200 East Main Street Lexington, KY 40507

Phone: 859.258-3230 citadv@lexingtonky.gov

THE CITIZENS' ADVOCATE OFFICE

"Promoting Fairness and Efficiency in Public Administration"

Lexington-Fayette Urban County Government "The Horse Capital of the World"

2011 ANNUAL REPORT

TO REACH YOUR OMBUDSMAN

Write: Office of the Citizens Advocate, Lexington-Fayette Urban County Government, 200 East Main Street Room 441, Lexington, KY 40507

Telephone: (859) 258-3230

Fax: (859) 258-3232

In Person: For Appointment

(859) 258-3230

New Office Hours:

Monday, Wednesday and Friday (8:00 am to 12:00 pm); Tuesday and Thursday (1:00 pm to 5:00 pm)

Walk-ins: Available anytime dur-

ing business hours

Web page:

www..lexingtonky.gov

Email: citadv@lexingtonky.gov

The Value of OMBUDSMAN

Pursuant to Appendix A. Council the annual repot on dependent, evidenced by the data collected by the office of the citizens' advocate through the year.

This is our 36th annual re-citizens' complaints. port and we hope it paints a Citizens' does for the people of Lex- citizens complaints.

Guidelines for the Office of ington. Our role in this envi-Citizens' Advocate Section ronment is to hold local gov-II. Disclosures and recom- ernment agencies accountmendations. I have the able for doing the job that honor of submitting to need to be done. As an in-Ombudsman the performance of this office of this government office during calendar year body, we look at how depart-2011. This report will con- ments are treating our fellow tain a summary of trends citizens to make sure govand profiles in community ernment agencies are doing needs and problems as the things the law requires them to do.

It is important to have someone who is independent and can take an impartial look at Advocate Office picture of what our office does that by investigating

don's do top-down studies and don't review strategic plans, instead, we look at how the agency's policies and procedures are impacting real people because we investigate their complaints. Since we are not under the agency's control, we can make an independent assessment.

We hope you find this report useful and informative. Please contact the office if you have any questions or comments. We welcome the opportunity to visit with you.

CITIZENS' ADVOCATE OFFICE New Location & Hours

WE HAVE MOVED **OUR OFFICE** LOCATION AND **CHANGED OUR** OFFICE HOURS, **BUT NOT OUR FUNCTIONS AND ACTIVITIES LISTED:**

- Receiving complaints and concerns
- Make inquiries and providing information to clarify situations and issues
- Make appropriate referral
- Conducting investigations, and monitoring

- Issuing reports relating to activities of the office
- Facilitating the resolution of disputes and valid grievances

Page 2 THE CITIZENS' ADVOCATE OFFICE

CITIZENS' ADVOCATE OFFICE

VISION:

The Citizens' Advocate Office visions is to provide an effective and efficient government that is responsive and accountable to the residents of the Lexington-Fayette Urban County.

Mission:

Promoting fairness and efficiency in Public Administration

VALUES;

- A. Independence
- B. Impartiality
- C. Integrity
- D. Accessible
- E. Professionalism
- F. Excellence
- G. Objectivity

Goals:

- A. To provide administrative justice for all residents of Lexington-Fayette in their dealing with their local government.
- B. To exhibit best practices in the performance of functions.

INTERNAL PROCESSES

Did you know?

According to the Professional Standards for the Lexington Citizens' Advocate, the Advocate should have discretion to accept or reject matter for investigation, including the ability to initiate on the Citizens' Advocate's own motion, subject only to the legally defined limits of jurisdiction.

Legislative Actions:

The Lexington-Fayette Urban Council passed the following Resolutions:

Resolution 494-2010 - temporarily appointing Paula Campbell to the interim position of Acting Citizens' Advocate until a permanent appointment is made.

Walk-On—A Resolution of the Urban County Council providing that the Citizen Advocate position shall be a part-time position. **May 12, 2011**

Resolution 205-2012 - A Resolution of the Urban County Council providing the Citizens'

Advocate position shall be a part-time position. May 26, 2011

Transfer of Paula Campbell, Administrative Specialist Senior from Citizens' Advocate office to the Division of Youth Services, effective **October 24, 2011**

Resolution 134-2011—An ordinance amending Section 22-5 (2) of the Code of Ordinances, abolishing one (1) position of Citizens' Advocate, Grade 118E and creating one (1) position of Citizens' Advocate P/T, Grade 115 in the Office of the Citizens' Advocate. October 27, 2011

Walk-Ons—A Resolution temporarily appointing Darrylyn Combs

to the interim position of parttime Citizens' Advocate, Grade 115E, effective **November 7, 2011,** and continuing until a permanent appointment is made.

PPRPOSED 2012 PROJECT

- To hire a permanent part-time Citizens' Advocate in the Office of the Citizens' Advocate Office;
- To improve webpage by adding an online complaint form and hyperlinks to related resources documents;
- To create a new brochure that can be downloaded from the website and distribute to citizens, and
- To continue to visit with neighborhood associates at their request.

200 East Main Street Page 3

FOR THE RECORD

QUARTERLY REPORT RECAP	TOTAL INTAKES
First Quarter	37
Second Quarter	31
Third Quarter	37
Fourth Quarter	29
Total Intakes Received	134

ANNUAL INTAKE PER DISTRICT				
<u>Districts:</u>		Totals:		
Ford	District 1	29		
Blues	District 2	7		
Lawless	District 3	7		
Beard	District 4	5		
Farmer	District 5	7		
Stinnett	District 6	8		
Crosbie	District 7	1		
Myers	District 8	4		
McCord	District 9	2		
Martin	District 10	2		
Henson	District 11	9		
Lane	District 12	7		
Non-District Related	District 13	46		
Total Intake		134		

ANNUAL DEPARTMENT INTAKE TOTALS		
Departments:	Totals:	
CAO	5	
Environmental Quality & Public Works	13	
Finance and Administration	4	
General Services	2	
Law	3	
Mayor's Office/Council & Other Elected Officials	17	
Public Safety	38	
Social Services	12	
Outside Agency	68	
Total Intakes Routed	162	
Some Intakes may Impact several different dep	artments	

TOP DEPARTMENT INTAKES	<u>TOTALS</u>
Outside Agency	68
Public Safety	38
Mayor/Council & Other Elected Officials	17