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OFFICE OF CITIZEN COMPLAINTS

(OMBUDSMAN)



King County, Washington

January 15, 1988 Report

110542

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ACQUISITIONS

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JANUARY 15, 1988 REPORT

KING COUNTY WASHINGTON
OFFICE OF CITIZEN COMPLAINTS
(OMBUDSMAN)

STAFF

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110542

U.S. Department of Justice
National Institute of Justice

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Citizen Complaints (Ombudsman)

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Rella E. Foley, Ombudsman-Director
King County
Office of Citizen Complaints
C213 King County Courthouse
Seattle, Washington 98104
(206) 344-3452 or 344-5289

TO: The Honorable Members of the King County Council
FROM: Rella Foley, Director
DATE: January 15, 1988
SUBJECT: January 15, 1988 Report to the Council as Required in
King County Code 2.52.150

The January Report covers the period from September 1, through December, 1987. During this four-month period, 3,625 citizens contacted the Ombudsman Office for assistance.

The January Report also marks the end of the reporting period for 1987. During 1987, over 11,000 citizens contacted the Office. The citizens' problems ranged from complicated land use or drainage issues requiring weeks to resolve, to relatively simple problems that were taken care of with information and referral assistance.

We have attempted to diminish the paperwork burden that results when the complaint process is initiated. Consequently, only 835 of the 11,000 contacts were processed as complaints. Drainage, grading, zoning violations (junk cars and rubbish), development restrictions (or lack of restrictions), failure to enforce requirements, collection of plat road bonds, and of course, the range of problems caused by overcrowding in the jail were some of the issues requiring complaint investigation.

Policy makers are well aware of and struggling with solutions for the problems in the jail, so I will not dwell on that issue except to say that the overcrowding causes breakdowns in delivery of services and quality of custodial care within the facility. Such breakdowns result in complaint increases. The jail staff, both civilian and corrections officers, are very stressed by the overcrowding and the problems that result.

Land use related issues that appear to merit review at the policy-making level are listed below.

1) DRAINAGE AND EROSION PROBLEMS CAUSED BY SINGLE LOT DEVELOPMENT. After plats are recorded and signed off by the County, the individual lots frequently are sold to many different builders. A builder may develop one or more of these lots. Lot preparation may include recontouring, excavation, and fill. This work can cause erosion/sedimentation and drainage impacts on downstream private properties as well as on County road drainage and retention/detention systems. The problems can be particularly difficult when drainage swales were either not identified in the plat process, or were not considered to have significant drainage flows and homes and septic systems are located in the swales.

There is no provision for BALD to hold the plat developer or engineer responsible for drainage problems after the plat is recorded. Neither does BALD have authority to address drainage and erosion problems during the building permit process. An additional problem is that BALD does not have enough staff to assume responsibility for inspection on individual lot drainage and erosion control measures. After a hazard is created by drainage, the remedy available is the Notice and Order process.

The Notice and Order process is costly and time consuming. The Prosecutor's staff and one or more administrative agencies will be involved in preparation of the Notice and Order. These agencies and the Zoning Examiner are then involved in any appeals that result. In the meantime, the property may be sold and a "victim" is added to the parties involved.

Recommendation: Consideration be given to granting BALD authority and staff to address single lot erosion/sedimentation/drainage concerns during the building permit process for single lot development. Secondly, consideration of whether the plat developer and plat engineer should be required to correct any major drainage problems that surface after plat recording.

2) ROAD CONSTRUCTION BONDS. There are problems resulting from the policy set forth in KCC 19.26.370 and 19.36.060 relevant to the posting of bonds to assure road construction during the short plat and subdivision process. The problems are basically as follows.

- a) A developer can "tear up" County right-of-way without posting a bond. The assumption is the developer will restore or develop the right-of-way to an approved condition thereby getting approval to record and sell lots. In some cases developers tear up the right-of-way and then go bankrupt before completing the required improvements to the road. There is no bond and no commitment by the County to restore or complete the road. Access for existing residents can be significantly disrupted when this occurs.
- b) The amount of the bond may be inadequate. The insufficient bond amount can result because a number of years may pass before attempts are made to collect on the plat bonds. Inflation can then significantly reduce the value of the bond. Factors that can delay collection on the bond are that the failures may not be apparent for a year or more. Paper work regarding the failure and need for bond collection is then sent to the Prosecutor. It can take months or years to collect on the bonds depending on the Prosecutor's caseload, lack of cooperation or appeals by the bonding company, the court calendar, whether the bonding company is bankrupt, or is located out of state and whether the developer has relocated out of state, thus making service of legal notice difficult. Additionally, some road and sidewalk failures are so extensive that the bond money is inadequate even if collection had occurred as soon as the failures became apparent. One case in progress involves roads and sidewalks constructed on fill and illustrates how extensive failures can be.

Apart from the above-described problems, there are administrative problems affecting utilization of those bonds that have been collected. Public Works

began a concerted effort beginning in 1982 to process all of the outstanding bonds and convey them to the Prosecutor's Office for collection. The Prosecutors have collected on many of the bonds and the money has been conveyed to Public Works. However, there is a cost to carrying out the administration and expenditure of the bond funds. This cost has not been included in Public Works budget or Work Program. In the meantime, the reorganization of some Public Works functions into BALD seems to have created uncertainty for both agencies regarding how to best proceed with the above-described problems.

An additional factor is that in the past Public Works could use their own equipment to complete the smaller projects thus maximizing the benefit of these small bonds. This was particularly helpful where inflation or collection delay had diminished the bond value. BALD does not have equipment and has bid some of these small jobs. This is not cost effective and it is difficult to even get qualified bidders for the smaller jobs.

Recommendation: Comprehensive review of the plat bond process and problems associated with the present structure; appropriate ordinance changes, budget adjustments and interagency agreements could then be addressed.

3) PUBLIC USE OF PRIVATELY MAINTAINED ROADS. Private roads in short plats have been the cause of several complaints this year. The short plat code language in KCC 19.26.290 (C) states that "privately owned roads shall be open for necessary public use." This has been interpreted by the Zoning Examiner and on appeal to the court to mean that the "private roads" cannot be blocked to prevent public passage. Thus the roads are privately maintained, but not for private use. Those who thought they bought a lot on a private road and who do the maintenance resent the wear and tear on roads they maintain out of their own pockets. The burden of private road maintenance is too much in some cases and the roads fall into disrepair. This can make emergency access, mail delivery and so on very difficult.

Recommendation: Clarify the short plat ordinance language in Chapters 19.26.460 and .470 so the real estate industry and purchasers will have clear notice that private roads created through the short plat process are privately maintained, but must be open for public use. In the alternative the short plat ordinance could be amended to either require:

- a) all short plat roads be constructed to County Road Standards for public use, or
- b) the developer to provide for payment based on impact into a fund for road improvement in the area impacted by the short plat. This option is one that has been discussed in the past, but thought to be too difficult to accomplish. The advantage to this option is that it could allow the small developers to contribute their fair share toward a road system yet not be stopped from development because of the cost of paying for a road system built to public Road Standard. Given the problems resulting from the present system, this option seems worth reconsideration.

We appreciate the cooperation and courtesy extended by the agency staffs in 1987 in helping us to address the citizens' complaints.

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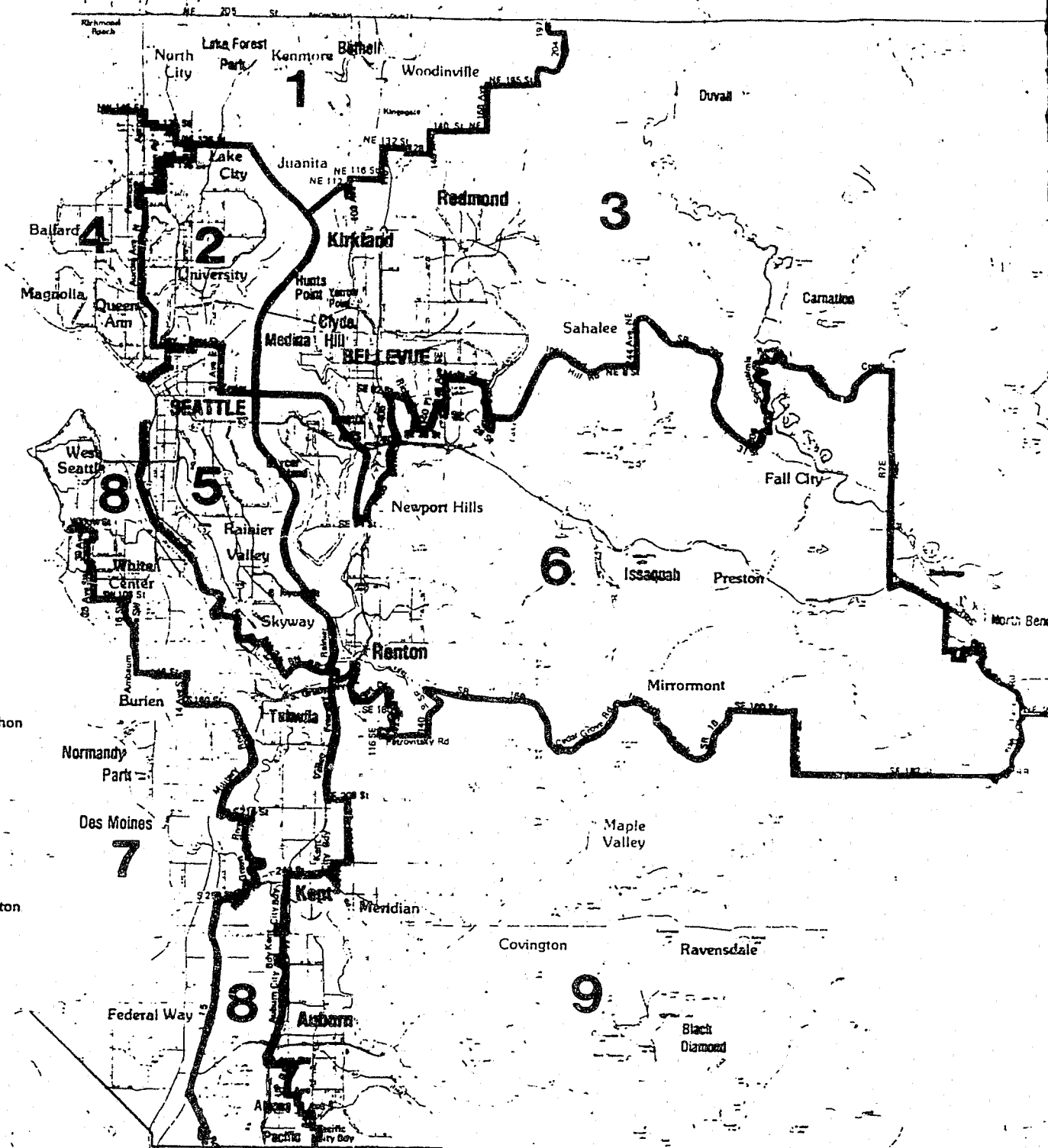
OFFICE OF CITIZEN COMPLAINTS
January 15, 1988 Report
(September - December, 1987)

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

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

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 (8801-000A), 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 (03 equals March). The last three digits indicate the chronological order of the complaint within each month. Thus, 8803-010 refers to the tenth complaint received in March, 1988.

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COMPLAINTS BY AGENCY September - December, 1987

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|--|
| INMATE MANAGEMENT | | 8709-011 | PROBLEM: Questions policy of placing women, who need to be segregated for blood precaution reasons, in administrative segregation tank. DISPOSITION: Policy was changed so that women with blood precaution status will be allowed group dayroom access unless they have additional status problems. |
| | | 8709-012 | PROBLEM: Medically segregated inmate treated like disciplinary problem. DISPOSITION: Policy was changed so that women with blood precaution status will be allowed group dayroom access unless they have additional status problems. |
| | | 8709-044 | PROBLEM: No response from Classification to request from eight of nine inmates to have troublesome inmate removed from tank. DISPOSITION: Problem was brought to the attention of the Inmate Management Supervisor. |
| | | 8710-053 | PROBLEM: Inmate's property including jail library books placed in area where other inmates have access. Property was stolen. DISPOSITION: Appropriate corrective action was taken. |
| | | 8712-017 | PROBLEM: Questions mixing inmates with hepatitis history with AIDS inmates. DISPOSITION: Universal blood and secretion precautions are taken with both classes of inmates. Primary concern is segregation from non-affected inmates. Inmates and staff encouraged to maintain privacy. Education and training are provided to inmates and staff to reduce disease transmission. |

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|--|
| JAIL OPERATIONS | | 8709-002 | PROBLEM: Rules of conduct not given to inmate. DISPOSITION: Not substantiated. |
| | | 8709-004 | PROBLEM: Rude employee in reception area. DISPOSITION: Supervisor will review the need for courtesy and professionalism with staff. |
| | | 8709-005A | PROBLEM: Had been getting mail until five weeks ago. Now letters are being returned to sender. DISPOSITION: Not substantiated. |
| | | 8709-006 | PROBLEM: Kites for property not answered. DISPOSITION: Inmate received property. |
| | | 8709-009 | PROBLEM: Recreation time canceled. DISPOSITION: Procedure was not followed. Officers involved have been counseled in this matter. |
| 5 | | 8709-010 | PROBLEM: Medication delay. DISPOSITION: Staff is working out schedule arrangements to prevent future delays. |

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|---|
| JAIL OPERATIONS | 5 | 8709-014 | PROBLEM: Inmate not released for court appearance. DISPOSITION: Not substantiated. |
| | | 8709-016 | PROBLEM: Commissary ordering procedures unclear for psychiatric ward. DISPOSITION: Supervisor has standardized procedures. |
| | | 8709-017 | PROBLEM: Overcrowding delays meals and increases noise level in cell. DISPOSITION: Meals are delivered on a consistent basis, but distribution can be delayed because of volume. |
| | 4 | 8709-018 | PROBLEM: No receipt given for check received in legal mail. DISPOSITION: Check was placed with inmate's property. Inmate was provided with a copy of the property card. |
| | | 8709-019 | PROBLEM: Delay in re-housing; unprofessional conduct by officer. DISPOSITION: Return to jail from temporary release during busy booking period and shift change contributed to delay. Unprofessional conduct allegation not substantiated. |
| | | 8709-022 | PROBLEM: Lack of restroom facilities in King County Jail for staff. DISPOSITION: Problem brought to attention of Director and union representative. |

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COMPLAINTS BY AGENCY September - December, 1987

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|--|
| JAIL OPERATIONS | 5 | 8709-023 | PROBLEM: Bail receipts not posted. Inmate's release delayed. DISPOSITION: Receipts were inadvertently filed without being posted. Problem brought to attention of Department Director. |
| | 5 | 8709-024A | PROBLEM: No receipt given for property taken in I.T.R. DISPOSITION: Property staff contacted. Property receipt will be forwarded to complainant. |
| | 5 | 8709-025 | PROBLEM: Alleges cruel treatment by jail officers. DISPOSITION: Not substantiated. |
| | 2 | 8709-026 | PROBLEM: Wants to release property to friend. Friend showed up twice to pick up property and waited several hours, but property was not available. DISPOSITION: The first time, friend spoke with supervisor and arranged to pick up property. Property was available when friend came the second time. |
| | | 8709-027A | PROBLEM: Medications confiscated during shakedown. DISPOSITION: Medical staff notified for replacement of medications. |
| | 1 | 8709-029 | PROBLEM: No receipt for property turned over by police to booking officer. Concerned that money may have been stolen. DISPOSITION: Money had been credited to inmate's account. Some items of property could not be accounted for. Corrective action was taken regarding |

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COMPLAINTS BY AGENCY September - December, 1987

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|---|
| JAIL OPERATIONS | 3 | 8709-031A | PROBLEM: Item missing from inmate's mail. DISPOSITION: Alleged missing item could not be located. |
| | 8 | 8709-033 | PROBLEM: Maintenance accident results in injury. DISPOSITION: Staff was instructed on safety procedures. |
| | | 8709-035 | PROBLEM: Medication not given. DISPOSITION: Information regarding history of illness was not written on the pre-booking health form. Medical staff, therefore, did not provide medication. |
| | 9 | 8709-037A | PROBLEM: Received receipt for check brought to Work Release. Now in jail and no one can locate check. DISPOSITION: Not substantiated. Check was applied to complainant's room and board bill. Balance was placed on complainant's account. |
| | | 8709-038 | PROBLEM: Concerned with new policy regarding mail for indigents to be thrown away if return address is incorrect or if inmate gets money placed on books after mailing letter. Problems with delivery of mail. DISPOSITION: Policy was clarified. Mail exceeding the stamp limit will be held over for the following week's mailing and will not be thrown away. |

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|--|
| JAIL OPERATIONS | | 8709-042 | PROBLEM: Not receiving mail sent by mother and attorney. DISPOSITION: Problem brought to attention of supervisor. |
| | 7 | 8709-045 | PROBLEM: Unnecessary force. Delay in release. DISPOSITION: Police reports and officers' reports reviewed. Unable to determine if injury (bruises on arm) occurred during altercation which resulted in arrest, from actions of police, or from actions of corrections officers. Delay in release not substantiated. |
| | | 8709-047 | PROBLEM: Questions policy of throwing away stamped outgoing mail without book of arrest number on return address. DISPOSITION: Policy was clarified. Mail exceeding the stamp limit will be held over for the following week's mailing and will not be thrown away. |
| | 8 | 8710-005 | PROBLEM: Unreasonably overcrowded conditions in holding cell. Only enough room for people to stand. No ventilation. People smoking. Sexual harrassment among staff. DISPOSITION: Occasional overcrowding in holding cell due to booking and transport activities. Smoking is not allowed in that cell; staff has been told to screen area more closely and confiscate smoking materials. Sexual harassment not substantiated. |
| | | 8710-010 | PROBLEM: Questions search procedures. DISPOSITION: Response from Department indicates search was within guidelines. Information from relevant regulations provided to complainant. |

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|---|
| JAIL OPERATIONS | 5 | 8710-016 | PROBLEM: Questions placement in suicide observation tank. Interference with kites. DISPOSITION: Medical staff determined inmate's placement was appropriate. Inmate's psychiatric manager does screen the kites. |
| | | 8710-018 | PROBLEM: Alleged use of force. DISPOSITION: Force was used; agency denies degree of force was excessive and there is no medical record of inmate injury. |
| | 9 | 8710-019 | PROBLEM: Noncompliance with requirements for distribution of socks and underwear. DISPOSITION: Inmates are required to handwash their own underwear and drape it around in cell to dry. |
| | | 8710-022 | PROBLEM: In jail for three months. No response to requests for sandals. DISPOSITION: Problem was referred by Director to supervisor to resolve as quickly as possible. |
| | | 8710-023 | PROBLEM: No response to requests for property that inmate had before being moved to another floor; especially needs papers to be used for court. DISPOSITION: Inmate received all property when released. |

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|---|
| JAIL OPERATIONS | | 8710-025 | PROBLEM: Questions why not being allowed to have items purchased in this commissary after returning from Western State. DISPOSITION: Inmates can have items purchased in jail commissary if those items are kept in King County Jail. However, for security reasons items that leave the jail are placed in inmate's property until release. |
| | 8 | 8710-030 | PROBLEM: Overcrowding. Unsanitary conditions in holding cells. DISPOSITION: Problem brought to Director's attention. |
| | 5 | 8710-037 | PROBLEM: Unnecessary force. DISPOSITION: Not substantiated. |
| | | 8710-038 | PROBLEM: No speed dial phone for 3 1/2 weeks. Inmates cannot contact their public defenders. DISPOSITION: Phone was repaired. |
| | 5 | 8710-041 | PROBLEM: Cash lost at booking. Medication not returned at release. DISPOSITION: Not substantiated. |
| | 5 | 8710-042 | PROBLEM: Smoking in workplace. Unprofessional conduct. DISPOSITION: Appropriate action taken by Department. |

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|--|
| JAIL OPERATIONS | | 8710-046 | PROBLEM: Commissary not issued because inmate was given out-dated request form. DISPOSITION: Special commissary was provided. |
| | 2 | 8710-054 | PROBLEM: Unprofessional conduct. Unable to attend church services. DISPOSITION: Director asked staff to arrange additional services. Unprofessional conduct not substantiated. |
| | | 8710-055 | PROBLEM: No response in two weeks to kites requesting property. DISPOSITION: Inmate received all requested legal papers. |
| | 8 | 8711-006 | PROBLEM: Rude and unhelpful employee. DISPOSITION: Referred to Department Director. Matter was discussed with staff member involved. Problem resulted from miscommunication between complainant and employee. |
| | | 8711-009 | PROBLEM: Unprofessional conduct. DISPOSITION: Not substantiated. |

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|---|
| JAIL OPERATIONS | | 8711-016 | PROBLEM: All inmates denied dinner because one inmate refused opened food tray. DISPOSITION: Not substantiated. |
| | 5 | 8711-018 | PROBLEM: Inmate charged for commissary items not delivered. DISPOSITION: Missing items were replaced. |
| | | 8711-019 | PROBLEM: Not given receipt for property when booked; has been kiting for one month, but no response. DISPOSITION: Inmate was provided a copy of property card. |
| | | 8711-024 | PROBLEM: Questions why paycheck was not credited to account. DISPOSITION: Not substantiated. |
| | 5 | 8711-026A | PROBLEM: Questions why told money was placed on inmate's books, but response to kite is that there was no money on the books. DISPOSITION: Complainant was unable to provide proof that money was sent. Inconsistency unaccounted for. |
| | 3 | 8711-028 | PROBLEM: Officer deliberately scheduling phone time for inmate in administrative segregation so that inmate cannot reach attorney. DISPOSITION: OPEN |

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|--|
| JAIL OPERATIONS | 5 | 8711-033 | <p>PROBLEM: Requests that women have qualified hair cutter available to them as the men do. No responses to kites.</p> <p>DISPOSITION: Haircuts are done by inmates and are only provided when inmates possessing barbering skills are in the jail.</p> |
| | | 8711-035 | <p>PROBLEM: Mail not delivered one day; following day only 20 pieces of mail to over 90 people.</p> <p>DISPOSITION: Part of the delay was due to a change in the Postal Department handling of mail. The other delay was due to absence of mail clerk and no back-up staff to handle the mail.</p> |
| | 1 | 8711-036 | <p>PROBLEM: Questions handling of mail.</p> <p>DISPOSITION: Part of the delay was due to a change in the Postal Department handling of the mail. The other delay was due to absence of mail clerk and no back-up staff to handle mail.</p> |
| | | 8711-037 | <p>PROBLEM: Questions handling of mail. Not getting medical attention to special needs after eye surgery. Doctors not allowed visits to inmate.</p> <p>DISPOSITION: No evidence of mail mishandling was determined. Medical department assessed needs and treatment given.</p> |
| | | 8711-038 | <p>PROBLEM: No response to request for emergency help.</p> <p>DISPOSITION: Not substantiated. Department reports that emergency help was provided in a timely manner.</p> |

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|--|
| JAIL OPERATIONS | 5 | 8711-039 | PROBLEM: Money not accounted for on inmate's property. DISPOSITION: Not substantiated. Money was held in evidence by arresting agency. |
| | | 8711-043 | PROBLEM: Lost property. DISPOSITION: OPEN |
| | | 8711-044 | PROBLEM: Lost property. DISPOSITION: Complainant was sent a registered letter allowing 60 days to claim the property. Complainant did not respond within 60 days and the property was disposed of. |
| | | 8711-045 | PROBLEM: Questions officer's conduct. DISPOSITION: Appropriate corrective action was taken. |
| | 5 | 8712-001 | PROBLEM: Unprofessional conduct. Inmate not taken to court as required. DISPOSITION: New policy does not require inmates to be fully dressed from 0600 to 2300 hours daily, so inmate was not dressed and ready for court. Officer advised of new policy. |
| | | 8712-002 | PROBLEM: Mail problems. DISPOSITION: Appropriate corrective action was taken. |

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|---|
| JAIL OPERATIONS | | 8712-003 | PROBLEM: Inadequate medical service for injury. DISPOSITION: OPEN |
| | 9 | 8712-004 | PROBLEM: Mail sent from jail not reaching recipient. DISPOSITION: Department reports that any mail delays are related to volume of mail handled. Jail is unable to trace letters once they have left the facility. |
| | | 8712-005 | PROBLEM: Court holding cell in old jail is unsanitary and cold. Medications skipped and special diet not observed while in court holding cell. DISPOSITION: A large, temporary space heater was installed until final remodeling of the 12th floor. Trustees were assigned to clean the cells on regular basis. Kitchen Supervisor contacted officers to work out special diet arrangements. |
| | | 8712-007 | PROBLEM: No response to requests for property. DISPOSITION: Inmate was given property when transferred to Work Release. |
| | | 8712-010 | PROBLEM: Legal mail handled improperly; receipt not given for property. DISPOSITION: Outgoing inmate mail is to be sent through United States Postal Service, but was apparently not in this case. Corrective action was taken. Property was located and inmate informed. |

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|--|
| JAIL OPERATIONS | | 8712-012 | PROBLEM: Questions why shared razors amongst inmates is acceptable. DISPOSITION: OPEN |
| | 8 | 8712-014 | PROBLEM: Questions why officers are allowed to smoke but pre-trial detainees are not. DISPOSITION: Not substantiated. Inmate was confused about the policy. |
| | | 8712-015 | PROBLEM: Officer will not announce when nurse comes for medical rounds. DISPOSITION: Not substantiated. |
| | | 8712-019 | PROBLEM: Lost payroll check. DISPOSITION: Check could not be located. |
| | 5 | 8712-020 | PROBLEM: Delay in delivery of mail. DISPOSITION: OPEN |
| | | 8712-021 | PROBLEM: Attitude of employee. DISPOSITION: OPEN |

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|---|
| JAIL OPERATIONS | | 8712-022A | PROBLEM: Inmate being denied access to funds in his property. DISPOSITION: Funds believed to be a welfare payment were actually a disability payment. Checks were located and funds were placed on Inmate's account. |
| | | 8712-023A | PROBLEM: Inmate denied access to medical treatment. DISPOSITION: Medical staff was contacted. Inmate was seen at next regular time for monitoring of blood-sugar level. Inmate also treated for tooth abcess. |
| | | 8712-026 | PROBLEM: Punished for giving information about Ombudsman office to other inmates. DISPOSITION: OPEN |
| | | 8712-028 | PROBLEM: Property accounting. DISPOSITION: The property was located and accounted for. |
| | | 8712-030 | PROBLEM: Questions disciplinary procedures. DISPOSITION: OPEN |
| 5 | | 8712-035 | PROBLEM: Excessive force. Unprofessional conduct. DISPOSITION: OPEN |

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COMPLAINTS BY AGENCY September - December, 1987

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|-----------------------------------|---------------------|---------------------|--|
| JAIL OPERATIONS | | 8712-037 | PROBLEM: Recreation denied. Mail delayed. DISPOSITION: Appropriate action taken by Department. |
| | | 8712-038 | PROBLEM: Lack of privacy in women's section of the jail. DISPOSITION: OPEN |
| COMPLAINT(S) FROM PREVIOUS PERIOD | | | |
| | 5 | 8705-052 | PROBLEM: Women segregated for blood precaution reasons being punished as though in Administrative Segregation; whereas men segregated for this reason have all privileges. DISPOSITION: Policy was changed so that women with blood precaution status will be allowed group dayroom access unless they have additional status problems. |
| | 5 | 8707-002 | PROBLEM: Inmate denied access to health services. DISPOSITION: Inmate chose to be in his cell according to the officer on duty. To get health services inmates must be up and in the day room. |
| | | 8708-018 | PROBLEM: Unnecessary force. DISPOSITION: Appropriate corrective action taken. |

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|--|
| JAIL OPERATIONS | | 8708-023 | PROBLEM: Medication not delivered to inmate locked in cell and unable to come to dayroom. DISPOSITION: Not substantiated. |
| | | 8708-025 | PROBLEM: Speed dial phones turned off for over a week. DISPOSITION: Department supervisor counseled officers on procedures for denying telephones. |
| | | 8708-026 | PROBLEM: Breakfast denied inmate. DISPOSITION: The officer on duty was new and denied the breakfast because of misunderstanding of procedures. Procedures have been clarified. |
| | 1 | 8708-031 | PROBLEM: Speed dial telephones not available; collect call cost is excessive. DISPOSITION: Department supervisor counseled officers on procedures for denying telephone usage. Information on telephone income and expenses provided. |
| | | 8708-032 | PROBLEM: Inmate's diet ordered by doctor canceled. DISPOSITION: Not substantiated. |
| | | 8708-046 | PROBLEM: Cigarette smoking on "No-Smoking" floor. DISPOSITION: Appropriate corrective action was taken. |

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|--|
| JAIL OPERATIONS | 5 | 8708-053 | PROBLEM: Alleged excessive force used by officer in booking area. DISPOSITION: Force was used. Department states that force was not excessive. |
| | 1 | 8708-054 | PROBLEM: No disciplinary hearing after 72 hours (weekends and holidays excluded) in Administration Segregation. DISPOSITION: Not substantiated. |
| | | 8708-063 | PROBLEM: Jail employees smoking in work areas. DISPOSITION: Area in question was reception area, which is a no-smoking area. Appropriate corrective action was taken. |
| | | 8708-066 | PROBLEM: Inmate not released on release date. DISPOSITION: Internal procedural problem caused delay. Problem brought to attention of Department Director. |
| | 4 | 8708-027 | PROBLEM: Jail will not accept property. Arresting officer required to take property and store it. Problems result. DISPOSITION: OPEN |
| WORK RELEASE | | 8709-003 | PROBLEM: Retracted disciplinary committee findings cause inmate hardship. DISPOSITION: Inmate was given instructions on how to appeal hearing decision. |

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AGENCY: ADULT DETENTION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|-----------------------------------|---------------------|---------------------|--|
| WORK RELEASE | 8 | 8709-015 | PROBLEM: Work release participation delayed. DISPOSITION: Not substantiated. |
| | 9 | 8710-033 | PROBLEM: 1. Alleges caseworker is prejudicial. 2. Questions why being denied a different caseworker. DISPOSITION: 1. Not substantiated. 2. Supervisor determined change of caseworker was not appropriate. |
| | | 8711-020 | PROBLEM: Caseworker handling passes to work on Sunday in an arbitrary manner. DISPOSITION: Problem was resolved by Work Release Supervisor. |
| | | 8711-041 | PROBLEM: Inmate in Work Release had positive urinalysis, but has no history of using drugs. Questions validity of test and recourse. DISPOSITION: Inmate returned to Work Release. Testing procedures discussed with those conducting urinalysis. Procedure in this case reported to be correct by Department Director. |
| COMPLAINT(S) FROM PREVIOUS PERIOD | | | |
| | 3 | 8708-043 | PROBLEM: Unhelpful, rude employee. DISPOSITION: Not substantiated. |

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AGENCY: ASSESSMENTS

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|-----------------------------------|---------------------|---------------------|---|
| ASSESSMENTS | 1 | 8710-011 | <p>PROBLEM: Questions assessment values for mobile homes.</p> <p>DISPOSITION: Assessor's staff provided explanation of process and specifics affecting complainant's property.</p> |
| | 7 | 8710-049 | <p>PROBLEM: Questions appraisal for condominiums.</p> <p>DISPOSITION: Information was provided on the appraisal and appeals process along with information on how senior citizens can receive assistance with property tax problems.</p> |
| COMPLAINT(S) FROM PREVIOUS PERIOD | | | |
| | 8 | 8708-021A | <p>PROBLEM: Tax assessment challenged but case not heard by the Board of Equalization.</p> <p>DISPOSITION: Hearing was delayed because of large volume of appeals, but held sufficiently in advance so that second half payment could be adjusted. Complainant was provided with information on appeal process.</p> |

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AGENCY: EXECUTIVE ADMINISTRATION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|-----------------------------------|---------------------|---------------------|--|
| AFFIRM. ACTION | 2 | 8711-046 | PROBLEM: Questions hiring process. DISPOSITION: OPEN |
| FACILITIES | 8 | 8709-033 | PROBLEM: Maintenance accident results in injury. DISPOSITION: Staff was instructed on safety procedures. |
| | | 8710-007 | PROBLEM: Smoking in stairwells on upper floors of Courthouse. DISPOSITION: Members of public were found to be the persons smoking. Enforcement and signing were increased and problem resolved. |
| | 4 | 8711-032 | PROBLEM: Fire code violation in office on fourth floor of County Administration Building has existed for seven years, but nothing done to correct it. DISPOSITION: Subject doors have been inspected many times over the years by fire department and are not life-threatening situation. However, equipment has been ordered to change exit doors to enhance traffic flow. |
| COMPLAINT(S) FROM PREVIOUS PERIOD | | | |
| | 6 | 8704-027 | PROBLEM: Availability of handicapped parking for County buildings. DISPOSITION: Action was taken to provide adequate parking for the handicapped. |

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AGENCY: EXECUTIVE ADMINISTRATION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|---|
| FACILITIES | 7 | 8704-039 | PROBLEM: Inadequate handicapped parking for Courthouse and Administration Building. DISPOSITION: Action was taken to provide adequate parking for the handicapped. |
| | 5 | 8706-050 | PROBLEM: Noncompliance with handicapped parking laws. DISPOSITION: Action was taken to provide adequate parking for the handicapped. |
| | 5 | 8708-005 | PROBLEM: Questions safety of King County public parking lot. DISPOSITION: Meeting held with appropriate staff to review potential problems. Review of plans initiated by Department. |
| GENERAL SERVICES | 8 | 8710-028 | PROBLEM: Animals being kept in violation of zoning code. DISPOSITION: Appropriate enforcement action taken. |
| | 2 | 8710-036A | PROBLEM: Taxi license improperly transferred. DISPOSITION: Not substantiated. |
| | 9 | 8710-056 | PROBLEM: Dogs running loose. DISPOSITION: Appropriate action taken. |

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AGENCY: EXECUTIVE ADMINISTRATION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|-----------------------------------|---------------------|---------------------|---|
| GENERAL SERVICES | 4 | 8711-005A | PROBLEM: Enforcement on barking dog problem is ineffective. DISPOSITION: Discussed with Animal Control and Deputy Prosecutor. Case is set for trial. Complainant placed in contact with Court and Deputy Prosecutor. |
| | 7 | 8711-027 | PROBLEM: Requests action regarding cruelty and negligence. DISPOSITION: Officers followed up. The animal no longer lives on the property. |
| | | 8712-009 | PROBLEM: Questions policies for handling complaints about stray, unlicensed, potentially dangerous dogs. DISPOSITION: Information on policies and procedures clarified by Animal Control, reinforced with staff by Shift Sergeant, and provided to complainant. |
| COMPLAINT(S) FROM PREVIOUS PERIOD | | | |
| | 7 | 8704-072 | PROBLEM: Questions procedure in issuance of citation. DISPOSITION: Procedures followed were generally in line with established practices. Some error was acknowledged. Animal Control is working on providing more training and written procedure for each officer to increase efficiency and ensure uniform handling of complaints. |
| | 8 | 8708-064 | PROBLEM: Requests action regarding nuisance dog barking problem. DISPOSITION: Appropriate enforcement action was taken. |

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AGENCY: EXECUTIVE ADMINISTRATION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|--|
| GENERAL SERVICES | 3 | 8708-040 | PROBLEM: Animal Control has not responded adequately to complaint about vicious dog. DISPOSITION: OPEN |
| PERSONNEL | 4 | 8710-050 | PROBLEM: Questions handling of confidential information. DISPOSITION: Appropriate remedial action taken. |
| SYSTEM SERVICES | | 8710-038 | PROBLEM: No speed dial phone for 3 1/2 weeks. Inmates cannot contact their public defenders. DISPOSITION: Phone was repaired. |

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AGENCY: HEALTH

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|------------------------|---------------------|---------------------|--|
| ALCOHOLISM SERVICES | 2 | 8711-021 | PROBLEM: Driver of county vehicle was discourteous. DISPOSITION: Appropriate corrective action taken. |
| | 5 | 8712-018 | PROBLEM: Attitude problem of employee at county Detoxification facility. DISPOSITION: Problem referred to Director of Health. |

COMPLAINT(S) FROM PREVIOUS PERIOD

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| 8708-049 | PROBLEM: Questions proposed relocation of Employee Assistance Program. DISPOSITION: Issues and concerns were brought to the attention of elected officials for policy decision. |
| 8708-051 | PROBLEM: Questions relocation of Employee Assistance Program. DISPOSITION: Issues and concerns were brought to the attention of elected officials for policy decision. |
| 8708-057 | PROBLEM: Relocation of Employment Assistance Program. DISPOSITION: Issues and concerns were brought to the attention of elected officials for policy decision. |

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AGENCY: HEALTH

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|--------------------------------|---------------------|---------------------|--|
| DISTRICT HEALTH SERVICES | 8 | 8710-008 | PROBLEM: Requests action on code violations. DISPOSITION: Appropriate code enforcement action was taken. |
| | 5 | 8710-015 | PROBLEM: Requests enforcement action on garbage being dumped and increasing rat problem. DISPOSITION: Appropriate enforcement action was taken to accomplish removal of the debris. Department investigation revealed no rodent problems associated with dumping. |
| | 7 | 8710-024 | PROBLEM: Rude, unhelpful employee. DISPOSITION: Conflict resulted from uncooperative employees in an establishment that failed to meet health requirements. Owner has promised better cooperation in the future. Health Supervisor found no fault with Inspector's performance. |
| | 9 | 8710-061 | PROBLEM: No follow-up in application for septic system. DISPOSITION: Application was set aside pending submittal of more information from applicant. Health Supervisor reviewed problem with staff to emphasize need for timely closure when applicant fails to follow through. |
| | 8 | 8711-025 | PROBLEM: Questions process for septic system inspections. DISPOSITION: OPEN |

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AGENCY: HEALTH

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|---|---------------------|---------------------|---|
| <hr/> COMPLAINT(S) FROM PREVIOUS PERIOD <hr/> | | | |
| DISTRICT HEALTH SERVICES | 1 | 8708-004 | <p>PROBLEM: Certificate of occupancy issued before health approval of drainfield. Steep slope on lot needs stabilization; drainage diverted across property.</p> <p>DISPOSITION: OPEN</p> |
| ENVIRON- MENTAL HEALTH | 8 | 8708-050 | <p>PROBLEM: No action regarding damaged septic tank; effluent running into neighbor's yard.</p> <p>DISPOSITION: Health Inspector found no evidence that septic tank had been damaged. However, Inspector observed grey water sewage from washing machine was being discharged onto the ground. Follow-up inspection revealed that problem had been corrected.</p> |
| JAIL HEALTH SERVICES | 5 | 8709-010 | <p>PROBLEM: Medication delay.</p> <p>DISPOSITION: Staff is working out schedule arrangements to prevent future delays.</p> |
| | | 8709-011 | <p>PROBLEM: Questions policy of placing women, who need to be segregated for blood precaution reasons, in administrative segregation tank.</p> <p>DISPOSITION: Policy was changed so that women with blood precaution status will be allowed group dayroom access unless they have additional status problems.</p> |

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COMPLAINTS BY AGENCY September - December, 1987

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AGENCY: HEALTH

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------------|---------------------|---------------------|---|
| JAIL HEALTH SERVICES | | 8709-012 | PROBLEM: Medically segregated Inmate treated like disciplinary problem. DISPOSITION: Policy was changed so that women with blood precaution status will be allowed group dayroom access unless they have additional status problems. |
| | | 8709-028A | PROBLEM: Concerned that medical staff is treating Inmate in a prejudicial fashion even in emergency situations. DISPOSITION: Problem brought to attention of medical staff and Director of Adult Detention. |
| | 3 | 8709-048 | PROBLEM: Questions adequacy of special meals for diabetics and related medication dosages. DISPOSITION: Meals for diabetics have sugary items removed. Insulin beyond normal prescribed dosage, provided only when blood-sugar levels are elevated. Information provided to complainant. |
| | 5 | 8710-016 | PROBLEM: Questions placement in suicide observation tank. Interference with kites. DISPOSITION: Medical staff determined Inmate's placement was appropriate. Inmate's psychiatric manager does screen the kites. |
| | 3 | 8710-058 | PROBLEM: Medication not received. DISPOSITION: Medical staff checked complainant and provided medication. |

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AGENCY: HEALTH

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|-----------------------------------|---------------------|---------------------|---|
| JAIL HEALTH SERVICES | | 8711-034 | PROBLEM: Unprofessional conduct by Jail nurse. DISPOSITION: OPEN |
| | | 8711-037 | PROBLEM: Questions handling of mail. Not getting medical attention to special needs after eye surgery. Doctors not allowed visits to Inmate. DISPOSITION: No evidence of mail mishandling was determined. Medical department assessed needs and treatment given. |
| | | 8712-005 | PROBLEM: Court holding cell in old Jail is unsanitary and cold. Medications skipped and special diet not observed while in court holding cell. DISPOSITION: A large, temporary space heater was installed until final remodeling of the 12th floor. Trusties were assigned to clean the cells on regular basis. Kitchen Supervisor contacted officers to work out special diet arrangements. |
| | | 8712-024 | PROBLEM: Unprofessional conduct by nurse. Medications not given. DISPOSITION: Problem referred to Director. Medical staff informed about medication. |
| COMPLAINT(S) FROM PREVIOUS PERIOD | | | |
| | | 8706-079 | PROBLEM: Shared razors in the Jail causes concern about spread of infectious diseases. DISPOSITION: Medical has recommended the shared razor practice be discontinued. Jail staff is planning an alternative to be implemented within the next month. |

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AGENCY: JUDICIAL ADMINISTRATION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|---------------------------------|---------------------|---------------------|--|
| JUDICIAL ADMINIS- TRATION | 9 | 8712-013A | PROBLEM: Delay in child support. DISPOSITION: Processing error caused delay of three checks. Prosecutor staff contacted Judicial Administration staff and problem was resolved. |

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AGENCY: PARKS, PLANNING, AND RESOURCES

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------------------|---------------------|---------------------|--|
| BALD COMM-MULTI FAMILY | | 8709-036 | <p>PROBLEM: Delays in getting commercial permit and no response to questions regarding status.</p> <p>DISPOSITION: Incomplete plans and unusual site related problems contributed to the delay in the plan review process. BALD provided information regarding status.</p> |
| | | 8709-039A | <p>PROBLEM: Inconsistent requirements by building inspector.</p> <p>DISPOSITION: Problem involved upgrading an older commercial building. Complainant's architect and building inspector agreed on required improvements to bring building into compliance.</p> |
| | | 8709-043A | <p>PROBLEM: Questions process to allow 150-foot cellular phone tower to be constructed in rural area.</p> <p>DISPOSITION: Appropriate permit was issued.</p> |
| | | 8710-003 | <p>PROBLEM: Illegal fill in flood plain.</p> <p>DISPOSITION: Fill from road maintenance had been dumped with owner's permission, but did not comply with department procedures and was halted. Information on filling and grading requirements provided to complainant and alleged violator.</p> |
| | | 8710-006 | <p>PROBLEM: Ongoing illegal excavation in residential neighborhood.</p> <p>DISPOSITION: Appropriate enforcement action was taken.</p> |

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AGENCY: PARKS, PLANNING, AND RESOURCES

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|-----------------------------------|---------------------|---------------------|--|
| BALD COMM-MULTI FAMILY | 7 | 8710-032A | <p>PROBLEM: Delay in commercial permit approval caused by inconsistencies regarding road configuration.</p> <p>DISPOSITION: Not substantiated. Complainant based submission on sketch of map for discussion in planning process rather than official road map requirement from Public Works or published community plan.</p> |
| | 8 | 8711-003 | <p>PROBLEM: Conditions of commercial permit not being met.</p> <p>DISPOSITION: OPEN</p> |
| | 3 | 8712-036 | <p>PROBLEM: Illegal fill in shoreline and structure without building permit.</p> <p>DISPOSITION: Appropriate enforcement action taken.</p> |
| COMPLAINT(S) FROM PREVIOUS PERIOD | | | |
| | 3 | 8706-065 | <p>PROBLEM: Complainant questions if neighbor received a grading permit.</p> <p>DISPOSITION: Appropriate enforcement action was taken by the Grading section.</p> |
| | 7 | 8708-016 | <p>PROBLEM: Sidewalk in front of commercial building is blocked by planters and curbing.</p> <p>DISPOSITION: Sidewalk was on private property, but used by public for many years. Commercial permit requirements mandated landscaping of this walkway. New sidewalk was installed on County right-of-way.</p> |

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AGENCY: PARKS, PLANNING, AND RESOURCES

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|------------------------------|---------------------|---------------------|--|
| BALD COMM-MULTI FAMILY | 3 | 8707-051 | PROBLEM: Illegal filling and grading in designated wetland. DISPOSITION: OPEN |
| BALD RESIDENTIAL | 7 | 8709-030 | PROBLEM: Property situated below development getting surface water runoff despite assurances that problem would be taken care of by retention/detention system. Houses are not hooking into system. DISPOSITION: OPEN |
| | 9 | 8709-040 | PROBLEM: Delay in approval of Mobile Home Permit. DISPOSITION: Permit was mailed, but went to wrong address. Complainant was provided with a replacement. |
| | 6 | 8709-046 | PROBLEM: Drainage problems resulting from fill and new construction. Certificate of Occupancy granted prior to installation of required drainage system. DISPOSITION: OPEN |
| | 5 | 8710-001A | PROBLEM: Rude, unhelpful employee. DISPOSITION: Manager and supervisors are taking action to resolve service problems. |

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AGENCY: PARKS, PLANNING, AND RESOURCES

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|--|
| BALD RESIDENTIAL | 5 | 8710-002 | PROBLEM: Unhelpful employee. Unprofessional conduct. DISPOSITION: Manager and supervisors are taking action to resolve service problems. |
| | 3 | 8710-014 | PROBLEM: Reduction of road standard after plat approval; Inconsistent drainage requirements. DISPOSITION: Inquiry disclosed that issues are in litigation. Complaint was therefore discontinued. |
| | 3 | 8710-043 | PROBLEM: Questions why had to go through so many unnecessary steps to get information whether permit is needed, why person assigned to give this information never returns calls, and why not given a toll free number. DISPOSITION: BALD has undertaken an effort to assure that back-up staff is available in as many areas as possible so information can be more accessible to the public. Staff have also been instructed to give County's toll free number. |
| | 7 | 8711-010 | PROBLEM: Questions procedures. DISPOSITION: Information on procedures and options were provided to complainant. |
| | 6 | 8711-022 | PROBLEM: Telephone listing is misleading; no response to request for information. DISPOSITION: Meaning of "24-hour" telephone service clarified. Answering machine available 24 hours, 7 days per week; inspectors from 7:30 to 8:30 a.m. daily; and supervisor from 7:30 a.m. to 3:30 p.m. daily. Procedure for obtaining required information provided by BALD Manager. |

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AGENCY: PARKS, PLANNING, AND RESOURCES

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|-----------------------------------|---------------------|---------------------|---|
| BALD RESIDENTIAL | 9 | 8712-032A | <p>PROBLEM: Unprofessional conduct. Delay in issuance of building permit.</p> <p>DISPOSITION: Application was misplaced. Permit was issued after seven weeks. Problem discussed with Section Supervisor and Division Manager.</p> |
| COMPLAINT(S) FROM PREVIOUS PERIOD | | | |
| | 6 | 8708-029 | <p>PROBLEM: Delay in processing permit for home remodeling.</p> <p>DISPOSITION: Property is located in sensitive area. Permit application needed special review, which contributed to delay.</p> |
| | 9 | 8708-037 | <p>PROBLEM: Surface water being diverted from new development.</p> <p>DISPOSITION: Not substantiated.</p> |
| | 1 | 8706-081 | <p>PROBLEM: Drainage problems affecting new home in subdivision.</p> <p>DISPOSITION: OPEN</p> |
| | 1 | 8708-004 | <p>PROBLEM: Certificate of occupancy issued before health approval of drainfield. Steep slope on lot needs stabilization; drainage diverted across property.</p> <p>DISPOSITION: OPEN</p> |

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AGENCY: PARKS, PLANNING, AND RESOURCES

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|---|
| BALD LAND USE | 3 | 8709-020 | <p>PROBLEM: Instructions on lot line adjustment form unclear and review has been delayed.</p> <p>DISPOSITION: Lot line adjustment review and approval process further explained to complainant.</p> |

COMPLAINT(S) FROM PREVIOUS PERIOD

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| | 4 | 8707-021 | <p>PROBLEM: Unable to reach zoning technicians by phone.</p> <p>DISPOSITION: High volume of calls, phone system limitations, and staff shortages have contributed to telephone response problems. Efforts are being made to improve services within those limitations.</p> |
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|--------------------------------|---|----------|---|
| BALD PROTECTIVE SERVICES | 7 | 8709-007 | <p>PROBLEM: Excessive code enforcement.</p> <p>DISPOSITION: Problem involved six-month delay in abatement of dwelling damaged by arson fire. Delay was caused by access problems and by extensive insurance investigation. Code Enforcement found it necessary to assess penalties for the delay because of the hazard.</p> |
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| | 1 | 8709-049 | <p>PROBLEM: Questions why County could allow buildings to be constructed without proper setbacks. Requests code enforcement action.</p> <p>DISPOSITION: When permit issued eight years ago, all setbacks shown on plot plan appeared to be correct. A survey is not required. Final inspection and certificate of occupancy was issued several years ago. Code Enforcement determined that property line issue is now a civil matter.</p> |
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AGENCY: PARKS, PLANNING, AND RESOURCES

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|--------------------------------|---------------------|---------------------|---|
| BALD PROTECTIVE SERVICES | 2 | 8709-050 | PROBLEM: Alleged over-zealous enforcement of zoning code. DISPOSITION: Not substantiated. |
| | 8 | 8710-008 | PROBLEM: Requests action on code violations. DISPOSITION: Appropriate code enforcement action was taken. |
| | 6 | 8710-009 | PROBLEM: Business operating in a residential zone. DISPOSITION: Code Enforcement found subject property to be in compliance with Home Occupation Guidelines. |
| | 8 | 8710-027 | PROBLEM: Lack of enforcement on junk cars. DISPOSITION: Code Enforcement contacted property owner and cleanup has begun. |
| | 3 | 8710-051 | PROBLEM: Retail shop in residential zone. Delay in code enforcement. DISPOSITION: Code Enforcement was successful in getting the business sign removed. However, complainant believes business may be ongoing because of traffic to and from the residence. Code Enforcement will continue to monitor. |
| | 7 | 8711-002 | PROBLEM: Mobile home being placed over illegal fill. DISPOSITION: Appropriate corrective action being taken. |

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AGENCY: PARKS, PLANNING, AND RESOURCES

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|-----------------------------------|---------------------|---------------------|--|
| BALD PROTECTIVE SERVICES | 1 | 8711-014 | PROBLEM: Construction materials on abandoned commercial site. DISPOSITION: Appropriate code enforcement action was taken. |
| | 8 | 8712-031 | PROBLEM: Requests code enforcement assistance. DISPOSITION: OPEN |
| COMPLAINT(S) FROM PREVIOUS PERIOD | | | |
| | 3 | 8706-027 | PROBLEM: On-going code violation. Commercial use in residential zone. DISPOSITION: Appropriate enforcement action was taken. |
| | 5 | 8706-046 | PROBLEM: Questions legality of business operating along state right-of-way. DISPOSITION: Enforcement action was taken and business relocated. |
| | 7 | 8707-048 | PROBLEM: Code enforcement inadequate; requests information on private road maintenance agreement requirements. DISPOSITION: Enforcement action taken; abandoned vehicle removed. Information on County Road Improvement District procedures provided. |
| | 9 | 8708-055 | PROBLEM: Code Enforcement has not eliminated zoning violation. DISPOSITION: Inspections by Code Enforcement have revealed no evidence of zoning violation. Business in question is a home occupation. |

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AGENCY: PARKS, PLANNING, AND RESOURCES

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|-----------------------------------|---------------------|---------------------|--|
| BALD PROTECTIVE SERVICES | 3 | 8609-004 | PROBLEM: No code enforcement action on abatement order on building determined to be an attractive nuisance and dangerous. DISPOSITION: OPEN |
| BALD TECHNICAL SERVICES | 3 | 8709-001 | PROBLEM: Unable to reach employee by phone. DISPOSITION: Delay due to heavy volume and job change of key staff member. Additional staff will be provided to handle telephone inquiries and focus technical staff time on permit review. |
| COMPLAINT(S) FROM PREVIOUS PERIOD | | | |
| | 3 | 8708-033 | PROBLEM: Complainant questions the need of a SEPA review. DISPOSITION: Complainant's property is located in a sensitive area which requires a SEPA review. This adds a minimum of four weeks to the review process. |
| BALD GENERAL | 9 | 8710-039 | PROBLEM: Questions use of County vehicle. DISPOSITION: Employee counseled on appropriate use of County vehicle. |
| BALD SUBDIVISION SECTION | 8 | 8709-021A | PROBLEM: Delay in short plat process. DISPOSITION: Not substantiated. |

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AGENCY: PARKS, PLANNING, AND RESOURCES

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|--------------------------------|---------------------|---------------------|--|
| BALD SUBDIVISION SECTION | 9 | 8710-045 | PROBLEM: Traffic from multiple short plat lots impacting privately maintained road. DISPOSITION: OPEN |
| | 3 | 8711-001 | PROBLEM: Improper installation of equestrian pathway causes drainage problems. DISPOSITION: Appropriate enforcement action being taken. |
| | 1 | 8711-008 | PROBLEM: Excavation and fill for new development result in potential hazard from undercut trees and drainage. DISPOSITION: Not substantiated. |

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AGENCY: PARKS, PLANNING, AND RESOURCES

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|------------------------------------|---------------------|---------------------|---|
| BALD SUBDIVISION SECTION | 1 | 8711-013 | <p>PROBLEM: Drainage from new subdivision damaging County road and complainant's property.</p> <p>DISPOSITION: OPEN</p> |
| | 9 | 8711-023 | <p>PROBLEM: Lot line adjustment will not be processed for one month while agencies change process. Sale of property affected by delay.</p> <p>DISPOSITION: An Attorney General's opinion and changes in state law necessitated changes in the process. Efforts were made to expedite backlogged applications.</p> |
| | 6 | 8711-030 | <p>PROBLEM: Has waited three months since request for refund was made. Questions why so many delays.</p> <p>DISPOSITION: Monies were paid into Public Works accounts before reorganization of development inspections into Building and Land Development. Complicated bookkeeping and signature gathering was required to allow BALD to pay out the funds from the Public Works accounts.</p> |
| | 7 | 8711-042A | <p>PROBLEM: Preliminary short plat approval granted without considering recommendations of neighborhood residents. No follow-up by planner to neighbor's calls. Poor handling of request for appeal.</p> <p>DISPOSITION: Planner contacted complainant and information on appeal procedures was provided.</p> |

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AGENCY: PARKS, PLANNING, AND RESOURCES

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|-----------------------------------|---------------------|---------------------|--|
| BALD SUBDIVISION SECTION | 1 | 8712-008 | <p>PROBLEM: New plat drainage controls inadequate causing impact on downstream properties. Drainage system outside plat inadequate to receive new plat drainage.</p> <p>DISPOSITION: OPEN</p> |
| | 9 | 8712-016 | <p>PROBLEM: Staff would not provide information or referral to question about critical drainage area.</p> <p>DISPOSITION: Problem was brought to Manager's attention.</p> |
| | 3 | 8712-027 | <p>PROBLEM: Problems with short plat approval.</p> <p>DISPOSITION: Subject property has severe limitations for development. Requirements for approval are consistent with the Code and procedural requirements for such properties, but are difficult and costly to meet. Information provided on requirements, alternatives and appeal processes.</p> |
| | 4 | 8712-029A | <p>PROBLEM: Delay in Short Plat approval process.</p> <p>DISPOSITION: OPEN</p> |
| COMPLAINT(S) FROM PREVIOUS PERIOD | | | |
| | 7 | 8704-015 | <p>PROBLEM: Drainage problems resulting from plat development affecting several homes.</p> <p>DISPOSITION: Problems resulted in part from builder grading of lots and failure to connect downspouts and footing drains to street drainage. Plat bonds were released and builder went bankrupt. Road monies cannot be used to remedy problem affecting only private property.</p> |

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AGENCY: PARKS, PLANNING, AND RESOURCES

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|---------------------------------------|---------------------|---------------------|--|
| BALD SUBDIVISION SECTION | 7 | 8707-015 | <p>PROBLEM: Requests paving road that has become a through street.</p> <p>DISPOSITION: Developer went bankrupt before road completed. Past practice required a performance bond only on subdivisions which received final recording approval. BALD agrees this may be too late in process and recently obtained authority to require a site restoration bond on selected projects.</p> |
| | 8 | 8701-015 | <p>PROBLEM: Complainant's property being impacted by drainage from new development.</p> <p>DISPOSITION: OPEN</p> |
| | 6 | 8704-046 | <p>PROBLEM: Surface water from development and County road directed to complainant's property.</p> <p>DISPOSITION: OPEN</p> |
| NATURAL RESOURCES AND PARKS | 3 | 8706-017 | <p>PROBLEM: Injured while taking water exercise class. Concerned that others will be injured if in-flow pipe at bottom of pool is not repaired.</p> <p>DISPOSITION: Appropriate repairs were made shortly after problem was brought to staff's attention.</p> |

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AGENCY: PUBLIC SAFETY

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|---------------------------------|---------------------|---------------------|---|
| CRIMINAL INVESTIGA- TIONS | 9 | 8710-020 | PROBLEM: Questions drug enforcement. DISPOSITION: Appropriate enforcement action was taken. |
| | 3 | 8710-029 | PROBLEM: Inadequate investigation of car theft and vandalism. DISPOSITION: Not substantiated. |
| | 6 | 8710-048 | PROBLEM: Seeks release of property. DISPOSITION: Property was confiscated from third party as evidence for investigation. Property will be released to third party, as property was not confiscated from complainant. |
| FIELD OPERATIONS | | 8710-012 | PROBLEM: Believes that officers citing laws should be more accurately informed. DISPOSITION: Appropriate corrective action was taken. |
| | 9 | 8710-057 | PROBLEM: Questions impound. DISPOSITION: Concerns were brought to the attention of Public Safety and Risk Management. |
| | 4 | 8710-059 | PROBLEM: Questions method of handling protection order. DISPOSITION: Order was not within King County jurisdiction. Complainant was referred to appropriate agencies for advice on whether there was violation of law in regard to custodial interference. |

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AGENCY: PUBLIC SAFETY

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|-----------------------------------|---------------------|---------------------|---|
| FIELD OPERATIONS | 8 | 8710-060 | PROBLEM: Questions actions of police officers. DISPOSITION: Complaint involved arrests arising from presence at former place of employment and dispute over termination. Department provided answers to complainant's questions. |
| | 1 | 8711-007A | PROBLEM: Lack of response to illegal dumping of solid waste. DISPOSITION: Matter discussed with Public Safety personnel. Enforcement of Theft 3, for dumping garbage in another's dumpster, is low priority. Complainant considering civil action against alleged violators. |
| | 1 | 8711-015 | PROBLEM: Pick-up truck filled with trash parked on road for several months. DISPOSITION: Appropriate enforcement action taken. Vehicle was removed by owner. |
| | 5 | 8712-011 | PROBLEM: Unprofessional conduct. DISPOSITION: Not substantiated. |
| COMPLAINT(S) FROM PREVIOUS PERIOD | | | |
| | 8 | 8708-060 | PROBLEM: Questions impound and why towing company would not accept check with proper identification. DISPOSITION: Impound was according to department policy. Towing company erred in refusing to accept check. Appropriate corrective action was taken by department. |

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AGENCY: PUBLIC SAFETY

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|-----------------------------------|---------------------|---------------------|---|
| TECH SVCS | 7 | 8711-012 | PROBLEM: Questions why 9-1-1 operators would not take calls seriously about fallen power line. DISPOSITION: Appropriate corrective action was taken. |
| | 3 | 8712-039 | PROBLEM: 9-1-1 unresponsive to runaway. DISPOSITION: Runaways are handled as non-emergency. Public Safety Supervisor followed up with worried parent and offered additional assistance. |
| | 6 | 8712-040A | PROBLEM: Questions procedures for handling incoming telephone calls. DISPOSITION: Problem involved response time to a non-emergency call on 9-1-1. Additional staff is in training and will be added in near future to help improve response time. |
| COMPLAINT(S) FROM PREVIOUS PERIOD | | | |
| | 2 | 8708-059 | PROBLEM: Legal papers served without confidentiality. DISPOSITION: Not substantiated. |

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AGENCY: PUBLIC WORKS

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|------------------------------|---------------------|---------------------|--|
| FLEET ADMINIS- TRATION | 5 | 8708-061 | PROBLEM: Questions use of County vehicle. DISPOSITION: Appropriate corrective action was taken. |
| ROADS | 4 | 8709-008 | PROBLEM: Questions placement of catch basin. DISPOSITION: Alternative location was found. Installation was made to satisfaction of complainant. |
| | 7 | 8709-032A | PROBLEM: Drainage problem not being corrected as promised by the County. DISPOSITION: Project was not included in 1987 work plan, and funds were not available for the corrections. Project was prioritized and completed in early January, 1988. |
| | 5 | 8709-034 | PROBLEM: Questions installation of drainage system. DISPOSITION: Public Works staff worked with complainant to resolve problems. |
| | 7 | 8709-041A | PROBLEM: Questions placement of markings at edge of new road pavement. DISPOSITION: Discontinued after initial inquiry revealed problem is non-jurisdictional. Complainant referred to appropriate State Transportation Department officials. |

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AGENCY: PUBLIC WORKS

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|--|
| ROADS | 1 | 8710-013A | <p>PROBLEM: Sidewalk damaged by utility installation.</p> <p>DISPOSITION: Investigation by Utility Inspection Unit determined that utility company was not responsible for damage done.</p> |
| | 3 | 8710-014 | <p>PROBLEM: Reduction of road standard after plat approval; Inconsistent drainage requirements.</p> <p>DISPOSITION: Inquiry disclosed that issues are in litigation. Complaint was therefore discontinued.</p> |
| | 6 | 8710-026 | <p>PROBLEM: Properties being saturated by surface water emptying through County culvert.</p> <p>DISPOSITION: Problems were due to fill placed by complainant in path of natural drainage channel. Information provided to complainant on how to correct problem.</p> |
| | 6 | 8710-031 | <p>PROBLEM: Failure to remove road obstructions as required.</p> <p>DISPOSITION: "Speed bump" obstruction was removed by property owner following notification by Department.</p> |
| | 7 | 8710-032A | <p>PROBLEM: Delay in commercial permit approval caused by inconsistencies regarding road configuration.</p> <p>DISPOSITION: Not substantiated. Complainant based submission on sketch of map for discussion in planning process rather than official road map requirement from Public Works or published community plan.</p> |

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AGENCY: PUBLIC WORKS

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|--|
| ROADS | 6 | 8710-047 | <p>PROBLEM: Questions reason for increase in speed limit on residential road.</p> <p>DISPOSITION: Department reports that speed limit was not increased; only signs were replaced with newer ones. Complainant informed of procedure for pursuing a speed limit reduction.</p> |
| | 3 | 8710-052 | <p>PROBLEM: Inadequate repair of drainage ditch.</p> <p>DISPOSITION: Maintenance is adequate to assure functioning of system. Public Works staff is willing to work with complainant to address complainant's concerns.</p> |
| | 1 | 8711-013 | <p>PROBLEM: Drainage from new subdivision damaging County road and complainant's property.</p> <p>DISPOSITION: OPEN</p> |
| | 3 | 8712-006 | <p>PROBLEM: Dissolution of RID and failure to trigger CRIDs result in road maintenance and access problems including trespass, vandalism and inadequate emergency vehicle response.</p> <p>DISPOSITION: Dissolution ordinance resulted from petition by area residents. Road conditions are very bad and Fire District acknowledges emergency access is a problem. No road improvements are planned by Public Works; maintenance of the roads is the homeowners' responsibility.</p> |

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AGENCY: PUBLIC WORKS

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|-----------------------------------|---------------------|---------------------|--|
| ROADS | 9 | 8712-025 | <p>PROBLEM: Hazardous condition created by sand blaster operating on County road.</p> <p>DISPOSITION: Complainant objected to sand hitting side of vehicle. No hazard and no damage was caused. Sanders cannot stop for each oncoming vehicle in rush hour situations. Equipment was checked to be sure sander was on lowest setting.</p> |
| | 8 | 8712-034 | <p>PROBLEM: Questions use of County equipment on private property.</p> <p>DISPOSITION: Driveway restoration work resulted from street improvement project.</p> |
| COMPLAINT(S) FROM PREVIOUS PERIOD | | | |
| | 7 | 8611-032 | <p>PROBLEM: Request for guard rail extension on dangerous curve.</p> <p>DISPOSITION: Problem will be addressed as part of major road project planned for the area.</p> |
| | 3 | 8706-013 | <p>PROBLEM: Requests traffic control signs.</p> <p>DISPOSITION: Traffic increase resulted from new development. Development roads not yet accepted by County so traffic controls haven't been installed. Public Works will monitor situation to determine when and where controls are needed.</p> |
| | 7 | 8707-015 | <p>PROBLEM: Requests paving road that has become a through street.</p> <p>DISPOSITION: Developer went bankrupt before road completed. Past practice required a performance bond only on subdivisions which received final recording approval. BALD agrees this may be too late in process and recently obtained authority to require a site restoration bond on selected projects.</p> |

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AGENCY: PUBLIC WORKS

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|---|
| ROADS | 7 | 8708-016 | <p>PROBLEM: Sidewalk in front of commercial building is blocked by planters and curbing.</p> <p>DISPOSITION: Sidewalk was on private property, but used by public for many years. Commercial permit requirements mandated landscaping of this walkway. New sidewalk was installed on County Right-of-way.</p> |
| | 4 | 8708-035 | <p>PROBLEM: Road improvement stopped in the middle of a block.</p> <p>DISPOSITION: Shoulder was paved to resolve some drainage problems and ended at catch basin where water can enter the underground drainage system.</p> |
| | 1 | 8708-038 | <p>PROBLEM: Traffic/safety problems in Richmond Beach area.</p> <p>DISPOSITION: Problems were reviewed by Traffic and Planning. One location will be discussed with the school district for possibility of including it in the School Walkway Improvement Program.</p> |
| | 8 | 8708-062 | <p>PROBLEM: Lack of maintenance on public pathway.</p> <p>DISPOSITION: Pathway is unopened right-of-way with bollards at each end. Signs will be posted to ban motor vehicles. If problems continue, installation of a "lock-gate" mechanism will be considered.</p> |
| | 9 | 8706-038 | <p>PROBLEM: Drainage from new development causing flooding on neighboring properties.</p> <p>DISPOSITION: OPEN</p> |

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AGENCY: PUBLIC WORKS

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|---|
| SOLID WASTE | 5 | 8710-017 | PROBLEM: Solid waste truck spewing garbage on freeway. DISPOSITION: Department unable to verify loss of any material from the vehicle. Drivers will be reminded to check vehicles for any loose debris. |
| | 5 | 8710-035 | PROBLEM: Auto damaged by object falling from County garbage truck. DISPOSITION: Department unable to verify loss of any material from the vehicle. Drivers will be reminded to check vehicles for any loose debris. |
| | 4 | 8711-011 | PROBLEM: Attitude problem of cashier at transfer station. DISPOSITION: Problem was brought to Director's attention. Complaint could not be substantiated due to inadequate evidence. |
| | 1 | 8711-017 | PROBLEM: Driver of county truck made turn on red light and almost hit two cars making legal turn. DISPOSITION: Appropriate corrective action was taken. |
| | 3 | 8711-031 | PROBLEM: Full trailers of garbage being left overnight at transfer station causing adverse environmental impacts. DISPOSITION: Department is taking action to correct problems identified by Health Department and State Department of Ecology. Long-term solution to excessive use of facility being addressed through Solid Waste Operating Plan review. |

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AGENCY: PUBLIC WORKS

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|--------------------------------|---------------------|---------------------|---|
| SOLID WASTE | 6 | 8711-040 | PROBLEM: Questions accuracy of scales at Factoria transfer station. DISPOSITION: Inspection did not reveal any problem with the scales' accuracy. |
| SURFACE WATER MANAGEMENT | 8 | 8709-021A | PROBLEM: Delay in short plat process. DISPOSITION: Not substantiated. |
| | 6 | 8710-003 | PROBLEM: Illegal fill in flood plain. DISPOSITION: Fill from road maintenance had been dumped with owner's permission, but did not comply with department procedures and was halted. Information on filling and grading requirements provided to complainant and alleged violator. |
| | 3 | 8710-040 | PROBLEM: Damaged dike contributing to flooding. DISPOSITION: Repairs were made to the structure, which was not a dike, but a revetment designed to help maintain the river bank and keep flood debris out of the farm fields. |

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AGENCY: PUBLIC WORKS

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|-----------------------------------|---------------------|---------------------|---|
| SURFACE WATER MANAGEMENT | 7 | 8711-002 | PROBLEM: Mobile home being placed over illegal fill. DISPOSITION: Appropriate corrective action being taken. |
| | 9 | 8711-004 | PROBLEM: Questions billing for drainage utility. DISPOSITION: Public Works provided information showing billing was consistent with ordinance requirement. Copies of ordinance and billing calculations were given to complainant. |
| COMPLAINT(S) FROM PREVIOUS PERIOD | | | |
| | 9 | 8708-037 | PROBLEM: Surface water being diverted from new development. DISPOSITION: Not substantiated. |
| | 6 | 8704-046 | PROBLEM: Surface water from development and County road directed to complainant's property. DISPOSITION: OPEN |
| | 1 | 8706-081 | PROBLEM: Drainage problems affecting new home in subdivision. DISPOSITION: OPEN |

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AGENCY: STADIUM ADMINISTRATION

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|--|
| STADIUM | 1 | 8709-013A | PROBLEM: Inadequate handicapped equipped restrooms. DISPOSITION: Stadium staff working with complainant to ensure access to handicapped restroom. Installation of grab bars in regular restrooms also being considered. |
| | 9 | 8711-029 | PROBLEM: Questions the drinking policies inside the Kingdome. DISPOSITION: OPEN |

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AGENCY: YOUTH SERVICES

| DIVISION/ SECTION | COUNCIL DISTRICT | COMPLAINT NUMBER | COMPLAINT SUMMARY |
|----------------------|---------------------|---------------------|---|
| YOUTH SERVICES | 5 | 8710-021 | PROBLEM: County car parked in passenger load zone. DISPOSITION: Referred to Department Director and appropriate corrective action taken. |