



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: October 19, 2011

Re: 3rd Quarter 2011 Activity Report (July 1, 2011 – September 30, 2011)

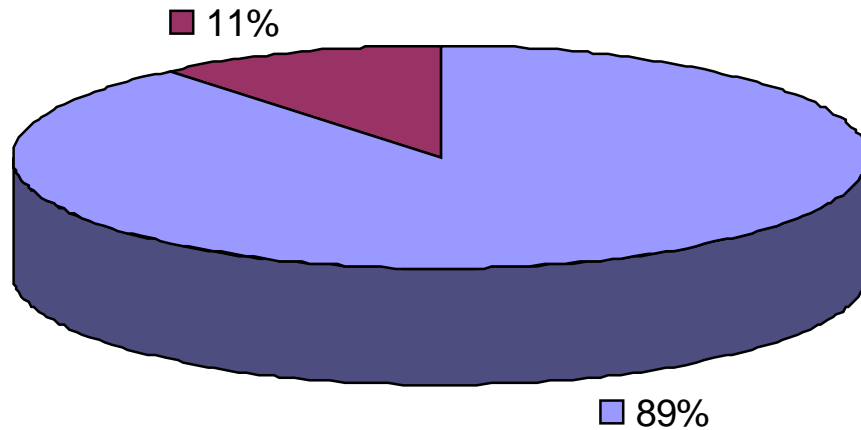
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### SYNOPSIS OF TRENDS:

It is with pleasure that I submit to you the 3<sup>rd</sup> 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 5 cases received during this quarter. There is (1) self-initiated case that is still under consideration for this quarter. We did have 2 cases from the 2<sup>nd</sup> quarter that rolled over into this quarter pending outcomes that were eventually closed.

**At-A-Glance:** 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 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 11% of contacts received this quarter required more than 15 working days to complete. This office however, was able to complete within 15 working days 89% 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.

## Total Contacts Received this Quarter



- Citizen contacts fully satisfied within a fifteen (15) working days
- Citizen contacts not fully satisfied with fifteen (15) working days

## STATISTICAL DATA:

**TABLE 1: SUMMARY OF ACTIVITIES THIS QUARTER**

### 3<sup>rd</sup> Quarter Report

**Complaints Received this Quarter:** 37      31      37

#### Activity This Quarter:

07-01-11 to 09-30-11

##### Cases Closed:

115      33      29      32

##### Cases Pending:

2      4      2      5

\*Pending / Self-Initiated Cases rolled over from previous quarter: (not included in total of complaints addressed for each quarter)

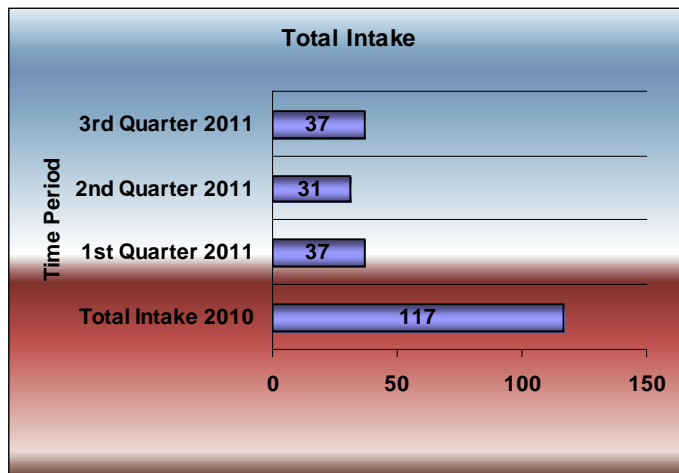
2010      1st Quarter 2      2nd Quarter 4      3rd Quarter\* 2      4th Quarter

##### TOTAL COMPLAINTS ADDRESSED:

117      37      31      37

#### Top Complaints per Department:

9      Public Safety  
5      Social Services  
4      Council



22 Outside Agencies/ Utility Co/ State

### SYNOPSIS OF STATISTICAL DATA:

During this quarter a total of 37 contacts were received by this office. Of these 22 contacts were of a complaint nature, 5 contacts required our assistance and 10 contacts requested information only. Of those 37 contacts received 16 fell within our jurisdiction and 21 contacts required outside agency assistance. The office closed 32 of those cases received during this quarter. Five (5) cases remain in the pending status and will roll into the 4<sup>th</sup> Quarter of 2011. There were three noticeable trends during the 3<sup>rd</sup> Quarter. First, the majority of contacts received pertained to the Department of Public Safety with 9, followed by the Department of Social Services with 5 and Council with 4. Second, the majority of constituent contacts received where from the 1<sup>st</sup> Council District with 12, followed by the 3<sup>rd</sup> and 12<sup>th</sup> Council Districts with a total of 3 contacts each. Third, we received a combined total of 22 Outside Agency, Utility Company & State related Complaints during this quarter. The Case by Case Summary identifies all 37 contacts received by this office.

### STATISTICAL DATA:

Council District	CAO	Finance & Admin	General Services	Law	Public Safety	Environmental Quality & Public Works	Social Services	Mayor/ Council & Other Elected Officials	Partner or Outside Agency	C
1st District		1			3	2	2		7	
2nd District	1								1	
3rd District					3					
4th District					1					
5th District										
6th District										
7th District										
8th District							1		2	
9th District										
10th District								1		
11th District							1		2	
12th District					1			2		
Non-Specified District					1		1	1	10	

TOTAL CONTACTS PER DEPARTMENT/ AGENCY	1	1	0	0	9	2	5	4	22
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\*\* A TOTAL OF 37 CONTACTS IMPACTED THE VARIOUS DEPARTMENTS 44 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	7-11-2011	Outside Agency	County Clerk	Complaint	NJ	Visit	7-11-2011
	<b>Intake:</b>	<b>Walk-in:</b> Citizen complaint that County Clerk's Driver's License Bureau made an error by typing the wrong initial for his middle name and they would not correct the problem without requiring a certified copy of his birth certificate.					
	<b>Summary:</b>	Inquired with the DLB management, provided documentation presented by citizen as requested and the request was still denied. Advised citizen to follow thru with paying \$10 for a copy of his birth certificate.					

1	7-15-2011	Outside Agency	Human Right's Commission	Complaint	NJ	Visit	7-15-2011
	<b>Intake:</b>	<b>Walk-in:</b> Citizen wanted to file a discrimination complaint against a security guard and previous employee of the Hilton Hotel alleging she was harassed by them, while she was walking on the sidewalk beside the hotel.					
	<b>Summary:</b>	Explained to citizen that this was a civil matter and suggested that she contact the Human Right's Commission for assistance with her complaint. Re-directed citizen and provided the necessary contact information.					

1	8-1-2011	Social Services	Adult & Tenant Services	Assistance	Jurisdictional	Phone	8-1-2011
	<b>Intake:</b>	Citizen needing assistance with weekly rent payment cause he has been off from work due to an injury he sustained while on the job.					
	<b>Summary:</b>	Referred citizen to Adult & Tenant Services to request assistance.					

1	8-11-2011	EQ & PW	Environmental Policy	Complaint	Jurisdictional	Phone	8-22-2011
	<b>Intake:</b>	Property owner inquiring about replanting street tree in a utility strip.					
	<b>Summary:</b>	Determined that property owner does not have to replace the street tree because CDBG streetscape improvement project is scheduled in this area for planting new trees. In addition, that there is no cost-share incentive funding available at this time.					

1	8-22-2011	Outside	Community	Complaint	NJ	Phone	8-23-2011
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		Agency	Inn	t			
	<b>Intake:</b>	Citizen alleges that the Community Inn, where he is renting a room, is trying to evict him because he could not pay \$100 of his \$300 rent payment in August. He explained that if they can wait until the 1 <sup>st</sup> of the month he will have the \$100 + the \$300 for the September rent payment. But, according to him, they are not willing to wait and are being unreasonable.					
	<b>Summary:</b>	Explained to citizen that his matter is beyond my jurisdiction. After further inquiry it was determined that the citizen was not being honest with me. Based on my source of information, the citizen had violated the rules for his housing lease with the Community Inn and would have to move as a result.					

DISTRICT	INITIAL DATE	DEPARTMENT	DIVISION/AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
1	8-26-2011	Public Safety	Police	Complaint	Jurisdictional	Phone	9-1-2011
	<b>Intake:</b>	Citizen complaint that he has been observing suspicious criminal activity coming from a neighbor's home and had reported the activity to the police and the Mayor's Office, but not sure if his complaint was being taken seriously because the activity has not ceased.					
	<b>Summary:</b>	In response the CitAdv sent an email to the appropriate authorities with cc: to Mayor's Office and District CM reporting the complaint. Action was taken immediately by Police and four people were arrested. Followed up with citizen and he was very appreciative.					

1	8-26-2011	Finance	Revenue	Complaint	Jurisdictional	Phone	9-21-2011
	<b>Intake:</b>	Citizen complaint regarding her LFUCG Fire and Ambulance Service bill that was sent to collections for non-payment, when she alleges to have been paying the monthly bill since 2009.					
	<b>Summary:</b>	Working with Revenue and the citizen, it was determined that the information was correctly sent to collections. The citizen could not produce documentation of checks sent in for payment during the specified time period in question for when she said the bill was being paid. New payment arrangements were set up and agreed upon by the citizen.					

1	8-30-2011	Utility Company Social Services	Kentucky Utilities Adult & Tenant Services	Assistance	NJ	Visit	9-2-2011
	<b>Intake:</b>	<b>Walk-in</b> requesting assistance with daycare and finances for college. Also asking to be transferred to another caseworker.					
	<b>Summary:</b>	Inquired with Adult and Tenant Services. Re-directed citizen accordingly. Follow-up with citizen a few days later confirmed that she was able to work out payment arrangements with KU. Still working out issue with caseworker. No further action required by this office.					

1	8-30-2011	Outside Agency	Community Action	Informational	NJ	Phone	8-30-2011
	<b>Intake:</b>	Citizen seeking assistance with paying a portion of his rent. Already received a 7-Day-Notice and rent payment is due on or before the 5 <sup>th</sup> of Sept. Applied for disability and is currently in the appeal process pending response.					
	<b>Summary:</b>	Confirmed that citizen already received assistance in the recent past from Adult & Tenant Services and is not qualified this time around. Re-directed citizen with the necessary contact information to check with Community Action for assistance.					

1	9-15-2011	Public Safety EQ & PW	Code Enforcement Forestry	Complaint	J	Phone	Pending
	<b>Intake:</b>	Complaint about receiving a citation from CE for sidewalk repair when she was advised by the eligibility counselor to call it in to CE since she qualified for sidewalk replacement assistance only to find out there is no funding available. In addition, when she called to inquire about whether she had to replace the street tree, whose roots were uprooting the sidewalk, she had difficulty getting a response.					
	<b>Summary:</b> Division Inquiry	Contacted respective division to inquire. Suggested to citizen to file an appeal with CE and confirmed with Forestry that funds were available to remove the street tree. Will continue to monitor until tree is removed.					

DISTRICT	INITIAL DATE	DEPARTMENT	DIVISION/AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
1	9-25-2011	Outside Agency Public Safety	Bluegrass Towing Police – Traffic Div	Assistance	Jurisdictional	Phone	9-30-2011
	<b>Intake:</b>	<b>Referred from the Mayor's Office:</b> Citizen suffering from a brain injury and is incapacitated got his car tagged and towed off the street by Police for expired tags and no insurance, while he was in the hospital. Having no local immediate family, the towed car when unnoticed for weeks until a friend of the family stepped in to help by contacting the city to ask for assistance with the towing bill due to the extenuating circumstances of the citizen.					
	<b>Summary :</b>	Contacted the Police Traffic Division, who responded by making arrangements to negotiate with towing company to release the vehicle with the proper documentation at a reduced cost due to the owner of the vehicle being unable to respond for himself during the time and extending beyond the period when the vehicle was tagged and towed and stored. The family was very appreciative of the actions taken by this office, the Mayor's Office and the Police with a written Thank you letter to all parties involved.					

1	9-30-2011	Outside Agency	Housing Authority	Complaint	Jurisdictional	Phone	Pending
	<b>Intake:</b>	<b>Referred by the Mayor's Office:</b> Section 8 tenants complaint against HA for not correcting error made in calculating her rent. The citizen stated that she was told that her rent is now 3 months pass due.					
	<b>Summary :</b> Agency Response	Inquired with HA and confirmed that tenant is not 3 months pass due on the rent and that she should submit all the necessary receipts to HA for them to recalculate her rent. Followed up with citizen suggested that she was agreeable with the request and would follow through.					

2	7-15-2011	Outside Agency	Human Right's Commission	Complaint	NJ	Phone	7-15-2011
	<b>Intake:</b>	Citizen complaint with the Lexington Human Right's Commission with the outcome of an investigation that had nothing to do with her personally.					
	<b>Summary :</b>	Re-directed the citizen to contact the State HRC and provided the necessary contact information.					

2	8-19-2011	CAO	Grants & Special Projects	Complaint	Jurisdictional	Phone	9-30-2011
	<b>Intake:</b>	Citizen complaint involving an ongoing dispute with community development and the contractor doing the rehab heating & air unit installation and joist replacement.					
	<b>Summary :</b>	Initiated a meeting between Division and the District CM to discuss the citizens' various concerns and complaints about the rehab work done on her home. The results lead to the conclusion that the citizen would need to initiate a service call with an HVAC company of her choice and utilize the manufacture's warrantee to seek satisfaction.					

		The citizen did just that and is satisfied with the outcome of her HVAC unit working properly again. Regarding the matter of the joist work, an inspector was assigned to review the work again. It was then confirmed that the contractor had complied with the specifications to install new floor joist. The method of treating the problem was acceptable to the citizen during inspection and follow-up by the CitAdv. No further action is necessary.
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<b>3</b>	<b>8-16-2011</b>	<b>Public Safety</b>	<b>Police</b>	<b>Informational</b>	<b>Jurisdictional</b>	<b>Email</b>	<b>8-26-2011</b>
	<b>Intake:</b>	Citizen alleges he has information that can help with the homeless/transient population that frequents Phoenix Park daily. However, in his email he wanted compensation in lieu of providing this information.					
	<b>Summary :</b>	Provide Police with emails received by citizen and suggested in an email reply to citizen that he contact Police with his information.					

DISTRICT	INITIAL DATE	DEPARTMENT	DIVISION/AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
<b>3</b>	<b>8-23-2011</b>	<b>Public Safety</b>	<b>Police</b>	<b>Complaint</b>	<b>NJ</b>	<b>Visit</b>	<b>8-23-2011</b>
	<b>Intake:</b>	<b>Walk-In:</b> Citizen concerned for one of his tenants who expressed inappropriate behavior from a police officer and felt he was acting in the best interest of his tenant by reporting the problem to authorities.					
	<b>Summary :</b>	Re-directed citizen to the Police Division and sent an email to various city officials regarding the complaint. No further action taken.					

<b>3</b>	<b>9-26-2011</b>	<b>Public Safety</b>	<b>Police</b>	<b>Informational</b>	<b>NJ</b>	<b>Visit</b>	<b>6-20-2011</b>
	<b>Intake:</b>	<b>Walk-In:</b> Citizen alleges he invited a friend into his home and that friend assaulted him then dragged him outside where an officer saw that he was intoxicated and arrested him. After spending 3 days in jail, pleading guilty to public intoxication he wants to know why the officer did not write up a report about his so called friend assaulting him.					
	<b>Summary :</b> Coaching and Counseling	Suggested to citizen he can obtain a copy of his own police report and that perhaps he should stay away from his so-called friend. No further action taken.					

<b>4</b>	<b>9-23-2011</b>	<b>Public Safety</b>	<b>Police</b>	<b>Complaint</b>	<b>Jurisdictional</b>	<b>Phone</b>	<b>Pending</b>
	<b>Intake:</b>	Referred by Division of Traffic Engineering: Citizen upset about the removal of the No Parking neighborhood signs she alleges were torn up by a motorcycle cop.					
	<b>Summary :</b> Fact-Finding Division response	Pending response to my inquiry with the Police. Spoke with District CM and VM and able their knowledge of incident. Confirmed that street width is not an issue with parking.					

<b>8</b>	<b>7-1-2011</b>	<b>Outside Agency</b>	<b>Lextran</b>	<b>Complaint</b>	<b>NJ</b>	<b>Phone</b>	<b>7-7-2011</b>
	<b>Intake:</b>	Citizen disgruntle about claim in process with LexTran and the attitude of the LexTran Risk Management Director when she called to inquire about the claim she had filed.					
	<b>Summary :</b>	Re-directed citizen and provided necessary contact information. Contacted Lextran to relay citizen concerns and to inquire further.					

<b>8</b>	<b>8-16-2011</b>	<b>State Social Services</b>	<b>Public Service Commission Adult &amp; Tenant</b>	<b>Complaint</b>	<b>NJ</b>	<b>Phone</b>	<b>9-16-2011</b>
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		Services				
	<b>Intake:</b>	Citizen complaint against KU disconnecting service simultaneously at one apartment complex for tenants receiving subsidized assistance. She alleges that KU has not received any previous payment going back 1 year, which was irresponsible of them. Then they suddenly turned off service. Now her daughter along with several other tenants will have no service until their entire individual bill is paid.				
	<b>Summary:</b>	Questioned citizen and she could not deny it was wrong that her daughter and the other tenants did not pay KU for a year of service, but felt these tenants were still victims. Other factors were disclosed that determine the disconnection of services. Suggested caller contact Adult & Tenant Services and the PSC for further assistance.				

DISTRICT	INITIAL DATE	DEPARTMENT	DIVISION/AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
10	7-25-2011	Council	Citizens' Advocate	Informational	NJ	Phone	7-25-2011
	<b>Intake:</b>	Citizen concerned about private mowing service hired by neighbor has no regard for the proper removal of his grass clippings by blowing the clippings against the curb so it goes into the storm drain.					
	<b>Summary :</b>	Suggested to citizen that she can report this problem to CE for abatement. Provide her the necessary contact information.					

11	8-17-2011	Outside Agency Outside Agency	Legal Services Pro Bono	Informational	NJ	Visit	8-22-2011
	<b>Intake:</b>	<b>Walk-In:</b> Referred by UCG Claims Adjuster: Citizen needing Legal Assistance for civil matter involving a pothole on commercial property that totaled his vehicle.					
	<b>Summary :</b>	Referred citizen to both Legal Services and Prop Bono for assistance. Continue to monitor concerns regarding large ditch on commercial					

11	8-19-2011	Social Services	Adult & Tenant Services	Complaint	Jurisdictional	Phone	8-26-2011
	<b>Intake:</b>	Citizen complaint that when she received a cut off notice from KU for a utility bill that was to be paid by Adult & Tenant Services, she was told to pay the bill herself because no funds were available.					
	<b>Summary :</b>	Initiated communication with the Division Director and mediated between director and citizen until a suitable resolution was reached.					

12	7-20-2011	Council	Council Office	Informational	Jurisdictional	Phone	7-20-2011
	<b>Intake:</b>	Citizen wanted to know who to call about some concerns with a new street proposed to cut through a neighborhood.					
	<b>Summary :</b>	Suggested to citizen to contact their CM to express their concerns. Provided necessary contact information.					

12	9-20-2011	Council	Citizens' Advocate	Informational	NJ	Phone	9-2-2011
	<b>Intake:</b>	Citizen left voice message with complaint about loud noises coming from truck jack breaks exiting New Circle Road onto Old Frankfort Pike that is causing a disturbance for workers taking their break on the company patio.					
	<b>Summary :</b>	Determined that noise level for this area is permissible by zoning. Not much can be done about the noise from truck breaks exiting the ramp.					

12	9-28-2011	Public	Code	Complaint	Jurisdiction	Visit	Pendi
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		<b>Safety</b>	<b>Enforcement</b>		<b>al</b>		<b>ng</b>
	<b>Intake:</b>	<b>Walk-In:</b> Citizen complaint about cost for abating her property. Issue may require further review about methods for managing Nuisance Abatement Contracts.					
	<b>Summary</b> : Self-Initiated inquiry	Citizen paid the fees assessed on her property, however thinks the city should review the contacts for nuisance abatement and monitor the hourly charges. Self-Initiated investigation under consideration. Initiated inquiry with Director of Purchasing and obtained the Nuisance Abatement Contract to review. Matter is still under consideration as whether to move forward with self-initiated investigation.					

DISTRICT	INITIAL DATE	DEPARTMENT	DIVISION/AGENCY	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
13	7-7-2011	Outside Agency	Legal Aid	Informational	NJ	Phone	7-7-2011
	<b>Intake:</b>	Caller seeking legal advice regarding an incident about her son					
	<b>Summary</b> :	Provided caller with contact information for Legal Aid of the Bluegrass.					

13	7-18-2011	Outside Agency	Housing Authority	Complaint	NJ	Visit	7-18-2011
	<b>Intake:</b>	<b>Walk-In:</b> Complaint about the maintenance personnel at the Tower Plaza Connie Griffin manor, who he believes is responsible for stealing his laptop.					
	<b>Summary</b> :	After initial inquiry re-directed citizen to the Housing Authority for assistance with his complaint.					

13	7-25-2011	Social Services	Adult & Tenant Services	Assistance	Jurisdictional	Visit	7-25-2011
	<b>Intake:</b>	<b>Walk-In:</b> Citizen request for financial assistance with paying rent and utilities					
	<b>Summary</b> :	Suggested to citizen that he contact Adult & Tenant Services to request assistance and/or a list of other resources that he might be able to receive funds to help pay his rent and utilities.					

13	8-1-2011	Outside Agency	FCPS	Informational	NJ	Phone	8-1-2011
	<b>Intake:</b>	Mother upset that Fayette County Public School would not provide her child bus transportation home from Early Start because she lives out of district.					
	<b>Summary</b> :	After initial inquiry re-directed mother to contact M. Wright with the FCPS to explain the policies and procedures and to provide further assist with complainant's needs for transportation.					

13	8-18-2011	Outside Agency	Nursing Home Ombudsman	Informational	NJ	Phone	8-18-2011
	<b>Intake:</b>	Citizen inquiry about Nursing Home and the care of her mother.					
	<b>Summary</b> :	Suggested to citizen that she contact the Nursing Home Ombudsman for information.					

13	8-29-2011	State	KY Cabinet of Labor	Complaint	NJ	Phone	8-29-2011
	<b>Intake:</b>	Complaint about son being laid off and not receiving proper unemployment.					
	<b>Summary</b> :	Provided caller contact information for the State Cabinet of Labor to address her concerns.					

13	8-29-2011	Outside Agency	Pro Bono	Assistance	NJ	Phone	8-29-2011
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	<b>Intake:</b>	Citizen requesting assistance with filing bankruptcy and because of his disability has issues with ability to pay.
	<b>Summary :</b>	Suggested to citizen to contact Pro Bono to inquire about resources for legal assistance of this type.

13	9-14-2011	State State	Ombudsman Cabinet of Health & Family Services	Compla int	NJ	Phone	9-14- 2011
	<b>Intake:</b>	Citizen expressed concerns about the local CHFS office security guard.					
	<b>Summary :</b>	After initial inquiry suggested to citizen to contact the manager of the local office, the State CHFS, and/or the State Ombudsman with her concerns.					

DISTRICT	INITIAL DATE	DEPARTME NT	DIVISION/AGENC Y	TYPE 1	TYPE 2	TYPE 3	CLOSED DATE
13	9-14-2011	Council	Council Office	Complain t	Jurisdicti onal	Phone	9-14-2011
	<b>Intake:</b>	Potential cab company wanted to know to whom she could express her complaints about allegations regarding lobbyist.					
	<b>Summary :</b>	Re-directed caller to contact the Council Office. No further action required.					

13	9-26-2011	Outside Agency Outside Agency	Attorney General's Office Victims Advocate	Complai nt	NJ	Visit	8-26-2011
	<b>Intake:</b>	<b>Walk-In:</b> Extensive concerns going back many years and crisscrossing several states with regards to her ex-fiancée' and his affiliation with an anti-Christian group that she believes is keeping her away from her horses.					
	<b>Summary :</b>	Non-jurisdictional conspiracy theories that he no relevance to this government. Re-directed caller to other resources for information.					

13	9-26-2011	Public Safety	Community Corrections	Complai nt	Jurisdicti onal	Phone	Pending
	<b>Intake:</b>	Wife of inmate concerned about husband not getting all the medical attention he needs to address a knee and back injury he sustained while in the jail.					
	<b>Summary :</b>	Inquired with the jail to review that complaint and get back with me. Pending outcome.					
	Division Response						

## HIGHLIGHTS:

After 19 years of serving in the Office of the Citizens' Advocate, this will be my last and final report for this office. The time has come for change. Not only will I be moving on to serve in a different capacity for this government, but the position of Citizens' Advocate will face new challenges ahead now that the Council has taken action to amend Section 22-5 of the Code of Ordinances to abolish one (1) position of Citizens' Advocate (Grade 118E) and create one (1) position of Citizens Advocate P/ T/ (Grade 115E) in the Citizens' Advocate office. It has certainly been a pleasure serving the citizen of Fayette County, and the Council of this Urban County Government for so many years, under the direction of two former Citizens' Advocates and during this last year as Acting Citizens' Advocate.

I'm thankful for the opportunities this job has provide, the knowledge and skills I've acquired and the life experiences I've gained by helping citizens' of Fayette County with their grievances. Council will soon appoint a new part-time Citizens' Advocate whom I trust will continue to promote fairness and efficiency in public administration for the citizens of Fayette County.

Respectfully Submitted,  
Paula Campbell, Acting Citizens' Advocate