



Lexington-Fayette Urban County Government
OFFICE OF THE CITIZENS' ADVOCATE
OMBUDSMAN

Jim Newberry
Mayor

Vacant
Citizens' Advocate

MEMORANDUM

TO: Mayor Jim Newberry
Vice Mayor Jim Gray
Council Members

From: Paula Campbell
Administrative Specialist Senior, Citizens' Advocate Office

Date: April 6, 2010

Re: 1st Quarter 2010 Activity Report

SYNOPSIS OF TRENDS:

It is with pleasure that I present to you the 1st Quarterly Report of 2010 from the Office of the Citizens' Advocate. During this quarter the total of 40 contacts were received by this office. Of which 27 were of a complaint nature and 21 of those fell within our jurisdiction to investigate. The office is still working on 2 pending cases, which were received during the last week in March and will roll over into the 2nd quarter for 2010. There were two noticeable trends to make mention of during this 1st quarter. First, the majority of contacts were received from the 1st District and related mostly to partner and outside agencies. Five of the seven of those contacts were of a non-jurisdictional type and 2 of the contacts were of a jurisdictional type that related to 3 different departments. Second, Public Safety again generated the most contacts relating to a Department that mainly arose from the imposition of civil penalties. The Division of Community Corrections follows close behind with issues relating to medical concerns involving inmates.

COUNCIL NOTIFICATIONS OF RECEIVED CONTACTS:

I consider this office as an arm or extension of the Council and on several occasions during this quarter, I was able to assist several individual Council Members with handling grievances received in his/her district. At any time the Citizens' Advocate Office receive a contact we notify the at-large council members as well as the district council member for which the contact is located. This effort has greatly improved the communication between the two offices by cutting down on the duplication of services and resources. This process of notification has allowed our offices to work more efficiently and effective together as we continue to keep a pulse on government and the citizens' of Fayette County.

STATISTICAL DATA:

TABLE 1: SUMMARY OF ACTIVITIES THIS QUARTER

1st Quarterly Report																
											Type 1:					
Complaints Received this Quarter: 40											Assistance = 8					
											Complaints = 27					
											Informational = 5					
Activity This Quarter:											Type 2:					
01/01/10 - 03/31/10		Cases Closed:		38									Email = 7			
		Cases Pending:		2									Fax = 0			
		Pending Cases Rolled over from previous quarters:		(2009) 4th Quarter	3	2009	1st Quarter	0	2nd Quarter	0	3rd Quarter	0	4th Quarter	3	Phone = 26	
													Visit = 7			
													Written = 0			
Top Complaints per Department:											Type 3:					
		13		Public Safety								Jurisdictional = 21				
		9		Officials								Non-Jurisdictional = 19				
		7		Public Works & Development												
		22		Partner or Outside Agency												

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

Council District Totals:		Finance & Administration	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	James		1		1		1			8	11
2nd District	Blues				1					1	2
3rd District	Lawless				1						1
4th District	Beard										0
5th District	Feigle				1				2	3	6
6th District	Stinnett				1				1		2
7th District	Crosbie			1	3		1		1		6
8th District	Myers						1	1		2	4
9th District	McChord				1					1	2
10th District	Martin					1	1		1		3
11th District	Henson									2	2
12th District	Lane			1	2		3	1		1	8
Non-Specified District	At-Large				2				3	4	9
TOTAL CONTACTS PER DEPARTMENT / AGENCY		0	1	2	13	1	7	2	8	22	56

** A TOTAL OF 40 CONTACTS IMPACTED THE VARIOUS DEPARTMENTS 56 TIMES

*** SOME INTAKES MAY AFFECT SEVERAL DIFFERENT DEPARTMENTS

Attachments: 1 Quarter Report Logs