



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

"PROMOTING FAIRNESS AND EFFICIENCY IN PUBLIC ADMINISTRATION"

Jim Gray
Mayor

Darrylyn Combs
Acting Citizens' Advocate

MEMORANDUM

TO: Mayor Jim Gray
Vice Mayor Linda Gorton
Council Members

From: Darrylyn Combs
Acting Citizens' Advocate Office

Date: April 25, 2012

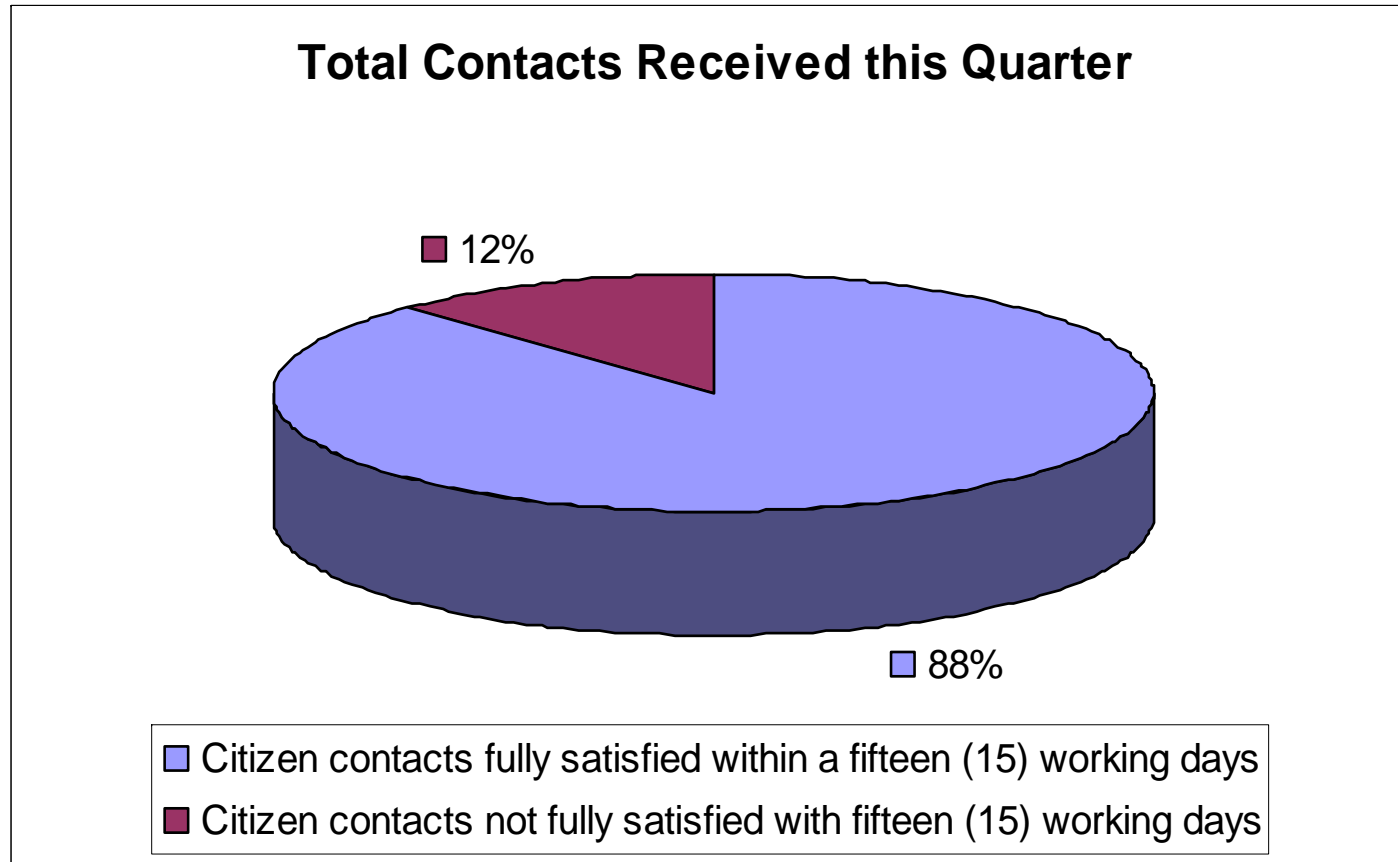
Re: 4th Quarter 2011 Activity Report (October 1, 2011 – December 31, 2011)

SYNOPSIS OF TRENDS:

It is with pleasure that I submit to you the 4th 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 cases received during this quarter. We did have 5 cases from the 3rd quarter that rolled over into this quarter pending outcomes that were eventually closed.

At-A-Glance: The 4th Quarter Report of 2011 will provide each contact received by this office noting the nature of the intake (complaint, informational or assistance); (email, phone, visit or written); and (jurisdictional or non-jurisdictional). The pie graph illustrated below show 12% of contacts received this quarter required more than 15 working days to complete. This office

however, was able to complete within 15 working days 88% of the contacts it received. Reasons necessary for an 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:

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	TOTAL CONTACTS PER DISTRICT
1st District					1	2	1			4
2nd District			1		1		1		2	5
3rd District					1					1
4th District									1	1
5th District		1			1			1	1	4
6th District					1				1	2
7th District										0
8th District										0
9th District										0
10th District			1							1
11th District					2		1		1	4
12th District					1					1
Non-Specified District					3		2	1	5	11
TOTAL CONTACTS PER DEPARTMENT/ AGENCY	0	1	2	0	11	2	5	2	11	34

** A TOTAL OF 29 CONTACTS IMPACTED THE VARIOUS DEPARTMENTS 33 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.

HIGHLIGHTS:

The Council amended Section 22-5 of the Code of Ordinances and abolished one (1) position of Citizens' Advocate (Grade 118E) and created one (1) position of Citizens Advocate P/T (Grade 115E) in the Citizens' Advocate office. The office now consist of one part-time position and office hours are: Monday, Wednesday, and Friday (8-12); Tuesday and Thursday (1-5) unless otherwise posted.

Paula Campbell who was acting as Citizens' Advocate until October 21st is now working in the Division of Youth Services. On November 7, 2011, I began acting as Citizens' Advocate and will work until the position is filled by the Urban Council.

Respectfully Submitted,
Darrylyn Combs, Acting Citizens' Advocate