead trees with the hope of recouping back some of his expenses thru the Hazard Street Tree (Cost-Share) Program, he was later informed that 1 <sup>st</sup> the program funds had already depleted this year and 2 <sup>nd</sup> the program will only be available to qualified low income property owners. |           |                |       |            |  |  |  |
| 43 Days<br>Fact-Finding | Response:  | After further inquiry, it is what it is – no funding is available and unless the citizen can quality for low income assistance he will not be eligible for a reimbursement of expenses. Will continue to monitor ongoing matters of concern with the Cost-Share Program.   |   |           |                |       |            |  |  |  |
|                         | 11-12-2010 | Public Safety<br>Outside Agency  |   |           |                |       |            |  |  |  |
|                         | Problem:   | Referred by Security Front Desk: Citizen asking for financial assistance to recover her vehicle from Bluegrass Towing after it was confiscated by Police for being stolen and used in a burglary.  |   |           |                |       |            |  |  |  |
| 5 Days                  | Response:  | Referred citizen to Victim Services with the Commonwealth Attorney's Office for assistance. Obtained a copy of BGT contract from Purchasing for review. Contacted Police to further discuss matter. Will continue further review of BGT contract for options that may eliminate similar situations. Follow-up with citizen revealed that she was able to get assistance through the contact we provide through the Commonwealth Attorney's Office. |   |           |                |       |            |  |  |  |

| DISTRICT | <b>INITIAL DATE</b> | DEPARTMENT   | DIVISION/AGENCY | TYPE 1    | TYPE 2         | TYPE 3 | CLOSED DATE |  |  |
|----------|---------------------|--|-----------------|-----------|----------------|--------|-------------|--|--|
| 11       | 12-10-2010          | Law  | Claim Section   | Complaint | Jurisdictional | Phone  | 12-10-2010  |  |  |
|          | Problem:            | Citizen complaint about damages incurred to her vehicle tire and rims after hitting a pothole at Versailles & Woodford |                 |           |                |        |             |  |  |
|          |                     | Street. She is requesting information on filing a claim with the city.   |                 |           |                |        |             |  |  |
| 1 Day    | Response:           | Referred citizen to the claims section of the Law Department. Follow-up concluded that that a pothole service request  |                 |           |                |        |             |  |  |
|          | -                   | was issued on 12-16-2010. No further action required.  |                 |           |                |        |             |  |  |
|          |                     |  |                 | •         |                |        |             |  |  |

| DISTRICT  | <b>INITIAL DATE</b> | DEPARTMENT  | DIVISION/AGENCY  | TYPE 1        | TYPE 2         | TYPE 3 | CLOSED DATE |  |  |
|---|---------------------|---|--|---------------|----------------|--------|-------------|--|--|
| 12  | 10-11-2010          | Public Works  | Traffic Engineering  | Informational | Jurisdictional | Phone  | 10-12-2010  |  |  |
|   | Problem:            | Referred by Mayor   | Referred by Mayor's Office: Citizen suggests better service for radio news & traffic alerts on AM station. |               |                |        |             |  |  |
| 2 Days  | Response:           | After considerable fact-finding and inquiry with authorities on the subject matter a better understand was gained about the radio station protocol and traffic alert protocol. No irregularities determined, only that the city has room to improve the current systems in place. |  |               |                |        |             |  |  |
|   |                     |   |  |               |                |        |             |  |  |
|   | 12-09-2010          | Environmental<br>Quality  |  |               |                |        |             |  |  |
|   | Problem:            | Residents living out of the urban county service area are requesting assistance to locate to a nearby location a roll-off recycling container that they and other citizens can use to recycle.  |  |               |                |        |             |  |  |
| <b>26 Days</b><br>Fact-Finding<br>Division Response | Response:           | Requested information from WM regarding this request. Explained to citizen that this ay take some time and will get back a.s.a.p. Pending further information from WM. Requested policy and procedures for this type of request.  |  |               |                |        |             |  |  |

| DISTRICT | <b>INITIAL DATE</b> | DEPARTMENT   | DIVISION/AGENCY                      | TYPE 1    | TYPE 2         | TYPE 3 | CLOSED DATE |  |  |
|----------|---------------------|--|--------------------------------------|-----------|----------------|--------|-------------|--|--|
| 13       | 10-10-2010          | Outside Agency   | State Ombudsman                      | Complaint | NJ             | Phone  | 10-10-2010  |  |  |
|          | Problem:            | Complainant requesting assistance regarding child custody issue being handled through the child protection agency in Harrodsburg, KY.  |                                      |           |                |        |             |  |  |
| 1 Day    | Response:           | Referred caller to the State Ombudsman for review and consideration.   |                                      |           |                |        |             |  |  |
|          | 11-23-2010          | Public Safety  | Police – IA<br>Community Corrections | Complaint | Jurisdictional | Visit  | 11-23-2010  |  |  |
|          | Problem:            | Citizen contest wrongful arrest for disorderly conduct for which she served 5 days in jail. Contributed incident to police harassment and wanted to know what action she could take to file a formal complaint.                                    |                                      |           |                |        |             |  |  |
| 1 Day    | Response:           | Explained to citizen that this is a criminal matter that is not within our authority to investigate and suggested that she contact the Police – Internal Affairs Office to file a formal complaint with regards to the office(s) who arrested her. |                                      |           |                |        |             |  |  |

### HIGHLIGHTS:

# Complaints as Opportunities to Improve

If your complaint system is working well, it will provide your agency a rich source of information about where problems are occurring.

An effective system needs arrangements for recording and analyzing the types and subjects of complaints, as well as information obtained as a result of investigations. The information can then be fed back to department, divisions, sections and service providers. The outcome of any investigation is which mistakes or problems are identified can be reported to the Mayor, Council, Chief Administrative Officer, Commissioner of the relevant department so that appropriate action can be taken to avoid a recurrence. At the same time, take care not to stigmatize employees because of complaints. An agency that truly embraces "complaints as opportunities" has no need for scapegoats. The idea is to improve, not reprove.

Any organization can benefit from a well-devised complaint system. Government agencies in particular have much to gain: improved efficiency, higher quality of service, and increasing good will and respect from the citizens they serve.