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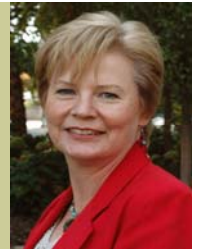
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# The Citizens' Advocate Office

*"Promoting Fairness and Efficiency in Public Administration"*

Lexington-Fayette Urban County Government

*"The Horse Capital of the World"*



## 2009 Annual Report

### Summary of Recommendations:

#### Water Resource Committee:

- adopt a policy that allows and supports abatement projects other than the purchase and demolition of homes
- require original support documentation be included in every submittal by staff of proposed projects for consideration
- flood abatement project proposals include a detailed cost estimate of all alternatives identified by consulting engineers and that all alternatives and cost estimates be presented to the Water Resources Committee in support of its deliberations on whether to undertake an abatement project
- consider a new policy that addresses storm water management and flood abatement projects based on watershed analysis and not on land use district
- consider a new policy of cost benefit analysis that includes in the cost of demolition the cost of maintenance of the resulting vacant land and the requests of remaining neighbors for improvements that fit the character and nature of the neighborhood without impeding the function of the land for flood abatement purposes

#### Council Rules:

- that the Urban County Council amend the Council Rules to establish schedules in which administration must respond to requests for information from the Citizens' Advocate Office

### Flood Abatement - Raising an Eyebrow

A few citizens brought to this office their concerns about how the flood abatement program worked in their neighborhood. We attempted to investigate some of the concerns raised, in order to determine whether the Council's intention was being carried out in the program. Our efforts to investigate have been thwarted in large part, so the conclusions we draw are limited. In some instances our conclusions are based only on the information provided by the citizens. Nonetheless, it is important to bring these to the attention of the Council, so that it may determine what changes, if any, ought to be implemented at this time.

Timing is important. In understanding the nature of the complaints, it will be important to pay attention to the order in which events occurred. The timing of this report is important also. All storm water related programs are under review due to the EPA settlement; as that occurs we urge you to keep in mind the experiences of citizens and incorporate changes that address these issues.

The flood abatement project in question took place on Derby Drive, and began years ago. Derby Drive is a U-shaped street that intersects with Regency Road, south of Southland Drive and north of the Regency Center detention basin. At one point it is parallel to railroad tracks. When residents whose houses backed up to the railroad tracks started complaining about flooding of their homes the LFUCG responded by entering into a contract with a consulting engineer to study the problem and identify alternative solutions. Before the consultant started the study, a demolition crew contacted at least one resident and asked which houses were supposed to be torn down. The consultant did study the area and prepared a report examining several alternative remedies.

LFUCG staff revised the report by redacting some of the alternatives. The plan proceeded to remove up to five homes on Derby Drive. Four homes have been demolished. The remaining neighbors have sought assurances about the type of fencing along the railroad tracks, lighting in the area to deter criminal activity, potential uses of the now vacant land, such as community gardening.

From the viewpoint of the neighbors and home owners several issues were raised throughout this project.

We should all be raising our eyebrows over the fact that demolition contractors were examining the project before the consulting engineer had even appeared on the site. One could infer that the decision had already been made to demolish the houses. That was the conclusion reached by some of the homeowners. We know that demolition of the flooded structures historically is the method of choice, but it was nonetheless disconcerting to property owners to hear that their homes were slated for removal before consideration of any alternatives. **Recommendation: that the Water Resources Committee adopt a policy that allows and supports abatement projects other than the purchase and demolition of homes.**

The Storm Water Section has addressed the problem of staff editing the report of the consulting engineer. It was a very serious matter, a violation of professional standards for engineers that calls into question the sufficiency of information supplied to the Storm Water Oversight Committee (now the Water Resources Committee) and, in turn, the Council as a whole. The Committee and Council take action on flood abatement projects based on staff recommendations that are supported by the work of consulting engi-

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## Flood Abatement - Raising an Eyebrow (cont'd from front page)

neers. Had the Stormwater Oversight Committee of Council asked to see the consulting engineer's report on Derby Drive, it would have reviewed a false report. Its decision would have been based on a report that did not include alternatives that could have been substantially less expensive. **Recommendation: that the Water Resources Committee require original support documentation be included in every submittal by staff of proposed projects for consideration.**

Let's look at the specifics. The actual report of the consulting engineer included alternatives such as (a) rehabilitating the Regency Center detention basin, which is not functioning, cleaning out and (b) supplementing a pipe to get more of the storm water into the existing storm sewer and keep it out of the yards and homes. Neither of these alternatives was examined at all. The only alternative that was examined was the purchase and demolition of the homes. A very rudimentary cost analysis of the pond alternative put it at less than \$100,000, or about the cost of one house. We don't know an accurate cost of the alternative, because the question was never asked, was never allowed to be asked. We know that the Storm Water Section pursued only the course of action with which they were most familiar, ignoring the others, resulting in the loss of 4 homes. **Recommendation: that flood abatement project proposals include a detailed cost estimate of all alternatives identified by consulting engineers and that all alternatives and cost estimates be presented to the Water Resources Committee in support of its deliberations on whether to undertake an abatement project.**

There were two problems with the Regency pond alternative. First, the plans for the pond could not be located for the consulting engineer. It is a very deep depression that obviously is not holding any water, by the admission of Storm Water Section staff. The government does not know what the pond was intended to do, how much water it was supposed to hold, the rate at which it was planned to flow out. Second, the current policy does not allow for the expenditure of public money for storm water projects in commercial districts. We ask you to examine this policy very carefully. Water does not stop at a use district line. Water follows the contours of the land. In that area of the city water begins in a commercial district, flows through a residential district, then into another commercial district, then another residential district. It is possible that rehabilitating the Regency pond would have benefited the downstream neighbors both residential and commercial. **Recommendation: that the Water Resources Committee consider a new policy that addresses storm water management and flood abatement projects based on watershed analysis and not on land use district.**

The people who lived there and who continue to live there are real people with real emotions, with lives entwined in the fabric of their neighborhood that now has a big bare spot. Where there were caring neighbors now the neighbors voice concerns about increased crime and an attractive nuisance. The neighborhood is torn. Maybe the vacant land will become an effective patch. All of these questions and uncertainties combine to reduce the credibility of the government in the eyes of the citizens. This situation was brought to the Citizens' Advocate Office not because people wanted money. This complaint arose because people lost their homes at great expense to the city and without giving careful consideration to alternatives that could have been less expensive to the city and that could have preserved the sense of home and neighborhood that all Americans hold so dear. The complaint grew because remaining neighbors worry about the continued stability of their neighborhood in light of feared activity anticipated on the vacant land.

**Recommendation: that the Water Resources Committee consider a new policy of cost benefit analysis that includes in the cost of demolition the cost of maintenance of the resulting vacant land and the requests of remaining neighbors for improvements that fit the character and nature of the neighborhood without impeding the function of the land for flood abatement purposes.**

Finally, it is with regret that we report a serious interference with the ability of the Citizens' Advocate Office to fulfill its role. Our requests for detailed information about Derby Drive received no response. Upon repeated requests, rather than delivering the information the Commissioner of Law requested a meeting with us. Following that meeting it was still weeks before answers were delivered, and the answers were less than helpful.

The Citizens' Advocate Office is charged with assisting citizens resolve disputes with their government by investigating those complaints and reporting on the investigations to the Urban County Council. The final product of Citizens' Advocate is informing the Council of the effects of laws on its residents, so that Council can serve its residents better. We work on behalf of the citizens of Lexington, as an arm of the Council. When we are thwarted, the Council is thwarted as well, to the detriment of the people who live and work in Lexington. **Recommendation: that the Urban County Council amend the Council Rules to establish schedules in which administration must respond to requests for information from the Citizens' Advocate Office.**

## The Cost of Tied Hands

There are at least five lawsuits pending against the Urban County Government concerning hiring, firing and discipline which allege some form of discriminatory action. Some sources cite average cost of defending an employment limitation suit at \$100,000 for a single plaintiff, more for class actions. We have no statistics on the actual costs to the Urban County Government to defend these or prior lawsuits, but we do know that each year we budget significant amounts for fees, both internal and external. Even if we assume that this government can defend a suit at half the average cost, it is safe to assume that these five cases will cost the citizens' of Lexington \$250,000, in fees and expenses. This figure does not include any potential award, nor does it even assume that any plaintiff would be successful at all.

Over the past two years the Citizens' Advocate Office has recommended Council action to improve the grievance and discipline procedures. A few employees have brought to individual Council Members their concerns about the fairness of the systems. Examination of the grievance procedure has languished in the Intergovernmental Committee for more than a year. This office has been instructed to decline complaints from employees so as not to interfere with the employee/employer relationships. Following that instruction we have refrained from investigating complaints

concerning employment practices. As a result, we fear that Council has not been fully informed of the state of employment relationships, the effect of the policies and the outcomes that result. We have brought to your attention the fact that there is no Equal Employment Opportunity Officer outside the chain of command of the Human Resources Director, creating a situation where there is no independent review of employment decisions available to persons who believe they have been treated unfairly in violation of the law. The only resort they have is litigation. The hard line approach, the elimination of appeal routes, has contributed to the impetus for these – and possibly others of which we are not aware – lawsuits.

We certainly do not claim that this office could have resolved these complaints entirely. We do claim that, had we been enabled to fully investigate complaints from employees, we could identify potentially problematic policies or procedures, bring those to Council to determine what changes are necessary to best serve the citizens of Lexington, to provide the best work force possible, to create a safe, trusted, fair work environment, and to minimize potential litigation. What is the cost of removing employment practices from the jurisdiction of the Citizens' Advocate Office? What is the cost of tied hands?

## Did You Know About Our Outreach Initiative?

During 2009 the Citizens' Advocate Office began a social experiment with social media. After creating a social media policy to guide postings, the Citizens' Advocate page was launched on Facebook in late June, 2009. The policy appears in the box below. The page is updates several times a week. Postings often advise fans of upcoming meetings of the Urban County Council or its committees, events of general interest, and avenues to contact elected officials. Occasionally motivational quotes from historical figures are posted, to inspire fans to contemplate government and to prompt civic engagement. The page currently has 160 fans, generates 3 – 10 interactions per week and has a post quality of 8.3.

### Social Media Policy

Social Media can be an effective outreach tool, a method of extending information and improving contact with constituents. It is, however, another forum in which we must be mindful of our role in this society and government. Therefore it is prudent to develop guidelines for posting on social media in one's public persona.

- All appearances on social media should be regarded the same as other public appearances and conduct should reflect the best conduct of the office.
- All appearances on social media should embody the highest standards of ombudsmanship: posts should maintain a sense of independence from and respect for government; posts should not impinge the impartiality of the Citizen's Advocate; posts may not reveal any information held in confidence including information which is exempt from release under the Kentucky Open Records Act; posts may not cast aspersions on the credibility of the Citizens' Advocate Office.
- Social media may be used as a means of publicizing meetings, forums, exhibits, workshops, etc., of general interest to the public.
- Social media may be used to encourage civic engagement.
- Social media may be used to make known the availability of the Advocate.
- Social media shall NOT be used to promote a political position of any kind.
- Social media shall not be used to proliferate SPAM.
- Social media shall not be used in a manner that may reflect poorly on the Lexington Fayette Urban County Government.

## For the Record:

Quarterly Report Recap		Total Intake:
First Quarter		37
Second Quarter		35
Third Quarter		44
Fourth Quarter		38
<b>Total Intake Received</b>		<b>154</b>

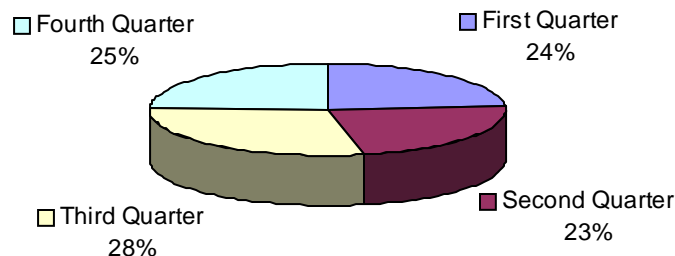
ANNUAL INTAKE PER DISTRICT		
Council Member:	District:	Totals:
James	1	19
Blues	2	13
Lawless	3	7
Beard	4	2
Feigel	5	9
Stinnett	6	12
Crosbie	7	8
Myers	8	10
McChord	9	4
Martin	10	10
Henson	11	11
Lane	12	4
Non-Specified District	13	47
<b>TOTAL INTAKE</b>		<b>156</b>

\*This total differs from Recap totals to account for Intakes that affected more than one District

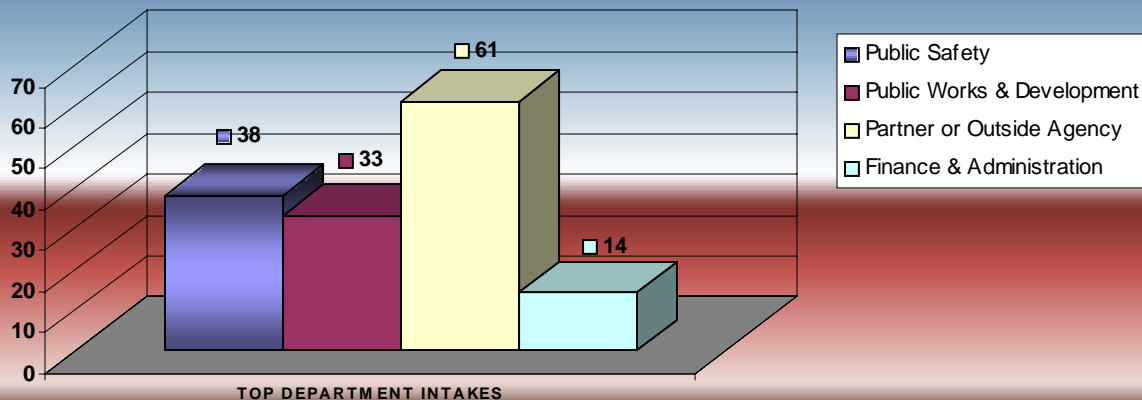
ANNUAL DEPARTMENT INTAKE TOTALS	
Departments:	Totals:
Environmental Quality	8
Finance & Administration	14
General Services	2
Law	9
Mayor, Council & Other Elected Officials	11
Public Safety	38
Public Works & Development	33
Social Services	11
Partner or Outside Agency	61
<b>TOTAL INTAKES ROUTED:</b>	<b>187</b>
Some intakes may impact several different departments	

Top Department Intakes	Totals
Public Safety	38
Public Works & Development	33
Social Services	11
Mayor, Council & Other Elected Officials	11
Partners or Outside Agency	61

### 2009 TOTAL INTAKES RECEIVED PER QUARTER



### 2009 DEPARTMENT INTAKES



Council Member	Reporting Quarter	CM DISTRICT	INITIAL DATE	DEPARTMENT OR CATEGORY	DIVISION OR AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE	DESCRIPTION	TOTAL INTAKES PER DISTRICT
JAMES	3Q2008R	1	7/15/2008	Public Safety	Police - IA Corrections	Complaint	NJ	Phone	3/6/2009	Complainant arrested and vehicle towed and special pin confiscated.	20
	1Q	1	3/6/2009	Public Works & Development	Traffic Engineering Waste Management	Complaint	Jurisdiction	Phone	4/4/2009	Regarding WM access onto Campsie Place involving parking and the island medium.	
	1Q	1	3/23/2009	Public Works & Development	Engineering	Complaint	Jurisdiction	Phone	8/15/2009	Referred by CM James; regarding Meadow Park / Oak Hill / Bryan Avenue construction obstruction and rude inspectors. P^ Constuction is not completed.	
	2Q	1	4/21/2009	Social Services	Adult and Tenant Services	Complaint	NJ	Phone	4/27/2009	Request assistance with a Columbia gas bill.	
	2Q	1	4/22/2009	Finance & Administration	Human Resources	Complaint	Jurisdiction	Phone	5/5/2009	Unfair hiring process.	
	2Q	1	6/1/2009	Outside Agency	Legal Services	Information	NJ	Phone	6/1/2009	Real Estate loan.	
	2Q	1	6/15/2009	Public Safety Outside Agency	Commissioner's Office Police IA Animal Control	Complaint	Jurisdiction	Phone	6/15/2009	Dog Attack	
	2Q	1	6/24/2009	Outside Agency State Social Services	Kentucky Utilities Public Services commission Adult Services	Assistance	NJ	Visit	6/24/2009	Dispute about KU billing.	
	2Q	1	5/8/2009	Environmental Quality Department	Office of Compliance	Complaint	Jurisdiction	Phone	5/15/2009	Is contaminated soil being dumped.	
	3Q	1	7/20/2009	Social Services	Adult & Tenant Services	Complaint	Jurisdiction	Visit	7/20/2009	Landlord / Tenant issues	
	3Q	1	7/29/2009	Public Safety	Code Enforcement	Complaint	Jurisdiction	Phone	7/31/2009	Complaint concerning construction debris.	
	3Q	1	7/29/2009	Law Department Public Works & Development	Risk Management Streets, Roads & Forestry	Complaint	Jurisdiction	Visit	8/19/2009	Citizen wanting to file a claim for damages after hitting a pot-hole.	
	3Q	1	8/24/2009	Outside Agency Public Works & Development	Environmental Health Engineering - Storm Sewers	Complaint	Jurisdiction	Visit	9/16/2009	Excessive problem with mosquitoes.	
	3Q	1	9/10/2009	Council Social Services	CMS James & Blues Adult & Tenant Services	Assistance	Jurisdiction	Visit	9/15/2009	Homeless woman needing emergency shelter	
	3Q	1	9/14/2009	Public Safety	Commissioner's Office	Assistance	NJ	Email	9/15/2009	Dispute of her vehicle being towed from private lot during the Roots & Heritage Festival.	
	3Q	1	9/23/2009	Public Works & Development Social Services Outside Agency Outside Agency	Planning Adult & Tenant Services Fair Housing Council Legal Aid of the Bluegrass	Assistance	NJ	Phone	9/25/2009	Dispute with landlord at Sportsman Motel Home Park for only providing a 7 day notice of intent to increase utility/rent.	
	4Q	1	10/7/2009	Finance & Administration	Community Development	Assistance	Jurisdiction	Phone	10/7/2009	Requesting contact information for person who dealt with home repairs to her home cause she can't remember whom she spoke with a few years back.	
	4Q	1	11/5/2009	Finance & Administration	Human Resources	Complaint	NJ	Phone	11/6/2009	Employee Complaint against HR policy change.	
	4Q	1	11/23/2009	Law Department	Litigation	Complaint	NJ	Visit	12/3/2009	Needing assistance with abatement lien on rental property located on Jackson Street	
	4Q	1	12/7/2009	Public Safety	Code Enforcement	Complaint	Jurisdiction	Visit	Pending	Ongoing problem with code violations, fines assessed by CE on property located on Campsie Place	
BLUES	1Q2008R	2	2/8/2008	Public Works & Development	Waste Management	Complaint	Jurisdiction	Phone	12/15/2009	Complaint about the noise from the recycling center	15
	1Q	2	3/10/2009	Outside Agency	Kentucky Utilities	Complaint	NJ	Phone	3/16/2009	Caller was told she must personally come to KU office to apply for extension payments on bill even though she is handicap and on crutches. Refer to contact in public relations	
	1Q	2	3/10/2009	Outside Agency	Kentucky Utilities	Complaint	NJ	Phone	3/16/2009	Dispute against KU about meter reading.	
	1Q	2	3/31/2009	Public Works & Development	Engineering	Complaint	Jurisdiction	Visit	8/11/2009	Ref by citizen.	
	3Q	2	7/14/2009	Outside Agency	JR Coleman Railroad	Complaint	NJ	Phone	7/14/2009	Complaint about railroad crossing located at 3rd and 4th street intersections on Loudon Avenue being in bad shape and need repair.	
	3Q	2	7/29/2009	Public Safety	Community Corrections	Complaint	Jurisdiction	Phone	8/17/2009	Ex-Inmate wanting to follow-up on a complaint he filed while at the jail.	
	3Q	2	8/5/2009	Environmental Quality Department	Storm Water Maintenance	Complaint	Jurisdiction	Phone	8/5/2009	Citizen experiencing flooding in her home.	
	3Q	2	8/21/2009	Public Safety	Code Enforcement	Complaint	Jurisdiction	Phone	9/18/2009	Ref by LexCall complaint about overgrown trees and weeds on Ash St.	
	4Q	2	10/13/2009	Outside Agency Councilmember	ABC Administration Councilmember	Complaint	NJ	Phone	10/13/2009	Complaint against ABC Administration.	
	4Q	2	10/28/2009	Public Safety	Code Enforcement	Complaint	Jurisdiction	Phone	11/4/2009	Complaint against CE for lien on rental.	
	4Q	2	10/28/2009	Public Safety	Code Enforcement	Complaint	Jurisdiction	Visit	Pending	Dispute with CE about property.	
	4Q	2	10/29/2009	Outside Agency	KY American Water Company	Complaint	NJ	Phone	11/3/2009	Ongoing complaint b/tw Citizen and KAW.	
	4Q	2	10/30/2009	Outside Agency Social Services	KY American Water Company Adult & Tenant Services	Complaint	NJ	Phone	10/30/2009	Complaint against owner increasing water usage bill at the Imperial Trailer Park	
	4Q	2	12/14/2009	Public Safety	Commissioner's Office	Assistance	NJ	Phone	12/14/2009	Towning complaint at apartment complex.	
	4Q	2	12/17/2009	Public Works & Development	Planning Building Inspection	Complaint	Jurisdiction	Phone/Visit	Pending	Complaint alleged against Building Inspection and Planning.	
	4Q	2	12/22/2009	Public Safety	Code Enforcement Police Department	Assistance	Jurisdiction	Phone	Pending	Problem with neighbors parking on church property.	
LAWLESS	1Q	3	1/6/2009	Public Safety	Police	Complaint	Jurisdiction	Phone	3/20/2009	Noise Complaint from Marble Tile business	7
	1Q	3	3/2/2009	Law Department	Litigation	Information	Jurisdiction	Email	3/10/2009	Open Records status regarding the Tobia case.	
	1Q	3	3/24/2009	Public Safety Department Outside Agency	Code Enforcement Health Department	Complaint	NJ	Phone	3/24/2009	Complaint about smoking.	
	2Q	3	5/11/2009	Outside Agency	Kentucky Utilities	Information	NJ	Visit	5/11/2009	Dispute KU billing.	
	3Q	5 / 3	8/6/2009	Environmental Quality Department	Storm Water Maintenance	Complaint	Jurisdiction	Phone	8/13/2009	Complaint about neighbor diverting his drain line onto her property	
	2Q	3	6/25/2009	Outside Agency	Lexington Parking Authority	Complaint	NJ	Phone	6/25/2009	Dispute against parking ticket.	
	3Q	3	9/10/2009	Mayor's Office	Mayor's Office	Assistance	Jurisdiction	Phone	9/17/2009	Assistance requested to start outreach ministry to serve food to the homeless at Phoenix Park.	
BEARD	2Q	4	6/8/2009	Public Safety	Code Enforcement	Assistance	Jurisdiction	Visit	6/9/2009	Yard signs confiscated.	2
	2Q	4	6/19/2009	Public Works & Development Outside Agency	Traffic Engineering Lextran	Complaint	Jurisdiction	Written	6/22/2009	Many pedestrian / vehicle. Hazards in Tates Creek Area.	
FEIGEL	1Q	5	1/5/2009	Outside Agency	KAWC	Assistance	NJ	Email	1/5/2009	Concerned about tremendous increase in his water bill.	9
	1Q	5	3/19/2009	Public Works & Development	Planning	Assistance	Jurisdiction	Phone	3/20/2009	Caller needing assistance with information on variance process.	
	2Q	5	6/15/2009	Public Safety	Code Enforcement	Complaint	Jurisdiction	Phone	6/6/2009	Real Estate signs in the right of way on Tates Creek Summershade and Turkeyfoot, and on Alumni near Chinoe.	
	3Q	5	8/3/2009	Outside Agency	Animal Control	Complaint	NJ	Fax	8/13/2009	Fax cc to our office a complaint against Lex Humane Society for not letting her adopt a dog.	
	3Q	5 / 3	8/6/2009	Environmental Quality Department	Storm Water Maintenance	Complaint	Jurisdiction	Phone	8/13/2009	Complaint about neighbor diverting his drain line onto her property	
	3Q	5	9/10/2009	Public Safety General Services	Police Parks & Recreation	Complaint	Jurisdiction	Written	9/17/2009	Request from several St. Ann Drive residents for privacy fence to be put along Idle Hour Park.	



Council Member	Reporting Quarter	CM DISTRICT	INITIAL DATE	DEPARTMENT OR CATEGORY	DIVISION OR AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE	DESCRIPTION	TOTAL INTAKES PER DISTRICT
	3Q	5	9/21/2009	Environmental Quality Department Public Works	Commissioner's Office Commissioner's Office	Complaint	Jurisdiction	Phone	10/7/2009	Honey Hill Lane NB to NB dispute that questions UCG policy allowing pools to be drained over land.	
	3Q	5	9/25/2009	Public Safety	Community Corrections	Assistance	Jurisdiction	Phone	9/25/2009	An inmate at the FC jail is not receiving his post-opt medication and needed assistance.	
	4Q	5	10/1/2009	Council Public Works & Development	CM Cheryl Feigel Planning Traffic Engineering	Assistance	Jurisdiction	Phone	10/1/2009	Caller needed to confirm who is her CM.	
STINNETT	1Q	6	1/5/2009	Law Department	Risk Management - Claims Div	Assistance	Jurisdiction	Written	1/29/2009	Assistance filing a claim against 911 EMS	12
	1Q	6	1/7/2009	Public Works & Development	Waste Management	Complaint	Jurisdiction	Phone	1/13/2009	Missed Herbie sitting out since last Tuesday (scheduled pick up day).	
	1Q	6	1/30/2009	Finance & Administration	Human Resources	Complaint	Jurisdiction	Visit	2/11/2009	Complaint against supervisor's acting position	
	1Q	6	2/12/2009	Public Works & Development	Streets, Roads & Forestry Waste Management	Complaint	Jurisdiction	Phone	2/16/2009	Storm debris in right-a-way.	
	1Q	6	3/4/2009	Public Works & Development	Traffic Engineering	Complaint	Jurisdiction	Email	3/20/2009	Citizen offering suggestions to improve traffic flow during construction on Todds Road and Liberty @ MOW.	
	2Q	6	5/14/2009	Public Works & Development	Waste Management	Complaint	Jurisdiction	Phone	5/20/2009	Storm debris pick up out on Liberty Road.	
	2Q	6	6/4/2009	Environmental Quality Department	Waste Management	Complaint	Jurisdiction	Phone	6/9/2009	Routinely missed trash pick up complaint from handicap individual.	
	3Q	6	7/21/2009	Outside Agency	Legal Services	Complaint	NJ	Visit	7/21/2009	Dispute with landlord about towing of vehicle from a numbered lot at apartments.	
	3Q	6	8/31/2009	Council	Councilmember	Complaint	NJ	Phone	9/1/2009	NB to NB dispute about a tree. Wanting assistance to beautify the NBHD	
	4Q	6	11/23/2009	Public Works & Development	Planning	Assistance	Jurisdiction	Phone	11/23/2009	Complaint about city approving rental property construction in neighborhood.	
	4Q	6	12/14/2009	Public Safety	Police - IA	Complaint	NJ	Phone	12/14/2009	Citizen alleging improper conduct by a police officer in violation of civil rights.	
CROSBIE	4Q	6	12/16/2009	Public Safety	Community Corrections	Complaint	Jurisdiction	Visit	Pending	Complaint alleging excessive charges from the jail.	8
	1Q	7	2/2/2009	Public Works & Development Public Safety Department	Planning & Zoning Code Enforcement Police	Complaint	Jurisdiction	Phone	2/12/2009	Complaint about next door half-way house disturbances. Wants to confirm zoning for this type of use.	
	1Q	7	3/11/2009	Outside Agency	County Clerk - Tags & Licensing	Complaint	NJ	Phone	3/12/2009	Caller needing assistance with lien on vehicle he sold and the title transferred to new owner.	
	1Q	7	3/17/2009	Outside Agency	KY Housing Corp	Complaint	NJ	Phone	4/6/2009	Dissatisfied with home purchase...unable to make repairs to home	
	2Q	7	4/1/2009	Public Safety	Code Enforcement	Complaint	NJ	Visit	6/16/2009	Complaint about roof repairs from HOA - Woodhill association asking for assistance from Code enforcement.	
	3Q	7	7/30/2009	Finance & Administration	Human Resources	Complaint	Jurisdiction	Visit	8/11/2009	Applicant dispute about erroneous info that leads to disqualification for employment with Fire Div.	
	3Q	7	8/14/2009	Public Works & Development	Planning Building Inspection	Complaint	Jurisdiction	Visit	8/25/2009	BOA issue between neighbors	
	3Q	7	8/26/2009	Outside Agency	Legal Services	Complaint	NJ	Phone	8/26/2009	Complaint about unemployment issues.	
	4Q	7	10/12/2009	Public Safety	Commissioner's Office Community Corrections	Complaint	Jurisdiction	Phone	10/12/2009	Wife of inmate wants to complaint about incident at the FC jail	
MYERS	1Q	8	1/30/2009	Government Communications	LexCall	Assistance	Jurisdiction	Email	1/30/2009	Request for Snow and Ice removal on a non priority street	10
	1Q	8	3/3/2009	Outside Agency	Bluegrass Towing	Assistance	NJ	Visit	3/9/2009	Needing assistance paying for towing bill	
	2Q	8	5/1/2009	Public Works & Development	Traffic Engineering	Complaint	Jurisdiction	Phone	5/23/2009	Request for assistance to take away painted yellow line.	
	2Q	8	5/6/2009	Public Safety	Code Enforcement	Complaint	Jurisdiction	Email	5/7/2009	RE: down limbs and other trash into the creek bed/ storm drainage.	
	2Q	8	6/12/2009	Public Works & Development	Engineering	Complaint	Jurisdiction	Phone	9/20/2009	Storm water worse.	
	2Q	8	6/22/2009	Public Safety	Fire	Complaint	Jurisdiction	Written	7/15/2009	Dispute about cost of Ambulance services.	
	3Q	8	8/31/2009	Outside Agency	Title Insurance Mediation Center of Kentucky	Complaint	NJ	Visit	9/2/2009	Civil NB to NB dispute about property boundaries	
	4Q	8	12/7/2009	Social Services	Adult & Tenant Services	Assistance	Jurisdiction	Phone	12/7/2009	Tenant complaint about not having hot water.	
	4Q	8	12/23/2009	Public Safety	Police	Complaint	Jurisdiction	Email	12/30/2009	Complaint from citizen about disruptive behavior on the part of a neighbor's friend along Alumni Drive.	
	4Q	8	12/29/2009	Environmental Quality Council Law	Sanitary Sewers CM Risk Management-Claims	Complaint	Jurisdiction	Phone	1/13/2010	Dispute about problem with sewer.	
MCCHORD	1Q	9	3/24/2009	Outside Agency	Fayette Circuit Court	Complaint	NJ	Phone	3/24/2009	Coach and re-directed caller to appropriate resources regarding HOA.	4
	3Q	9	7/7/2009	Public Safety Public Works & Development	Police Traffic Engineering	Complaint	Jurisdiction	Email	7/7/2009	Seeking speed enforcement.	
	3Q	9	8/17/2009	Finance & Administration	Human Resources	Complaint	Jurisdiction	Phone	9/8/2009	Employee denied appeal for disciplinary action.	
	4Q	9	10/7/2009	Mayor's Office Council Office	Sr. Advisor CM McChord	Assistance	NJ	Phone	10/7/2009	Complaint about utility companies changing billing due dates.	
MARTIN	1Q	10	2/6/2009	Environmental Quality Department	Water & Air Quality	Complaint	Jurisdiction	Email	2/9/2009	Sewer Line problem needing assistance	10
	1Q	10	2/27/2009	Environmental Quality Department	Division of Water Quality	Complaint	Jurisdiction	Visit	11/30/2009	Concern about questionable practices and breach of ethics	
	1Q	10	3/3/2009	Public Works & Development	Waste Management	Complaint	Jurisdiction	Phone	3/16/2009	Complaint that all three containers were not picked up.	
	1Q	10	3/18/2009	Social Services	Adult and Tenant Services	Assistance	Jurisdiction	Phone	3/19/2009	Caller needing assistance with paying Real Estate taxes.	
	3Q	10	8/5/2009	Public Works & Development	Building Inspection	Complaint	Jurisdiction	Visit	8/20/2009	Complaint about an alleged neighbor operating a car repair business	
	3Q	10	8/5/2009	Public Works & Development	Streets, Roads & Forestry	Complaint	Jurisdiction	Visit	8/20/2009	Complaint about standing water on street.	
	3Q	10	8/5/2009	Public Works & Development	Building Inspection	Complaint	Jurisdiction	Visit	8/20/2009	Complaint against another neighbor allegations of working on cars	
	3Q	10	8/7/2009	Public Safety	Police	Complaint	Jurisdiction	Phone	Pending	Complaint about noise/disturbance from nearby church.	
	3Q	10	8/24/2009	Public Safety	Code Enforcement	Complaint	Jurisdiction	Phone	9/20/2009	Complaint against CE tall grass citation on small lot in Big Run Industrial park	
HENSON	3Q	10	9/18/2009	General Services	Commissioner's Office	Information	NJ	Phone	9/18/2009	Citizen concern about franchising fees.	11
	1Q	11	2/9/2009	Public Safety	Police Fire Code Enforcement	Complaint	Jurisdiction	Visit	2/13/2009	Citizen feels that neighbor is using various city agencies to harass him.	
	2Q	11	4/14/2009	Public Safety Law Department	Fire Risk Management	Complaint	NJ	Visit	4/24/2009	Complaint against 911 emergency bill.	
	2Q	11	5/12/2009	Public Works & Development	Streets, Roads & Forestry	Complaint	Jurisdiction	Phone	6/9/2009	Resident cited for Dead Tree removal and unable to pay cost of removal.	
	2Q	11	6/5/2009	Outside Agency	PVA	Complaint	NJ	Phone	6/10/2009	Citizen appealing PVA's new property value assessment on his home.	
	3Q	11	6/1/2009	Public Works & Development	Planning	Complaint	Jurisdiction	Phone	7/21/2009	Zoning Question regarding student housing issue	
	3Q	11	7/21/2009	Public Safety	Police - Traffic Patrol	Complaint	Jurisdiction	Email	7/22/2009	Wanting information on how to deal with excessive speeding on her street.	
	3Q	11	8/12/2009	Finance & Administration	Revenue	Complaint	Jurisdiction	Phone	8/28/2009	Caller referred by LexCall regarding a complaint about her increased bill with KAWC and sewer bill.	

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	3Q	11	8/18/2009	Public Safety	Code Enforcement	Complaint	Jurisdiction	Phone	8/18/2009	Possible CE complaint previously called in, but caller uncertain who took report regarding address on Laurel Hill Road	
	3Q	11	9/11/2009	Public Works & Development	Engineering	Complaint	Jurisdiction	Phone	9/22/2009	Stormwater drainage problems	
	3Q	11	9/18/2009	Public Safety	Community Corrections	Assistance	Jurisdiction	Phone	9/18/2009	Wanting to file a complaint against CAPS officer for inappropriate and disrespectful treatment	
	4Q	11	12/29/2009	Finance & Administration	Human Resources	Complaint	NJ	Phone	12/29/2009	Complaint against HR for not processing final payout for leave time in a timely manner. REF to HR Director and Council per directive.	
LANE	1Q	12	3/6/2009	Finance & Administration	Revenue	Information	Jurisdiction	Phone	3/23/2009	Payroll Tax refund denied because of 2 yr limitation statute effective in Jan of 2009.	4
	2Q	12	5/12/2009	Public Works & Development Law Department	Building Inspection Risk Management	Complaint	Jurisdiction	Phone	7/22/2009	Complaint against Bldg. Insp for not providing him with the necessary information thus costing him \$200 for hiring a structural engineer. Request for reimbursement through the claims dept.	
	2Q	12	6/3/2009	Outside Agency Outside Agency Outside Agency	Central Parking Systems Chase Plaza Garage Fayette County Courts	Complaint	NJ	Visit	6/3/2009	Complaint against Chase Plaza Garage not excepting parking voucher for juror.	
	3Q	12	7/27/2009	Outside Agency	Animal Control	Complaint	Jurisdiction	Phone	8/18/2009	Citizen complaint against occasional at-large dogs from neighbor's home.	
NON-SPECIFIED DISTRICT	1Q	13	1/5/2009	Outside Agency	Insight Cable	Assistance	NJ	Phone	1/5/2009	Complaint about not being able to get through the automotive phone service.	47
	1Q	13	1/8/2009	Finance & Administration	Human Resources	Information	Jurisdiction	Email	1/8/2009	Request for information on Disciplinary Action Chart regarding accidents: FW: CAO Policy #3 via email.	
	1Q	13	1/12/2009	Finance & Administration	Human Resources	Complaint	NJ	Written	1/12/2009	Alleged sexually harassment complaint.	
	1Q	13	1/14/2009	Outside Agency	Fayette Circuit Court	Assistance	NJ	Written	1/14/2009	Needing address to Lexington's Civil Circuit Court to file a Malpractice claim.	
	1Q	13	1/16/2009	Outside Agency	Fayette Circuit Court	Assistance	NJ	Phone	1/16/2009	Information on who to contact for filing a complaint against a Circuit Court Judge.	
	1Q	13	2/11/2009	Outside Agency	VA Ombudsman	Complaint	NJ	Email	2/10/2009	Complaint against a local social service office with the VA medical center.	
	1Q	13	2/18/2009	Outside Agency	PVA Sheriff's Office	Complaint	NJ	Phone	2/18/2009	Complaint about the handling of her Homestead Exemption through her Mortgage	
	1Q	13	3/4/2009	Outside Agency	Downtown Development Corp	Assistance	Jurisdiction	Email	3/5/2009	Requesting to see architectural plans for the new farmers market / streetscape project.	
	1Q	13	3/16/2009	Public Works & Development	Building Inspection	Complaint	Jurisdiction	Phone	3/20/2009	Complaint about a commercial property not having available handicap parking spaces.	
	1Q	13	3/17/2009	Outside Agency	Consumer Protection Agency	Complaint	NJ	Phone	3/17/2009	Complaint about price gauging senior citizens by licensed repairmen.	
	1Q	13	3/18/2009	Public Safety	Commissioner's Office	Complaint	Jurisdiction	Phone	3/24/2009	Concern about Fireman's report taken during the scene of an accident.	
	1Q	13	3/23/2009	Outside Agency	Master Commissioner	Information	NJ	Phone	3/23/2009	Caller looking for a legal publication that discloses foreclosures law suits and tax liens on property located in Fayette County.	
	1Q	13	3/24/2009	Outside Agency	KY Corrections	Information	NJ	Phone	3/24/2009	Caller requesting information for an Ombudsman with KY Corrections to help with grievance at Eastern KY Correctional Complex	
	2Q	13	5/19/2009	Finance & Administration	Human Resources	Complaint	Jurisdiction	Phone	6/22/2009	Employee expressing concern about receiving Coaching & Counseling by Supervisor. Grievance Process	
	2Q	13	5/20/2009	Finance & Administration	Human Resources	Complaint	Jurisdiction	Phone	6/22/2009	Employee expressing concern about receiving Coaching & Counseling by Supervisor. Grievance Process	
	2Q	13	5/20/2009	Social Services Outside Agency	Adult and Tenant Services Home Health Care / United Way	Information	NJ	Phone	5/20/2009	Needing assistance around home with 4 children due to the failing health of wife.	
	2Q	13	5/20/2009	Outside Agency	Family Health Management	Information	NJ	Phone	5/20/2009	Requesting family health care Mgmt. assistance.	
	2Q	13	5/27/2009	Law Department	Risk Management	Information	Jurisdiction	Email	5/27/2009	What into on how to submit a claim for damage to her tires/ car due to pothole.	
	2Q	13	6/2/2009	Finance & Administration	Human Resources	Complaint	Jurisdiction	Visit	6/2/2009	Employee concern about receiving notice from HR requesting medical release form or being processed for dismissal.	
	2Q	13	6/2/2009	Outside Agency	Environmental Health	Information	NJ	Phone	6/2/2009	Private employer allows smoking wants to know how to file complaint.	
	2Q	13	6/4/2009	Outside Agency	Lexington Housing Authority	Complaint	NJ	Phone	6/8/2009	Referred to Lita.	
	2Q	13	6/8/2009	Public Works & Development	Planning	Assistance	Jurisdiction	Visit	6/30/2009	Closing Limestone without adequate notice.	
	2Q	13	6/29/2009	Outside Agency	County Attorney's Office	Information	NJ	Phone	6/29/2009	Report a bad check from a customer to prosecute.	
	2Q	13	6/30/2009	Outside Agency	Commonwealth Attorney	Complaint	NJ	Phone	6/30/2009	Victim of grand theft.	
	2Q	13	5/8/2009	Outside Agency	American Cancer Society	Information	NJ	Email	5/8/2009	Citizen wants to organize fundraiser for ACS in memory of family member.	
	3Q	13	7/17/2009	Social Services	Adult & Tenant Services	Complaint	Jurisdiction	Visit	7/20/2009	Dispute with property management of apt about necessary repairs and lease agreement	
	3Q	13	8/17/2009	Outside Agency	KY State Police - IA	Complaint	NJ	Phone	8/17/2009	Complaint about State Trooper speeding on I-75.	
	3Q	13	8/21/2009	Outside Agency	Cabinet of Labor	Assistance	NJ	Phone	8/21/2009	Referred by R. Langston/Council Administrator. State dump truck driver not receiving scale pay.	
	3Q	13	9/1/2009	Public Safety	Police - IA	Complaint	Jurisdiction	Phone	9/17/2009	Requesting more training for officers on how to treat foreigners, ie. Respectfulness	
	3Q	13	9/15/2009	Outside Agency	KY FSA Ombudsman	Assistance	NJ	Email	9/18/2009	Need help grieving a defaulted Student Loan.	
	3Q	13	9/15/2009	Law Department	Risk Management - Claims Div	Assistance	NJ	Visit	9/15/2009	Citizen wants info on who to contact regarding the claim	
	3Q	13	9/16/2009	Outside Agency	County Clerk	Assistance	Jurisdiction	Email	9/20/2009	Divorced woman attempting to get driver's license reissued in her maiden name so she can travel on business trip	
	4Q	13	10/1/2009	Outside Agency	State Ombudsman	Complaint	NJ	Phone	10/1/2009	Complaint involving the Cabinet for Family and Children.	
	4Q	13	10/2/2009	Outside Agency	Legal Services KY Court of Justice NAMI	Information	NJ	Phone	10/2/2009	Complaint about action taken by Judge during court proceedings.	
	4Q	13	10/6/2009	Outside Agency	Legal Aid	Information	NJ	Phone	10/6/2009	Call LM regarding court date and needing court appointed attorney.	
	4Q	13	10/6/2009	Outside Agency	AOC	Information	NJ	Phone	10/6/2009	Caller LM for help getting criminal record expunged.	
	4Q	13	10/7/2009	Public Safety	Police	Complaint	Jurisdiction	Phone	10/7/2009	Complaint about pick-up truck parked on Vine and Lime in front of Engineering Office.	

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	4Q	13	10/27/2009	Public Works & Development	Forestry	Assistance	Jurisdiction	Phone	10/27/2009	Disabled anonymous woman asking for assistance to have dead tree on her property cut down.	
	4Q	13	10/27/2009	Council	Citizens' Advocate Office	Information	Jurisdiction	Written	10/30/2009	RE: Derby Drive - Citizen open records request.	
	4Q	13	10/27/2009	Council Social Services	REF BY CM Adult & Tenant Services	Complaint	Jurisdiction	Phone	10/30/2009	Complainant referred by CM Office about grievance with handling of request by A & T Svs.	
	4Q	13	10/28/2009	Public Safety	Division of Police - IA	Complaint	Jurisdiction	Phone	10/28/2009	L/VM about missing daughter and police are not being helpful.	
	4Q	13	10/29/2009	Outside Agency	State Ombudsman	Complaint	NJ	Phone	10/29/2009	Complaint against SSI stating they overpaid her and then took out difference from her next SSI check.	
	4Q	13	10/30/2009	Outside Agency	Friends of the Court	Complaint	NJ	Phone	10/30/2009	Citizen missed DUI Court Date and needs information on how to handle matter.	
	4Q	13	12/14/2009	Outside Agency	County Attorney's Office	Information	NJ	Phone	12/14/2009	Domestic dispute between mother and daughter and son.	
	4Q	13	12/14/2009	Outside Agency	Pro Bono Legal Services Legal Services of the Bluegrass Friends of the Court - Civil	Information	NJ	Phone	12/14/2009	Civil dispute between landlord and tenant.	
	4Q	13	12/15/2009	Council	Citizens' Advocate Office	Information	NJ	Phone	12/14/2009	Requested info as to who is the city EEO Officer.	
	4Q	13	12/16/2009	Outside Agency	Credit Bureau Agency	Information	NJ	Phone	12/16/2009	Dispute about bill on credit report. Referred to credit reporting agency	
	4Q	13	12/22/2009	Outside Agency	ABC Administration	Complaint	NJ	Phone	12/22/2009	Caller feels that ABC office's actions are racially motivated and improper and wants to file a complaint. Referred by LFUCHRC - Ray Sexton.	