



*THE CITIZENS' ADVOCATE OFFICE*  
*"Promoting Fairness and Efficiency in Public Administration"*  
**Lexington-Fayette Urban County Government**  
**"The Horse Capital of the World"**

## **1st Quarter Summary Report 2013**

During the 1st quarter of 2013, a total of 50 citizen contacts were received in the Citizens' Advocate Office. Citizen contacts consist of three types:

1. Requests for assistance
2. Requests for information
3. Complaints expressing a grievance against the Lexington-Fayette Urban County Government, it's officers, agents or employees.

Table 1 on page 2 of this report summarizes the total number and type of citizen contacts for each council district. Table 2 on page 2 breaks the citizen contacts down by council district and the department or departments involved. Please note that the total number of contacts for departments exceeds the total number of contacts received by the Citizens' Advocate Office. This is because some contact issues may concern more than one department.

In Chart 1 on page 3 you will find a running total of contacts for calendar year 2013 as compared to the total number of contacts for calendar year 2012. Chart 2 on page 3 summarizes the number of cases closed within fifteen working days of the citizens' contact, the number of cases that took more than fifteen working days to complete, and the number of cases carried over until the next quarter. All cases carried over from the previous quarter have been completed.

### **Did You Know?**

The Citizens' Advocate office is not a substitute or replacement for a department's normal complaint resolution mechanism. The complainant must make a reasonable effort to resolve the problem with the agency involved before contacting the Citizens' Advocate. In order to investigate, the involved agency must be part of the Lexington-Fayette Urban County Government.

The Citizens' Advocate is not authorized to investigate complaints against:

- Elected officials
- Constitutional Offices, Courts, Fiscal Court & County Clerk
- State or Federal Government Offices
- Private parties
- Outside agencies or non-governmental organizations
- Police Officers

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**Table 1**

**1st Quarter Citizen Contact Types**

DISTRICT	Assistance	Complaint	Informational	Grand Total
1		3		3
2	1	1		2
3	4	1		5
5			1	1
7		1		1
8	1	1		2
9			1	1
10	1	1	1	3
11	3		2	5
12		3	2	5
13	6	7	9	22
Grand Total	16	18	16	50

**Table 2**

**1st Quarter—Number of Citizen Contacts Received Within a Council District**

DISTRICT	CAO	Council	Environmental Quality and Public Works	Finance	Law	Mayor's Office	Outside Agency	Planning	Public Safety	Social Services	Grand Total
1		1						1	1		3
2									2		2
3					1		1		4		6
5		1									1
7									1		1
8			1	1							2
9									1		1
10		1	2								3
11		2	1	1			1		2	1	8
12			3				2				5
13	1		2		1	1	12		7	4	28
Grand Total	1	5	9	2	2	1	16	1	18	5	60

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Chart 1

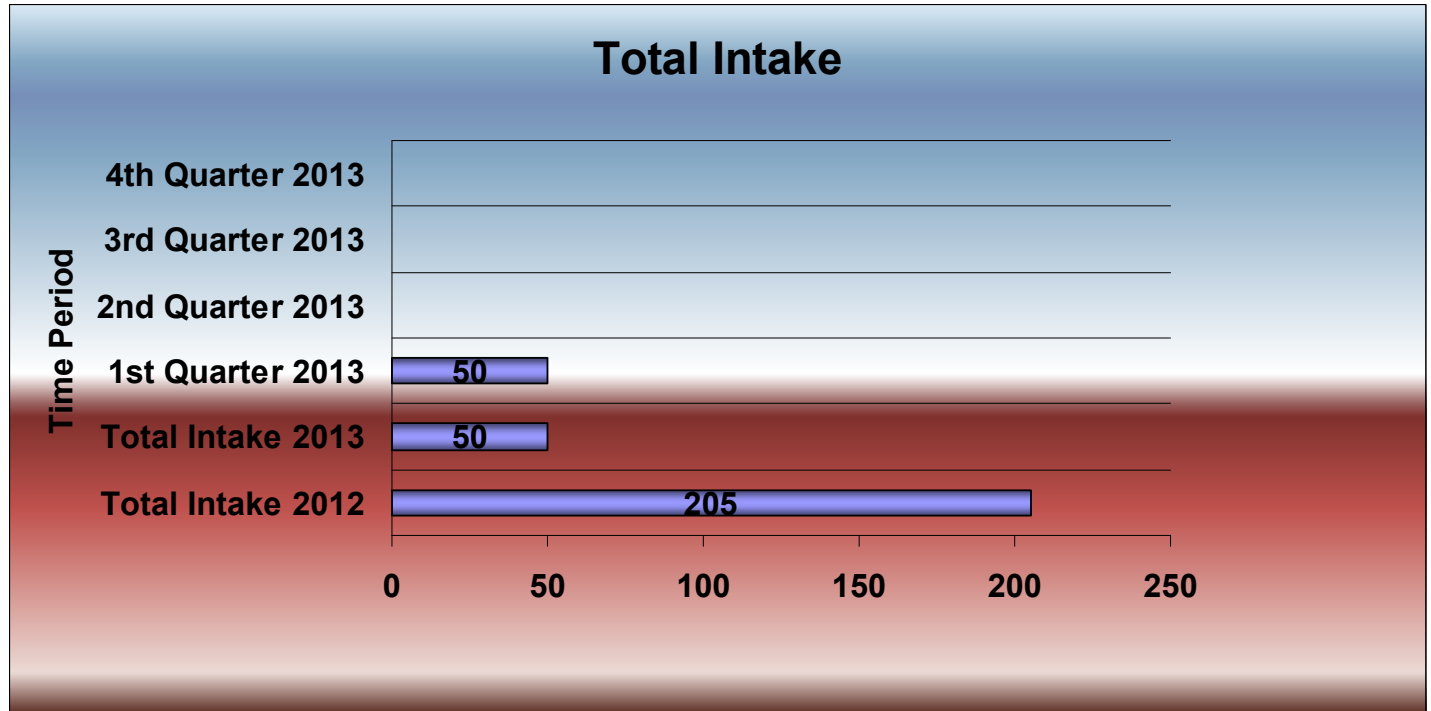
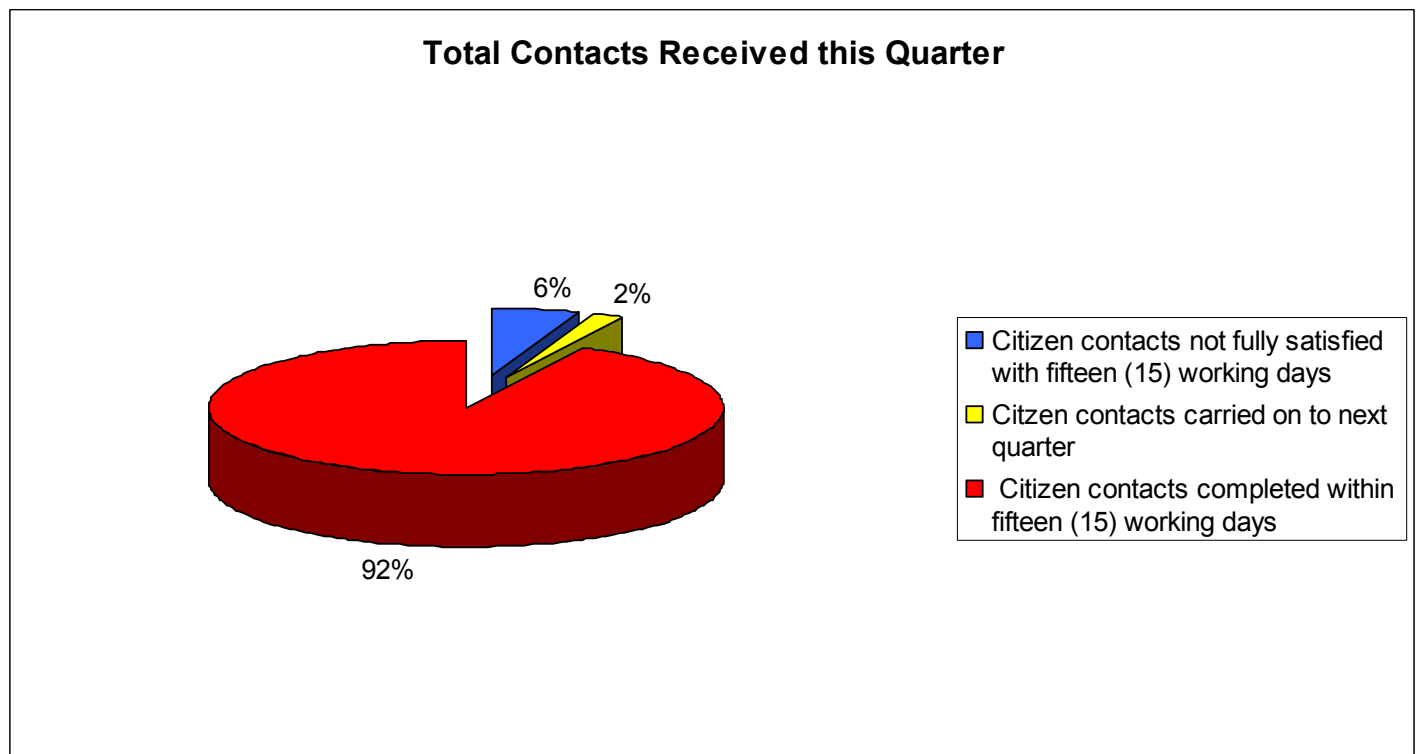


Chart 2



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## **TO CONTACT THE CITIZENS' ADVOCATE**

**Citizens' Advocate:** Penny McFadden

**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

**Walk-ins:** Available anytime during business hours

**Web page:** [www.lexingtonky.gov](http://www.lexingtonky.gov)

**Email:** [citadv@lexingtonky.gov](mailto:citadv@lexingtonky.gov)

**Office Hours:**

Monday, Wednesday, Thursday and Friday

(9:00 am to 1:00 pm);

Tuesday

(1:00 pm to 5:00 pm)