THE CITIZENS' ADVOCATE OFFICE

"Promoting Fairness and Efficiency in Public Administration"

Lexington-Fayette Urban County Government

"The Horse Capital of the World"

3rd Quarter Summary Report 2013

During the 3rd quarter of 2013, a total of 53 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 3 of this report summarizes the total number and type of citizen contacts for each council district. Table 3 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 4 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 4 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.

.Open Records

Many people know about the Kentucky Open Records Law. To provide the people with greater access to government, The 1976 Kentucky General Assembly passed the Open Records Law, which requires that public agencies (such as the Urban County Government) open most of their records to the public.

For records maintained by the Urban County Government, requests should be made to the official custodian of the government's records. The request must be in writing, signed by the requester, with his name printed legibly on it, describing the records to be inspected. The request may be hand-delivered, mailed, or sent via facsimile to the agency.

The government must respond to the request in writing and within three days, excluding Saturdays, Sundays, and legal holidays. If the request is denied, the response must include a statement of the specific exception which authorizes the agency to withhold the record, and a brief explanation of how the exception applies to the record withheld.

What people may not be aware of is that the Urban County Government is providing many ways to access records without having to submit an open records request. By accessing the Urban County Government's web page at www.lexingtonky.gov and clicking on the Data Transparency icon, you will find the following links for easy access and open data.

Legistar: Your link to the city Council legislative process. On Legistar you will find .pdf files for

- Agenda Items
- Communications
- Presentations
- Ordinances
- Resolutions
- Contracts
- Meeting Summaries

Also provided are links for a Legistar tutorial and a tutorial video:

Legistar Public Web Site Tutorial

Legistar Tutorial Video

Other helpful links:

RAIDS Online: Crime mapping and analysis

Searchable FY2013 Budget

GTV3: View live or archived videos of Council and Work Session meetings

Municode: Search the Lexington-Fayette County Code of Ordinances

Open Data Portal

Open data is data that can be freely used, reused and redistributed by anyone. These raw data/files are available for download and may require specialized tools or software to view, analyze or manipulate. Phase 1 of Lexington's Open Data Initiative includes launching the Open Data Portal and making over 80 GIS layers available. The city will continue to identify non-personal data/files and make available via the portal.

Building upon phase 1 of the Open Data Initiative, Lexington has partnered with the Fayette County Board of Elections and Fayette County Public Schools to provide eight new GIS layers. Board of Elections data includes: voting precincts, state senate districts, state house districts, magisterial districts, and school board districts. Fayette County Public Schools provide boundary data for elementary, middle, and high school districts. The new layers are located within the "Community" section of the Open Data Portal.

Table 1

3rd Quarter Citizen Complaint Types

DISTRICT	Assistance	Complaint	Informational	Grand Total
1		1		1
2	4	4		8
3	2	2		4
5	1	1		2
6	1	3		4
7	2	2		4
8	3	2		5
10	1	2	2	5
11	2			2
12			1	1
At-Large	3	1	13	17
Grand Total	19	18	16	53

Table 2

3rd Quarter - Number of Citizen Contacts Received Within a Council District

DISTRICT	CAO	Council	Environmental Quality and Public Works	Finance	General Services	Mayor's Office	Outside Agency	Planning	Public Safety	Social Services	Grand Total
1					1						1
2					1		5	2	1	2	11
3							1	1	2	1	5
5			2				1				3
6			3		1		2	1			7
7	2		3						1		6
8			1			1	2		1	3	8
10		1	2	1		1	1	1	1		8
11								1		2	3
12		1									1
13		1	1		1	1	15				19
Grand Total	2	3	12	1	4	3	27	6	6	8	72

Chart 1

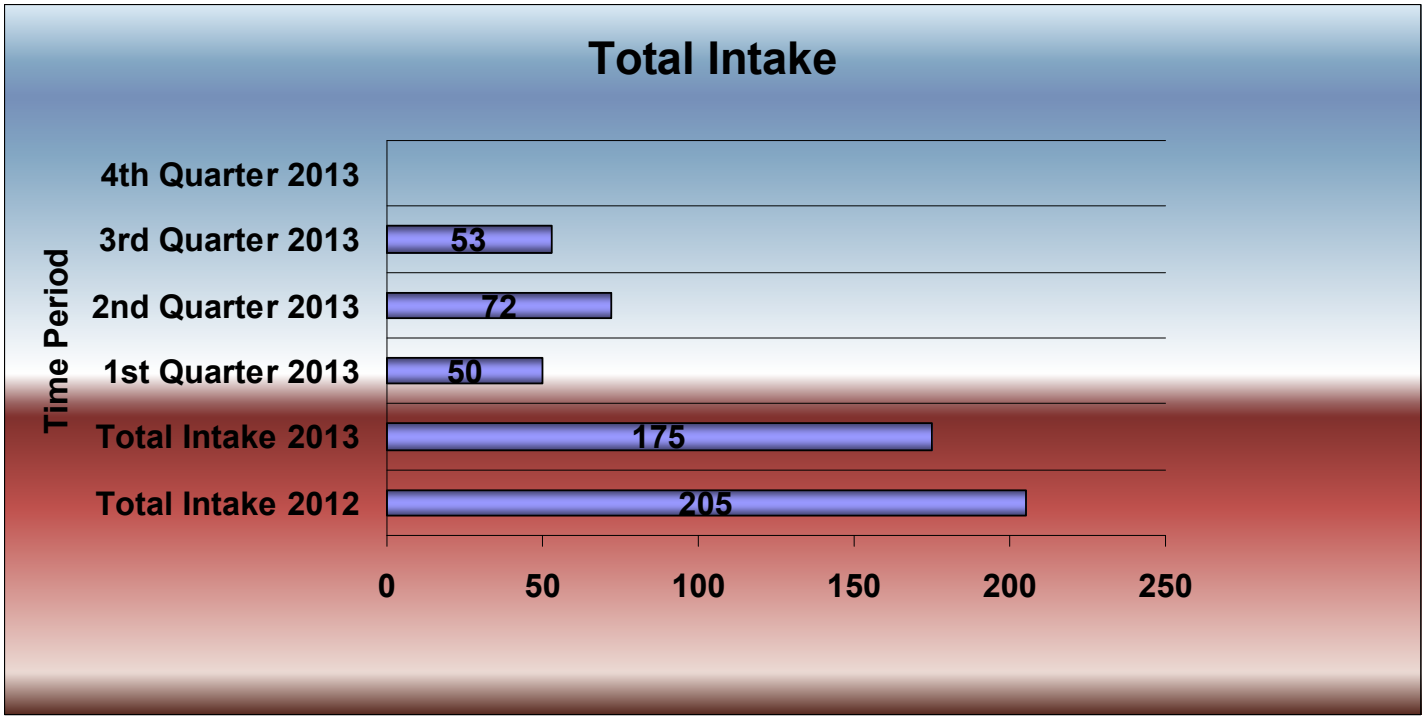
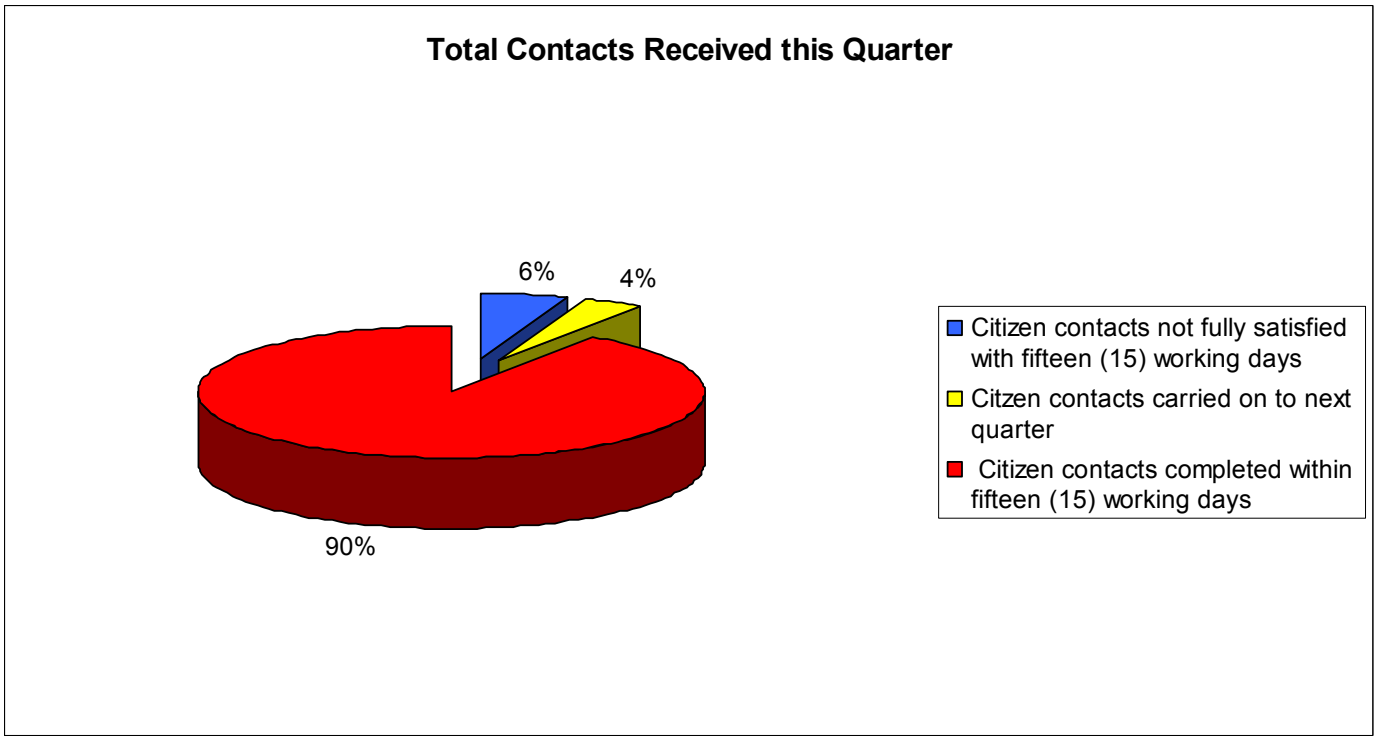


Chart 2



TO CONTACT THE CITIZENS' ADVOCATE

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Walk-ins: Available anytime during business hours

Web page: www.lexingtonky.gov

Email: 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)