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OFFICE OF CITIZEN COMPLAINTS

(OMBUDSMAN)



King County, Washington

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September 15, 1986 Report

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SEPTEMBER 15, 1986 REPORT

KING COUNTY WASHINGTON
OFFICE OF CITIZEN COMPLAINTS
(OMBUDSMAN)

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NCJRS

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ACQUISITIONS

STAFF

Rella Foley, Director
Ingrid D. Haig, Legislative Secretary III
John S. Nicon, Complaint Investigator
Arlene Sanvictores, Complaint Investigator

U.S. Department of Justice
National Institute of Justice

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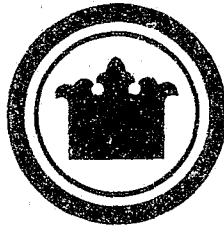
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King County, Washington

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King County
Office of Citizen Complaints
C213 King County Courthouse
Seattle, Washington 98104
(206) 344-3452 or 344-5289

September 15, 1986

TO: The Honorable Members of the King County Council
FROM: Rella Foley, Ombudsman
SUBJECT: September 15, 1986, Report to the Council as Required in King County Code 2.52.150

This report covers the four month period from May through August, 1986. During this period, over 2139 citizens contacted this office. Information and referral assistance was provided to 1753 of the citizens and 386 complaints were accepted for investigation. This reflects a 94% increase in the number of complaints taken in over the same period last year. The most significant increase was in Jail complaints. Details on the complaints are listed under the agency headings in the report.

Complaints listed in this report reflect the citizens' perceptions of their problems with King County agencies. These allegations may have been modified in the course of investigation, but we think it is of importance to present the citizens' perceptions of their problems with King County Government.

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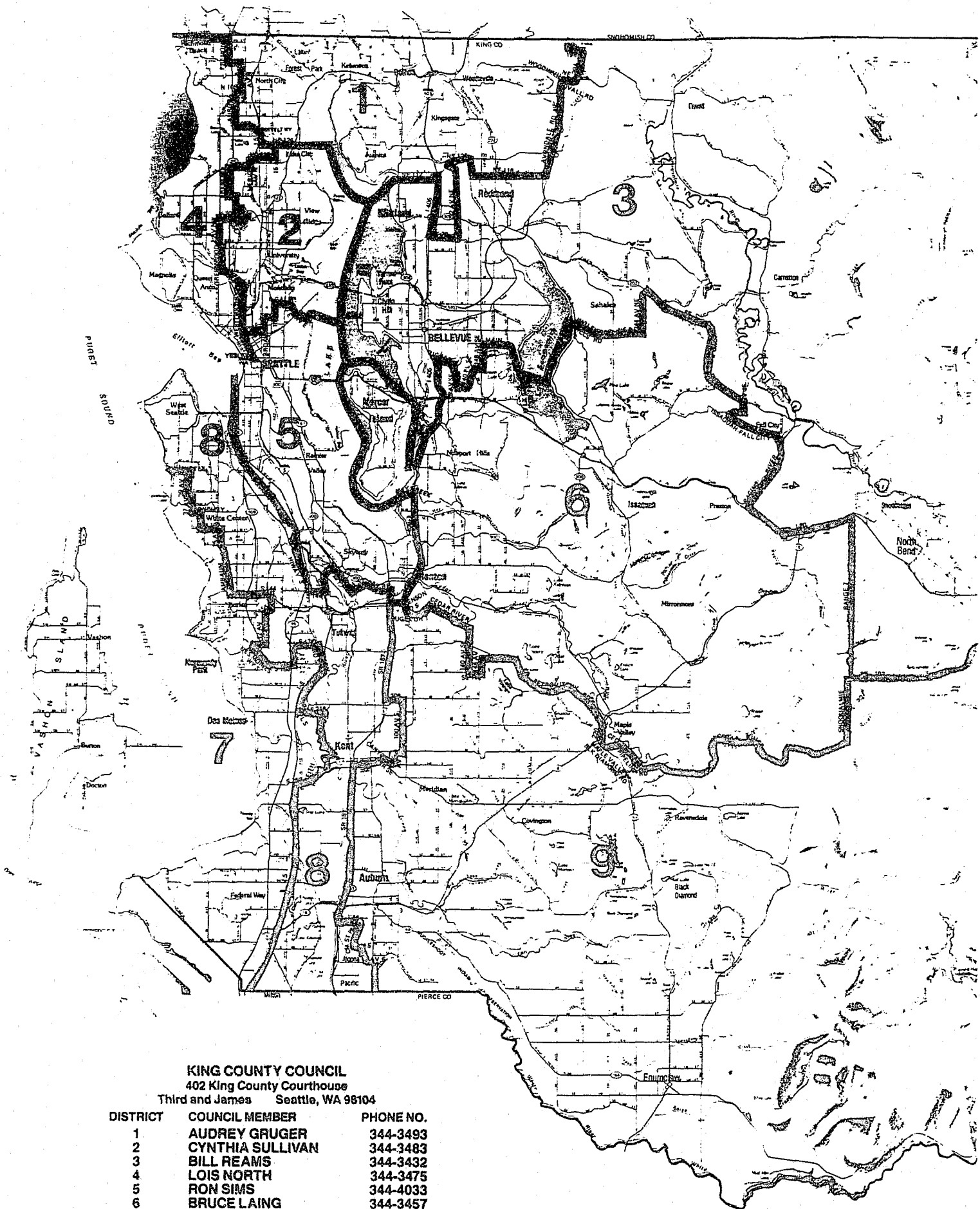
OFFICE OF CITIZEN COMPLAINTS
September 15, 1986 REPORT
(May - August, 1986)

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KING COUNTY COUNCIL
 402 King County Courthouse
 Third and James Seattle, WA 98104

DISTRICT	COUNCIL MEMBER	PHONE NO.
1	AUDREY GRUGER	344-3493
2	CYNTHIA SULLIVAN	344-3483
3	BILL REAMS	344-3432
4	LOIS NORTH	344-3475
5	RON SIMS	344-4033
6	BRUCE LAING	344-3457
7	PAUL BARDEN	344-4044
8	BOB GREIVE	344-3447
9	GARY GRANT	344-3465

EXPLANATORY NOTE

Complaints

Complaints (allegations) are listed by agency. In those cases when a more than one agency was involved in the same complaint, the complaint will be listed under each agency. Therefore, a complaint may appear more than once in the listings. The County Council District in which the complainant resides is listed with the exception of those complainants who do not wish to give their address or who reside out of the County.

Assists

An assist designation indicates that a complaint was resolved with a quick phone call, letter, or research by Ombudsman staff resulting in fairly immediate resolution of a complaint. No paperwork is routed to the director of the agency involved. The assist category was developed in response to suggestions from members of the Council's Operations, Police, and Judiciary Committee and from Executive departments that paperwork be reduced for the relatively minor and repetitive complaints.

"Discontinued" Designation

A discontinued designation typically is assigned when at some point during our inquiry into a complainant's allegation, the complainant decides to drop the complaint, or fails to respond to our request for additional information, or we discover that the complaint is already being appropriately addressed by another agency.

"Open" Designation

When a complaint has been concluded, the disposition is stated in the report. Complaints that were not concluded by the end of the reporting period are shown as "open."

Numbering System

Complaint numbers contain a key to the year and the month we received the complaint. The first two digits indicate the year (86 equals 1986). The second two digits indicate the month (05 equals May). The last three digits indicate the chronological order of the complaint within each month. Thus, 8605-010 refers to the tenth complaint received in May, 1986.

KING COUNTY OFFICE OF CITIZEN COMPLAINTS
SEPTEMBER 15, 1986 REPORT
ADULT DETENTION AND JAIL HEALTH

We received 429 complaints and requests for assistance from inmates in the Jail during the four month reporting period covered by the report. This is a 79% increase overall in Jail complaints since the last reporting period and a 603% increase over the same period last year. Ninety-seven of the complaints or requests involved Jail Health. For purposes of this report we've commented on those areas of complaint that seem to be timely or of the most consequence.

1) Telephones and the Public

Restricted access telephone calling will be available to inmates in the Jail sometime in November. This system will allow the inmates to access some designated court services and social service agencies without using the collect call only system. This will help inmates access necessary services. It will not help the public access the Jail.

Each day approximately seven thousand attempts are made to call the Jail. The Jail is presently responding from 12% to 50% of the incoming calls. Callers may be kept on hold for twenty minutes to four hours or more. The problem does not seem to lie with the telephone equipment; the problem is staffing levels in the reception area. On day shift two persons are assigned to respond to the telephones, handle walk-ins and to receive money and property. On swing and evening shifts one person is assigned. The volume is too great for the staffing level. Stress is high; the pay is unremarkable and there is high staff turnover.

In the old Jail the booking officers were also available to handle incoming calls and public contact. This was a distraction that is thought to have contributed to booking errors; some of which resulted in inappropriate releases. A conscious effort was therefore made to separate booking from public contact including telephones, in the design of the new jail. This arrangement has probably improved booking procedures. However, response to the public has been reduced.

Efforts need to be made to see whether calls could reasonably be forwarded to other locations for answering, or whether additional staffing is in fact the only solution.

2) Public Access-Visiting

Visits continue to be a problem. The State Jail Standards require that inmates have a minimum of three hours of visitation each week. Inmates are complaining that they are receiving significantly less time than required. Jail staff say the problem stems from an insufficient number of visiting booths to accommodate the numbers of prisoners housed in the Jail. As more permanent beds are being added to the Jail, provision needs to be made for visits.

3) Jail Health

Patient care has to be prioritized by urgency. Officers are not always available to transport inmates to hospitals, to escort medical staff on rounds, or to escort inmates from cells to the Jail medical facilities. The stress level and burnout rate for nursing staff is high. Design of the facility and the staffing levels seem to be major factors. Medical and Adult Detention Staff are working together to make whatever improvements are possible within existing constraints. Medical staff is providing evening clinics in an effort to meet health care needs. DAD staff has suggested that providing clinics on Sundays when the Jail is quiet may also help.

4) Basics: Underwear and Razors

The State Jail Standards state that the Jail "...shall insure that prisoner's ...undergarments and socks are laundered and made available to them at least twice a week." Prisoners in the King County Jail are given one set of underwear and socks upon admission. The inmate is then expected to launder the underwear and socks themselves as needed. Exchange of underwear can be made after 30 days in the Jail. Adequacy of laundering and drying facilities in the cells is less than optimum. The present system does not seem to meet the intent of the State Standards.

One razor is provided for every five inmates. Inmates known to have communicable diseases are given individual razors. Inmates have expressed concern that diseases such as hepatitis could be spread by exchange of blood products from razor skin cuts of undiagnosed persons. The National Center for Disease Control recommends against shared-use razors. DAD has so far declined to change the shared razor policy.

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: ASSESSMENTS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
APPRAISAL	6	8607-014	<p>ALLEGATION: Questions why there is no coordination between Assessments and Finance re change of address.</p> <p>DISPOSITION: Complainant did not submit change of address on correct form provided by Finance. Assessments and Finance both use a common information system. Finance maintains name and address changes and made changes on complainant's accounts.</p>
APPRAISAL	5	8605-095A	<p>PROBLEM: Questions re value of land vs. value of house.</p> <p>DISPOSITION: OPEN</p>

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
FACILITIES		8606-035	<p>ALLEGATION: Delay in receiving medical treatment because Jail elevators out of service.</p> <p>DISPOSITION: There are over 23 smoke alarms a day in the Jail. Elevators shut down when the alarms go off. Facilities is working to correct maintenance and design problems to reduce the number of elevator shut downs.</p>
	1	8607-019	<p>ALLEGATION: Delay in elevator service in courthouse.</p> <p>DISPOSITION: Delay was caused by three elevators being down; one for repair and two for renovation.</p>
ANIMAL CONTROL	6	8605-042	<p>ALLEGATION: Shelter personnel not helpful and provided erroneous information.</p> <p>DISPOSITION: Matter brought to supervisor's attention. Telephone operators reminded of appropriate procedures.</p>
		8607-018	<p>ALLEGATION: Alleged unprofessional conduct.</p> <p>DISPOSITION: Discontinued. Complainant considering submission of written complaint.</p>
		8607-022	<p>ALLEGATION: Lack of procedures for escalating and monitoring cruelty cases.</p> <p>DISPOSITION: A policy manual has been developed and circulated to officers and the public for comment. A procedures manual is planned to be developed and presented along with a training program this fall. This effort should reduce problems with enforcement on cruelty cases.</p>

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ANIMAL CONTROL	3	8608-032	ALLEGATION: Questions conduct and instruction given by animal control officer. DISPOSITION: Not substantiated.
COMPLAINT(S) FROM PREVIOUS PERIOD			
LICENSES	9	8601-017	ALLEGATION: Requests enforcement action re too many animals in SE zone and shed built too close to property line. DISPOSITION: Appropriate enforcement action was taken.
PERSONNEL	4	8606-093	ALLEGATION: Followed steps in grievance procedure as defined in Personnel Rules. May not be entitled to hearing, because rules do not contain same requirement as County Code pertaining to Personnel. DISPOSITION: Personnel Board voted that complainant have a hearing. Problems with rules brought to attention of Personnel Manager.
REAL PROPERTY	8	8605-023	ALLEGATION: Questions permit and safety procedures for moving houses on County roads. DISPOSITION: Permit is issued by Real Property. Enforcement is by Public Works Road Use Investigator, who is on call 24 hours a day. 911 operators will refer complaints about house moving to the Public Works 24 hour number.
	5	8605-072	ALLEGATION: Questions issuance of special use permits for maintenance of planting strip to persons other than adjacent property owner. DISPOSITION: Public Works and Executive Administration agree that maintenance responsibility will be assigned to adjacent owner consistent with King County Code 14.52. Special Use Permits will not be issued.

SEPTEMBER 15, 1986 REPORT
ASSISTS* BY AGENCY (May - August, 1986)

AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
FACILITIES		8607-090A PROBLEM:	No response to kites requesting light bulb in Jail.
		DISPOSITION:	Problem referred to Maintenance & Supply. Electricians have not been able to keep up with demand because of higher priorities.
	4	8607-115A PROBLEM:	Questions procedures for campaign candidates.
		DISPOSITION:	Procedures were consistent with existing policy. Policy is under review and changes will be made as necessary to maintain fairness for all candidates.
ANIMAL CONTROL	6	8605-005A PROBLEM:	Requests that Animal Control cite loose dogs in neighborhood.
		DISPOSITION:	Dogs are not loose when Animal Control arrives. Complainant given information on how to document for evidence of problem.
	1	8605-017A PROBLEM:	Dogs off leashes in County Park.
		DISPOSITION:	Manager of Animal Control will instruct officers to check on problem. Complainant and others using the park will follow up with Animal Control.
	9	8606-046A PROBLEM:	Roosters crowing in RS 7200 zone disturbing complainant's sleep.
		DISPOSITION:	Appropriate licenses supervisor is working with complainant to resolve problem.

*Assist complaints have been resolved with a quick phone call, letter, or research by Ombudsman staff, and without routing paperwork to the Director.

SEPTEMBER 15, 1986 REPORT
ASSISTS* BY AGENCY (May - August, 1986)

AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
ANIMAL CONTROL	7	8606-065A PROBLEM:	Delay in taking report regarding dog bite.
		DISPOSITION:	Complaint discontinued. Animal Control responded appropriately.
	7	8607-076A PROBLEM:	Unprofessional conduct.
		DISPOSITION:	Problems brought to the attention of Animal Control Manager.
	1	8608-022A PROBLEM:	Questions policy of giving priority to calls about dead and diseased dogs over dogs that bite.
		DISPOSITION:	There was a misunderstanding between complainant and Animal Control dispatcher in terms of defining the problem. Animal Control manager will pursue resolution of the problem with complainant.
	9	8608-030A PROBLEM:	Unprofessional conduct of Animal Control dispatcher.
		DISPOSITION:	Allegations were brought to the attention of the manager.
	3	8608-041A PROBLEM:	Questions why no response to complaint about loose and barking dogs.
		DISPOSITION:	Problem referred to department manager. Animal Control is developing a handout packet regarding how to document loose or barking dogs. Such documentation is needed in order for Animal Control to pursue with in court.

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SEPTEMBER 15, 1986 REPORT
 ASSISTS* BY AGENCY (May - August, 1986)

AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
ANIMAL CONTROL	5	8608-052A PROBLEM:	Lack of response by Animal Control and Police to barking dog problem.
		DISPOSITION:	Animal control staff reminded of responsibilities, regardless of time of day by section supervisor. Animal Control Officer will contact owner of barking dog.
LICENSES		8607-073A PROBLEM:	Questions procedure in auto licensing.
		DISPOSITION:	Discontinued. Problem had been brought to supervisor's attention. Supervisor will respond directly.
RECORDS		8606-034A PROBLEM:	Unhelpful employee.
		DISPOSITION:	Problem brought to supervisor's attention.
	4	8607-115A PROBLEM:	Questions procedures for campaign candidates.
		DISPOSITION:	Procedures were consistent with existing policy. Policy is under review and changes will be made as necessary to maintain fairness for all candidates.

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SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ALCOHOLISM SERVICES	8	8608-003	<p>ALLEGATION: Employee terminated while on probation without due process.</p> <p>DISPOSITION: Matter reviewed by Personnel Director. Action taken is consistent with personnel policies governing probationary employees.</p>
COMPLAINT(S) FROM PREVIOUS PERIOD			
ENVIRON- MENTAL	6	8604-085	<p>ALLEGATION: Lack of enforcement action for building without a permit; water, sewage and drainage systems not in compliance with code.</p> <p>DISPOSITION: Enforcement action taken two years ago for addition to mobile home with out permit. Septic system and well inadequate and not designed to code. Penalties accrued. Violator appealed to zoning examiner who granted a 6 month extension for compliance. Penalties will then be suspended.</p>
	1	8606-047	<p>ALLEGATION: Questions reasons for Health review of building/remodeling permit.</p> <p>DISPOSITION: Information provided. Review by Health Dept. was consistent with existing Board of Health Rules. Dept. will consider change in rules to allow for alternatives where remodeling impact is minimal.</p>
	5	8607-051	<p>ALLEGATION: Lack of response to request regarding a problem with drainage ditch on County right-of-way.</p> <p>DISPOSITION: Source of sewage leakage identified by Health Department, and repair made by property owner. Information on options for closing drainage ditch provided.</p>

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

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AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ENVIRON- MENTAL HEALTH	6	8608-049	ALLEGATION: Lack of enforcement for manure pile. DISPOSITION: Dept. had no record of prior complaint. Enforcement action was taken.

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST* NUMBER	ASSIST SUMMARY
ADMIN. SERVICES	8	8607-032A	PROBLEM: Problems receiving insurance and payroll benefits. DISPOSITION: Not substantiated.

ENVIRON- MENTAL	9	8607-033A	PROBLEM: Problems with health permit process for mobile home occupancy. DISPOSITION: Complainant wanted to upgrade mobile home service by community well. The well met requirements when installed, but does not conform with current requirements. Complainant unable to improve well. Encouraged to appeal.
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		8605-041A	PROBLEM: Questions why not allowed to drill well for irrigation in cemetery. DISPOSITION: Health Department has concerns about contaminants being carried to aquifer during drilling process. Health will work with complainant to resolve problems.
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	4	8605-048A	PROBLEM: Questions response to complaint about neighbor dumping hazardous materials in neighborhood. DISPOSITION: Health Department made follow up inspections which confirmed that materials were not hazardous. However, neighbor removed all materials and brought them to authorized site. Complainant is satisfied.
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SEPTEMBER 15, 1986 REPORT
ASSISTS* BY AGENCY (May - August, 1986)

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AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
ENVIRON- MENTAL	9	8605-066A	PROBLEM: Unable to resolve problems re occupancy of house with septic system. DISPOSITION: Septic system was knadequate for multiple family use and was found in violation.
	3	8607-037A	PROBLEM: Questions procedures in short plat approval and Health Dept. requirements. DISPOSITION: Information on Short Plat procedures, and Health Department requirements provided.
	3	8607-046A	PROBLEM: Lost building permit causing unnecessary requirements during home improvements. DISPOSITION: Permit located, but did not give septic tank and drain field details. Sanitarian will submit "as built" permit for approval by Health Dept.

*Assist complaints have been resolved with a quick phone call, letter, or research by Ombudsman staff, and without routing paperwork to the Director.

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: HUMAN RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
PUBLIC DEFENSE		8606-040	ALLEGATION: 1) Problems re good time. 2) Can't get in touch with public defender. 3) Jail will not transport to outlying court to face charges. DISPOSITION: Referred to directors of Public Defense and Adult Detention.
	1	8606-057	ALLEGATION: Not assigned an attorney because collect calls aren't being accepted. DISPOSITION: Complainant was arrested by a jurisdiction that does not contract with King County Office of Public Defense. Defender screener for that jurisdiction is not funded to accept collect calls.
		8606-068	ALLEGATION: Insufficient calories in jail diet; collect call phone call system is unfair; public defenders are overworked. DISPOSITION: Diet is reviewed and approved by an outside dietician. The calorie count is believed adequate for primarily sedentary persons. Problem with collect call system has been brought to the attention of appropriate authorities.

SEPTEMBER 15, 1986 REPORT
ASSISTS* BY AGENCY (May - August, 1986)

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AGENCY: HUMAN RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
PUBLIC DEFENSE		8605-040A PROBLEM:	Questions delay in getting assigned an attorney; believes will spend more time in Jail until court date is set than judge would sentence.
		DISPOSITION:	Problem referred to Public Defense.
	5	8605-087A PROBLEM:	Questions why not being brought before judge for post-sentence hearing.
		DISPOSITION:	Judge reviewed reports by probation officer and attorney and decided not to have inmate appear.
		8605-092A PROBLEM:	Fugitive held in Jail longer than 15 days, wants to go before judge' no help from Public Defender.
		DISPOSITION:	Other state decided not to extradite complainant, so complainant was released. Problem with public defender was brought to attention of supervisor.
	5	8605-093A PROBLEM:	Unable to find who has been assigned as public defender.
		DISPOSITION:	Information was provided.
		8606-027A PROBLEM:	Requests assistance in obtaining alcohol treatment.
		DISPOSITION:	Referred to attorney and probation officer.

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SEPTEMBER 15, 1986 REPORT
ASSISTS* BY AGENCY (May - August, 1986)

AGENCY: HUMAN RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
PUBLIC DEFENSE		8606-036A PROBLEM:	Can't get in touch with attorney.
		DISPOSITION:	Referred to Director of Public Defense.
	5	8607-117A PROBLEM:	Attorney not responding to request to correct court order..
		DISPOSITION:	Matter discussed with attorney. Attorney will take appropriate action.
	7	8608-059A PROBLEM:	Denial of counsel resulting in being held in Jail too long.
		DISPOSITION:	Not substantiated.

AGENCY: JUDICIAL ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
		8605-055A PROBLEM:	Delay in release.
		DISPOSITION:	Release order located in Department of Judicial Administration and forwarded to Jail.

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SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PLANNING & COMMUNITY DVLPT.

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD- GRADING	7	8605-079	<p>ALLEGATION: No followup re loads of fill being brought in and raising level of property 12 - 20 feet higher than adjoining properties.</p> <p>DISPOSITION: Stop work order placed. SWM called for and approved revised plans. BALD will also review, including evaluation by staff geologist.</p>
	1	8606-070	<p>ALLEGATION: Delay in action to remove illegal fill which caused mud slide.</p> <p>DISPOSITION: Illegal fill removed and replaced with appropriate fill. Grading and Code Enforcement monitoring completion of final drainage system by property owner.</p>
	6	8606-087	<p>ALLEGATION: Illegal filling along Cedar River.</p> <p>DISPOSITION: Site inspected by Code Enforcement and Surface Water Management. Improvements being made are in compliance with requirements of permit.</p>
COMPLAINT(S) FROM PREVIOUS PERIOD			
BALD BUILDING PLAN REVIEW	9	8603-064	<p>ALLEGATION: Questions land use by neighbor.</p> <p>DISPOSITION: Filling had obstructed drainage flow in violation of short plat requirements. Appropriate notice was given to violator by Code Enforcement to bring property into compliance.</p>
	7	8606-053	<p>ALLEGATION: Questions responsibility for road improvements in connection with subdivision process.</p> <p>DISPOSITION: BALD worked with Public Works and resolved problem to complainant's satisfaction.</p>

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PLANNING & COMMUNITY DEVELOP.

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD BUILDING PLAN REVIEW	6	8606-078	ALLEGATION: Building permit requirements inconsistent with short plat conditions. DISPOSITION: Changes in health regulations after short plat approval prohibit issuance of building permit. Complainant given information on resubmission and appeal procedure.
		8607-079	ALLEGATION: Lack of response to request for information about construction permit. DISPOSITION: OPEN
		8607-116	ALLEGATION: No answer at 344-6743 for general zoning information when staff in on break. DISPOSITION: Staff is assigned to answer phones. At times, phone may ring for a long period when staff is involved with in-person customers.
		8608-010	ALLEGATION: Questions why plans have not been reviewed although check for \$508 for plans review was cancelled two months ago. DISPOSITION: An error in processing plans in SWM caused delay. Process was changed to reduce chance of errors in future.
		8608-047	ALLEGATION: Delay in processing building permit. DISPOSITION: Technical code violations and design problems caused initial delay. Building and Land Development Manager proposing changes in commercial building permit process to shorten processing time.

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PLANNING & COMMUNITY DEVELOP.

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD- BUILDING INSPECTION	9	8605-080	<p>ALLEGATION: Clearing in violation of plat conditions.</p> <p>DISPOSITION: Not substantiated. Site inspected, clearing found to be within limits of plat road and drainage conditions. No code violations found.</p>
		8607-031	<p>ALLEGATION: Staff not available to receive calls on Friday afternoon.</p> <p>DISPOSITION: Manager will provide training, and additional staff, if necessary, to insure proper response to telephone calls.</p>
COMPLAINT(S) FROM PREVIOUS PERIOD			
BALD-CODE ENFORCEMENT	6	8508-016	<p>ALLEGATION: Nonenforcement of code violation.</p> <p>DISPOSITION: Appropriate enforcement action was taken. Property owner wouldn't bring property into compliance so work was contracted out. Lien will be placed on property.</p>
	9	8601-017	<p>ALLEGATION: Requests enforcement action re too many animals in SE zone and shed built too close to property line.</p> <p>DISPOSITION: Appropriate enforcement action was taken.</p>
	1	8601-023	<p>ALLEGATION: Requests code enforcement.</p> <p>DISPOSITION: Code Enforcement brought property into compliance. Public Works staff worked with complainant and developer's engineer to reach satisfactory solution.</p>

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PLANNING & COMMUNITY DEVELOP.

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
COMPLAINTS FROM PREVIOUS PERIOD			
BALD-CODE ENFORCE- MENT	7	8602-024	ALLEGATION: Zoning violation and illegal use of County right-of-way. DISPOSITION: Mobile home park manager removed "no parking" signs from right-of-way as directed by Code Enforcement.
	6	8602-055	ALLEGATION: Lack of enforcement of building code violation. DISPOSITION: Zoning reclassification conditions brought to attention of BALD and Development Inspections. Enforcement action taken.
	3	8604-009	ALLEGATION: Requests parking restrictions on 131st Ave. NE. DISPOSITION: Information on how to obtain parking restrictions provided to complainants. Parking problem resulted from conversion of residential to commercial adjacent to residential area.
	3	8604-068	ALLEGATION: Lack of code enforcement on nursery operating in a General (G) zone. DISPOSITION: Horticultural nursery business was found to be in compliance with zoning code. There are presently no requirements or review processes to address impacts of such activity in a residential zone.
	6	8604-085	ALLEGATION: Lack of enforcement action for building without a permit; water, sewage and drainage systems not in compliance with code. DISPOSITION: Enforcement action taken two years ago for addition to mobile home without permit. Septic system and well inadequate and not designed to code. Penalties accrued. Violator appealed to zoning examiner who granted a 6 month extension for compliance. Penalties will be suspended if property is brought into compliance.

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PLANNING & COMMUNITY DEVELOP.

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD-CODE ENFORCE- MENT	9	8605-022	ALLEGATION: Inadequate code enforcement: auto wrecking in residential zone. DISPOSITION: Public Safety and Code Enforcement responded. Situation is much improved.
	8	8605-101	ALLEGATION: Delay in response to Code Enforcement. DISPOSITION: Enforcement action taken. Business moved from residential zone.
	6	8606-004	ALLEGATION: Lack of response to secure an abandoned house. DISPOSITION: Appropriate enforcement action was taken.
	7	8606-091	ALLEGATION: Bulkhead and cabana being constructed in County right-of-way without permit. DISPOSITION: OPEN
	9	8607-025	ALLEGATION: Auto repair shop operating in a residential zone; disturbing neighbors. DISPOSITION: Public Safety Officer counseled violator regarding applicable ordinances. Code Enforcement will also take appropriate enforcement action.
	9	8607-103	ALLEGATION: Lack of code enforcement regarding heavy equipment in residential zone; and duplexes in single family zone. DISPOSITION: Appropriate enforcement action was taken.

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PLANNING & COMMUNITY DEVELOP.

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD-CODE ENFORCE- MENT		8608-006	<p>ALLEGATION: Event attendees concerned about drug and alcohol abuse at race facility.</p> <p>DISPOSITION: Manager acknowledged being short on security for event in question. Complainant will work with manager and participate in BALD conditional use permit process to help assure better security. Director of Public Safety will continue to provide external enforcement with available manpower.</p>
	9	8608-011	<p>ALLEGATION: Business operating in a residential zone.</p> <p>DISPOSITION: Not substantiated.</p>
	8	8608-029	<p>ALLEGATION: Lack of enforcement on home being built without permit.</p> <p>DISPOSITION: A permit had been issued. However, construction progress was slow and site was messy. Inspectors will work with builder and complainant to resolve problem.</p>
	7	8608-057	<p>ALLEGATION: Alleged rude treatment by County employee and recurring code violation.</p> <p>DISPOSITION: Appropriate action taken by manager with regard to employee. Enforcement case reopened for further action.</p>
	3	8608-058	<p>ALLEGATION: Questions basis for code enforcement action.</p> <p>DISPOSITION: Matter related to lack of a permit for a mobile home. Prosecuting Attorney is handling the case.</p>

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PLANNING & COMMUNITY DEVELOP.

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
COMPLAINT(S) FROM PREVIOUS PERIOD			
BALD- SUBDIV. ADMIN.	5	8507-048	ALLEGATION: Seeks more rigorous enforcement of road standards in new plat. DISPOSITION: Notice and Order issued following lengthy process of attempts to obtain compliance. Builder has appealed.
	1	8604-098	ALLEGATION: Contractor undercut bank resulting in road closure. DISPOSITION: Actions to correct road failure being monitored by BALD staff in conjunction with building permit. Public Works and Pros. Atty. Office are also involved.
	6	8606-069	ALLEGATION: Delay in approval of short plat. DISPOSITION: Manager will work with complainant to resolve problem.
PARKS	1	8605-032	ALLEGATION: Questions reasons for closing of County Park. DISPOSITION: Councilmember is working with Parks to resolve problems. Complainant was referred to Councilmember.
	1	8605-044	ALLEGATION: Lack of maintenance in County park. DISPOSITION: Maintenance performed. Funding being sought for major repairs as problem is recurrent.

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PLANNING & COMMUNITY DVLPT.

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
PARKS	4	8605-045	<p>ALLEGATION: Surface water from County park draining onto condominium property.</p> <p>DISPOSITION: Surface water flows off a portion of park into natural drainage course. Development upstream increased flows into 12-inch pipe system toward condominium before County adopted drainage controls. Problem was determined to be a private matter.</p>
	8	8605-065	<p>ALLEGATION: Problems with utilization of playing fields and lighting.</p> <p>DISPOSITION: Little League users are not always notifying County schedulers of cancellations. Thus it appears to League members there are mischeduled empty fields. Problem with lighting results when Little League fails to notify County of need for lights beyond specified hours. Complainant will work with League members to resolve problem.</p>
		8607-012	<p>ALLEGATION: Poor maintenance of White Center park stadium.</p> <p>DISPOSITION: Appropriate repairs were made. Funds have been requested in 1987 to correct paint peeling problem in grandstand.</p>
		8607-100	<p>ALLEGATION: Electrical power being provided to private residence from Park Department facility.</p> <p>DISPOSITION: Not substantiated. Puget Power verified County not being billed.</p>

SEPTEMBER 15, 1986 REPORT
ASSISTS* BY AGENCY (May - August, 1986)

AGENCY: PLANNING & COMMUNITY DVLPT.

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
COMPLAINT(S) FROM PREVIOUS PERIOD			
BALD- GRADING	6	8602-051A PROBLEM:	Requests enforcement action against filling and grading; mud on street.
		DISPOSITION:	Appropriate enforcement action was taken.
	1	8605-067A PROBLEM:	Grading without permit and building on fill. Drainage affected.
		DISPOSITION:	Builder filed application for revision of plat. Revision reviewed by Surface Water Management and Building and Land Development.
	6	8605-104A PROBLEM:	Questions re access of public document (plans).
		DISPOSITION:	Plans owner asked courts for a protective order. County prosecutor argued plans are public. Court agreed. Plans will be given unless appeal is filed.
	6	8606-029A PROBLEM:	Questions why traffic is being backed up during commuter hours to let trucks go into landfill.
		DISPOSITION:	Grading Section arranged with developer for alternate route.
		8606-033A PROBLEM:	Illegal dumping.
		DISPOSITION:	Enforcement action taken.

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ASSISTS* BY AGENCY (May - August, 1986)

AGENCY: PLANNING & COMMUNITY DVLPT.

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
BALD- GRADING	7	8606-076A PROBLEM:	Illegal fill. DISPOSITION: Fill is several years old. Inspectors concluded it is basically in compliance with code so no permit is required at this point in time.
	6	8607-110A PROBLEM:	Contractor continues to fill even though stop work order posted. DISPOSITION: Contractor acknowledged violation, but said he'd rather pay \$200 a day penalty than stop. Court requires that irreparable harm be shown before an injunction will be issued. BALD concluded irreparable harm could not be shown in this case. Therefore, fill continued. Complainants challenged under SEPA regulations. This complaint illustrates again need for changes in grading ordinance and procedures.
	6	8608-005A PROBLEM:	Trucks from gravel pit dropping gravel on road causing hazard. DISPOSITION: Problem resulted from 3 separate operations involving transport of materials as well as gravel hauling. Grading Inspector and Road Use Investigator issued a stop work order on 1 fill project and assessed penalties for violations. Problems brought under control by the 3 operators.
COMPLAINT(S) FROM PREVIOUS PERIOD			
BALD- BUILDING PLAN REVIEW	3	8604-116A PROBLEM:	Requests a halt to building permits and development until private road is adequate for access to area. DISPOSITION: OPEN

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ASSISTS* BY AGENCY (May - August, 1986)

AGENCY: PLANNING & COMMUNITY DEVELOP.

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
BALD - BUILDING PLAN REVIEW	7	8605-098A	<p>PROBLEM: Delay in approval of permit for building a dock.</p> <p>DISPOSITION: Permit was issued. Delay was caused in part because complainant had originally constructed dock with out permit. Decision had to be made as to whether dock must be moved to be brought into compliance with shoreline act.</p>
	3	8607-046A	<p>PROBLEM: Lost building permit causing unnecessary requirements during home improvements.</p> <p>DISPOSITION: Permit located, but did not give septic tank and drain field details. Sanitarian will submit "as built" permit for approval by Health Dept.</p>
	3	8607-070A	<p>PROBLEM: Inappropriate use of County car.</p> <p>DISPOSITION: Discontinued. Manager had already received complaint and will investigate and take appropriate action.</p>
	3	8607-074A	<p>PROBLEM: Improper use of County vehicle.</p> <p>DISPOSITION: Discontinued. Manager had already received complainant and will investigate and take appropriate action.</p>
	1	8607-091A	<p>PROBLEM: New permit issued without checking requirements of Zoning Examiner decision.</p> <p>DISPOSITION: Examiner required double fronting of shops to encourage circulation to adjacent mall. New owner obtained permit to close up one front. Complainant was correct and appropriate corrective action was taken by BALD.</p>

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SEPTEMBER 15, 1986 REPORT
ASSISTS* BY AGENCY (May - August, 1986)

AGENCY: PLANNING & COMMUNITY DEVELOP.

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
BALD - BUILDING PLAN REVIEW	7	8608-016A PROBLEM:	Questions why required to provide 30 foot turnaround to short plat two lots in developed area.
		DISPOSITION:	Requirements were according to current code. Complainant given information about appeal process.
ASSISTS FROM PREVIOUS PERIOD			
BALD-CODE ENFORCE-		8603-049A PROBLEM:	Request for enforcement action against house on blocks and junk cars in yard and on road.
		DISPOSITION:	OPEN
		8604-075A PROBLEM:	Lack of code enforcement against a business operating in a residential zone.
		DISPOSITION:	Not substantiated.
		8606-019A PROBLEM:	Requests enforcement action on code violation re junk cars.
		DISPOSITION:	Appropriate enforcement action was taken.
	8	8606-052A PROBLEM:	Day care center operating in residential zone disturbing neighbors.
		DISPOSITION:	Day care center was found to be substantially in compliance with Code. Information on requirements was provided to complainant along with enforcement referral information.

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AGENCY: PLANNING & COMMUNITY DVLPT.

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
BALD- SUBDIVISION ADMIN.	6	8608-001A PROBLEM:	Questions why conditions of short plat that were agreed upon have been changed.
		DISPOSITION:	Miscommunication was the problem. BALD staff resolved concerns with complainant.
HOUSING & COMMUNITY DVLPT.		8606-059A PROBLEM:	Questions procedures and regulations for housing repair loan.
		DISPOSITION:	Information provided.
PARKS	8	8606-037A PROBLEM:	Believes Parks boat ramp parking should be open to public in evening.
		DISPOSITION:	Customers of nearby restaurant would park their cars in boat launch area when restaurant parking lot was full. Appropriate enforcement action was taken.
	1	8606-043A PROBLEM:	Request for maintenance on County property.
		DISPOSITION:	Public Works and Parks followed up on requests.
	7	8607-085A PROBLEM:	Questions why open space trails are being developed.
		DISPOSITION:	Trails were required as plat condition in 1976. Construction had been delayed until a major portion of the plat was developed.
		8607-093A PROBLEM:	Intentional delay in processing grievance settlement.
		DISPOSITION:	Not substantiated.

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SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PUBLIC SAFETY

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
CRIMINAL INVESTIGATIONS	1	8607-053	<p>ALLEGATION: Questions manner in which detective is handling case.</p> <p>DISPOSITION: The process in this case involves a bank fraud unit. The complainant had difficulty understanding the role of the agencies involved. Public Safety continues to work with the bank and complainant to solve the crime.</p>
COMPLAINT(S) FROM PREVIOUS PERIOD			
FIELD OPERATIONS	3	8604-009	<p>ALLEGATION: Requests parking restrictions on 131st Ave. NE</p> <p>DISPOSITION: Information on process provided to complainants. Parking problem resulted from conversion of residential to commercial adjacent to residential street.</p>
	9	8606-061	<p>ALLEGATION: Ongoing problem with indiscriminate shooting on County property.</p> <p>DISPOSITION: OPEN</p>
	9	8607-025	<p>ALLEGATION: Auto repair shop operating in a residential zone; disturbing neighbors.</p> <p>DISPOSITION: Public Safety Officer counseled violator regarding applicable ordinances. Code Enforcement will also take appropriate enforcement action.</p>
		8607-027	<p>ALLEGATION: Unprofessional conduct.</p> <p>DISPOSITION: Not substantiated.</p>

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PUBLIC SAFETY

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
FIELD OPERATIONS	9	8607-077	ALLEGATION: Questions officer's conduct. DISPOSITION: Complaint brought to the Sheriff's attention.
	6	8608-004	ALLEGATION: Police officers not responsive to citizen's concerns. DISPOSITION: Appropriate action taken by investigating officers.
		8608-006	ALLEGATION: Event attendees concerned about drug and alcohol abuse at race facility. DISPOSITION: Manager acknowledged being short on security for event in question. Complainant will work with manager and BALD conditional use permit process to help assure better security. Director of Public Safety will continue to provide external enforcement with available manpower.
	6	8608-012	ALLEGATION: Questions why no one showed up although dispatcher said someone would be sent to check on disturbance and fire. DISPOSITION: Problem was loud juveniles lighting paper with matches. Officers in area were involved in a higher priority incident. An officer did check the area 1 hour 24 minutes after the problem was reported. No suspects were at the scene at that time.
	9	8608-043	ALLEGATION: Being billed for ambulance that was called for by arresting officer. DISPOSITION: Call for ambulance is routine when officer concluded citizen requires medical attention. Complainant was given suggestions on possible ways of being reimbursed.

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SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PUBLIC SAFETY

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
FIELD OPERATIONS	2	8608-055	ALLEGATION: Questions seizure of valid out-of-state driver's license when not related to a traffic matter. DISPOSITION: Officer acted on information that complainant had two valid driver's licenses in violation of state law.

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST* NUMBER	ASSIST SUMMARY
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ASSISTS FROM PREVIOUS PERIOD

FIELD OPERATIONS	3	8602-062A	PROBLEM: Requests enforcement action against noisy motorcycles. DISPOSITION: Dept. takes appropriate enforcement action when motorcycles are active
	7	8605-030A	PROBLEM: Lack of information of traffic injury accident. DISPOSITION: Complainant had requested records from the local precinct. Fees are involved, so all record requests are handled by the Records Unit at the Courthouse. Complainant obtained records from Courthouse records.

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ASSISTS* BY AGENCY (May - August, 1986)

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AGENCY: PUBLIC SAFETY

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
FIELD OPERATIONS	9	8606-086A PROBLEM:	Questions information re no shooting areas.
		DISPOSITION:	Information and appropriate code section provided.
	5	8606-090A PROBLEM:	Lack of response to request for removal of abandoned vehicle.
		DISPOSITION:	Matter referred to Public Safety. Auto will be investigated and tagged and impounded if necessary.
	7	8608-037A PROBLEM:	Questions police procedure regarding impound of car and intimidation.
		DISPOSITION:	Department indicates that correct action was taken. Complainant referred to attorney for resolution of legal problem.
	5	8608-052A PROBLEM:	Lack of response by Animal Control and Police to barking dog problem.
		DISPOSITION:	Animal control staff reminded of responsibilities, regardless of time of day by section supervisor. Animal Control Officer will contact owner of barking dog.
TECHNICAL SERVICES	6	8607-087A PROBLEM:	Believes fee for copy of police report is excessive.
		DISPOSITION:	Fee established by County Ordinance. Copy of ordinance provided.
	5	8608-035A PROBLEM:	Questions coordination between 911 and volunteer fire departments.
			Poor response time.

DISPOSITION: Problem was with volunteer fire department.

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SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	1	8607-008	<p>ALLEGATION: Reader board for gas station causing traffic hazard.</p> <p>DISPOSITION: Roads division staff contacted and informed owner of legal requirements. Owner will move sign.</p>
COMPLAINT(S) FROM PREVIOUS PERIOD			
ROADS	7	8507-046	<p>ALLEGATION: Lack of maintenance on county drainage easement.</p> <p>DISPOSITION: OPEN</p>
	1	8603-010	<p>ALLEGATION: Inadequate drainage to handle new development on top of hill.</p> <p>DISPOSITION: Discontinued. Claim was filed. Problem appeared to have been caused by January 18, 1986, storm combined with new construction in area.</p>
	1	8603-092	<p>ALLEGATION: Fence installed across right-of-way causing pedestrian traffic to come across private property.</p> <p>DISPOSITION: Roads Division decided to leave fence in place to discourage pedestrian traffic along unsafe shoulder. Area may be included in Department's Capital Improvement Program.</p>
	8	8604-074	<p>ALLEGATION: 1) Requests inspection of driveway re standards and hazards from washing rocks. 2) Knoll and stump near bend in road in road creating sight distance hazard.</p> <p>DISPOSITION: Cooperative effort was made by Public Works and BALD inspectors to bring driveways into compliance.</p>

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	1	8604-098	ALLEGATION: Contractor undercut bank resulting in road closure. DISPOSITION: Actions to correct road failure being monitored by BALD staff in conjunction with building permit. Public Works and Pros. Atty. Office are also involved.
	2	8605-002	ALLEGATION: Neighbor building fence on County right-of-way. DISPOSITION: OPEN
	1	8605-011	ALLEGATION: illegal dumping on County park property. DISPOSITION: Public Works will install "no dumping" signs and barriers to deter dumping by public.
	9	8605-047	ALLEGATION: Rude and unhelpful employee. DISPOSITION: Supervisor took appropriate action.
	1	8605-102	ALLEGATION: County traffic signals do not smoothly interface with those on State Highway, causing lengthy delay. DISPOSITION: Public Works coordinated resolution of problem with State Department of Transportation.

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	9	8606-061	ALLEGATION: Ongoing problem with indiscriminate shooting on County property. DISPOSITION: OPEN
	7	8606-091	ALLEGATION: Bulkhead and cabana being constructed in County right-of-way without permit. DISPOSITION: OPEN
	3	8606-094	ALLEGATION: Delay in disposition of performance bond so plat roads and drainage can be brought up to standard by County. DISPOSITION: Development Inspection is working with Prosecutor's Office to resolve problem.
	8	8607-101	ALLEGATION: Questions number of personnel and technique used to trim vegetation. DISPOSITION: OPEN
	6	8608-023	ALLEGATION: Boundary marker removed 2 years ago by County crew. Complainant told marker would be replaced, but nothing was done. DISPOSITION: OPEN
	6	8608-033	ALLEGATION: Questions why County gave permission to developer to use private road. DISPOSITION: County did not give permission. Complainant will pursue with developer's attorney.

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	1	8608-048	ALLEGATION: Questions placement of commercial signs on County right of way. DISPOSITION: Investigation discontinued. Complainant pursuing legislative changes with County Council.
SOLID WASTE		8606-006	ALLEGATION: County truck spilling debris on freeway. DISPOSITION: The mesh covering the trailer in question was repaired.
	1	8606-010	ALLEGATION: Transfer station opened one hour late. DISPOSITION: Employee erred in decision to open. Supervisor took appropriate action.
	1	8608-042	ALLEGATION: Excessive odor from Rose Hill transfer station. DISPOSITION: OPEN
COMPLAINT(S) FROM PREVIOUS PERIOD			
SURFACE WATER MGT.	9	8601-046	ALLEGATION: Culvert not installed according to drainage plan resulting in runoff onto complainant's property. Concerns that new development will create even more drainage problems. DISPOSITION: OPEN

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
SURFACE WATER MGT.	9	8603-064	ALLEGATION: Questions land use by neighbor. DISPOSITION: Filling had obstructed drainage flow in violation of short plat requirements. Appropriate notice was given to violator by Code Enforcement to bring property into compliance.
	8	8604-074	ALLEGATION: 1) Requests inspection of driveway re standards and hazards from washing rocks. 2) Knoll and stump near bend in road in road creating sight distance hazard. DISPOSITION: Cooperative effort was made by Public Works and BALD inspectors to bring driveways into compliance.
	6	8605-033	ALLEGATION: Seeks solution for severe water drainage problem. DISPOSITION: Problem resulted from filling and landscaping activities in a very sensitive drainage area. Owners agreed to work with original developer to address drainage consistent with drainage protection language in their community club covenants.
	4	8605-045	ALLEGATION: Surface water from County park draining onto condominium property. DISPOSITION: Surface water flows off a portion of park into natural drainage course. Development upstream increased flows into 12-inch pipe system toward condominium before County adopted drainage controls. Problem is a private matter.

SEPTEMBER 15, 1986 REPORT
COMPLAINTS BY AGENCY (May - August, 1986)

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
SURFACE WATER MGT.	6	8605-076	ALLEGATION: Plat began prior to approval and with only grading permit. Even though stop work order has been posted, developer continues to work. Impacting drainage, violations of approved plat conditions.
			DISPOSITION: Corrective action was taken by BALD and Public Works to bring the plat into compliance. Drainage concerns are being closely monitored and will be addressed by SWM as necessary.
	9	8605-080	ALLEGATION: Clearing in violation of plat conditions.
			DISPOSITION: Not substantiated. Site inspected, clearing found to be within limits of plat road and drainage conditions. No code violations found.
		8608-010	ALLEGATION: Questions why plans have not been reviewed although check for \$508 for plans review was cancelled two months ago.
			DISPOSITION: An error in processing plans in SWM caused delay. Process was changed to reduce chance of errors in future.
		8608-015	ALLEGATION: County vehicle being driven too fast.
			DISPOSITION: Supervisor discussed complaint with driver, and reminded driver of responsibilities in operating County vehicles.

SEPTEMBER 15, 1986 REPORT
ASSISTS* BY AGENCY (May - August, 1986)

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
ROADS	5	8605-049A PROBLEM:	Delay in response re sign on County right-of-way. DISPOSITION: Not substantiated.
		8606-002A PROBLEM:	Questions re status of road. DISPOSITION: Road is on private property; neither owned or maintained by property.
	1	8606-043A PROBLEM:	Request for maintenance on County property. DISPOSITION: Public Works and Parks followed up on requests.
	4	8607-002A PROBLEM:	Rude employee answering telephone. DISPOSITION: Problem was brought to the attention of supervisor.
	5	8607-049A PROBLEM:	Overgrown shrubbery on County right-of-way. DISPOSITION: Road Maintenance contacted. Shrubby removed by adjacent owner.
	8	8608-021A PROBLEM:	Dust from County storage pit blowing into residential area. DISPOSITION: Pit was owned by State Dept. of Transportation. Public Works advised complainant of ownership.

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SEPTEMBER 15, 1986 REPORT
 ASSISTS* BY AGENCY (May - August, 1986)

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
ROADS	3	8608-024A PROBLEM:	Requests improvement on County Road to eliminate public access to private property.
		DISPOSITION:	Information provided on procedure to relocate private gate on County road.
SOLID WASTE	6	8605-026A PROBLEM:	Questions if there any regulations on garbage trucks hauling garbage on residential streets.
		DISPOSITION:	No restrictions exist at this location. Trucks are allowed to use this route as an alternative to another under construction.
SURFACE WATER MGT.	1	8605-067A PROBLEM:	Grading without permit and building on fill. Drainage affected.
		DISPOSITION:	Builder filed application for revision of plat. Revision reviewed by Surface Water Management and Building and Land Development.
	6	8606-064A PROBLEM:	Questions discrepancy between plat conditions and Surface Water Management requirements.
		DISPOSITION:	Information provided. Complainant will appeal notice and order.
	7	8608-007A PROBLEM:	Delay in review of short plat application by Surface Water Mgt.
		DISPOSITION:	Delay caused in part because engineer hadn't submitted acceptable drainage plans. Complainant posted additional bond and obtained temporary occupancy permit from BALD.

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SEPTEMBER 15, 1986 REPORT
ASSISTS* BY AGENCY (May - August, 1986)

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
SURFACE WATER MGT.	1	8605-067A PROBLEM:	Grading without permit and building on fill. Drainage affected.
		DISPOSITION:	Builder filed application for revision of plat. Revision reviewed by Surface Water Management and Building and Land Development.
	6	8606-064A PROBLEM:	Questions discrepancy between plat conditions and Surface Water Management requirements.
		DISPOSITION:	Information provided. Complainant will appeal notice and order.
	7	8608-007A PROBLEM:	Delay in review of short plat application by Surface Water Mgt.
		DISPOSITION:	Delay caused in part because engineer hadn't submitted acceptable drainage plans. Complainant posted additional bond and obtained temporary occupancy permit from BALD.
	1	8608-034A PROBLEM:	Questions why storm drainage system scheduled for completion next year has been postponed.
		DISPOSITION:	OPEN

COMPLAINT(S) FROM PREVIOUS PERIOD

ROADS	8604-092A PROBLEM:	Questions variations in working hours by employees performing the same work.
	DISPOSITION:	Differential work hours are long standing past practice. Standardization will require resolution via collective bargaining.

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SEPTEMBER 15, 1986 REPORT
ASSISTS* BY AGENCY (May - August, 1986)

AGENCY: YOUTH SERVICES

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
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5	8605-034A	PROBLEM:	Denial of interview for employment.
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DISPOSITION: Complainant will pursue grievance procedure under personnel rules.

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