



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

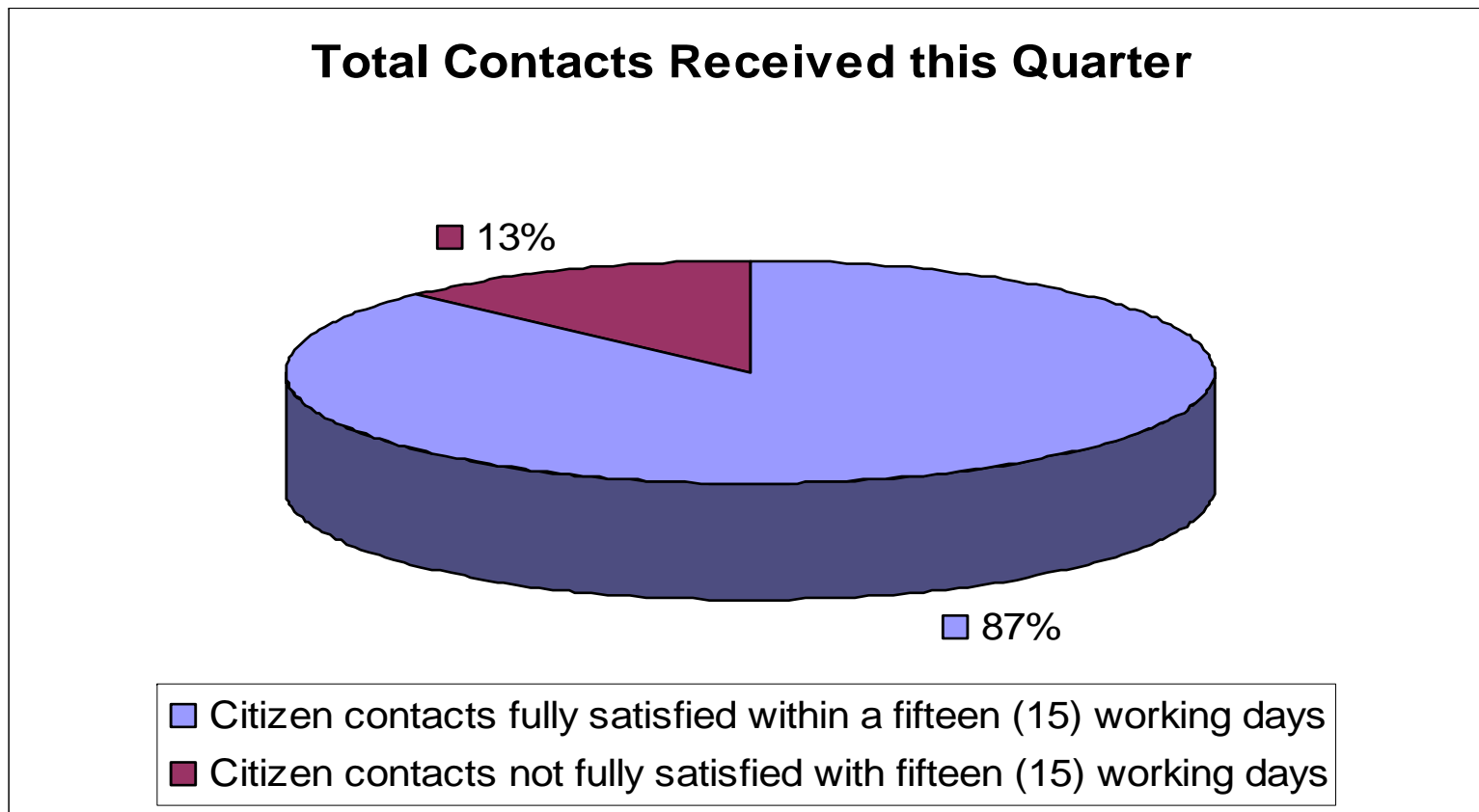
Re: 1st Quarter 2012 Activity Report (January 1, 2012 – March 31, 2012)

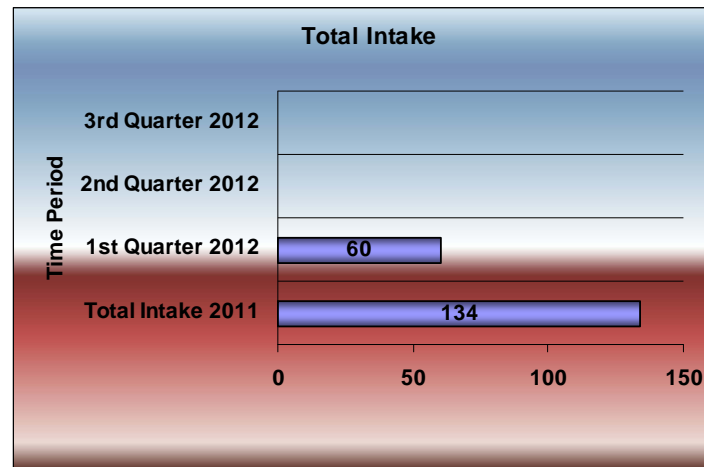
SYNOPSIS OF TRENDS:

It is with pleasure that I submit to you the 1st Quarter Report of 2012 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 8 cases received during this quarter. There are no self-initiated cases to report for this quarter. We did not have any cases from the 4th quarter of 2011 that rolled over into this quarter pending outcomes.

At-A-Glance: The **1st Quarter Report of 2012** 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 shows 13% of contacts received this quarter required more than 15 working days to complete. This office

however, was able to complete within 15 working days 87% 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	Planning	Public Safety	Environmental Quality & Public Works	Social Services	Mayor/Council & Other Elected Officials	Partner or Outside Agency	TOTAL CONTACTS PER DISTRICT
1st District					2	2			3	7
2nd District									2	2
3rd District								1		1
4th District							1		1	2
5th District					1					1
6th District										0
7th District					1				3	4
8th District								8	1	9
9th District					1	3				4
10th District					1					1
11th District					1					1
12th District				1	1				2	4
Non-Specified District		1			4	1	1	1	22	30
TOTAL CONTACTS PER DEPARTMENT/ AGENCY		1		1	12	6	2	10	34	66

NOTE:

- **A TOTAL OF 60 CONTACTS IMPACTED THE VARIOUS DEPARTMENTS AND OUTSIDE AGENCIES 66 TIMES**
- **SOME INTAKES MAY AFFECT SEVERAL DIFFERENT DEPARTMENTS, OUTSIDE AGENCIES 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 first quarter of 2012 there was a significant increase in the number of intakes as compared to 2011; however, the first weeks of April the numbers have not been at the level as the beginning of the year.

The office currently consist of one part-time position and office hours are: Monday, Wednesday, and Friday (8-12); Tuesday and Thursday (1-5) unless otherwise posted.

Respectfully Submitted,
Darrylyn Combs, Acting Citizens' Advocate