



THE CITIZENS' ADVOCATE OFFICE

"Promoting Fairness and Efficiency in Public Administration"

Lexington-Fayette Urban County Government

"The Horse Capital of the World"

2012 Annual Report

Office Hours & Contact Information

Hours: M, W, Th, F 9:00 a.m. - 1:00 p.m.
T 1:00 p.m. - 5:00 p.m.

Phone: (859) 258-3230

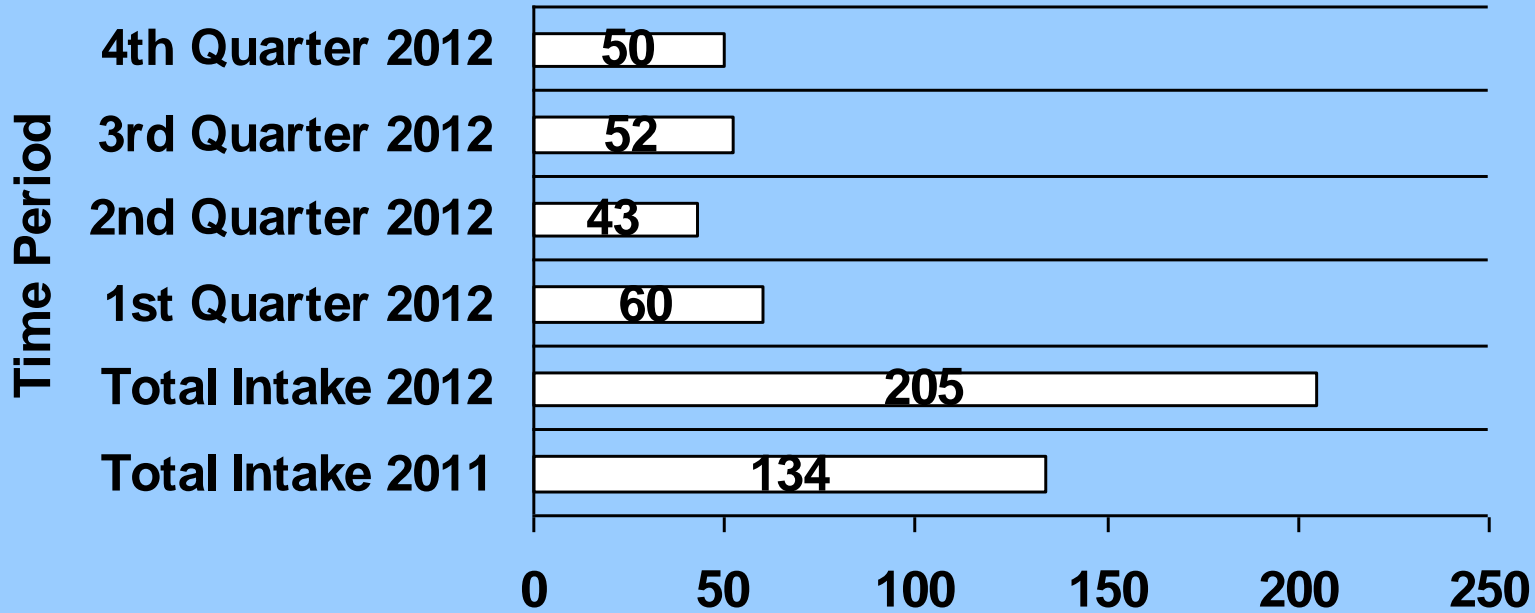
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Email: citadv@lexingtonky.gov

Web: www.lexingtonky.gov (new web form)

Address: 200 East Main St., rm. 441
Lexington, KY 40507

Total Intake



- In 2012 the office handled 71 more contacts than in 2011
- Increase of nearly 53%

2012 Citizen Contact Types

Quarter	Assistance	Complaint	Informational	Grand Total
4	21	16	13	50
3	16	23	13	52
2	9	16	18	43
1	2	38	20	60
Grand Total	48	93	64	205

2012 Quarterly Report Recap

QUARTER	CAO	Council	EQ&PW	GS	Law	LPA	Mayor	OA	Planning	PS	Finance	SS	Grand Total
1	0	9	6	0	0	0	1	34	1	12	1	2	66
2	0	2	3	2	2	0	0	19	0	11	1	6	46
3	1	2	9	3	4	1	1	21	3	23	0	5	73
4	2	2	12	1	3	0	0	18	1	19	2	8	68
Grand Total	3	15	30	6	9	1	2	92	5	65	4	21	253

Success Story

WHERE'S MY CAR?

- A citizen called to say that her car had been towed and that she felt it had been towed inappropriately.
- It was going to cost (\$600+) to get her car out of impoundment.
- The car had been inappropriately towed and the towing company released the car and waived the fees.

Governmental Issues

Conditional Access List

What is the conditional access list?

- The conditional access list is a list that contains the names of persons who during a visit to an Urban County Government facility are limited in their access to certain people or offices, or they may be required to have security escort them to an office due to past behavior.

- This office has had several complaints from people whose names have been placed on the list.
- The complaint heard most often concerns the notification method.

Other Issues:

- What type action, behavior or event places someone on the list.
- Appeal process
- Documentation

Recommendation:

- It is my recommendation that this issue be placed in a Council committee or sub-committee to set a policy and procedures.

Commercial Driver's License (CDL)

- HR visually verifies the CDL, but does not make a copy
- The division (in this case) does not maintain copies of employees' CDLs, but does maintain a database
- Who insures that an employee's CDL has not expired or been revoked?

- Maintains a spreadsheet with the expiration dates for the CDL and the medical card
- Keeps copies of the CDLs and medical cards on file
- Quarterly update
- Random checks at safety meetings

Recommendation:

- It is my recommendation that the Administration review divisional management of CDL information and develop procedures for divisions to use in maintaining that information.

False Alarms

- The ordinance places the responsibility of acquiring and renewing false alarm permits on alarm companies.
- The ordinance places the consequences for not acquiring or renewing a permit on the alarm owner.

Recommendation:

- It is my recommendation that the administration review the False Alarm ordinance and consider attaching the consequences of not acquiring or renewing a permit to the responsible party.