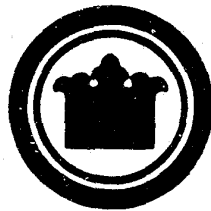


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*Triannual Report*

**OMBUDSMAN - CITIZEN COMPLAINTS**

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*Presented to the  
County Council  
of  
King County, Washington*

*January 15, 1991*

*Rella Foley, Director-Ombudsman  
Amy Calderwood, Information & Referral Specialist  
John Nicon, Complaint Investigator  
Arlene Sanvictores, Complaint Investigator  
Shirley Wilson, Legislative Secretary*

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U.S. Department of Justice  
National Institute of Justice

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King County of the Citizen  
Complaints

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January 15, 1991

TRIENNIAL REPORT  
for  
OMBUDSMAN - CITIZEN COMPLAINTS  
of  
KING COUNTY, WASHINGTON

**King County Council**

Audrey Gruger, District 1  
Cynthia Sullivan, District 2  
Brian Dardowski, District 3  
Lois North, District 4  
Ron Sims, District 5  
Bruce Laing, District 6  
Paul Barden, District 7  
Greg Nickels, District 8  
Kent Pullen, District 9



**Rella E. Foley, Ombudsman-Director**

**King County  
Office of Citizen Complaints**

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

January 15, 1991

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

**SUBJECT: January 15, 1991 Report to Council per K.C.C. 2.52**

This report encompasses the four month period from September through December 1990. During this period approximately 4,000 citizens contacted the office for assistance compared to approximately 4,200 citizen contacts for the same reporting period a year ago. Jail complaints remained about the same at 1,857.

One of the more troublesome land use related complaints during this period pertained to the requirement for sprinkler systems in "...all R-C occupancies without approved fire department access..." The Road Standards (2.09) state that road grade exceptions that exceed 15% grade require verification by the Fire Marshal that fire protection requirements will be met. The Fire Code (2.102) authorizes the Fire Marshals to establish rules. The rule established requires installation of fire sprinklers if access roads exceed the 15% grade established in the Road Standards.

In complainant's case a five acre building site is served by a quarter mile access road of which a portion is 17%. Therefore, a sprinkler system was required. The cost for the required pressurized system with a 300 gallon holding tank was about \$8,000 for an 1,800 sq. ft. home.

In another more recent case the road mitigation fee for a mobile home was \$4,000. The impact of these fees, particularly when combined, for the single lot homeowner/developer creates a significant financial hardship.

Parks, Planning and Resources and Public Works staff members are very sympathetic to the hardship the road mitigation fees cause for low income families. The staff have taken steps to address the problem as it relates to those fees and low income families. Alternatives to the sprinkler requirements appear to also have merit for agency and Council consideration.

We appreciate the cooperation the County agencies have given us in addressing the citizen complaints.

Sincerely,

A handwritten signature in cursive script, reading "Rella Foley".

Rella Foley, Director - Ombudsman  
Office of Citizen Complaints

RF:sw

**OFFICE OF CITIZEN COMPLAINTS - OMBUDSMAN**

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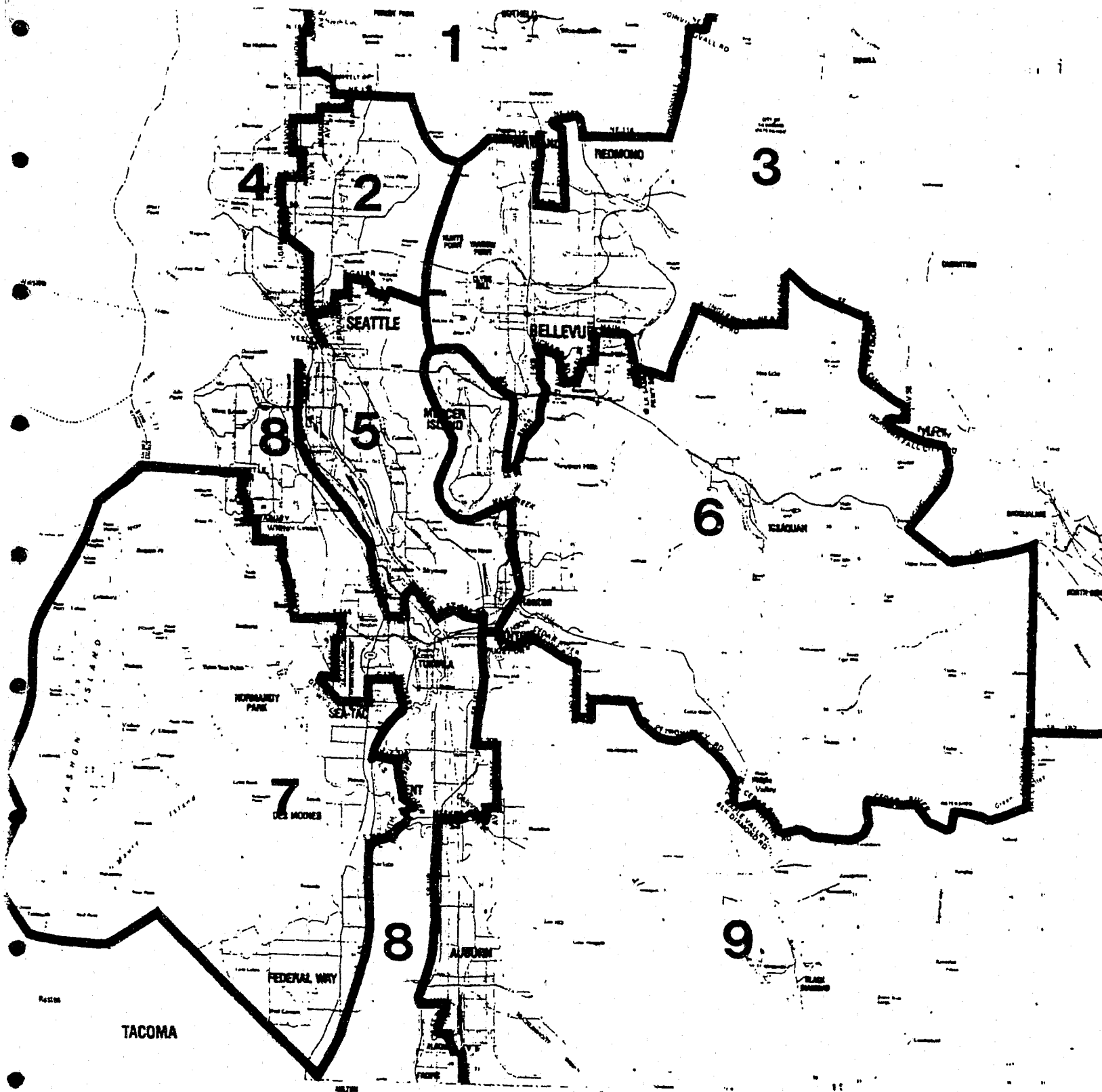
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for

**January 15, 1991 Report Period  
(September - December, 1991)**

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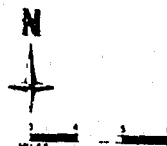


# **KING COUNTY COUNCIL DISTRICTS**

King County  
1990

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

DISTRICT	COUNCILMEMBER	PHONE NO.
1	AUDREY GRUGER	296-1001
2	CYNTHIA SULLIVAN	296-1002
3	BRIAN DERDOWSKI	296-1003
4	LOIS NORTH	296-1004
5	RON SIMS	296-1005
6	BRUCE LAING	296-3457
7	PAUL BARDEN	296-7777
8	GREG NICKELS	296-1006
9	KENT PULLEN	296-1008



## 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.

### "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 (91 equals 1991). The second two digits indicate the month (09 equals September). The last three digits indicate the chronological order of the complaint within each month. Thus, 9109-002 refers to the second complaint received in September, 1991.

JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

1

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ADULT DETENTION GENERAL		9009-027	PROBLEM: Employee questions disciplinary action.  DISPOSITION: Appropriate corrective action was taken.
		9010-006	PROBLEM: Delay in resolving conditions for County employee to return to work.  DISPOSITION: OPEN
	1	9011-016	PROBLEM: Questions delay in reclassification. Has been performing duties out of class since 1988.  DISPOSITION: Several supervisory positions classifications and salary ranges needed to be developed by OHRM for Department. Union contracts were invalid. Current personnel guidelines do not set time frame for OHRM to requests for reclassification.

COMPLAINT(S) FROM PREVIOUS PERIOD

		9007-045	PROBLEM: Questions personnel procedures and inappropriate officer conduct.  DISPOSITION: Complainant was provided with information on appeal procedures. Appropriate action is being taken by Department on complaint re officer conduct.
2		9008-013	PROBLEM: Questions hiring selection practices.  DISPOSITION: Examination materials relevant to hiring process were reviewed. Allegations regarding hiring process were not substantiated. However, questions raised during investigation were brought to the attention of the Department director.

JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
COURT SERVICES	9	9012-012	PROBLEM: Questions why person who was found guilty of harassment and has threatened complainant at gunpoint was released from jail again after being arrested for violating terms of being released on own recognizance.  DISPOSITION: Appropriate corrective action was taken.
INMATE MANAGEMENT		9010-022	PROBLEM: Inmates in psychiatric tank not getting regular yardout; and need order forms for commissary.  DISPOSITION: Recreation program for suicidal inmates is new, and the schedule is being tested on a trial basis. New commissary forms have been delivered.
		9011-029	PROBLEM: Questions fairness of Classification disciplinary action.  DISPOSITION: Appropriate action had been taken.
		9012-008A	PROBLEM: Requests incorrect record of attempted escape be expunged.  DISPOSITION: Discontinued.
JAIL OPERATIONS	5	9009-001	PROBLEM: Unnecessary force. Lack of proper medical care.  DISPOSITION: OPEN



JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		9009-003	PROBLEM: Alleges harassment and unnecessary force.  DISPOSITION: OPEN
		9009-009	PROBLEM: Unprofessional conduct. Denial of dinner and evening medication.  DISPOSITION: Not substantiated.
	2	9009-013	PROBLEM: Unnecessary force.  DISPOSITION: OPEN
		9009-015	PROBLEM: Air conditioning on twenty-four hours a day making living area too cold.  DISPOSITION: Ombudsman staff repeatedly contacted floor Sergeant and Maintenance and Supply. After contacting the Facilities engineer in the Jail, adjustments to the system were finally made. Inmates report the temperature is more comfortable.
		9009-019	PROBLEM: Discrepancy in amount of money on inmate's account and amount listed on property form.  DISPOSITION: Not substantiated.
		9009-024	PROBLEM: Officers not following procedure re passing out razors.  DISPOSITION: OPEN

JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		9010-011	PROBLEM: Inmate requests Court Detail officer of same sex be assigned as escort for gynecological exams.  DISPOSITION: Department agreed to provide for officer of same sex when inmates are transported for certain examinations that cause privacy concerns.
		9010-012	PROBLEM: Officer did not respond to inmate's request for medical attention.  DISPOSITION: Not substantiated.
		9010-013A	PROBLEM: Sentencing paperwork and temporary release order lost.  DISPOSITION: Judge signed another judgement and sentence and temporary release order. Complainant was released from Jail on temporary release order two days after original order was issued. Ombudsman staff brought problem to attention of Public Defense Troubleshooter and Jail Director.
		9010-014	PROBLEM: Officer confiscated extra blanket and pillow and denied medication.  DISPOSITION: OPEN
		9010-018A	PROBLEM: Questions availability of training funds to cover staffing needs.  DISPOSITION: Information was obtained and discussed with complainant. Policies governing training and leave are subject to budget limitations and union contract provisions.

JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		9010-039	PROBLEM: Requests glasses from Property.  DISPOSITION: Wire frame eyeglasses had been viewed as contraband by some staff. Department clarified policy to allow inmates to have all corrective lenses unless frames are designed in a manner that could be used as a weapon.
		9010-040	PROBLEM: Commissary items and personal effects confiscated when transferred from general population tank to suicide watch area.  DISPOSITION: Property was returned to complainant. Procedure is being revised by Department to ensure consistent handling of property by Jail staff.
		9011-001A	PROBLEM: Not receiving credit for time served in jail.  DISPOSITION: Court sent an amended sentence ordering credit for time served. Jail staff adjusted complainant's sentence to reflect credit.
8		9011-002A	PROBLEM: No answer to Jail information line for several hours.  DISPOSITION: Department is in process of reviewing staff in reception area to assess if additional resources are needed.
8		9011-008	PROBLEM: Unprofessional conduct.  DISPOSITION: Not substantiated.

JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS	4	9011-011	PROBLEM: Excessive force. Personal property confiscated during shakedown.  DISPOSITION: Force was used in response to a threatening action by an inmate during a shakedown. No injuries were documented. Authorized property was returned.
	8	9011-012A	PROBLEM: Inconsistent visiting hours at Jail.  DISPOSITION: Visits are by area because of impracticality of calling out alphabetically on every floor. Visits change due to inmates being shuffled around based on space needed/assigned; secure floor or psych to general population. Explanation provided to complainant.
		9011-013	PROBLEM: Excessive force. Personal property confiscated during shakedown.  DISPOSITION: Force was used in response to a threatening action by an inmate. No injuries were documented.
		9011-015	PROBLEM: Excessive force.  DISPOSITION: Force was used in response to a threatening action by an inmate. No injuries were documented. Incident occurred during shakedown when inmates had accumulated excessive books and other materials which created a safety hazard.
		9011-020	PROBLEM: Questions disciplinary reclassification.  DISPOSITION: Inmate was moved to and from trusty area by an officer who did not follow procedure. Classification will review trusty status.

JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS	1	9011-024	PROBLEM: Questions release procedures.  DISPOSITION: Not substantiated.
		9011-030	PROBLEM: Sexual harassment.  DISPOSITION: OPEN
		9011-033	PROBLEM: Sent to deadlock without mattress, bedding, or blanket for a night. Personal items confiscated and not returned.  DISPOSITION: OPEN
		9011-034	PROBLEM: Excessive force.  DISPOSITION: OPEN
		9011-043	PROBLEM: Requests repair of sinks, air vents, and repainting of glass around bathroom area.  DISPOSITION: Appropriate repairs were made.
		9011-045A	PROBLEM: Delay in release on Seattle Municipal Court (SMC) charges.  DISPOSITION: SMC intended for complainant to receive credit for time served from the date of complainant's booking. Jail could only calculate sentence from date charges were booked on complainant. Ombudsman staff contacted SMC, an amended docket was sent to the Jail, and complainant was released.

JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		9011-046A	PROBLEM: Delay in transfer to Department of Corrections (DOC).  DISPOSITION: Ombudsman staff contacted Prosecutor's staff and was told that dismissal order had been lost. Another dismissal order was generated and complainant was transferred to DOC.
		9011-047A	PROBLEM: Delay in release.  DISPOSITION: Ombudsman staff contacted complainant's Public Defender. A release order was signed by Judge and complainant was released.
		9012-001A	PROBLEM: Questions officer's censorship of kites to Psych staff.  DISPOSITION: Problem was brought to the attention of officer and supervisor for corrective action.
	7	9012-003	PROBLEM: Delay in release.  DISPOSITION: OPEN
		9012-013	PROBLEM: Officer not present at post and assault occurred.  DISPOSITION: Assault occurred during shift change and as duty station changed from continuous to intermittent staffing. Inmate had not disclosed to Classification the gang relationship that resulted in the assault.

JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

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A. ICY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		9012-014	PROBLEM: Unprofessional conduct.  DISPOSITION: OPEN
		9012-019	PROBLEM: Questions officer's use of intercom and disciplinary procedure.  DISPOSITION: OPEN
		9012-020	PROBLEM: Questions officer's use of intercom and disciplinary procedure.  DISPOSITION: OPEN
COMPLAINT(S) FROM PREVIOUS PERIOD			
		9007-027	PROBLEM: Inadequate response to sick inmate.  DISPOSITION: Not substantiated. However, recommendations for improvements in medical care for jail inmates were made as a result of this and other complaints received.
		9007-045	PROBLEM: Questions personnel procedures and inappropriate officer conduct.  DISPOSITION: Complainant was provided with information on appeal procedures. Appropriate action is being taken by Department on complaint re officer conduct.

JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		9008-003	PROBLEM: Excessive force during booking. Towel placed over mouth.  DISPOSITION: Force was used to control inmate described as intoxicated. Excessive force was denied. Inmate was noted to have self inflicted injuries and refused medical treatment. A towel was placed over face to control spitting.
		9008-005	PROBLEM: Excessive force.  DISPOSITION: Not substantiated.



JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

11

AGEN. : ASSESSMENTS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ASSESSMENTS		9010-042	<p>PROBLEM: Questions procedure for updating property characteristics.</p> <p>DISPOSITION: For ethics purposes Assessor requires all employees to verify accuracy of their own property characteristics. Conclusion is that as long as the properties are not re-valued out of cycle, as a result of changes in the property characteristics no technical problem should result.</p>
8		9012-005	<p>PROBLEM: Believes process of employees updating their own property characteristics is improper. Lack of response to request for information authorizing such action.</p> <p>DISPOSITION: For ethics purposes Assessor required all employees to verify accuracy of their own property characteristics. Conclusion is that as long as the properties are not re-valued out of cycle as a result of changes in the property characteristics, no technical problem should result.</p>
COMPLAINT(S) FROM PREVIOUS PERIOD			
8		9004-020	<p>PROBLEM: Inaccurate information and inappropriate conduct.</p> <p>DISPOSITION: Issues were brought to attention of Assessor and Board of Ethics. Appropriate action was taken to address concerns.</p>

JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

12

AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
CIVIL RIGHTS & COMPLIANCE		9010-004	<p>PROBLEM: Questions procedures in handling housing discrimination investigation.</p> <p>DISPOSITION: Relevant ordinances were reviewed and information was provided to complainant on appeal process. Letter of complaint was forwarded to Department Director.</p>
FACILITIES	5	9009-008	<p>PROBLEM: Questions why County is not cleaning and maintaining County parking lot at southwest corner of 6th and Yesler.</p> <p>DISPOSITION: Appropriate follow-up was made by Real Property and Facilities Management. Portion of parking lot belonging to King County was cleaned.</p>
		9012-002	<p>PROBLEM: Position created with intent that particular individual will fill the position. Questions hiring process.</p> <p>DISPOSITION: Appropriate corrective action was taken.</p>
GENERAL SERVICES	8	9009-006A	<p>PROBLEM: Concerned that there is no help available on evenings and weekends for Animal Control problems.</p> <p>DISPOSITION: Complainant was provided with information on how to contact Animal Control emergency dispatch on evenings and weekends.</p>
	9	9009-012A	<p>PROBLEM: Dead dog reported to Animal Control. No response from Animal Control.</p> <p>DISPOSITION: Ombudsman staff reported dead dog to Animal Control and dog was picked up. Incident was brought to the attention of Department director.</p>

JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

13

AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
GENERAL SERVICES	8	9009-021	PROBLEM: Failure to enforce Zoning Adjustor conditions re hobby kennel.  DISPOSITION: BALD staff visited site and concluded evidence of non-compliance with operating conditions was sufficient to justify a public hearing. Complainants were satisfied with this opportunity to be heard.
	1	9009-025A	PROBLEM: Requests assistance in controlling excess number of cats.  DISPOSITION: Animal Licensing and Animal Control were contacted on behalf of complainant. Appropriate action was taken.
	9	9009-029A	PROBLEM: No action taken on numerous reports of code violations.  DISPOSITION: Notice and Order re excessive animals was appealed and property owner has until 3/91 to abate. Property owner is receiving assistance from public agency to abate health code violations.
	1	9010-007A	PROBLEM: Employee not helpful; insufficient information and record keeping.  DISPOSITION: Problem was brought to the attention of Department Director.
		9010-026A	PROBLEM: District Court finds Animal Control ordinance violates Due Process Clause of the 14th Amendment re barking dog citations. Inadequate quarantine controls for dogs that have bitten people.  DISPOSITION: Court ruling was brought to attention of agency director for consideration in future ordinance amendments. Information regarding quarantine procedures and adequacy of controls was obtained from Health Department veterinarian and provided to complainant.

JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

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AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
GENERAL SERVICES	6	9011-005	PROBLEM: Unprofessional conduct of Animal Control officer.  DISPOSITION: Not substantiated.
		9011-017A	PROBLEM: Questions why vehicle registration not pro rated as in other states.  DISPOSITION: State law does not provide for pro-rating registration and licensing fees. Information from pertinent RCW was sent to complainant.
	7	9012-016A	PROBLEM: Questions employee's behavior.  DISPOSITION: Matter was discussed with employee's supervisor.
COMPLAINT(S) FROM PREVIOUS PERIOD			
	6	9008-042	PROBLEM: No response to complaints filed months ago about constant dog barking. Records were lost.  DISPOSITION: Appropriate enforcement action was taken. Animal Control will improve procedure for tracking complaints and make available to citizens an informational packet with explanation of necessary format for documenting complaints.
EXECUTIVE ADMIN. GENERAL	7	9010-019A	PROBLEM: Insufficient information and record keeping; rude employee.  DISPOSITION: Ombudsman staff called Animal Control and immediate problem of stray dog was taken care of by Animal Control staff. Problems complainant experienced were brought to the attention of Department Director.

JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

15

AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
RECORDS AND ELECTIONS	5	9010-033A	PROBLEM: Questions procedures for hiring precinct election officers.  DISPOSITION: Information on procedures set by State statute was provided.
COMPLAINT(S) FROM PREVIOUS PERIOD			
		9008-019	PROBLEM: Only one microfiche that prints is available to the public and County employees in Records Section. Concerned County is not providing reasonable access to the public.  DISPOSITION: Division fully aware of inconvenience that lack of equipment has on the public and has taken steps to alleviate problems. Funds to purchase new equipment were not immediately available, thus delaying delivery of the equipment.
	6	9008-039	PROBLEM: Questions inordinate delay of official record that mortgage has been paid off.  DISPOSITION: Records Section has been running with a backlog of up to 60 days. Complainant's document, however, was recorded on same day it was received. Efforts are being made to reduce backlog.
SYSTEM SERVICES		9009-005A	PROBLEM: Automated telephone information/answering machines cut off callers.  DISPOSITION: Computer handling incoming calls was overloaded following a three-day weekend just before primary election day. System was adjusted to eliminate disconnections. New equipment is being installed to improve service.

JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

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AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ALCOHOLISM SERVICES	9	9010-016A	PROBLEM: Questions procedures.  DISPOSITION: Information was provided on procedures and appeal options.
COMPLAINT(S) FROM PREVIOUS PERIOD			
		9005-015	PROBLEM: Harassment of employee.  DISPOSITION: Conflicts arose over change in work conditions and singling out of certain employees to meet requirements others did not have to meet. Department Director assigned staff to work with NRF staff to air and resolve the problems.
	2	9005-029	PROBLEM: Alleged harassment and disparate treatment.  DISPOSITION: Complainant was provided with information on how to appeal complaint through the Personnel Administrative Guidelines and Office of Civil Rights and Compliance. Issues were also brought to the attention of the Department Director.
	5	9007-012	PROBLEM: Alleges discrimination by staff at Detox Center.  DISPOSITION: Allegation of discrimination not substantiated. Incident involved misunderstanding between Washington Center Building staff and complainant. Appropriate corrective action taken.
	6	9008-027	PROBLEM: Concerned that clients at Cedar Hills Treatment Facility are not getting adequate nutrition.  DISPOSITION: Menus were analyzed by University Nutritionist and found to be adequate for subject population. Menus will be reviewed by Nutritionist when changed in the future, or at least semi-annually.

JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

1

AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ENVIRON- MENTAL HEALTH	6	9009-010	PROBLEM: Several newly built homes were issued certificates of occupancy by BALD without Health Department approval of septic systems. Septic systems are not up to standard. Questions why County not responsible.  DISPOSITION: OPEN
	8	9009-018A	PROBLEM: Garbage on private property is a nuisance and attracts rats.  DISPOSITION: Appropriate code enforcement action was taken.
	1	9009-020	PROBLEM: Questions requirements for approval of septic and drainage system to accommodate septic system replacing two failed mound systems on adjacent property.  DISPOSITION: Interceptor drain to protect complainant's septic system was not required or inspected by County staff. Mound system failures were structural and not related to soil or drainage conditions on adjacent property.
	9	9009-029A	PROBLEM: No action taken on numerous reports of code violations.  DISPOSITION: Notice and Order re excessive animals was appealed and property owner has until 3/91 to abate. Property owner is receiving assistance from public agency to abate health code violations.
	6	9010-034A	PROBLEM: Cement wall is in violation of Code. Questions why no enforcement action taken.  DISPOSITION: Problem was determined to be a private matter.

JANUARY 15, 1991 REPORT  
COMPLAINTS BY AGENCY September - December, 1990

13

AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ENVIRON- MENTAL HEALTH	6	9012-006A	<p>PROBLEM: Homeowner seeks to demolish existing home on lakefront lot. Health refuses to allow use of existing system, approval of upgrade of existing system, or construction of new septic system.</p> <p>DISPOSITION: Lot has road drainage, fill, and standing water at times. These features make it difficult to meet requirements. Complainant given information on basis for requirements, appeals, and options.</p>
	6	9012-015	<p>PROBLEM: Residents of property above development site concerned that inspectors are ignoring uprooted trees and underground springs, and determined all except one lot will perc.</p> <p>DISPOSITION: Soils and drainage problem were addressed through preliminary approval conditions required by Health Department. Complainants given information on plat review and approval process to ensure proper consideration of their concerns.</p>
	7	9012-021	<p>PROBLEM: Questions County actions with regard to building permits and private water supply system.</p> <p>DISPOSITION: OPEN</p>
COMPLAINT(S) FROM PREVIOUS PERIOD			
	1	9006-007	<p>PROBLEM: Lack of enforcement authority over noise created by commercial parking lot sweepers.</p> <p>DISPOSITION: Public Safety officers respond to noise complaints but can only give verbal warnings. Decibel meters needed to cite. Overlapping jurisdictions of Seattle and County compound enforcement problems. Health Staff considering S.O.P. and ordinance changes.</p>



JANUARY 15, 1991 REPORT  
COMPLAINT BY AGENCY September - December, 1990

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AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ENVIRON- MENTAL HEALTH	4	9007-013	<p>PROBLEM: Requests assistance in resolving noise disturbance problem created by cleaning company sweeping business parking lots from 9:00 pm - 3:00 am. Noise travels from commercial zone to residential zone.</p> <p>DISPOSITION: Public Safety officers respond to noise complaints but can only give verbal warnings. Decibel meters needed to cite. Over-lapping jurisdictions of Seattle and County compound enforcement problems. Health staff considering S.O.P. and ordinance changes.</p>
JAIL HEALTH SERVICES	5	9009-001	<p>PROBLEM: Unnecessary force. Lack of proper medical care.</p> <p>DISPOSITION: OPEN</p>
	4	9009-022	<p>PROBLEM: Lack of response to request for medical attention.</p> <p>DISPOSITION: Not substantiated.</p>
		9010-021	<p>PROBLEM: Delay in response to request for medical attention has resulted in serious eye infection.</p> <p>DISPOSITION: Appropriate follow-up was made by medical staff.</p>
		9010-023A	<p>PROBLEM: Inmates with infections, mental imbalances, and other illnesses are released without provisional medication.</p> <p>DISPOSITION: Jail Health doesn't have staff or budget to provide inmates with out-patient care or follow-up by other agencies. Consequently, inmates' prescription medicines may be interrupted upon release until the inmate can obtain an exam and prescription from an outside doctor.</p>

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AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
COMPLAINT(S) FROM PREVIOUS PERIOD			
JAIL HEALTH SERVICES		9006-002	PROBLEM: Medication dispensed to wrong inmates.  DISPOSITION: Not substantiated.
		9008-020A	PROBLEM: Delay in refilling inmate's medication.  DISPOSITION: Complainant's concerns were brought to the attention of Jail Health staff. Arrangements were made to assure complainant would not run out of medication.
		9008-024	PROBLEM: Excessive force. Inadequate attention to medical problem.  DISPOSITION: Not substantiated. Inmate's unusual behavior which resulted in use of force was found to be related to withdrawal from seizure control medication. Recommendation made to Department to provide training on how to recognize symptoms.
HEALTH GENERAL	5	9011-022A	PROBLEM: Seeks assistance in identifying County employee involved in minor parking lot accident.  DISPOSITION: Complainant and Health Department driver initially concluded damage too minor to report based on night time examination. Daylight examination found damage was greater than initially thought. Ombudsman staff aided complainant by identifying vehicle and driver.

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AGENCY: HOUSING AUTHORITY

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
HOUSING AUTHORITY	8	9011-040A	PROBLEM: Delay in processing of application. Inconsistent information given.  DISPOSITION: Applicant found temporary housing with daughter and decided to withdraw complaint.
HUMAN RESOURCES		9009-027	PROBLEM: Employee questions disciplinary action.  DISPOSITION: Appropriate corrective action was taken.
	4	9010-045A	PROBLEM: Concerns re recall system for County employees who have been laid off due to budget cuts.  DISPOSITION: Complainant was provided with Career Service rules. Ombudsman staff researched issues and issues were provided to Council staff for consideration in Personnel ordinance and guideline revisions.
	1	9011-016	PROBLEM: Questions delay in reclassification. Has been performing duties out of class since 1988.  DISPOSITION: Several supervisory positions classifications and salary ranges needed to be developed by OHRM for Department. Union contracts were invalid. Current personnel guidelines do not set time frame for OHRM to requests for reclassification.

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AGENCY: HUMAN RESOURCE MANAGEMENT

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
HUMAN RESOURCES		9012-002	PROBLEM: Position created with intent that particular individual will fill the position. Questions hiring process.  DISPOSITION: Appropriate corrective action was taken.
	5	9012-004	PROBLEM: Questions personnel procedures.  DISPOSITION: Information from Personnel ordinance and guidelines was provided.
		9012-011	PROBLEM: Questions hiring process.  DISPOSITION: OPEN

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AGENCY: HUMAN SERVICES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
PUBLIC DEFENSE		9010-013A	PROBLEM: Sentencing paperwork and temporary release order lost.  DISPOSITION: Judge signed another judgement and sentence and temporary release order. Complainant was released from Jail on temporary release order two days after original order was issued. Ombudsman staff brought problem to attention of Public Defense Troubleshooter and Jail Director.
MENTAL HEALTH	5	9010-041	PROBLEM: Unsafe driving behavior.  DISPOSITION: Appropriate corrective action was taken.

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
PARKS, PLANNING & RESOURCES	8	9012-017A	<p>PROBLEM: Believes former watershed should be declared a wetland.</p> <p>DISPOSITION: Ombudsman staff informed Department staff of the wetland and it was flagged for inventory. Complainant was encouraged to submit a written request to resource planning.</p>
COMPLAINT(S) FROM PREVIOUS PERIOD			
	3	9008-043	<p>PROBLEM: Seeks assistance in controlling noxious weed; Purple Loosestrife.</p> <p>DISPOSITION: Position for coordinating County noxious weed program has been proposed in 1991 budget. Recent excessive growth of purple loosestrife provided impetus for study of control methods by state legislature. Information provided to complainant.</p>
BALD COMM-MULTI FAMILY	3	9010-015	<p>PROBLEM: Neighbor has blocked drainage ditch causing water to flood pasture. County has not taken action.</p> <p>DISPOSITION: OPEN</p>
	1	9010-038A	<p>PROBLEM: Neighbor regraded property approximately 50' long by 30' wide by 8' deep without a permit. Diverted runoff away from County culvert onto complainant's property.</p> <p>DISPOSITION: Fill had occurred but less than amount regulated by code. Code Enforcement Inspector concluded drainage concerns could be addressed by complainant cleaning out drainage system on complainant's property.</p>

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY	
BALD COMM-MULTI FAMILY	7	9011-003	PROBLEM:	Grading permit issued without regard to ingress/egress, utility easement. Damage to easement prohibits development.
			DISPOSITION:	OPEN
	4	9011-037	PROBLEM:	Questions employee behavior.
			DISPOSITION:	Not substantiated.
	9	9011-042	PROBLEM:	Church construction last year, and filling and clearing on property above church this year overburdening flow into culvert and flooding neighboring properties.
			DISPOSITION:	OPEN
COMPLAINT(S) FROM PREVIOUS PERIOD				
	9	9004-030	PROBLEM:	Illegal dumping of contaminated soil.
			DISPOSITION:	Corrective action was taken to bring site into compliance through bioremediation. County Code contains no zone designation for disposal/processing of petroleum. BALD, Health, and DOE are working to establish disposal and treatment methods, and recommend revisions of zoning code.
BALD RESIDENTIAL	6	9009-010	PROBLEM:	Several newly built homes were issued certificates of occupancy by BALD without Health Department approval of septic systems. Septic systems are not up to standard. Questions why County not responsible.
			DISPOSITION:	Health coordinated with BALD to annotate building inspection card that premises are unlawful to occupy until septic system approved by Health. Health will timely post tracking system accessible by both agencies with status of sewage system approval for BALD to review.

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD RESIDENTIAL	1	9010-036A	PROBLEM: Questions permit process.  DISPOSITION: Clarification of process was provided.
	7	9011-044A	PROBLEM: Home flooded because footing and downspout drains not installed by builder, nor checked during final inspection.  DISPOSITION: Drains were required as plat conditions. BALD staff inspected home and notified builder of required changes.
	7	9012-021	PROBLEM: Questions County actions with regard to building permits and private water supply system.  DISPOSITION: OPEN
BALD LAND USE	8	9009-021	PROBLEM: Failure to enforce Zoning Adjustor conditions re hobby kennel.  DISPOSITION: BALD staff visited site and concluded evidence of non-compliance with operating conditions was sufficient to justify a public hearing. Complainants were satisfied with this opportunity to be heard.
	1	9010-005A	PROBLEM: Noise from shooting range disturbs residential neighborhood. Questions legality of shooting range at subject location.  DISPOSITION: Code Enforcement notified property owner of alleged violation and requirement to obtain Uclassified Use Permit. Shooting has ceased for the season.



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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD LAND USE	9	9010-030	<p>PROBLEM: Water District not complying with requirement to dedicate road easement.</p> <p>DISPOSITION: Complainant was provided with information on how to appeal. Zoning Adjustor agreed to conduct a hearing to allow parties to dispute and present their interpretation of requirements and to clarify condition of approval.</p>
	9	9011-038A	<p>PROBLEM: Surface water runoff from gravel pit operation impacts County road and private property.</p> <p>DISPOSITION: Site is a legal non-conforming use. Action initiated by Grading staff to require an updated operating plan and drainage controls.</p>
	7	9012-018	<p>PROBLEM: Delay in shorelines permit approval and lack of adequate regulation of property development.</p> <p>DISPOSITION: Emergency approval was given for shoreline restoration when bulkhead was destroyed by winter storms. Appropriate corrective action was taken on issues of building height, retaining wall, and excavation limits.</p>
ENVIRONMENT- AL DIVISION	6	9010-003A	<p>PROBLEM: Believes electric fence in GR-5-P zone is a hazard to children and is a code violation. Requests clarification of County ordinance.</p> <p>DISPOSITION: Site was inspected by Code Enforcement and found to be in compliance. County Code allows electric fences in subject zone but does not further specify controls.</p>

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AGENCY: PARKS, PLANNING AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ENVIRONMENT- AL DIVISION	1	9010-029	PROBLEM: Requests enforcement action re 30 cars on private property in flood waterway affecting complainant's property and Snoqualmie River.  DISPOSITION: Appropriate enforcement action was taken. Notice and Order was issued to bring property into compliance.
	6	9010-034A	PROBLEM: Cement wall is in violation of Code. Questions why no enforcement action taken.  DISPOSITION: Problem was determined to be a private matter.
	9	9011-004	PROBLEM: Seeks assistance in removal of structure built in a drainage easement without a permit.  DISPOSITION: OPEN
	1	9011-014	PROBLEM: Inadequate drainage system and insufficient setback for parking lot.  DISPOSITION: OPEN
	3	9011-023	PROBLEM: Requests assistance in resolving long standing code violations.  DISPOSITION: Appropriate enforcement action was initiated.
	8	9011-025	PROBLEM: Questions Code Enforcement determination of legal nonconforming use. Requests response to complaints about noise control violations.  DISPOSITION: OPEN

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AGENCY: PARKS, PLANNING AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
COMPLAINT(S) FROM PREVIOUS PERIOD			
ENVIRONMENT- AL DIVISION	3	9001-031	PROBLEM: House damaged by flooding creates a hazard. Occupants refuse to move.  DISPOSITION: Hazard was abated.
	6	9004-033	PROBLEM: No enforcement action re work being done in Native Growth Protection Easements of adjoining plats.  DISPOSITION: Appropriate enforcement action was taken.
	1	9008-031	PROBLEM: Ongoing code violations.  DISPOSITION: Code Enforcement inspected and found some improvement in the condition of the property. Efforts will be made to bring the property totally into compliance.
	1	8909-033	PROBLEM: Delay in Code Enforcement.  DISPOSITION: Appropriate enforcement action was taken.
	1	9006-013	PROBLEM: Delay in enforcement of ongoing code violation.  DISPOSITION: OPEN

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD TECHNICAL SERVICES	8	9010-027	<p><b>PROBLEM:</b> Inappropriate application of Sensitive Areas Ordinance requirements.</p> <p><b>DISPOSITION:</b> BALD staff worked with applicant to find a solution that would ensure protection of a Class 1 wetland while allowing reasonable use of the land.</p>
	9	9010-044A	<p><b>PROBLEM:</b> Questions enforcement of Sensitive Areas Ordinance prior to effective date.</p> <p><b>DISPOSITION:</b> Ombudsman reviewed requirements with complainant. Complainant will comply with what has been required.</p>
	1	9010-046A	<p><b>PROBLEM:</b> Siltation in Bear Creek.</p> <p><b>DISPOSITION:</b> A two hundred acre plat and a school site were cause of the problem. Fisheries and BALD staff acted to bring the projects under control.</p>
	3	9011-010A	<p><b>PROBLEM:</b> Fire sprinkler system at cost of \$8,000 for single family, 1,800 sq. ft. home, causes hardship.</p> <p><b>DISPOSITION:</b> Sprinkler requirement is based on Code language: "...all R-C occupancies without approved fire department access." This has been interpreted by Rule to mean roads exceeding 15% grade per County Road Standard.</p>
		9011-048A	<p><b>PROBLEM:</b> Questions environmental impact procedures.</p> <p><b>DISPOSITION:</b> Concerns were brought to the attention of the director and appropriate action was taken to address concerns.</p>

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD GENERAL		9009-016	<p>PROBLEM: Questions employee's driving behavior.</p> <p>DISPOSITION: Appropriate corrective action was taken.</p>
BALD SUBDIVISION SECTION	9	9009-023	<p>PROBLEM: Delay in processing short plat application.</p> <p>DISPOSITION: Problem is being addressed by Department reorganization and expedited hiring of BALD staff. Complaint was brought to attention of Department director.</p>
	3	9009-037A	<p>PROBLEM: Lack of response from BALD re status of short plats.</p> <p>DISPOSITION: Complainant was provided with response.</p>
	9	9010-010	<p>PROBLEM: Delay in processing lot line adjustment.</p> <p>DISPOSITION: BALD approved application in a timely fashion. Delay in recording was due to unpaid taxes and property location in the different taxing districts. BALD and Assessor's Office are working with complainant to process a short plat "exemption" and finalize lot line adjustment.</p>
	3	9010-020	<p>PROBLEM: Excessive delay in processing of short plat application. No response to telephone calls or written inquiries.</p> <p>DISPOSITION: BALD staff met with complainants and their engineer to clarify requirements before preliminary approval. BALD records show there were several meetings and many phone calls between staff and complainant.</p>

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD SUBDIVISION  SECTION	6	9010-024	PROBLEM: Questions reasons for stop-work order on residential building. Building permit issued without verification of sewer availability.  DISPOSITION: OPEN
	9	9010-035	PROBLEM: Problems obtaining a lot line adjustment.  DISPOSITION: OPEN
	9	9010-043	PROBLEM: Unprofessional conduct and conflict of interest. Failure to comply with plat requirements.  DISPOSITION: Not substantiated.
	9	9011-009	PROBLEM: Malfunctioning overflow valve in retention/detention pond causes flooding of neighboring properties.  DISPOSITION: Overflow valve was temporarily wired open to prevent future flooding. Construction approval of subject plat will be withheld pending a permanent solution to flooding problems.
	6	9011-026	PROBLEM: Home is sliding into ravine as a result of increased flows from development undercutting ravine bank.  DISPOSITION: There is some slumping of material in the ravine. However, complainant's home is well back from the ravine edge. Information was provided by Soil Conservation District, Surface Water Management, and insurance company re stabilization techniques.

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD SUBDIVISION SECTION.	7	9011-036A	PROBLEM: Landscape buffer between existing development and planned unit development appears to be inadequate. Drainage system in PUD not working correctly.  DISPOSITION: Appropriate action taken by Commercial Inspections.
	9	9011-039	PROBLEM: County culvert cannot handle drainage from filled and cleared wetland recently rezoned for apartments. Neighboring properties being flooded.  DISPOSITION: OPEN
COMPLAINT(S) FROM PREVIOUS PERIOD			
	3	8909-037	PROBLEM: Alleges agencies conspired to establish unlawful short plat requirements.  DISPOSITION: Not substantiated. Information on process was provided.
	6	9003-039	PROBLEM: Short plat approval based on erroneous information. Resulting traffic problems pose hazard to residents.  DISPOSITION: Adjacent plat and short plat by same developer approved through separate BALD processes. Notice to public not required under existing short plat ordinance. Wetlands on site "unmapped" so SEPA review and notice to public were not required. Traffic mitigation measures under consideration.
	1	9007-011	PROBLEM: Silt from approved plat clearing causing siltation in Bear Creek and Beaver Pond.  DISPOSITION: Inspectors required the developer to install additional sediment control devices. However, much silt reached Bear Creek and killed many of the unique freshwater mussels. It's not yet known how the salmon spawning will be affected.

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD SUBDIVISION SECTION	1	9008-001	<p>PROBLEM: Ongoing violations of grading permit.</p> <p>DISPOSITION: Enforcement action was taken to bring the site into compliance.</p>
	1	9008-029	<p>PROBLEM: Requirements for road improvements are unreasonable and unnecessary.</p> <p>DISPOSITION: Short plat road was not constructed to meet County conditions for approval. Now, after seven years, County is forcing construction. Complainants were given information on road standards and short plat requirements. Department is working with residents to resolve problem.</p>
	1	9008-040	<p>PROBLEM: Questions repair work being performed on Burke-Gilman Trail. Believes surface water drainage system has not been restored to original condition.</p> <p>DISPOSITION: Appropriate corrective action was taken to ensure proper functioning of County drainage system. Additional improvements will be required in adjacent plat drainage system.</p>
BALD PROTECTIVE SERVICES	6	9009-035A	<p>PROBLEM: Requirements for residential fire suppression system were not part of approved permit, and are unnecessary and unreasonable.</p> <p>DISPOSITION: Complainant has a well and pressure is inadequate to support sprinkler system. Alternative of adequate access for fire truck was authorized by Fire Marshal.</p>
PARKS		9009-030	<p>PROBLEM: Requests information on how to access a County park. Both entryways into Spring Beach Park blocked.</p> <p>DISPOSITION: Park is undeveloped and "landlocked" by surrounding private property. Information on access and potential development was provided by Department and forwarded to complainant.</p>



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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
PARKS	3	9009-033	<p>PROBLEM: Lack of control or signage to limit motorized vehicles on Snoqualmie Valley Trail.</p> <p>DISPOSITION: Parks Division is planning installation of gates at selected trail access points. Suggestions for signage will be considered and coordinated with City of Carnation. Park enforcement officers will be alerted.</p>
	3	9011-019A	<p>PROBLEM: Private easement being damaged by heavy equipment while alternative public road access is available.</p> <p>DISPOSITION: Complainant had long-standing disagreement with County over location and use of road easement and right of way. Department agreed to eventual road vacation after completion of Snoqualmie trail project.</p>
COMPLAINT(S) FROM PREVIOUS PERIOD			
	1	9008-040	<p>PROBLEM: Questions repair work being performed on Burke-Gilman Trail. Believes surface water drainage system has not been restored to original condition.</p> <p>DISPOSITION: Appropriate corrective action was taken to ensure proper functioning of County drainage system. Additional improvements will be required in adjacent plat drainage system.</p>
	7	9008-046A	<p>PROBLEM: Questions personnel practices.</p> <p>DISPOSITION: Information provided. Concerns brought to attention of management.</p>

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
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PARKS            7        9008-047A    PROBLEM:    Questions personnel practices.

DISPOSITION: Information provided on appeal options available. Concerns brought to attention of management.

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AGENCY: PUBLIC SAFETY

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
CRIMINAL INVESTIGA- TIONS		9009-014A	PROBLEM: Believes procedures for recording computerized identification data were not followed appropriately.  DISPOSITION: Not substantiated.
	6	9009-032	PROBLEM: Criminal investigation is inadequate.  DISPOSITION: Not Substantiated. Investigation was delayed while staff was reassigned to Good Will Games duties.
FIELD OPERATIONS	9	9010-001A	PROBLEM: Questions delay in issuing bench warrant. Complainant's life has been threatened.  DISPOSITION: Appropriate follow-up and report had been made by Public Safety to Prosecutor's Office. Complainant was provided with information on the process.
	8	9011-006	PROBLEM: Requests police patrol on street with reported incidents of vandalism and burglary.  DISPOSITION: Officers met with community and addressed rash of vandalism. Additional police presence will be coordinated as time allows.
	9	9012-010	PROBLEM: Alleged violations of procedures for calling out nearest tow company. Problem results in alleged significant financial loss.  DISPOSITION: OPEN

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AGENCY: PUBLIC SAFETY

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
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COMPLAINT(S) FROM PREVIOUS PERIOD

FIELD OPERATIONS	1	9006-007	PROBLEM: Lack of enforcement authority over noise created by commercial parking lot sweepers.
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DISPOSITION: Public Safety officers respond to noise complaints but can only give verbal warnings. Decibel meters needed to cite. Overlapping jurisdictions of Seattle and County compound enforcement problems. Health Staff considering S.O.P. and ordinance changes.

	4	9007-013	PROBLEM: Requests assistance in resolving noise disturbance problem created by cleaning company sweeping business parking lots from 9:00 pm - 3:00 am. Noise travels from commercial zone to residential zone.
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DISPOSITION: Public Safety officers respond to noise complaints but can only give verbal warnings. Decibel meters needed to cite. Overlapping jurisdictions of Seattle and County compound enforcement problems. Health staff considering S.O.P. and ordinance changes.

	7	9008-023	PROBLEM: Alleged harassment.
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DISPOSITION: Not substantiated.

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	9	9009-002	PROBLEM: Questions driving behavior of county employee.  DISPOSITION: Appropriate corrective action was taken.
	8	9009-004	PROBLEM: Lack of response to request for removal or clean up of overflowing recycling bin on right-of-way.  DISPOSITION: Recycling bin was removed by Roads Maintenance crew.
	1	9009-034A	PROBLEM: Requests Roads Maintenance crew clean out culvert before rain season begins.  DISPOSITION: Culvert was cleaned out by sewer district contractor as part of prep work for installation of sewer lines.
	6	9010-008A	PROBLEM: Requests Roads Maintenance cover exposed well opening on right of way.  DISPOSITION: Ombudsman staff brought problem to the attention of Roads Maintenance Supervisor responsible for complainant's area. Well hole has been covered.
	6	9010-024	PROBLEM: Questions reasons for stop-work order on residential building. Building permit issued without verification of sewer availability.  DISPOSITION: OPEN

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	9	9010-025	<p>PROBLEM: Believes right of way contouring and ditch cleaning may undermine road bed and stability of hillside.</p> <p>DISPOSITION: Site was inspected by Materials Inspection staff. Site has been scheduled for appropriate erosion control measures.</p>
	9	9010-031A	<p>PROBLEM: Believes short plat road improvement requirements are unreasonable.</p> <p>DISPOSITION: Complainant appealed and obtained a partial waiver from road improvement requirements.</p>
	9	9010-032A	<p>PROBLEM: Surface water runoff from damaged County Road causes flooding of private property.</p> <p>DISPOSITION: Not substantiated.</p>
	9	9011-018	<p>PROBLEM: Delay in repair of faulty drainage system design causes damage to adjoining properties.</p> <p>DISPOSITION: Engineering study of problem is being completed. Construction schedule will depend on prioritization and availability of funds.</p>
	7	9011-021	<p>PROBLEM: Questions use of County vehicle.</p> <p>DISPOSITION: Appropriate corrective action was taken by Department.</p>

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	4	9011-028A	PROBLEM: Inadequate road signs diverting traffic from County project. DISPOSITION: Flagmen were present to direct traffic.
	1	9011-031	PROBLEM: Believes planned traffic control device should receive higher priority. DISPOSITION: Subject location has received high priority for road capital improvement program.
	3	9011-035	PROBLEM: Blocked culvert in road drainage ditch blocks runoff, directs water onto road and floods private property. DISPOSITION: Appropriate corrective action was taken.
	9	9011-039	PROBLEM: County culvert cannot handle drainage from filled and cleared wetland recently rezoned for apartments. Neighboring properties being flooded. DISPOSITION: OPEN
	6	9011-041	PROBLEM: Failure to remove debris from river resulted in destruction of bridge during flooding. DISPOSITION: OPEN
COMPLAINT(S) FROM PREVIOUS PERIOD			
	6	9003-039	PROBLEM: Short plat approval based on erroneous information. Resulting traffic problems pose hazard to residents. DISPOSITION: Adjacent plat and short plat by same developer approved through separate BALD processes. Notice to public not required under existing short plat ordinance. Wetlands on site "unmapped" so SEPA review and notice to public were not required. Traffic mitigation measures under consideration.

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY	
ROADS	1	9008-035	PROBLEM:	Lack of response to request for assistance in controlling increased traffic.
			DISPOSITION:	Department sent a written response to complainant outlining projects and time frames addressing traffic problems.
SOLID WASTE		9009-017	PROBLEM:	Rude and inappropriate behavior of County employee.
			DISPOSITION:	Appropriate corrective action was taken.
	9	9010-017A	PROBLEM:	Rude behavior. Incorrect information.
			DISPOSITION:	Appropriate action was taken by Division Manager to resolve complainant's concerns.
	6	9010-028	PROBLEM:	Litter spewing onto highway from Solid Waste trailer.
			DISPOSITION:	Appropriate corrective action was taken.
	9	9011-027	PROBLEM:	Truck spilling refuse onto road.
			DISPOSITION:	Appropriate repairs were made on trailer lid. Department has developed resources to implement an improved inspection and repair program.
COMPLAINT(S) FROM PREVIOUS PERIOD				
		9008-044A	PROBLEM:	Questions personnel practices.
			DISPOSITION:	Efforts were made to accommodate employee. Concerns were brought to the attention of division manager.



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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
SOLID WASTE	6	9008-045A	PROBLEM: Questions personnel practices.  DISPOSITION: Information was provided to complainant and concerns were brought to the attention of Division Manager.
SURFACE WATER  MANAGEMENT		9009-028	PROBLEM: Surface water runoff from new development exceeds capacity of retention/detention system, damages private property, and threatens fish habitat.  DISPOSITION: OPEN
	3	9010-015	PROBLEM: Neighbor has blocked drainage ditch causing water to flood pasture. County has not taken action.  DISPOSITION: OPEN
	5	9010-037A	PROBLEM: Public Works crew installing culvert on complainant's property.  DISPOSITION: Culvert was installed on County easement to relieve long standing drainage problem. Parameters of easement were not clear to abutting owners. Survey was done by Department and information conveyed to complainant.
	9	9011-004	PROBLEM: Seeks assistance in removal of structure built in a drainage easement without a permit.  DISPOSITION: OPEN

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
SURFACE WATER MANAGEMENT	1	9011-007	PROBLEM: Runoff from County road flooding complainant's property. Told by Public Works staff that there are plans for his area, but that the Department is still working on 1989 flooding problems.  DISPOSITION: OPEN
	9	9011-018	PROBLEM: Delay in repair of faulty drainage system design causes damage to adjoining properties.  DISPOSITION: Engineering study of problem is being completed. Construction schedule will depend on prioritization and availability of funds.
	6	9011-026	PROBLEM: Home is sliding into ravine as a result of increased flows from development undercutting ravine bank.  DISPOSITION: There is some slumping of material in the ravine. However, complainant's home is well back from the ravine edge. Information was provided by Soil Conservation District, Surface Water Management, and insurance company re stabilization techniques.
	8	9011-032	PROBLEM: Delay in installation of drainage system results in continual flooding of adjacent properties.  DISPOSITION: OPEN
	9	9011-042	PROBLEM: Church construction last year, and filling and clearing on property above church this year overburdening flow into culvert and flooding neighboring properties.  DISPOSITION: OPEN

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
SURFACE WATER MANAGEMENT	5	9012-004	PROBLEM: Questions personnel procedures.  DISPOSITION: Information from Personnel ordinance and guidelines was provided.
COMPLAINT(S) FROM PREVIOUS PERIOD			

6	9008-011	PROBLEM: Lack of response to request for stream bank restoration.  DISPOSITION: Storm damaged site was eligible for 75% Federal funding. County administers program and site has low priority, as it was not maintained by County. Department is pursuing process whereby property owners share in restoration expenses where county resources are limited.
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AGENCY: YOUTH SERVICES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
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YOUTH SERVICES	4	9012-009A	PROBLEM: Questions whether interpretation of PERS rules is consistent with County policy.
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DISPOSITION: Clarification of rules was provided by Ombudsman staff.