

CR-Sent.
4-26-89

OFFICE OF CITIZEN COMPLAINTS

(OMBUDSMAN)

King County, Washington

CR-Sent
MFL

114938

September 15, 1988 Report

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SEPTEMBER 15, 1988

KING COUNTY WASHINGTON
OFFICE OF CITIZEN COMPLAINTS
(OMBUDSMAN)

NCJRS

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U.S. Department of Justice
National Institute of Justice

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King County
Office of Citizen Complaints
C213 King County Courthouse
Seattle, Washington 98104
(206) 296-3452 or 296-5289

September 15, 1988

Honorable Members of County Council
402 King County Courthouse
Seattle, WA 98104

SUBJECT: SEPTEMBER 15, 1988 REPORT TO THE COUNCIL AS REQUIRED IN
KING COUNTY CODE 2.52.150

Dear County Council Members:

During the May-August report period about 4,590 citizens contacted the Office. The majority of the citizens' problems were resolved with information and referral or other brief assistance. The remaining 115 were investigated as complaints.

Of the total contacts about 2,000 were from inmates in the Jail. Because of this volume, we only accepted 16 inmate complaints for individual investigation. Problem areas or patterns were identified, however, and brought to the attention of the Director of Adult Detention. Among the concerns addressed were: medical transport, mail distribution, timely credit of monies to inmate accounts, procedures for care of inmates held in restraints, property loss, care of pregnant inmates.

The Director has been open and cooperative in addressing the issues. Permanent solutions, however, are not likely to occur until the overcrowding and staffing problems are resolved.

Two additional issues that surfaced during this reporting period and which merit further consideration are: 1) Hiring procedures for manager, assistant manager, and administrative assistant positions and 2) Employment accommodation for employees who become disabled on the job.

A. Inquiry into complaints about the County hiring procedures for exempt positions indicates that:

1. Some positions classified as exempt by the County are not exempt from federal equal employment opportunity requirements.
2. There is no provision in the County Code requiring publication and open recruitment for these positions.

Consequently, such positions may be filled without giving minorities, women, and the public in general an opportunity to compete for the positions.

The Equal Employment Opportunity Commission Guidelines (EEOC) 605.11(c) state that to qualify as an exempt position on the policy making level, the appointee must be exempt from state or local civil service laws, must have been personally appointed by the elected official; the position occupied must be a policymaking one at the highest level of a department or agency of a state or local government. Thus, it appears that director positions are exempt while manager, assistant manager, and administrative assistant positions are not.

The County Executive acknowledges the County positions, other than those appointed directly by the Executive and Assessor, may not be exempt from EEOC Guidelines. However, it was pointed out that these positions are not covered by the County's Personnel Guidelines since the County's Personnel Ordinance pertains only to Career Service employees. Consequently, there is no requirement for publication and open recruitment for these positions. Additionally, it was stated that minorities are well represented in the above categories, and that the percentages exceed the Affirmative Action goal.

The May, 1988, Affirmative Action statistics indicate that the problem does not lie with the Executive's appointment of directors; rather the problem is with the directors' appointments of division managers and the directors' and managers' appointments of administrative assistants and assistant managers.

Of the 28 division manager positions, 9 are filled by minorities and women (4 minority male, 1 minority female, and 4 white female).

Of the 34 administrative assistant and assistant manager positions, 22 are minorities and women (14 white female, 4 minority male, and 4 minority female).

It is apparent that representation of women and minorities is not balanced in these positions. Presently, department directors and division managers are not required to advertise or follow personnel procedures in hiring for these positions. The positions can be filled from their own network of contacts and without consideration of Affirmative Action goals. Such appointments appear unfair and do not provide for equal opportunity to compete for jobs.

Recommendation: Change the County's Personnel and Affirmative Action ordinances to assure:

1. that the subject positions are advertised and provide equal opportunity for promotion and hiring and;
2. selective certification, as appropriate, for manager, assistant manager, and administrative assistant positions to assure opportunities for women and minorities in both of those classifications.

B. State and Federal laws require employers to reasonably accommodate otherwise qualified disabled employees, unless the employer can demonstrate that accommodation imposes undue hardship on the conduct of the employer's business. Failure to comply with the requirements of the laws can result in liability for the employer and loss of self-insured status.

King County employees who become disabled are in many cases finding it difficult to retain their job or to be placed in an appropriate job in another County department. There are several reasons for the employees' difficulties:

1. Directors and managers may refuse to accommodate another County agency's handicapped employee(s). The directors and managers do not appear to perceive that they represent King County as an employer, but instead perceive themselves as independent employers.
2. Competing Affirmative Action goals can result in a hiring authority choosing to hire a person from a minority category rather than the disabled category--whether or not the minority group targeted was represented on the current employment list. Supplemental recruitment can be used to accommodate this decision.
3. Disabled police officers not only have to cope with the above, but also with interpretation of RCW 41.14 pertaining to civil service requirements relevant to competitive exam for all civil service positions; scarcity of suitable positions within Public Safety; conflicts that arise when exempt staff is paid less than a disabled officer performing the same work; significantly reduced disability and pension benefits for those officers hired under Law Enforcement Officers and Fire Fighters (LEOFF I) as opposed to those received under LEOFF II.

Work has been underway for several months on an Executive Order that would give direction to the departments relevant to their duty to accommodate disabled employees. A recent motion of the Council has added impetus to development of the Order.

Recommendation: Implementation of the Executive Order as soon as possible. Implementation should include training by the Prosecutor's staff to assure that directors and managers understand their responsibilities as King County employers.

Recommendation: County Lobbyist review of the state statutes that hinder placement of disabled police officers within their own departments.

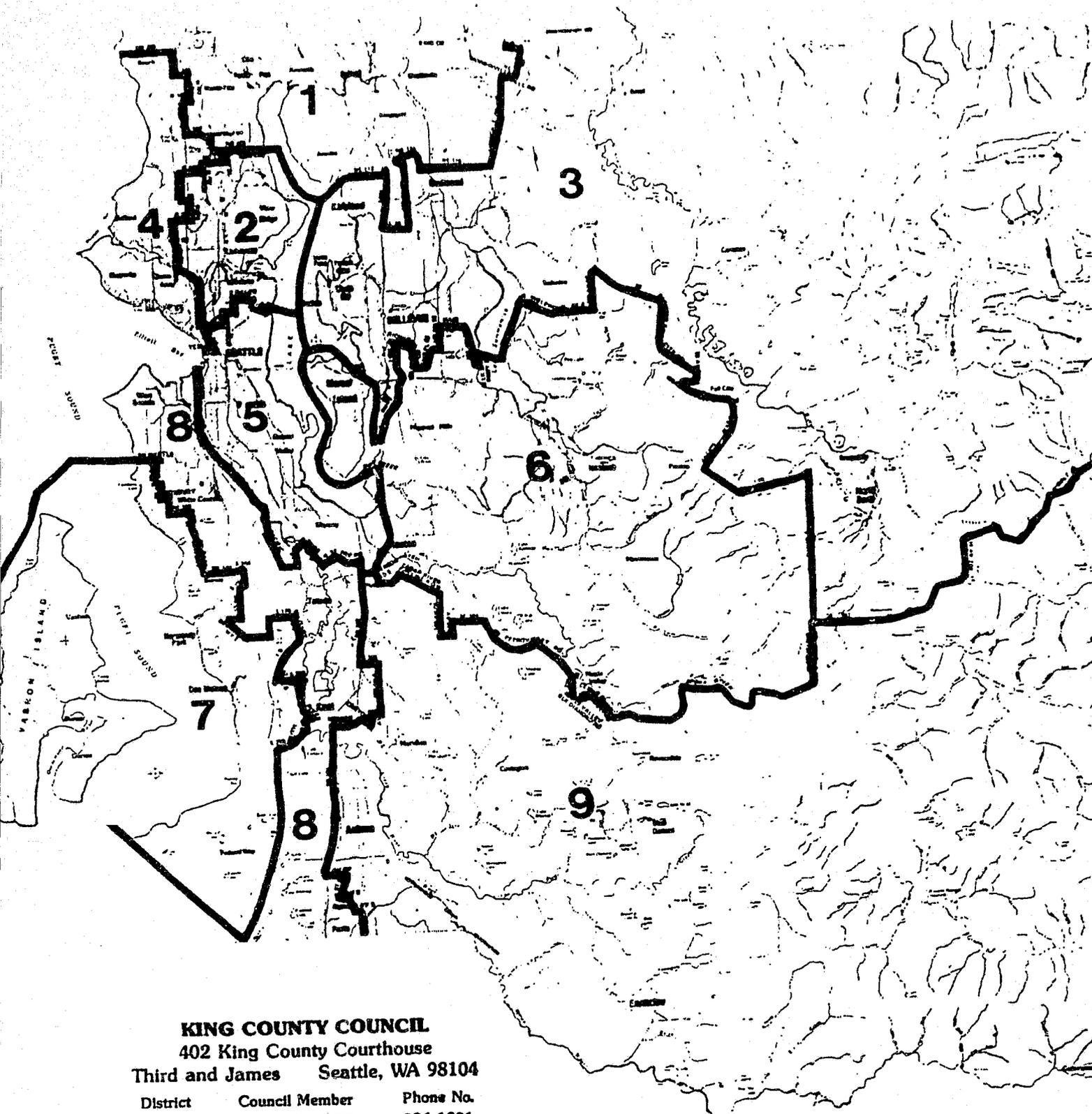
OFFICE OF CITIZEN COMPLAINTS
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KING COUNTY COUNCIL
402 King County Courthouse
Third and James Seattle, WA 98104

District	Council Member	Phone No.
1	AUDREY GRUGER	296-1001
2	CYNTHIA SULLIVAN	296-1002
3	BILL REAMS	296-3432
4	LOIS NORTH	296-1004
5	RON SIMS	296-1005
6	BRUCE LAING	296-3457
7	PAUL BARDEN	296-7777
8	GREG NICKELS	296-1008
9	GARY GRANT	296-1009

EXPLANATORY NOTE

Complaints

Complaints (allegations) are listed by agency. In those cases when more than one agency was involved in the same complaint, the complaint will be listed under each agency. An "A" designation beside the complaint number (8807-002A), 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 (88 equals 1988). The second two digits indicate the month (07 equals July). The last three digits indicate the chronological order of the complaint within each month. Thus, 8807-002 refers to the second complaint received in July, 1988.

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ADULT DETENTION GENERAL	2	8808-002	<p>PROBLEM: Unfair service charge for credit card bail payment.</p> <p>DISPOSITION: Service charge is standard charge of credit card company. Receptionists will be reminded to inform credit card users of service charge.</p>
INMATE MANAGEMENT	8	8805-013	<p>PROBLEM: Questions placement of AIDS victim with seven other inmates.</p> <p>DISPOSITION: Housing policy for HIV-positive inmates is currently being reviewed.</p>
COMPLAINT(S) FROM PREVIOUS PERIOD			
	8	8802-024	<p>PROBLEM: Questions why women segregated for blood precaution reasons have limited privileges as if in deadlock. Individual razors not provided; shared razors spread disease.</p> <p>DISPOSITION: Razors can now be purchased through commissary. Privileges are limited by facilities and staff available; i.e., television, phones, access to recreation.</p>
JAIL OPERATIONS		8805-001	<p>PROBLEM: Not getting mail delivered resulting in inmates not getting money that was sent two weeks ago and no commissary during that time. No responses to kites.</p> <p>DISPOSITION: New procedures were developed to improve mail system, but problems continue. Volume and staffing levels appear to be major causes.</p>
		8805-006	<p>PROBLEM: Trusty assaulted by inmate. No report written on incident.</p> <p>DISPOSITION: Officers took appropriate action.</p>

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8805-007	PROBLEM: Questions method used in strip search during a shakedown. DISPOSITION: Director was informed of allegation.
		8805-011	PROBLEM: Unprofessional conduct. Not receiving proper medical care. DISPOSITION: Unprofessional conduct not substantiated. Inmate is handicapped and arrangements are being made to maximize self care. Jail staffing is not sufficient to provide bedside nursing care.
	3	8805-024	PROBLEM: Questions shared use of razors. Concerned about blood transmitted diseases. DISPOSITION: Jail was providing one razor per tank and inmates were sharing that razor. Department is in process of implementing new policy allowing purchase of razors from commissary so each inmate may have his or her own razor.
	4	8806-005	PROBLEM: Improper handling of assault on one inmate by another. DISPOSITION: Not substantiated.
		8807-002	PROBLEM: Unnecessary force. DISPOSITION: Not substantiated.

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8807-003	<p>PROBLEM: Exhaust fumes coming through ventilation system.</p> <p>DISPOSITION: Jail ventilation system air intake is near freeway on-ramp and Jail loading dock. Consequently, large amounts of exhaust are brought into building. Fumes cannot be filtered out. Building Engineer will monitor closely to help assure adequate venting of the fumes.</p>
	7	8807-018	<p>PROBLEM: Visiting privileges denied.</p> <p>DISPOSITION: Complainant failed to follow staff direction, and visiting was suspended. Special visit was subsequently provided as inmate was being transported out-of-state.</p>
	5	8808-018	<p>PROBLEM: Excessive force.</p> <p>DISPOSITION: Not substantiated.</p>
	8	8808-020	<p>PROBLEM: Inmate not released for treatment sessions as required by court order.</p> <p>DISPOSITION: Complainant continued to miss appointments despite efforts of Jail Administration. Problem appeared to be in arranging a temporary release at the time of shift change. Problem resolved with complainant's placement in Work Release.</p>
		8808-025	<p>PROBLEM: Alleges that deck officers would not respond to Inmate's intercom calls for help about Inmate assaulting another.</p> <p>DISPOSITION: OPEN</p>

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS	2	8808-027	PROBLEM: No response to inmate in labor. Baby born ten minutes after arrival in infirmary. DISPOSITION: OPEN

COMPLAINT(S) FROM PREVIOUS PERIOD

	5	8801-010	PROBLEM: Unprofessional conduct by officer. DISPOSITION: Appropriate corrective action was taken.
		8801-039	PROBLEM: Property belonging to inmate destroyed although efforts were made to retrieve property. DISPOSITION: Post Office records verified notice was sent to address given at time of booking. Address was insufficient for delivery. Property is disposed of if notice is unsuccessful.

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS	6	8803-030	<p>PROBLEM: Questions why no means to cut fingernails in jail.</p> <p>DISPOSITION: Clippers are now provided to inmates by officers working the decks.</p>
	5	8803-032	<p>PROBLEM: Unprofessional conduct. Delay in release.</p> <p>DISPOSITION: Unprofessional conduct not substantiated. Complainants were held in booking area about ten hours awaiting bail release. Release activity was heavy because of King and Snohomish County transport.</p>
		8804-002	<p>PROBLEM: Excessive force. No receipt for cash taken from inmate.</p> <p>DISPOSITION: Not substantiated.</p>
		8804-009	<p>PROBLEM: Unprofessional conduct.</p> <p>DISPOSITION: Not substantiated.</p>
		8804-017	<p>PROBLEM: Allegation of officer reading mail.</p> <p>DISPOSITION: Mail is routinely checked for contraband. Officer denies doing anything inappropriate.</p>

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8804-028	PROBLEM: Missing property. DISPOSITION: Not substantiated.
	2	8804-029	PROBLEM: Held for excessive length of time in holding cell. DISPOSITION: Not substantiated.
	5	8804-031	PROBLEM: Questions disciplinary procedures involving infraction. DISPOSITION: Infraction was written but misplaced. Supervisors notified to process infraction notices in a timely manner to preclude similar occurrences in the future.
		8804-033	PROBLEM: Delay in response to inmate becoming ill in over-heated room. DISPOSITION: Problem was brought to attention of Department Director.
		8804-034	PROBLEM: Alleged harassment and unprofessional conduct. DISPOSITION: Not substantiated.
		8804-035	PROBLEM: Excessive force. DISPOSITION: Not substantiated.

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8804-044	PROBLEM: Inappropriate officer conduct. DISPOSITION: Director was informed of allegation.
		8804-052	PROBLEM: Questions use of force. DISPOSITION: Not substantiated.
	5	8804-048	PROBLEM: Inadequate care while in solitary confinement. DISPOSITION: OPEN

AGENCY: ASSESSMENTS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ASSESSMENTS		8805-026A	PROBLEM: Lack of response to request for information. DISPOSITION: Response was provided by Department.
	2	8806-011	PROBLEM: Unable to reach office by telephone. DISPOSITION: Staffing levels and phone system limit response capability. Assessor is seeking additional staff and computerized answering machine to respond to "enormous growth" in demand.

AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
AFFIRM. ACTION	6	8806-018	<p>PROBLEM: Questions personnel procedures.</p> <p>DISPOSITION: Procedures were appropriate. Information obtained from Personnel and Affirmative Action and provided to complainant.</p>

COMPLAINT(S) FROM PREVIOUS PERIOD

	4	8804-003	<p>PROBLEM: Questions conduct.</p> <p>DISPOSITION: Not substantiated.</p>
FACILITIES	7	8808-013A	<p>PROBLEM: Questions hiring process.</p> <p>DISPOSITION: Information was provided.</p>
		8808-017	<p>PROBLEM: Poor job of cleaning Courthouse restrooms.</p> <p>DISPOSITION: Sinks' porcelain has become porous and difficult to clean. Bon Ami cleanser demonstration by Ombudsman led to agreement that a better job could be done until sinks are replaced or refinished.</p>

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AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
GENERAL SERVICES	7	8806-004A	<p>PROBLEM: Questions response to Animal Control complaints on Vashon.</p> <p>DISPOSITION: Animal Control receives 150,000 - 200,000 calls a year and actually responds to 33,000 calls. Responses to Vashon are limited by travel time and staffing level.</p>
	8	8806-020A	<p>PROBLEM: Unable to contact Animal Control regarding impounded pets.</p> <p>DISPOSITION: Kent Shelter contacted on behalf of complainant. Pets will be held long enough for complainant to reclaim them.</p>
	9	8807-014	<p>PROBLEM: Delay in processing hobby kennel license application.</p> <p>DISPOSITION: Three month delay resulted from decision to survey neighbors and to await decision of Zoning Adjuster on commercial kennel. Adjuster denied commercial kennel as inconsistent with agricultural zoning. Hobby kennel approved with ten animal limit.</p>
	6	8808-006	<p>PROBLEM: Questions handling of dog bite complaint. Dispatch operators need to be informed of department's policy and counseled in dealing with the public.</p> <p>DISPOSITION: Corrective action was taken.</p>
	1	8808-008	<p>PROBLEM: Requests action regarding complaints filed with Animal Control about barking and biting dogs.</p> <p>DISPOSITION: Animal Control could not find any reports more recent than September 1987. Complainants will be contacted to obtain information on more recent incidents.</p>

AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
GENERAL SERVICES	8	8808-024	PROBLEM: Lack of response to request for animal control enforcement. DISPOSITION: Appropriate enforcement action was taken.
EXECUTIVE ADMIN. GENERAL		8808-010A	PROBLEM: Questions personnel guidelines. DISPOSITION: Information regarding personnel guidelines was provided.
PERSONNEL	9	8805-019	PROBLEM: No response to telephone requests for information regarding Deferred Compensation Plan. DISPOSITION: The volume of callers during open enrollment period is more than the one person assigned can respond to. Employees are encouraged to attend open enrollment meetings instead of calling. Shift workers find it difficult to attend. Program under review.
	9	8807-016	PROBLEM: Questions personnel procedures. DISPOSITION: OPEN
COMPLAINT(S) FROM PREVIOUS PERIOD			
	5	8803-007	PROBLEM: Questions job announcement procedures. DISPOSITION: There is no requirement that exempt positions be advertised. Thus they may be filled by the network "system." Such exempt positions may not in fact be exempt under Equal Employment Opportunity Commission guidelines.

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AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
REAL PROPERTY	9	8807-008A	PROBLEM: Questions procedures for acquisition of private property. DISPOSITION: Real Property and Parks will explore alternatives acceptable to complainant.

AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ALCOHOLISM SERVICES		8808-019A	<p>PROBLEM: Questions policies governing employee behavior.</p> <p>DISPOSITION: Division is taking action to clarify policies and standardize procedures on employee conduct and employee-client relationships.</p>
DISTRICT HEALTH SERVICES	9	8806-022	<p>PROBLEM: Requests enforcement assistance on faulty septic tank/drainage system.</p> <p>DISPOSITION: Appropriate enforcement action taken.</p>
	8	8807-017A	<p>PROBLEM: Requests assistance in finding source of sewage odor.</p> <p>DISPOSITION: Problem brought to attention of Health Department. Appropriate enforcement action was taken.</p>
ENVIRON- MENTAL HEALTH		8805-027	<p>PROBLEM: Alleged failed septic system and code violation.</p> <p>DISPOSITION: Not substantiated.</p>

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AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ENVIRON- MENTAL HEALTH	9	8806-001	PROBLEM: Garage addition endangering shared, private water supply. DISPOSITION: Appropriate enforcement action was taken to obtain code compliance and preserve water supply.
	7	8808-012	PROBLEM: Questions why no enforcement action on garbage and rat problem. DISPOSITION: OPEN
	8	8808-021	PROBLEM: Questions why no action to complaints filed about open drainfield and occupied mobile home that has not been skirted. DISPOSITION: OPEN
	7	8808-026A	PROBLEM: Lack of response by Health Department to unsanitary conditions in apartment building. DISPOSITION: Department notified owner of problems. Landlord-tenant information provided to complainant.
COMPLAINT(S) FROM PREVIOUS PERIOD			
MEDICAL EXAMINER	2	8804-046	PROBLEM: Unsafe driving practices. DISPOSITION: Appropriate corrective action was taken.

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AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL HEALTH SERVICES		8805-002	PROBLEM: Requests appropriate medical attention. DISPOSITION: Appropriate medical attention was provided.
		8805-011	PROBLEM: Unprofessional conduct. Not receiving proper medical care. DISPOSITION: Unprofessional conduct not substantiated. Inmate is handicapped and arrangements are being made to maximize self care. Jail staffing is not sufficient to provide bedside nursing care.
	8	8805-013	PROBLEM: Questions placement of AIDS victim with seven other inmates. DISPOSITION: Housing policy for HIV-positive inmates is currently being reviewed.
		8805-014	PROBLEM: Requests appropriate medical treatment. DISPOSITION: Inmate was injured in a fight and received prompt medical treatment. However, follow-up corrective surgery is needed. Jail Medical concluded this treatment could wait until inmate is released.
		8806-032A	PROBLEM: Concerns for inmate housed in isolation. DISPOSITION: Medical staff was closely monitoring inmate's situation.

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AGENCY: JUDICIAL ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JUDICIAL ADMINIS- TRATION	4	8808-028A	PROBLEM: Questions personnel procedures. DISPOSITION: Information provided.

COMPLAINT(S) FROM PREVIOUS PERIOD

7 8803-018 PROBLEM: Questions procedure for requests of certified copies of court documents.
DISPOSITION: Clarification of procedure was provided to complainant.

AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD COMM-MULTI FAMILY	1	8805-003A	<p>PROBLEM: Wants to remove mature trees from existing commercial site.</p> <p>DISPOSITION: Trees may have been requirement of original approval. Complainant was given copies of original 1967 building permit and information regarding code requirements at that time. Will pursue through BALD.</p>
	9	8805-010	<p>PROBLEM: Quarry mining activities disrupting neighbors.</p> <p>DISPOSITION: Grading Inspections is working with Prosecutor to address neighborhood concerns within constraints of legal non-conforming use.</p>
	1	8805-022	<p>PROBLEM: Subdivision development noise and dirt disrupting surrounding neighborhood.</p> <p>DISPOSITION: Development inspection staff contacted site supervisor and utility companies. Complainant reports situation improved. Complainant placed in contact with appropriate staff.</p>
	1	8806-006	<p>PROBLEM: Commercial Development not maintaining required landscaping. Dead trees are hazard.</p> <p>DISPOSITION: OPEN</p>
	7	8806-031	<p>PROBLEM: Clearing for development prior to obtaining approval through SEPA process or grading permit.</p> <p>DISPOSITION: "Stop Work" order was posted by Grading Section. Complainant and neighbors will pursue the SEPA appeal process.</p>

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD COMM-MULTI FAMILY	7	8807-001	PROBLEM: Delays in getting commercial permit issued. DISPOSITION: Permit was issued. Delays were due to heavy workloads and limited staffing.
	3	8807-024	PROBLEM: Grading for road impacting wetland. DISPOSITION: Grading inspections concluded road was excepted from regulation under King County Code 16.82.020N relevant to grading in remote areas.
	3	8808-005	PROBLEM: Re-occurrence of filling wetland area adjacent to Bear Creek. DISPOSITION: OPEN
	6	8808-014	PROBLEM: Lack of fencing around gravel pit operation creates hazard. Inadequate notification of hearing on expansion of gravel pit. DISPOSITION: Appropriate enforcement action taken to get fencing repaired. Notification process and conditions of unclassified use permit addressed by Hearing/Zoning Examiner.
	3	8808-015	PROBLEM: Flooding caused by dike and residential construction. DISPOSITION: OPEN

AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD COMM-MULTI FAMILY	6	8808-031A	<p>PROBLEM: Questions requirements for handicapped bathroom in small commercial structure.</p> <p>DISPOSITION: Building too small to meet requirements for a common handicapped-accessible restroom. BALD has discretionary authority to require individual handicapped facility. Complainant given information on appeal process, and will work with building owners to create a shared facility.</p>
	7	8808-032A	<p>PROBLEM: Contractor ignoring grading inspector's instructions to water down grading site. Overwhelming dust problem causing damage to neighboring condominium along with health hazard to complainant with dust allergy.</p> <p>DISPOSITION: Appropriate enforcement action was taken.</p>
BALD RESIDENTIAL	9	8806-001	<p>PROBLEM: Garage addition endangering shared, private water supply.</p> <p>DISPOSITION: Appropriate enforcement action was taken to obtain code compliance and preserve water supply.</p>
	1	8806-013	<p>PROBLEM: House and rockery construction causing drainage problems for three downhill properties.</p> <p>DISPOSITION: Action was taken by agency to assure that the developer solves the problem.</p>
	1	8806-017	<p>PROBLEM: Section closed for training and not open to the public for two days.</p> <p>DISPOSITION: Efforts had been made to inform public of pending closure for training on automated system. Complainant contacted by Division staff, given apology and a new appointment.</p>

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD RESIDENTIAL	4	8806-030	<p>PROBLEM: New house construction adds to private road flooding problem.</p> <p>DISPOSITION: BALD will require developer to address drainage. SWM staff offered to facilitate meeting between developer and neighbors regarding cooperative solution to problems. Neighbors will pursue. Public Works evaluating changes to County culvert to accommodate new construction.</p>
	4	8807-009	<p>PROBLEM: House being built on top of hill on lot which slopes in three directions. Trees holding up bank are marked to be felled. No provisions for drainage.</p> <p>DISPOSITION: BALD Sensitive Area Geologist determined that no slide hazard existed. Enforcement action taken to bring building into compliance with setback and drainage requirements.</p>
	1	8808-001A	<p>PROBLEM: Believes building permit was denied without adequate reason.</p> <p>DISPOSITION: Not substantiated. Property not of sufficient size to accommodate reserve drainfield requirements.</p>
	6	8808-004	<p>PROBLEM: Building inspections failed to detect structural defects.</p> <p>DISPOSITION: Complainants moved in before final inspection was requested; correction notice items were covered up. Subsequent inspection indicated repairs were made and structure met minimum code requirements.</p>

COMPLAINT(S) FROM PREVIOUS PERIOD

	1	8706-081	<p>PROBLEM: Drainage problems affecting new home in subdivision.</p> <p>DISPOSITION: Problem involved drainage swale that was not identified during plat process. Five septic systems were potentially at risk from the increase in drainage from construction. Agencies cooperative enforcement effort resulting in a correction by the builder.</p>
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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD RESIDENTIAL	6	8804-018	<p>PROBLEM: Non compliance and no enforcement regarding completion of drainage requirements.</p> <p>DISPOSITION: Inspector accomplished substantial compliance with requirements.</p>
	7	8804-027	<p>PROBLEM: No action to drainage concerns in two residential developments.</p> <p>DISPOSITION: Appropriate follow-up by Inspector. Complainant is satisfied.</p>
	1	8804-051	<p>PROBLEM: Questions permit procedures.</p> <p>DISPOSITION: Problem concerned a small, special project involving unique construction methods. Procedures and requirements were appropriate to assure compliance with code.</p>
	6	8801-032	<p>PROBLEM: Geotechnical requirements not met before permit issue and occupancy allowed.</p> <p>DISPOSITION: OPEN</p>
BALD LAND USE		8806-010	<p>PROBLEM: Denied permission to build access road because of steep slope and wetland.</p> <p>DISPOSITION: Complainant was given permission to use a previously approved construction option and will pursue that option.</p>

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD LAND USE		8808-011A	PROBLEM: Cannot get information on status of shoreline permit. DISPOSITION: Information was provided to complainants.
BALD PROTECTIVE SERVICES	6	8805-015	PROBLEM: Lack of code enforcement on continuing violation. DISPOSITION: Enforcement action has not accomplished desired result. Manager will ask Prosecuting Attorney's Office to take legal action.
		8805-027	PROBLEM: Alleged failed septic system and code violation. DISPOSITION: Not substantiated.
	3	8806-012	PROBLEM: Ineffective enforcement regarding two dwellings on one lot and fifth wheel used as dwelling on second lot. DISPOSITION: Owners of lots are attempting to short plat to bring dwellings into compliance. Property in environmentally sensitive area and compliance is difficult to achieve. Code Enforcement monitoring progress.

AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD PROTECTIVE SERVICES	7	8807-013	<p>PROBLEM: Questions use of barbed wire on fences in residential area.</p> <p>DISPOSITION: Problem Investigated by Code Enforcement. Fence in compliance with Zoning Code and Uniform Housing Code as no hazard was created, and use of barbed wire is not otherwise regulated.</p>
	7	8807-019	<p>PROBLEM: Fire results in condemnation of all condominium units in building even though some units untouched by fire.</p> <p>DISPOSITION: Over 50 percent of the units were damaged. In such cases, Fire Marshal requires verification by structural engineer that building is safe before occupancy will be allowed. Complainant given information on process and options.</p>
	8	8808-021	<p>PROBLEM: Questions why no action to complaints filed about open drainfield and occupied mobile home that has not been skirted.</p> <p>DISPOSITION: OPEN</p>
COMPLAINT(S) FROM PREVIOUS PERIOD			
	8	8712-031	<p>PROBLEM: Requests code enforcement assistance.</p> <p>DISPOSITION: Owner of property had to evict tenants in order to comply. Results were delayed until this could be done. Property was then brought into compliance.</p>

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD PROTECTIVE SERVICES	6	8804-019	<p>PROBLEM: Failure to enforce Notice and Order.</p> <p>DISPOSITION: Enforcement action was taken about 1 1/2 years ago. Option was to demolish structure or rehabilitate. New owner obtained building permit, is rehabilitating, and has cleaned up grounds.</p>
	1	8804-045	<p>PROBLEM: Business operating in residential zone. Residential construction without a permit.</p> <p>DISPOSITION: Appropriate enforcement action taken.</p>
BALD TECHNICAL SERVICES	9	8807-022	<p>PROBLEM: Delay in approval of permit to build dock.</p> <p>DISPOSITION: Lake is conservancy under Shoreline Master Plan. After considerable deliberation, the permit was denied. Basis is that aquatic environment would be harmed by this and the cumulative impact of additional docks that would have to be allowed.</p>
BALD SUBDIVISION SECTION	8	8805-012	<p>PROBLEM: Delays in getting short plat approval. Told approval will be ready in eight weeks. Postponed two weeks. After two weeks, told it will be ready in three more weeks.</p> <p>DISPOSITION: Approval can take 12 weeks. There is currently a 12-week delay before short plat applications are reviewed. Staff has been advised not to be overly optimistic in giving estimates of time. Division is requesting additional staff during budget process.</p>

AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD SUBDIVISION SECTION		8805-020	<p>PROBLEM: Questions requirements of short plat.</p> <p>DISPOSITION: BALD and Public Works Surface Water Management staff members reached agreement on requirements that were satisfactory to complainant.</p>
	3	8806-008	<p>PROBLEM: Short plat requirements not completed resulting in development delays for lot purchaser.</p> <p>DISPOSITION: Not substantiated.</p>
	3	8806-009	<p>PROBLEM: Questions subdivision drainage requirements.</p> <p>DISPOSITION: Complaint discontinued. Complainant pursuing through subdivision/zoning hearing process.</p>
	2	8806-016	<p>PROBLEM: Delay in short plat approval.</p> <p>DISPOSITION: Not substantiated.</p>
	1	8807-020	<p>PROBLEM: Questions conditions of subdivision.</p> <p>DISPOSITION: Developer exceeded conditions of subdivision by prematurely constructing cul-de-sac. Developer met with immediate neighbors to work out solutions for adverse impacts.</p>

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD SUBDIVISION SECTION	3	8807-021	<p>PROBLEM: Requests assistance in solving drainage problem in new development.</p> <p>DISPOSITION: Problem involves dispute between current and previous developers as to responsibility for meeting plat requirements. Matter referred to Prosecuting Attorney by BALD staff for action on bond forfeiture.</p>
	8	8808-003	<p>PROBLEM: Requirement for road improvement is unreasonable.</p> <p>DISPOSITION: Discontinued.</p>
	3	8808-007A	<p>PROBLEM: Questions conditions of development in flood plain.</p> <p>DISPOSITION: Complainant believed conditions pertained to development of Mobile Home Park. Inquiry disclosed conditions pertained to outbuilding and County had denied approval. Issue is on appeal. Complainant given information on appeal and hearing process.</p>
	9	8808-016A	<p>PROBLEM: Proposed blockage of private road poses hazard for community.</p> <p>DISPOSITION: Fire Marshal gave notice that road is a required fire department access road and cannot be blocked. Road is privately maintained under Short Plat provisions and is a source of neighborhood conflict.</p>
COMPLAINT(S) FROM PREVIOUS PERIOD			
	9	8803-042	<p>PROBLEM: Delays in application for revised property line in short plat. Staff person handling application buried in paperwork due to loss of two staff and does not know when can get to complainant's application.</p> <p>DISPOSITION: Department policy is to process revisions first. Staff apologized for error when realized this case was a revision and immediately reviewed final forms.</p>

AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD SUBDIVISION SECTION	7	8804-036	PROBLEM: No response to inquiry about right-of-way in new subdivision.
			DISPOSITION: Complainant understood from developer that right-of-way would not be opened, so did not object to new subdivision. Agency procedures were correct, but BALD will try to improve notice language for clarity.
	8	8804-042	PROBLEM: Request to restore property to original condition denied.
			DISPOSITION: Developers of adjacent property trespassed during construction; filled wetland and caused drainage diversion. Neighboring property flooded. Developers are bankrupt. Complainant required to remedy problems in order to subdivide. BALD required restoration plan from complainant.
NATURAL RESOURCES AND PARKS	7	8805-017	PROBLEM: Shower faucet in women's locker room at Mount Rainier Pool has been running for eight months. Problem has been reported but no follow-up. Questions why allowed to go on with water shortage concerns.
			DISPOSITION: Shower was repaired.
	1	8805-028	PROBLEM: Believes denial of permit to prune vegetation along Burke-Gilman Trail is unfair, especially since property taxes of applicants are based on properties having a view.
			DISPOSITION: For years view property owners were issued permits to prune Parks trees to protect their views. PP&R changed policy on basis that pruning harms trees and is not in public interest. Permits will now be limited to selective pruning of root sucker growth, tree saplings, and undergrowth.

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
NATURAL RESOURCES AND PARKS	3	8806-003	PROBLEM: Rude, curt response by County employee. DISPOSITION: Employee was counseled and is being considered for telephone training.
	8	8806-021	PROBLEM: Questions procedures for collecting fees. DISPOSITION: Mistake was apparently made in collection procedure. Supervisor will review procedures with all employees at subject location.
	9	8806-025	PROBLEM: No public access to Pine Tree Park. Runaround from agencies involved. DISPOSITION: OPEN
	6	8806-027	PROBLEM: Inappropriate use of County vehicle. DISPOSITION: OPEN
	9	8807-005	PROBLEM: Requests additional maintenance on King County Golf Course in Enumclaw. DISPOSITION: Division determined that cutting vegetation in subject area would ruin its value, as natural habitat, and that artificial management is not of benefit.
	6	8807-006	PROBLEM: Park exit gate closed early causing confusion and traffic congestion. DISPOSITION: Parks will establish procedures to eliminate this type of problem in the future.

AGENCY: PUBLIC SAFETY

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
PUBLIC SAFETY GENERAL		8805-004	<p>PROBLEM: Alleged discrimination and disparate treatment.</p> <p>DISPOSITION: Alleged problems are under review and complainant will pursue through appropriate grievance channels.</p>
	5	8806-002	<p>PROBLEM: Careless driving by County employee.</p> <p>DISPOSITION: Corrective action taken.</p>
		8807-012	<p>PROBLEM: Request for handicapped accommodation in employment.</p> <p>DISPOSITION: There is no clear directive for County agencies to provide alternative position for employees who become handicapped and can no longer perform the job for which they were hired. Complainant referred to Council. Executive Order being developed to address problem.</p>
FIELD OPERATIONS	4	8805-018	<p>PROBLEM: Requests additional traffic regulation and enforcement.</p> <p>DISPOSITION: Neighborhood opinions were obtained and a community meeting has been scheduled to discuss alternative means of traffic control.</p>
	5	8806-014A	<p>PROBLEM: Questions traffic control procedures.</p> <p>DISPOSITION: Preliminary inquiry revealed that several complaints were already on file. Complaint discontinued as it was being handled at the precinct level.</p>

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AGENCY: PUBLIC SAFETY

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
FIELD OPERATIONS	9	8806-026	PROBLEM: Lack of response to request for help in child custody battle. DISPOSITION: Not substantiated.
TECH SVCS	5	8805-009	PROBLEM: Questions why gun permit was not renewed. DISPOSITION: Information was provided.
	1	8805-023	PROBLEM: Police reports misplaced and not available to victim. DISPOSITION: Complaint withdrawn. Copies of report were provided to complainant.
	3	8807-023A	PROBLEM: Communication problems related to service of protection order. Alleged rudeness. DISPOSITION: Supervising Officer corrected data in computer and provided status information. Rudeness addressed by Supervisor.

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	8	8805-005	<p>PROBLEM: Inappropriate behavior by County employee.</p> <p>DISPOSITION: Appropriate corrective action taken by Supervisor.</p>
	1	8805-008	<p>PROBLEM: County did not fulfill its agreement to reconstruct driveway after road was widened.</p> <p>DISPOSITION: Driveway was reconstructed but not to complainant's total satisfaction. Complainant's property has been annexed to City of Kirkland so no further action can be taken by King County.</p>
	7	8805-016	<p>PROBLEM: County grader comes out every 2-3 months to level off rut between road and complainant's driveway. In 2 days, the rut returns to condition prior to grading and filling. Requests paving.</p> <p>DISPOSITION: Roadway shoulder scheduled to be paved in late summer in order to resolve rutting problem. In meantime, road maintenance forces will check area more often and attempt to keep rut filled.</p>
	4	8805-018	<p>PROBLEM: Requests additional traffic regulation and enforcement.</p> <p>DISPOSITION: Neighborhood opinions were obtained and a community meeting has been scheduled to discuss alternative means of traffic control.</p>
	6	8805-021	<p>PROBLEM: Careless driving.</p> <p>DISPOSITION: Appropriate corrective action was taken.</p>

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	1	8805-025	<p>PROBLEM: Questions placement of recycling bins on County right-of-way.</p> <p>DISPOSITION: Bins were removed by owner as a result of enforcement action by Public Works Road Investigator.</p>
	7	8806-007	<p>PROBLEM: County road ditching causing erosion on private property.</p> <p>DISPOSITION: Erosion results from road drainage entering a ditch on private property en route to a creek. Control of the erosion was determined to be the responsibility of the property owner.</p>
	9	8806-015	<p>PROBLEM: Lack of response to ongoing drainage problem.</p> <p>DISPOSITION: Immediate problem of clogged drain was handled by maintenance crews. Larger problem involving retention/detention pond will be subject to a basin study by Surface Water Management.</p>
	8	8806-023A	<p>PROBLEM: Right-of-way project not being completed by contractor.</p> <p>DISPOSITION: Project involves removal of trees from right-of-way and restoration of sidewalk which had been damaged by tree roots. Project is on schedule for completion by Roads crews.</p>
	8	8806-024	<p>PROBLEM: Pedestrian easement being used by children/students to intimidate property owners. Neighbors seek closure of easement.</p> <p>DISPOSITION: Easement involved has been found not to be maintained by King County. Complainant informed of his courses of action.</p>

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	9	8806-025	<p>PROBLEM: No public access to Pine Tree Park. Runaround from agencies involved.</p> <p>DISPOSITION: OPEN</p>
	3	8806-029	<p>PROBLEM: Request denied to make improvements regarding speed control on private road.</p> <p>DISPOSITION: Road is privately maintained County right-of-way. Complainant given information about improvement options. Complainant and homeowners association put in contact with Public Safety and Public Works employees to explore alternative signage and enforcement possibilities.</p>
	4	8806-030	<p>PROBLEM: New house construction adds to private road flooding problem.</p> <p>DISPOSITION: BALD will require developer to address drainage. SWM staff offered to facilitate meeting between developer and neighbors regarding cooperative solution to problems. Neighbors will pursue. Public Works evaluating changes to County culvert to accommodate new construction.</p>
	3	8807-007	<p>PROBLEM: Road improvements believed to be causing drainage problems.</p> <p>DISPOSITION: OPEN</p>
	6	8807-010	<p>PROBLEM: Agreement to fence/screen property following road improvement not kept.</p> <p>DISPOSITION: Department acknowledged an error in design engineering. Real Property is negotiating with property owners to resolve the problem.</p>

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	6	8807-011	<p>PROBLEM: Work done on County road left complainant's business access with a steep grade. County proposed to restore to original condition. Now citizen is being requested to accept second-rate work.</p> <p>DISPOSITION: Complainant was offered but refused to sign "agreement to reconstruct driveways." Department states that work is being completed without intrusion on complainant's property. Driveway reconstruction will be up to complainant.</p>
	3	8808-022	<p>PROBLEM: Unsafe driving practices.</p> <p>DISPOSITION: Appropriate corrective action has been taken.</p>
	8	8808-023	<p>PROBLEM: Inadequate roadside drainage repair.</p> <p>DISPOSITION: Asphalt repair was made to reduce minor erosion problem on roadway shoulder. Complainant had requested curbing. Roads Maintenance will remove asphalt if complainant insists, or complainant may obtain right-of-way permit to install curbing.</p>
	1	8808-029	<p>PROBLEM: County crew dug into private property. Complainant wants County to fill area that has been dug up.</p> <p>DISPOSITION: OPEN</p>
COMPLAINT(S) FROM PREVIOUS PERIOD			
	9	8706-038	<p>PROBLEM: Drainage from new development causing flooding on neighboring properties.</p> <p>DISPOSITION: BALD will monitor building application closely and require more stringent drainage controls until Public Works drainage study is completed and solution identified.</p>

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	6	8804-021	<p>PROBLEM: Inadequate road repair contributes to flooding on private property.</p> <p>DISPOSITION: Roads paved a narrow right-of-way with inadequate width for road drainage. Homeowners were encouraged to unplug existing private pipe to give run-off an outlet.</p>
		8804-043	<p>PROBLEM: Unsafe driving practice of driver of County vehicle.</p> <p>DISPOSITION: Appropriate corrective action was taken.</p>
	5	8804-053A	<p>PROBLEM: Ongoing drainage problems from old plat streets.</p> <p>DISPOSITION: Public Works Road Operations did make some improvements to the streets in 1987. Cost of a complete fix exceeds repair limits. Complainant given information on alternative funding.</p>
SOLID WASTE	1	8807-004	<p>PROBLEM: Unsafe driving by County employee.</p> <p>DISPOSITION: Appropriate corrective action taken.</p>

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	PROBLEM:	COMPLAINT SUMMARY
SOLID WASTE	6	8808-014	PROBLEM:	Lack of fencing around gravel pit operation creates hazard. Inadequate notification of hearing on expansion of gravel pit.
			DISPOSITION:	Appropriate enforcement action taken to get fencing repaired. Notification process and conditions of unclassified use permit addressed by Hearing/Zoning Examiner.
	6	8808-030	PROBLEM:	Rude, unprofessional employee at Renton Transfer Site.
			DISPOSITION:	Incident will be investigated by the Operations Manager and appropriate action taken.
SURFACE WATER MANAGEMENT		8805-020	PROBLEM:	Questions requirements of short plat.
			DISPOSITION:	BALD and Public Works Surface Water Management staff members reached agreement on requirements that were satisfactory to complainant.
	3	8806-019	PROBLEM:	Road construction resulted in damage to water supply.
			DISPOSITION:	Action is being taken to resolve the problem.
	1	8806-028	PROBLEM:	Need for maintenance of drainage swale.
			DISPOSITION:	OPEN

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
SURFACE WATER MANAGEMENT		8807-015	<p>PROBLEM: Can't get County assistance in stabilizing river bank.</p> <p>DISPOSITION: Problem involves private surface water drainage and fill activities. Expenditure of bank stabilization funds is limited to those problems caused by rivers and streams. Complainant was given information on alternatives.</p>
	3	8808-015	<p>PROBLEM: Flooding caused by dike and residential construction.</p> <p>DISPOSITION: OPEN</p>
COMPLAINT(S) FROM PREVIOUS PERIOD			
	1	8706-081	<p>PROBLEM: Drainage problems affecting new home in subdivision.</p> <p>DISPOSITION: Problem involved drainage swale that was not identified during plat process. Five septic systems were potentially at risk from the increase in drainage from construction. Agencies cooperative enforcement effort spanning more than 14 months resulted in a correction by the builder.</p>
	5	8803-007	<p>PROBLEM: Questions job announcement procedures.</p> <p>DISPOSITION: There is no requirement that exempt positions be advertised. Thus they may be filled by the network "system." Such exempt positions may not in fact be exempt under Equal Employment Opportunity Commission guidelines.</p>

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
SURFACE WATER MANAGEMENT	7	8804-008	<p>PROBLEM: Neighbor covered portion of retention system and caused flooding on complainant's property.</p> <p>DISPOSITION: Subject portion of system was required by field order; no easement was required. Surface Water Management staff does not enforce plat drainage when there is not an easement; nor do they enforce on single lot development problems. Complainant will seek relief in Small Claims Court.</p>
	3	8804-032	<p>PROBLEM: Runoff from plat development causing severe drainage and erosion damage.</p> <p>DISPOSITION: There were erosion and drainage controls. Severe erosion occurred despite the controls. Capital Improvements are planned to correct the problem.</p>
	9	8804-025	<p>PROBLEM: Failure to take action on hazardous situation.</p> <p>DISPOSITION: OPEN</p>