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10-14-88

OFFICE OF CITIZEN COMPLAINTS

(OMBUDSMAN)



King County, Washington

CR Sent -

112167

May 15, 1988 Report

112167

MAY 15, 1988 REPORT

KING COUNTY WASHINGTON
OFFICE OF CITIZEN COMPLAINTS
(OMBUDSMAN)

112167

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King County (OMBUDSMAN)

Citizen Complaints

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NCJRS

JUL 11 1988

ACQUISITIONS

King County Council
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Cynthia Sullivan, District 2
Bill Reams, District 3
Lois North, District 4
Ron Sims, District 5
Bruce Laing, District 6
Paul Barden, District 7
Greg Nickels, District 8
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Rella E. Foley, Ombudsman-Director
King County
Office of Citizen Complaints
C213 King County Courthouse
Seattle, Washington 98104
(206) 296-3452 or 296-5289

June 14, 1988

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

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

Dear County Council Members:

This report covers the four month period from January through April, 1988. During this period 4,368 citizens contacted the Office for assistance. This is a 26 percent increase over the same period in 1987. (Jail complaints comprise about one third of the contacts.) A total of 190 complaints were accepted for investigation. The remainder were addressed through the informal information and referral process.

In an effort to reduce the volume of inmate calls, we have for the past month restricted investigation of Jail complaints to those problems involving health, safety, or where a pattern becomes clear from several complaints. Other Jail requests are handled with information and referral assistance. It is too soon to say with certainty, but it appears that this approach will significantly reduce the volume of inmate calls.

We continue to receive cooperation from almost all County Departments and their employees. We sincerely appreciate the efforts of those who view the complaints as one means of examining and improving service to the public.

Sincerely,

Rella E. Foley, Ombudsman-Director
Office of Citizen Complaints

RF:cj

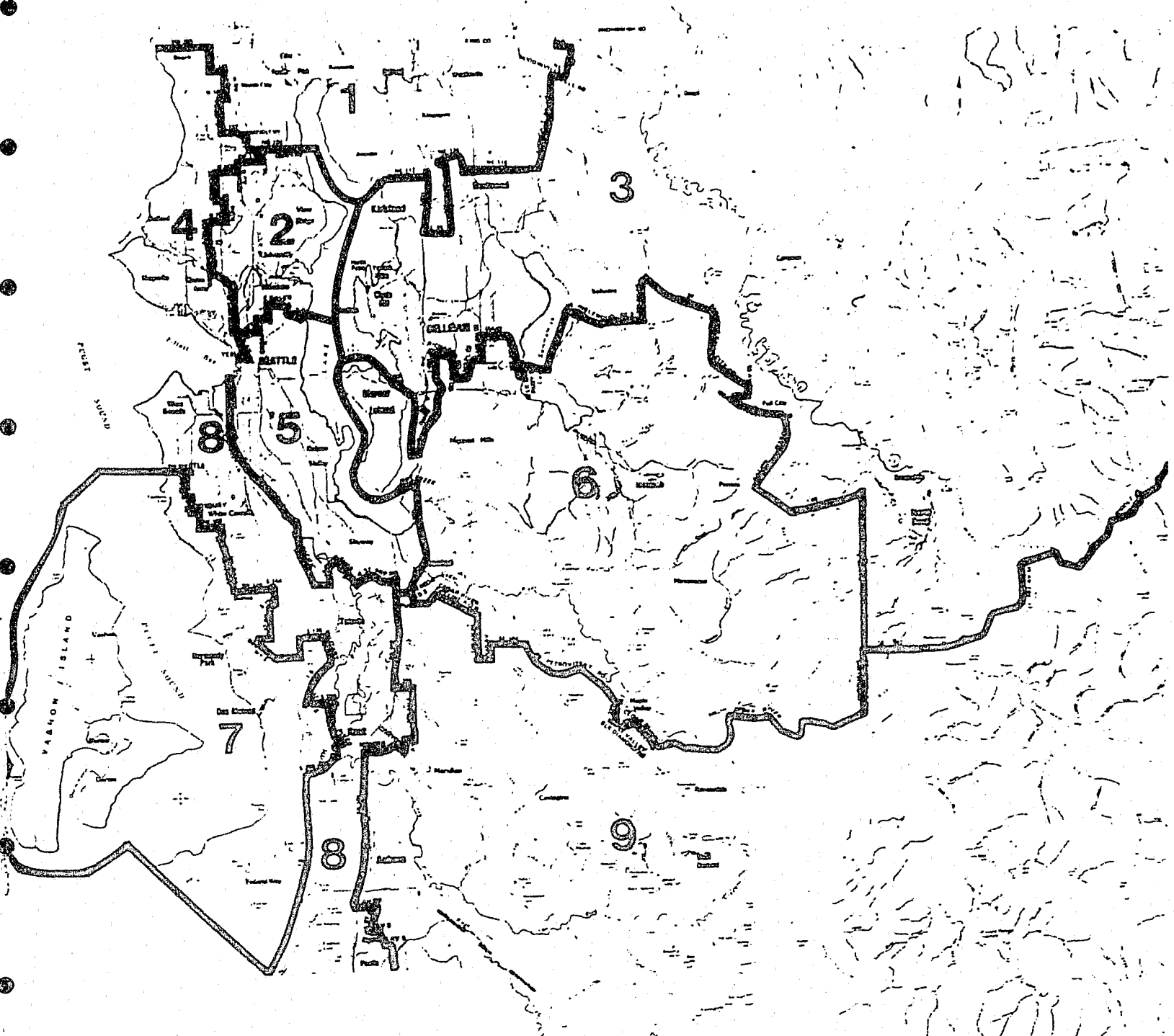
OFFICE OF CITIZEN COMPLAINTS
May 15, 1988 Report
(January - April, 1988)

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

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

EXPLANATORY NOTE

Complaints

Complaints (allegations) are listed by agency. In those cases when more than one agency was involved in the same complaint, the complaint will be listed under each agency. An "A" designation beside the complaint number (8804-002A), indicates that a complaint was resolved with a quick phone call, letter, or research by Ombudsman staff resulting in fairly immediate resolution of a complaint. No paperwork is routed to the director of the agency involved. The assist category was developed in response to suggestions from members of the Council's Operations, Police, and Judiciary Committee and from Executive Departments that paperwork be reduced for the relatively minor and repetitive complaints.

"Discontinued" Designation

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

"Open" Designation

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

Numbering System

Complaint numbers contain a key to the year and the month we received the complaint. The first two digits indicate the year (88 equals 1988). The second two digits indicate the month (04 equals April). The last three digits indicate the chronological order of the complaint within each month. Thus, 8804-002 refers to the second complaint received in April, 1988.

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COMPLAINTS BY AGENCY January - April, 1988

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
INMATE MANAGEMENT		8801-014A	PROBLEM: Questions classification procedures and delay in placement. DISPOSITION: Classification required background "record check" from another state, and inmate's record was temporarily misplaced. This caused delay in placement.
		8801-042	PROBLEM: Original drawings not returned to inmate. DISPOSITION: Department indicates that drawings were sent to complainant. However, drawings could not be located.
		8802-018	PROBLEM: Questions reclassification. DISPOSITION: Inmate was not reclassified but was moved to another location for security reasons.
8		8802-024	PROBLEM: Questions why women segregated for blood precaution reasons continue to be treated as those in deadlock despite change in policy. Razors continue to be shared. DISPOSITION: OPEN

COMPLAINT(S) FROM PREVIOUS PERIOD

		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.
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COMPLAINTS BY AGENCY January - April, 1988

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8801-003	PROBLEM: Question requirements of cleaning other blood precaution inmates' cells. DISPOSITION: Cells in question were unoccupied. Blood diseases are not considered communicable in this situation.
		8801-007	PROBLEM: Inmate not taken to court as scheduled. DISPOSITION: Complainant was not requested by court on day of complaint. Case was continued to another court the following day.
		8801-008	PROBLEM: Has written numerous cards and letters to inmate, but inmate has received only one card and one letter. DISPOSITION: Not substantiated.
	5	8801-010	PROBLEM: Unprofessional conduct by officer. DISPOSITION: OPEN
	3	8801-011	PROBLEM: Inadequate care for seriously ill inmate; questions procedures used in transporting ill inmate. DISPOSITION: Jail Health determined care provided was appropriate and reasonable. Systems to assure that pertinent medical information accompanies all inmates who are transported out of King County are currently being investigated.

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COMPLAINTS BY AGENCY January - April, 1988

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8801-013	PROBLEM: Diabetic inmates not receiving snacks and juices to which they are entitled. DISPOSITION: Problem addressed by Food Services Manager to help prevent future occurrences.
		8801-018	PROBLEM: Collect calls turned off because tanks did not pass cleaning inspection. Access to private attorneys was cut off. DISPOSITION: Collect call phones are turned on for one hour during the cut-off period to allow access to attorneys.
	7	8801-024	PROBLEM: Delay in reaching jail staff. Rude, unhelpful employee. DISPOSITION: Only one person was handling the reception area and it was during visiting time. Overload delayed response and affected attitude.
		8801-026	PROBLEM: Questions disciplinary procedures. DISPOSITION: Not substantiated.
		8801-028	PROBLEM: Unprofessional conduct. Inappropriate response to assault by inmate. DISPOSITION: Not substantiated.

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COMPLAINTS BY AGENCY January - April, 1988

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8801-033	PROBLEM: Safety concerns regarding cleaning materials used by trusties. DISPOSITION: Appropriate corrective action was taken.
		8801-036	PROBLEM: Inmate being granted special favors by officer. DISPOSITION: Not substantiated.
		8801-039	PROBLEM: Property belonging to Inmate destroyed although efforts were made to retrieve property. DISPOSITION: OPEN
		8801-041	PROBLEM: Filed complaint with Adult Detention regarding officer conduct but no follow-up. DISPOSITION: Discontinued. Insufficient.
		8802-001A	PROBLEM: Cannot reach jail by telephone; recorded message not understandable. DISPOSITION: Tape had a defect. Problem brought to Supervisor's attention.
5		8802-002A	PROBLEM: Questions jail release policies. DISPOSITION: Information provided.

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COMPLAINTS BY AGENCY January - April, 1988

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8802-004	PROBLEM: Inmate denied attorney visit. DISPOSITION: Not substantiated.
		8802-006	PROBLEM: Questions disciplinary procedures. Requests medical care. DISPOSITION: Medical staff was alerted and saw complainant. Disciplinary issues were addressed through hearing process and were brought to Director's attention.
		8802-009A	PROBLEM: Telephone turned off for no apparent reason. DISPOSITION: Telephone was broken for two days. After repair, it was shut off because of inmate misbehavior. Inmate Management Supervisor will review the problem with staff.
	4	8802-011	PROBLEM: Questions handling of bail. All phone lines put on hold by receptionist; phone access to jail cut off. DISPOSITION: Problem concerning correct amount of bail due to delay of court document on bail reduction and its entry into computer system. The volume of incoming telephone traffic can result in long delays. Department is upgrading phone equipment to reduce delays.
	8	8802-012	PROBLEM: Waited 1 hour and 45 minutes to visit inmate. Ten people who arrived after complainant got their visit, but complainant was ignored. DISPOSITION: Supervisor taking appropriate steps to ensure that inmates are made available for their visits.

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COMPLAINTS BY AGENCY January - April, 1988

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8802-013A	PROBLEM: No response to requests for supplies. DISPOSITION: Problem brought to attention of supply officer.
	5	8802-014	PROBLEM: Alleged officer misconduct. DISPOSITION: Not substantiated.
		8802-015	PROBLEM: Delay in release and transportation to Cedar Hills Treatment Facility. DISPOSITION: Adjustments made in schedule by Alcoholism Division to assure timely transportation. Division staff will meet with Adult Detention to help monitor the process. Length of time required for jail release procedure contributes to problem.
	6	8802-017	PROBLEM: Meals not provided in receiving area. DISPOSITION: Movement of inmate from one location to another resulted in missed meals. Problem brought to Director's attention.
	5	8802-021	PROBLEM: Inmate has missed four appointments scheduled at Harborview because of transport problems. DISPOSITION: Due to large number of criminal trials and court transport associated with increased inmate population, inmate transports to Harborview have been rescheduled. Medical Administrator, Court Detail Commander, and Deputy Director have been meeting to resolve problem.

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8802-022	PROBLEM: Unprofessional conduct. DISPOSITION: Allegation was brought to Director's attention.
		8802-032	PROBLEM: Temporary release order misplaced. DISPOSITION: Complainant was to be assessed for drug treatment per court order but was not released from jail. Two appointments were missed. Department Director was asked to review the problem in light of need to reduce jail population.
		8802-035	PROBLEM: Questions why inmate assaulted on two occasions is not allowed to file assault charges. DISPOSITION: Appropriate action was taken to complainant's satisfaction.
		8802-036	PROBLEM: Unprofessional conduct. DISPOSITION: Appropriate corrective action was taken.
		8802-037	PROBLEM: Use of force. DISPOSITION: Not substantiated.
		8802-040	PROBLEM: Excessive force and destruction of mail. DISPOSITION: Not substantiated.

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COMPLAINTS BY AGENCY January - April, 1988

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8802-042	PROBLEM: Late and irregular mail delivery. DISPOSITION: Change in procedure implemented to help reduce problems with mail delivery.
		8803-001	PROBLEM: Denial of access to toilet facilities. DISPOSITION: Not substantiated.
		8803-002	PROBLEM: Delay in release. DISPOSITION: Not substantiated.
		8803-003	PROBLEM: Not provided cleaning supplies resulting in failing inspection and being punished by having collect call phones and television cut off. DISPOSITION: Not substantiated.
		8803-011	PROBLEM: Recreation canceled without explanation. DISPOSITION: Recreation area was in use to separate fighting inmates. On another occasion, officers were needed for higher priorities, i.e., feeding and hospital transportation.
		8803-013	PROBLEM: Waited 1 1/2 months to get to court ordered alcoholism treatment facility program. Van was late and inmate missed scheduled bed date. DISPOSITION: Alcoholism Division worked with Jail Commitment Office in rescheduling to assure that inmate would be brought to alcoholism treatment facility.

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8803-022	PROBLEM: Questions handling of cash. DISPOSITION: Information on process given to complainant.
		8803-025	PROBLEM: Witness from state institution being held in jail though should be returned to institution. DISPOSITION: Problem brought to attention of Commitments office and attorney. Attorney will prepare order for complainant's return transportation.
	3	8803-026A	PROBLEM: Inmate's funds misplaced. DISPOSITION: Not substantiated. Funds were placed in an inactive account when inmate escaped. Bookkeeping Office was contacted and funds were restored to inmate's account.
	6	8803-030	PROBLEM: Questions why no means to cut fingernails in jail. DISPOSITION: OPEN
	5	8803-032	PROBLEM: Unprofessional conduct. Delay in release. DISPOSITION: OPEN
		8803-033	PROBLEM: Unprofessional conduct. Failure to perform duties. DISPOSITION: Not substantiated.

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS	5	8803-041	PROBLEM: Unprofessional conduct. DISPOSITION: Not substantiated.
		8803-043	PROBLEM: Inconsistent treatment regarding identification requirements for special visits. DISPOSITION: Denied visit due to the fact that a new employee was unaware of the current policy. New employee has been counseled.
		8803-045	PROBLEM: Officer would not rack inmates forward for commissary delivery. Believes actions by DAD staff are retaliatory. DISPOSITION: Inmates not brought out for commissary because officers were handling a flooding problem. Complaint regarding retaliatory action not substantiated.
		8804-002	PROBLEM: Excessive force. No receipt for cash taken from inmate. DISPOSITION: OPEN
		8804-009	PROBLEM: Unprofessional conduct. DISPOSITION: OPEN

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS	5	8804-010	PROBLEM: Complainant needs surgical pins removed. Transportation to hospital canceled several times. DISPOSITION: Transports are limited due to limited staff resources. Effective May 1, 1988, staff resources allowed for more transports. Complainant was then transported.
		8804-017	PROBLEM: Allegation of officer reading mail. DISPOSITION: OPEN
		8804-028	PROBLEM: Missing property. DISPOSITION: OPEN
	2	8804-029	PROBLEM: Held for excessive length of time in holding cell. DISPOSITION: OPEN
	8	8804-030	PROBLEM: No action taken on assault by other inmate. DISPOSITION: Not substantiated. Written report was submitted to Prosecuting Attorney.
	5	8804-031	PROBLEM: Questions disciplinary procedures. DISPOSITION: OPEN

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8804-033	PROBLEM: Delay in response to inmate becoming ill in over-heated room. DISPOSITION: OPEN
		8804-034	PROBLEM: Alleged harassment and unprofessional conduct. DISPOSITION: OPEN
		8804-035	PROBLEM: Excessive force. DISPOSITION: OPEN
	5	8804-038	PROBLEM: Ear injured; requests medical attention. DISPOSITION: Appropriate medical care was provided.
	2	8804-039	PROBLEM: Ongoing problems with mail delivery. Inmates allege receipt of mail a week to ten days after postmark. DISPOSITION: Efforts are being made by Adult Detention staff to resolve the problems with mail distribution.
		8804-041	PROBLEM: Smoking in the workplace. DISPOSITION: Department Director notified first line supervisors to speak to all staff concerning the current smoking policy.

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8804-044	PROBLEM: Inappropriate officer conduct. DISPOSITION: OPEN
		8804-047	PROBLEM: Inmates not provided with supplies in sufficient time to meet cleaning requirements. DISPOSITION: Supplies are provided for 30 minutes in the morning and 30 minutes at night. Department believes this time to be adequate, and that a longer time frame can lead to inappropriate use of materials.
	5	8804-048	PROBLEM: Inadequate care while in solitary confinement. DISPOSITION: OPEN
		8804-052	PROBLEM: Questions use of force. DISPOSITION: OPEN

COMPLAINT(S) FROM PREVIOUS PERIOD

4	8708-027	PROBLEM: Jail will not accept property. Arresting officer required to take property and store it. Problems result. DISPOSITION: Items larger than 12"x18" are not stored by Jail Property. Inmates are sent notice by police regarding how to claim property jail refused. Problem arises when inmates have no one outside to claim the property. Director of Adult Detention reviewing property procedures.
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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS	5	8710-042	PROBLEM: Smoking in workplace. Unprofessional conduct. DISPOSITION: Appropriate action taken by Department.
	3	8711-028	PROBLEM: Phone access limited for inmate in administrative segregation so inmate cannot reach attorney. DISPOSITION: Inmate was allowed use of phone regularly although not during the hours required to reach attorney; i.e., between 4-6 p.m. Problem was brought to Jail Commander's attention.
		8711-043	PROBLEM: Lost property. DISPOSITION: The lost property was located and information regarding pickup of the property was forwarded to the complainant.
		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.
	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 06:00 to 23:00 hours daily, so inmate was not dressed and ready for court. Officer advised of new policy. Unprofessional conduct not substantiated.

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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: Inmate was returned to jail before Harborview evaluation was completed. Reason: transport staff was needed to cover shift change. Treatment by jail medical was delayed because Harborview examination was incomplete.
		8712-012	PROBLEM: Questions why shared razors among inmates is acceptable. DISPOSITION: It is recognized that sharing of razors may contribute to the spread of disease. DAD has developed a pilot program in one area of the jail to provide individual razors.
	5	8712-020	PROBLEM: Delay in delivery of mail. DISPOSITION: Processing error in jail caused letter to be returned to sender. Director changed procedure to reduce possibility of such errors.
		8712-021	PROBLEM: Attitude of employee. DISPOSITION: Not substantiated.
		8712-026	PROBLEM: Punished for giving information about Ombudsman Office to other inmates. DISPOSITION: Problem brought to Director's attention. Director took steps to improve understanding of Ombudsman role.

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8712-028	PROBLEM: Property accounting. DISPOSITION: The property was located and accounted for.
		8712-030	PROBLEM: Questions disciplinary procedures. DISPOSITION: Corrective action was taken to help assure that improper measures will not be used in the future.
		8712-033	PROBLEM: No response to request for property. DISPOSITION: Property located and given to complainant.
	5	8712-035	PROBLEM: Excessive force. Unprofessional conduct. DISPOSITION: Appropriate personnel action taken by Department.
		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: Frosting of jail windows completed by Facilities staff.

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AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8712-028	PROBLEM: Property accounting. DISPOSITION: The property was located and accounted for.
WORK RELEASE		8803-027A	PROBLEM: Told to report to Work Release. Complainant reported but no paperwork. Has been in jail since. DISPOSITION: Work Release placement was denied between time appointment was set and actual reporting date. Court and attorney were informed.

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AGENCY: ASSESSMENTS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ASSESSMENTS	7	8801-009	<p>PROBLEM: Property owners not notified of record changes based on survey and in conflict with existing records and legal description.</p> <p>DISPOSITION: Assessor adjusted maps to reflect new survey, resulting in 15-foot change in boundaries. Recommendation made to notify owners before making changes that conflict with existing records. Assessor declined.</p>
	8	8802-043	<p>PROBLEM: Discrepancies between property description and Assessor's change of maps.</p> <p>DISPOSITION: Survey information is recorded on map and used for change in valuation. Recommendation made to notify property owners when discrepancies arise from new survey findings or corrections. Assessor declined. Information on private and legal remedies provided.</p>
	4	8803-037	<p>PROBLEM: Questions role and procedures of Assessor in contested property assessment.</p> <p>DISPOSITION: Complainant believes Assessor's merging of complainant's contiguous properties may affect appeals on assessed value. Action is at discretion of Assessor. Practice began under prior administration for purposes of efficiency.</p>

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AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
AFFIRM. ACTION	4	8804-003	PROBLEM: Questions conduct. DISPOSITION: OPEN
	4	8804-037	PROBLEM: Flawed process in hiring; reverse discrimination. DISPOSITION: Process was consistent with approved Affirmative Action procedures for supplemental recruitment for a selectively certified position. Affirmative Action Manager will review procedures to see what changes can be made to help assure appearance of fairness.
COMPLAINT(S) FROM PREVIOUS PERIOD			
	2	8711-046	PROBLEM: Questions hiring process. DISPOSITION: Process was consistent with Career Service Guidelines.
FACILITIES	2	8801-029	PROBLEM: Questions why members of County Boards are not allowed to walk through courthouse en route to garage after regular business hours. DISPOSITION: Instructions were issued to security staff to allow Board/Commission members access to the garage via the courthouse regardless of time of day.
	8	8802-030	PROBLEM: No rules posted at County parking lot. DISPOSITION: Large and legible signs are to be posted stating the provisions for parking.

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AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
GENERAL SERVICES	5	8801-002	PROBLEM: Questions requirements for obtaining verification of lost marriage license. DISPOSITION: Procedures required were reasonable given circumstances.
	3	8801-004	PROBLEM: Requests follow-up on loose dog in dog control zone. DISPOSITION: Animal Control contacted complainant who informed sergeant that situation has been abated at present.
		8801-017	PROBLEM: No response to request to pick up dead animal from right-of-way. DISPOSITION: Timely action was taken to remove dead animal. Problem in communication being addressed through scheduled training.
	8	8801-034	PROBLEM: Delay in response to request for Animal Control enforcement. DISPOSITION: Delay caused by staff shortage and need to handle higher priority calls. Appropriate action was taken.
	1	8802-005	PROBLEM: Lack of enforcement on repeated animal control violations. DISPOSITION: Appropriate enforcement action taken.
	9	8802-028	PROBLEM: No action regarding violations of no licenses, too many dogs without a kennel license, and constant barking. DISPOSITION: Problems pertained to barking dogs in an unlicensed hobby kennel. Appropriate enforcement action was taken and procedural changes were made to improve the enforcement process.

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AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
GENERAL SERVICES	9	8803-010	<p>PROBLEM: Delay in response to request for animal control enforcement. Failure to keep appointment.</p> <p>DISPOSITION: Department apologized. Animal Control is streamlining the system of setting appointments to ensure that clients are informed when appointments cannot be kept.</p>
	8	8803-015A	<p>PROBLEM: Told by officer at shelter that dog could be picked up for adoption. When complainant arrived, dog had been given to a police agency that was not on the waiting list.</p> <p>DISPOSITION: Police agency had requested dog, but staff forgot to make a note of it. Administrative rules on adoptions are being developed.</p>
	8	8803-016	<p>PROBLEM: No response from Animal Control. Failure to keep appointments. Unprofessional conduct.</p> <p>DISPOSITION: Animal Control is changing its record keeping to improve follow-up appointments. Unprofessional conduct not substantiated.</p>
	9	8803-031A	<p>PROBLEM: No answer on telephone when calling for Animal Control assistance.</p> <p>DISPOSITION: Referred to Animal Control Chief who will check to determine if telephone equipment is working properly.</p>
	9	8804-011	<p>PROBLEM: Ongoing animal cruelty, code violations, failure to gain compliance.</p> <p>DISPOSITION: Animal Control had issued seven citations over this ongoing problem. Efforts will now be made to reach resolution through the Notice and Order civil process.</p>

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AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
GENERAL SERVICES	8	8804-012	PROBLEM: Inadequate response to ongoing animal control violation. DISPOSITION: Appropriate enforcement action was taken.
	7	8804-013A	PROBLEM: Inadequate response to request for animal control assistance. DISPOSITION: Animal Control Sergeant was contacted and agreed to contact complainant.
	9	8804-020A	PROBLEM: No response to request for Animal Control assistance. DISPOSITION: Appropriate enforcement action was taken.

COMPLAINT(S) FROM PREVIOUS PERIOD

	3	8708-040	PROBLEM: Animal Control has not responded adequately to complaint about vicious dog. DISPOSITION: Two warnings had been issued to the dog's owner. Animal Control is considering taking further action and will contact complainants.
		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.

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AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
PERSONNEL	4	8803-004	PROBLEM: Questions personnel procedures. DISPOSITION: Not substantiated.
	5	8803-007	PROBLEM: Questions job announcement procedures. DISPOSITION: OPEN
PURCHASING	4	8803-038	PROBLEM: Questions bidding procedures. DISPOSITION: Appropriate notice and bidding procedures were followed.
BOARD OF EQUALIZATION	1	8804-050	PROBLEM: Questions Board of Equalization procedure. DISPOSITION: Information on procedure was provided to complainant. Procedure is consistent with present state interpretation of the law.

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AGENCY: FINANCE

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
FINANCE		8801-039	PROBLEM: Property belonging to inmate destroyed although efforts were made to retrieve property. DISPOSITION: OPEN
	3	8802-033	PROBLEM: Procedural error resulted in tax payment error. Requests waiver of penalty. DISPOSITION: Tax account was credited for only one-half of payment despite full payment by check. Department will work with complainant to adjust account appropriately.
	3	8803-023	PROBLEM: Alleges that amount on tax payment check was altered by County Finance personnel. Unfair penalty charges. DISPOSITION: No evidence was discovered to support allegation that check was altered by County personnel. No interest or penalty was charged.
	4	8804-023	PROBLEM: Mortgage paid off in May 1987. Mortgage company sent notice to County. Incorrect information in computer re taxpayer. Complainant believes should not have to pay penalty and interest due to County error. DISPOSITION: Finance Office had no record of notice from mortgage company. State law places burden on property owners to pay taxes timely whether or not they receive tax statement.

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 COMPLAINTS BY AGENCY January - April, 1988

AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ALCOHOLISM SERVICES		8802-015	<p>PROBLEM: Delay in release and transportation to Cedar Hills Treatment Facility.</p> <p>DISPOSITION: Adjustments made in schedule by Alcoholism Division to assure timely transportation. Division staff will meet with Adult Detention to help monitor the process. Length of time required for jail release procedure contributes to problem.</p>
	4	8802-038	<p>PROBLEM: Believes that emphasis on education and treatment is less than emphasis on free labor at Cedar Hills Treatment Facility.</p> <p>DISPOSITION: Varying intensity and structure of the education and treatment programs is designed to provide appropriate care to clients in different stages of recovery. State code defines level of service for each specific program.</p>
COMPLAINT(S) FROM PREVIOUS PERIOD			
	2	8711-021	<p>PROBLEM: Driver of county vehicle was discourteous.</p> <p>DISPOSITION: Appropriate corrective action taken.</p>
DISTRICT HEALTH SERVICES	7	8802-010A	<p>PROBLEM: Inadequate control of debris from construction site.</p> <p>DISPOSITION: BALD and Health District contacted developer and appropriate action was taken to control debris.</p>
	8	8803-034	<p>PROBLEM: Lack of response to trash dumped without permission.</p> <p>DISPOSITION: Problem resolved. Complaint withdrawn.</p>

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AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
DISTRICT HEALTH SERVICES	7	8804-015	<p>PROBLEM: Lack of response to problem of sewage in surface drainage system.</p> <p>DISPOSITION: Not substantiated. Appropriate action had been initiated at the time the complaint was filed. Public Works crews had notified Health Department of the problem.</p>

COMPLAINT(S) FROM PREVIOUS PERIOD

	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: Health and BALD worked out procedure to reduce possibility of premature occupancy. Developer seeded and planted slope. Notice and Order issued regarding drainage.</p>
	8	8711-025	<p>PROBLEM: Questions process for septic system inspections.</p> <p>DISPOSITION: System failed shortly after purchase of home. Health's inspection was sent to seller and not to buyer. State legislation pending to require notification to buyer. Recommendations made for changes on inspection forms. Complainant provided with information on recourse.</p>
ENVIRON- MENTAL HEALTH	9	8801-035	<p>PROBLEM: Questions approval of perc test and building permit.</p> <p>DISPOSITION: Appropriate steps taken by department in approving septic system location. Sensitive soils in building location were considered.</p>

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AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ENVIRON- MENTAL HEALTH	9	8803-051	PROBLEM: Problems with short plat. DISPOSITION: Explanation of process was provided to complainant.
MEDICAL EXAMINER	2	8804-046	PROBLEM: Unsafe driving practices of driver of County van. DISPOSITION: OPEN
JAIL HEALTH SERVICES	3	8801-011	PROBLEM: Inadequate care for seriously ill inmate; questions procedures used in transporting ill inmate. DISPOSITION: Jail Health determined care provided was appropriate and reasonable. Systems to assure that pertinent medical information accompanies all inmates who are transported out of King County are currently being investigated.
		8801-030	PROBLEM: Inmate experiencing symptoms of AIDS virus. Jail Health will not give blood test. DISPOSITION: Inmate was seen by medical staff and was referred to AIDS Prevention Project.
		8802-006	PROBLEM: Questions disciplinary procedures. Requests medical care. DISPOSITION: Medical staff was alerted and saw complainant. Disciplinary issues were addressed through hearing process and were brought to Director's attention.

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AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL HEALTH SERVICES	8	8803-009	PROBLEM: Lack of proper medical care. DISPOSITION: Appropriate corrective action was taken.

COMPLAINT(S) FROM PREVIOUS PERIOD

8711-034 PROBLEM: Unprofessional conduct by jail nurse.
DISPOSITION: Not substantiated.

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AGENCY: JUDICIAL ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JUDICIAL ADMINIS- TRATION		8803-006A	PROBLEM: Inmate not receiving credit on sentence for community service work. DISPOSITION: Jail had not received order confirming community service work. Order located by Judicial Administration and forwarded to jail.
	7	8803-018	PROBLEM: Questions procedure for requests of certified copies of court documents. DISPOSITION: OPEN

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD COMM-MULTI	8	8802-003	<p>PROBLEM: Requests action regarding illegal gravel pit in residential zone. Noise and dust problem.</p> <p>DISPOSITION: Appropriate enforcement action was taken.</p>
FAMILY	8	8802-007	<p>PROBLEM: Delay in permit approval.</p> <p>DISPOSITION: Delay caused by appeal and lengthy meetings about emergency vehicle access, paving of driveway and related drainage requirements. Questions resolved in complainant's favor, and permit was issued.</p>
	7	8802-010A	<p>PROBLEM: Inadequate control of debris from construction site.</p> <p>DISPOSITION: BALD and Health District contacted developer and appropriate action was taken to control debris.</p>
	9	8802-019	<p>PROBLEM: Building permit revoked because of drainage problems resulting from old fill. Agency failed to enforce on violation. Complainant now being required to provide neighborhood fix.</p> <p>DISPOSITION: Enforcement action is being taken against complainant's original violation. Compromise solution worked out with complainant.</p>
		8802-023	<p>PROBLEM: Filling of six acre designated wetland on Bear Creek.</p> <p>DISPOSITION: Appropriate enforcement action was taken to restore wetland.</p>

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 COMPLAINTS BY AGENCY January - April, 1988

AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD COMM-MULTI FAMILY	1	8803-029A	<p>PROBLEM: Questions issuance and requirements on commercial permit in what appears to be a residential area.</p> <p>DISPOSITION: Construction is proceeding under appropriate permit within a business-commercial zone. Information obtained and provided to complainant.</p>
	9	8803-039	<p>PROBLEM: Runoff/erosion problems from developments above farms. Followed up by Grading but no action to date.</p> <p>DISPOSITION: Developments were in two short plats recorded in 1979 that were never bonded. Inspectors followed up and worked out solutions that were acceptable to developer and property owners.</p>
	3	8803-047A	<p>PROBLEM: Alleges grading and code violations.</p> <p>DISPOSITION: Appropriate enforcement action is being taken.</p>
	3	8803-050A	<p>PROBLEM: Filling and grading on a private road for utility installation causing siltation in nearby creek.</p> <p>DISPOSITION: Referred to BALD Grading Section and State Department of Fisheries. Siltation devices were improved to level required by Fisheries. Grading and Code Enforcement will check periodically.</p>
	3	8804-049	<p>PROBLEM: Unreasonable requirements and lack of information regarding site restoration and building requirements for historic site.</p> <p>DISPOSITION: Communication and requirement problems were resolved to complainant's satisfaction during on-site meeting.</p>

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AGENCY: PARKS, PLANNING, AND RESOURCES

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

BALD COMM-MULTI FAMILY	3	8707-051	PROBLEM: Illegal filling and grading in designated wetland. DISPOSITION: Subject area fenced and revegetated as a result of enforcement action by the department and Corps of Engineers.
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	8	8711-003	PROBLEM: Conditions of commercial permit not being met. DISPOSITION: Problem involved water supply. Appropriate action taken to resolve problem.
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BALD RESIDENTIAL	6	8801-032	PROBLEM: Geotechnical requirements not met before permit issue and occupancy allowed. DISPOSITION: OPEN
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	9	8801-035	PROBLEM: Questions approval of perc test and building permit. DISPOSITION: Appropriate steps taken by department in approving septic system location. Sensitive soils in building location were considered.
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	7	8801-043	PROBLEM: Unresolved drainage problems in new plat. DISPOSITION: Representatives from BALD, Public Works and this Office met with complainants. Agreement was reached on how to address problem.
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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD RESIDENTIAL	7	8803-008A	PROBLEM: Questions conditions of residential permit governing vehicle parking. DISPOSITION: Improvements for parking on County right-of-way were required as condition for residential building permit. Conflict arose when neighbors began using space permit applicant perceived as own. Since space is on right-of-way, anyone can use it.
	6	8803-044A	PROBLEM: Staff did not give information about how to change the name of a private road. DISPOSITION: Problem discussed with BALD Addressing staff. Information provided to complainant.
	5	8804-007	PROBLEM: Drainage and flooding resulting from house construction. DISPOSITION: This problem was associated with single lot development. BALD does not have staff or authority to address single lot drainage controls. Complainant was informed of private alternatives.
	6	8804-018	PROBLEM: Non compliance and no enforcement regarding completion of drainage requirements. DISPOSITION: OPEN
	7	8804-027	PROBLEM: No action to drainage concerns in two residential developments. DISPOSITION: OPEN

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD RESIDENTIAL	1	8804-045	PROBLEM: Business operating in residential zone. Residential construction without a permit. DISPOSITION: OPEN
	1	8804-051	PROBLEM: Questions permit procedures. DISPOSITION: OPEN
COMPLAINT(S) FROM PREVIOUS PERIOD			
	1	8708-004	PROBLEM: Certificate of Occupancy issued before health approval of drainfield. Steep slope on lot needs stabilization; drainage diverted across property. DISPOSITION: Health and BALD worked out procedure to reduce possibility of premature occupancy. Developer seeded and planted slope. Notice and Order Issued regarding drainage.
	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: Appropriate enforcement action was taken.
	1	8706-081	PROBLEM: Drainage problems affecting new home in subdivision. DISPOSITION: OPEN

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AGENCY: PARKS, PLANNING, AND RESOURCES

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DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD LAND USE	1	8803-014	PROBLEM: Request for zoning information delayed. DISPOSITION: Delay caused by a combination of staff vacation and illness. Problem brought to BALD Manager's attention.
	9	8803-036	PROBLEM: No enforcement of ordinance which regulates beehives in growth reserve area. Neighbor has 75 beehives. DISPOSITION: County Code requires registration of beehives with "county agricultural extension agent", but is inconsistent with State law. Department of Agriculture notified of problem. Recommendation made to BALD for correction in zoning code.
BALD PROTECTIVE SERVICES	8	8801-019	PROBLEM: Failure to comply with Code Enforcement requirements. DISPOSITION: Notice and Order Issued to property owner. Property cleaned up and brought into compliance.
	5	8801-022A	PROBLEM: Tires and other garbage being dumped on private property. DISPOSITION: Code Enforcement initiated enforcement action.
	8	8801-027	PROBLEM: Questions why property determined to be in violation of zoning code is allowed to remain in noncompliance. DISPOSITION: Property was brought into compliance.

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 COMPLAINTS BY AGENCY January - April, 1988

AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD PROTECTIVE SERVICES	6	8801-040	<p>PROBLEM: Commercial operation in residential zone causing traffic hazards. Enforcement action ineffective to date.</p> <p>DISPOSITION: The commercial operation is a specialized instruction school and is allowed in residential zones. It is agreed, however, that operations of this size and impact were unanticipated when the Code was written. BALD staff will submit Code revisions to address those impacts.</p>
	8	8802-008	<p>PROBLEM: Inadequate code enforcement.</p> <p>DISPOSITION: Appropriate action taken by Code Enforcement. Complainant encouraged to maintain record of violations if problems continue.</p>
		8802-025	<p>PROBLEM: Business operating in residential area causing noise and visual pollution.</p> <p>DISPOSITION: Appropriate action taken by Code Enforcement.</p>
	8	8802-041	<p>PROBLEM: Continuing zoning code violations.</p> <p>DISPOSITION: Inspection revealed no violations.</p>
	3	8803-047A	<p>PROBLEM: Alleges grading and code violations.</p> <p>DISPOSITION: Appropriate enforcement action is being taken.</p>

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD PROTECTIVE SERVICES	9	8804-011	PROBLEM: Ongoing animal cruelty, code violations, failure to gain compliance. DISPOSITION: Animal Control had issued seven citations over this ongoing problem. Efforts will now be made to reach resolution through the Notice and Order civil process.
	6	8804-019	PROBLEM: Failure to enforce Notice and Order. DISPOSITION: OPEN
	1	8804-045	PROBLEM: Business operating in residential zone. Residential construction without a permit. DISPOSITION: OPEN
COMPLAINT(S) FROM PREVIOUS PERIOD			
	3	8609-004	PROBLEM: No code enforcement action on abatement order on building determined to be an attractive nuisance and dangerous. DISPOSITION: House had been sold two times since 1985 abatement order. Current owner is actively working on improving property.
	8	8712-031	PROBLEM: Requests code enforcement assistance. DISPOSITION: OPEN

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD TECHNICAL SERVICES	6	8801-006	<p>PROBLEM: Requirements prevent construction of pole barn or any development of 50-acre parcel.</p> <p>DISPOSITION: County maps show all of complainant's land is in the floodway. No construction is allowed in the floodway. Complainant was given information on how to establish that portions of the land are outside the floodway and how to appeal the permit denial.</p>
	9	8802-019	<p>PROBLEM: Building permit revoked because of drainage problems resulting from old fill. Agency failed to enforce on violation. Complainant now being required to provide neighborhood fix.</p> <p>DISPOSITION: Enforcement action is being taken against complainant's original violation. Compromise solution worked out with complainant.</p>
BALD SUBDIVISION SECTION		8801-001	<p>PROBLEM: Given preliminary approval to construct access on steep slope. Now told asphalted access is unacceptable and new requirements are being made.</p> <p>DISPOSITION: BALD staff worked out an appropriate solution consistent with applicable requirements.</p>
	9	8801-031	<p>PROBLEM: Delay in short plat approval.</p> <p>DISPOSITION: Not substantiated. Short plat required approval of road maintenance agreement by abutting owners. Once provided, application was processed appropriately.</p>

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD SUBDIVISION SECTION	1	8802-016	<p>PROBLEM: Short plat increasing drainage problems on nearby properties.</p> <p>DISPOSITION: Acceptable solution was worked out with complainant and contractor. The recommended solution is being processed under a change order to the short plat.</p>
	1	8802-020	<p>PROBLEM: Lack of authority for requirement that real estate taxes be paid prior to development.</p> <p>DISPOSITION: Not substantiated. King County Code requires payment of taxes prior to subdivision approval.</p>
	6	8803-012	<p>PROBLEM: Improper notification given at time of subdivision submission.</p> <p>DISPOSITION: Not substantiated.</p>
	6	8803-021	<p>PROBLEM: Delay in short plat approval.</p> <p>DISPOSITION: Several resubmittals were necessary to resolve wetland and easement problems. "Workout" meeting was held with applicant and engineer to clarify requirements. Application was approved.</p>
	3	8803-028	<p>PROBLEM: Road not completed to County standards as required by plat conditions.</p> <p>DISPOSITION: Problem involved small bond on a 1976 short plat. Funds recovered were not sufficient to perform work as desired by complainant.</p>

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD SUBDIVISION SECTION	9	8803-042	PROBLEM: Delays in application for revised property line in short plat. Staff person handling application buried in paperwork due to loss of two staff and does not know when can get to complainant's application. DISPOSITION: OPEN
	6	8803-049	PROBLEM: Clearing and grading for development prior to approvals; potential destruction of wetland; questionable opening of right-of-way. DISPOSITION: Clearing, grading and wetland encroachment were found to be minor at this point. Wetland protection and right-of-way use will be thoroughly addressed when development proposal is received.
	9	8803-051	PROBLEM: Problems with short plat. DISPOSITION: Explanation of process was provided to complainant.
	3	8804-001	PROBLEM: Siltation of private lake caused by new subdivision. DISPOSITION: On site meeting with inspectors, complainants and developer's representatives resulted in agreement regarding how developer will remedy problem.
	3	8804-005	PROBLEM: Delay in short plat approval. DISPOSITION: Delay caused in part by unanticipated staff vacancy. New staff has been hired. Short plat procedures have also been revised to improve processing.

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD SUBDIVISION SECTION	8	8804-016	PROBLEM: Delay in short plat approval. DISPOSITION: Delay due partly to unexpected staff vacancy. Application has been given priority for processing.
	7	8804-036	PROBLEM: No response to inquiry about right-of-way in new subdivision. DISPOSITION: OPEN
	8	8804-042	PROBLEM: Request to restore property to original condition denied. DISPOSITION: OPEN
COMPLAINT(S) FROM PREVIOUS PERIOD			
	8	8701-015	PROBLEM: Complainant's property being impacted by drainage from new development. DISPOSITION: Developer compensated complainant for expense of restoring and improving drainage system to complainant's satisfaction.
	6	8704-046	PROBLEM: Surface water from development and County road directed to complainant's property. DISPOSITION: Problem resulted from a 247 acre "piggyback" short plat. BALD will attempt to minimize further impacts as building occurs. Public Works Roads will address offsite drainage impacts on the road system.

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD SUBDIVISION SECTION	9	8710-045	<p>PROBLEM: Traffic from multiple short plat lots impacting privately maintained road.</p> <p>DISPOSITION: Abuse of short plat process resulted in impacts on privately maintained roads. BALD implementing tracking system to better identify multiple applications by same developer. Developer agreed to work on road maintenance agreement.</p>
	1	8711-013	<p>PROBLEM: Drainage from new subdivision damaging County road and complainant's property.</p> <p>DISPOSITION: Enforcement action was taken. Developer will be required to correct problems or post bond before recording.</p>
	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: Efforts were made by BALD staff to address complainants' concerns.</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>

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD SUBDIVISION SECTION	4	8712-029A	PROBLEM: Delay in short plat approval process. DISPOSITION: Information provided to complainant on status of application, and process involved in approval.
NATURAL RESOURCES AND PARKS	7	8803-019	PROBLEM: Sexual harassment. Disparate treatment. DISPOSITION: Appropriate corrective action was taken by Parks Manager.
	8	8803-020A	PROBLEM: Concerned about lost revenue because heavily used Forward Thrust pool will be shut down for six to seven months for repairs, and work has not even begun after six-week closure. DISPOSITION: Asbestos was found when roof repair project began. Pool was closed to protect public from hazard. It will take six to seven months or longer to complete project including bidding process.
	5	8803-024	PROBLEM: No response to application for use permit to hook into City of Enumclaw water line on Parks property. DISPOSITION: Response was misplaced and never sent. Department apologized. Application was denied and complainant is pursuing original plan as approved by City of Enumclaw.
	5	8804-040A	PROBLEM: Alleged harassment and disparate treatment. DISPOSITION: Complainant was given information on how to grieve the problem. Manager was contacted and informed of concerns.

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AGENCY: PARKS, PLANNING, AND RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
PLANNING AND COMMUNITY DEVELOPMENT	4	8803-035	PROBLEM: Delay in publicizing guidelines for Centennial Celebration. DISPOSITION: Not substantiated. Publicity and notification to potential applicants appears reasonable with available resources.

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AGENCY: PUBLIC SAFETY

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
CRIMINAL INVESTIGA- TIONS	3	8801-023	PROBLEM: Questions why no follow-up on auto theft case. Believes police have sufficient evidence. DISPOSITION: Stolen vehicle was dismantled. Some parts were recovered. Three detectives are assigned to Auto Theft and do all they can within available resources.
	2	8802-026	PROBLEM: Criminal investigation is inadequate. DISPOSITION: Not substantiated.
	1	8802-034A	PROBLEM: Lack of response to report of criminal activity. DISPOSITION: Contact made with appropriate officers on behalf of complainant. Officers met with complainant and are responding to information provided.
	1	8804-006A	PROBLEM: Requests special handling of sexual abuse case. DISPOSITION: Discontinued. No follow-up by complainant.
FIELD OPERATIONS	8	8801-020	PROBLEM: Believes that burglaries could have been prevented had police responded to neighbor's call to 911. DISPOSITION: Sheriff concluded the police response was appropriate given the information conveyed by the caller.

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AGENCY: PUBLIC SAFETY

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
FIELD OPERATIONS	3	8803-005	PROBLEM: Request for better controls at crosswalk used by visually impaired people. Drivers are failing to yield right-of-way. DISPOSITION: Pedestrian signal and crosswalk are properly marked and functioning. Public Safety will continue to monitor the area.
	6	8804-014A	PROBLEM: Requests increased level of police service to deal with juvenile problems. DISPOSITION: Juveniles' activities, though annoying to senior citizen complainant, were not cause for police action. Officer counseled complainant and offered periodic police drive throughs to discourage play in street.
	7	8804-022A	PROBLEM: Questions procedures. DISPOSITION: Referred to Sheriff-Director's attention.
TECH SVCS	1	8802-029	PROBLEM: Sensitivity training for handling of rape calls. DISPOSITION: Public Safety has a training program in place for new Communications Specialists utilizing the Prosecutor and Harborview Assault Units. The program will be expanded to provide more complete coverage with the assistance of Rape Relief.

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	4	8801-015	<p>PROBLEM: Lack of response to request for road maintenance.</p> <p>DISPOSITION: Maintenance provided. Area Supervisor will monitor location more closely. Location being considered for paving to reduce needed maintenance.</p>
	7	8801-021	<p>PROBLEM: Road and sidewalk failure in 1979 plat.</p> <p>DISPOSITION: 1982 cost for repair was estimated at \$62,500. Bonds were referred to Prosecutor for collection. Bond company is bankrupt and developer left country. There is a \$2,500 cash bond available. BALD and Public Works consulting with Prosecutor regarding how to proceed.</p>
	8	8801-038A	<p>PROBLEM: No response to report of water flowing from private home and causing hazard on right-of-way.</p> <p>DISPOSITION: Subject property has been inspected. Roads maintenance staff working with property owner to resolve the problem.</p>
	7	8801-043	<p>PROBLEM: Unresolved drainage problems in new plat.</p> <p>DISPOSITION: Representatives from BALD, Public Works and this Office met with complainants. Agreement was reached on how to address problem.</p>
		8802-031A	<p>PROBLEM: Questions right-of-way vacation procedure.</p> <p>DISPOSITION: Information provided on process.</p>

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	3	8803-005	<p>PROBLEM: Request for better controls at crosswalk used by visually impaired people. Drivers are failing to yield right-of-way.</p> <p>DISPOSITION: Pedestrian signal and crosswalk are properly marked and functioning. Public Safety will continue to monitor the area.</p>
	5	8803-040A	<p>PROBLEM: Drainage repair was inadequate. Flooding problem continues.</p> <p>DISPOSITION: Roads maintenance staff contacted. Temporary repairs were made and complainant placed in contact with appropriate staff.</p>
	4	8803-048	<p>PROBLEM: Unresponsiveness to request for pedestrian safety measures.</p> <p>DISPOSITION: Roads staff investigated problem and concluded improvements should be made consistent with school walkway program.</p>
	1	8804-004	<p>PROBLEM: Requests enforcement action to keep 18-wheeler trucks off residential street.</p> <p>DISPOSITION: Street involved currently has no truck traffic restrictions. However, street will be monitored to determine if volume of truck traffic is sufficient to cause road damage. If damage is anticipated, a truck load limit will be posted.</p>
	7	8804-015	<p>PROBLEM: Lack of response to problem of sewage in surface drainage system.</p> <p>DISPOSITION: Not substantiated. Appropriate action had been initiated at the time the complaint was filed. Public Works crews had notified Health Department of the problem.</p>

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
SURFACE WATER MANAGEMENT	5	8803-007	PROBLEM: Questions job announcement procedures. DISPOSITION: OPEN
	6	8803-046A	PROBLEM: County surface water utility fee remains on tax statement even though property has been annexed to City of Bellevue. DISPOSITION: Surface Water Utility staff working on ordinance revision to allow proration of fees for properties annexed to other jurisdictions. Other priorities have interfered with completion of proposed ordinance. Department staff indicate that work is now continuing.
	7	8804-008	PROBLEM: Neighbor covered portion of retention system and caused flooding on complainant's property. DISPOSITION: OPEN
	9	8804-025	PROBLEM: Failure to take action on hazardous situation. DISPOSITION: OPEN
	3	8804-032	PROBLEM: Runoff from plat development causing severe drainage and erosion damage. DISPOSITION: OPEN

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
<hr/> COMPLAINT(S) FROM PREVIOUS PERIOD <hr/>			
SURFACE WATER	6	8704-046	PROBLEM: Surface water from development and County road directed to complainant's property.
MANAGEMENT			DISPOSITION: Problem resulted from a 247 acre "piggyback" short plat. BALD will attempt to minimize further impacts as building occurs. Public Works Roads will address offsite drainage impacts on the road system.
	1	8706-081	PROBLEM: Drainage problems affecting new home in subdivision. DISPOSITION: OPEN

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	6	8804-021	PROBLEM: Inadequate road repair contributes to flooding on private property. DISPOSITION: OPEN
	8	8804-024	PROBLEM: Inadequate completion of road drainage project and restoration of private property. DISPOSITION: Private property was restored to complainant's satisfaction. Paving to eliminate small depressed area on road shoulder is scheduled for completion.
	7	8804-026	PROBLEM: Unknown parties dumping debris into ravine creating eyesore and potential drainage hazard. DISPOSITION: Roads installed a "No Dumping" sign and barrier on right-of-way to discourage access to ravine. Code Enforcement has notified property owner to clean up debris.
		8804-043	PROBLEM: Irresponsible driving practice of driver of County vehicle. DISPOSITION: OPEN
	5	8804-053	PROBLEM: Ongoing drainage problems from old plat streets. DISPOSITION: OPEN

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AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
COMPLAINT(S) FROM PREVIOUS PERIOD			
ROADS	7	8709-032A	<p>PROBLEM: Drainage problem not being corrected as promised by the County.</p> <p>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.</p>
	1	8711-013	<p>PROBLEM: Drainage from new subdivision damaging County road and complainant's property.</p> <p>DISPOSITION: Enforcement action was taken. Developer will be required to correct problems or post bond before recording.</p>
	9	8706-038	<p>PROBLEM: Drainage from new development causing flooding on neighboring properties.</p> <p>DISPOSITION: OPEN</p>
SOLID WASTE	8	8801-037	<p>PROBLEM: Accumulation of garbage and discarded items on county owned property.</p> <p>DISPOSITION: Not substantiated. Discarded items are on city right-of-way and not on county property.</p>
SURFACE WATER MANAGEMENT	9	8801-016	<p>PROBLEM: Property erosion being caused by runoff from mobile home park.</p> <p>DISPOSITION: Investigation discontinued. Complainant is pursuing legal alternatives.</p>

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AGENCY: STADIUM ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
STADIUM		8803-017	PROBLEM: Misuse of staff and resources; abuse of authority in hiring practices. DISPOSITION: Not substantiated.

COMPLAINT(S) FROM PREVIOUS PERIOD

9		8711-029	PROBLEM: Questions the drinking policies inside the Kingdom. DISPOSITION: Policy is being revised and strengthened. Prosecuting Attorney is reviewing proposed changes.
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