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OFFICE OF CITIZEN COMPLAINTS

(OMBUDSMAN)



King County, Washington

January 15, 1987 Report

105726

JANUARY 15, 1987 REPORT

KING COUNTY WASHINGTON
OFFICE OF CITIZEN COMPLAINTS
(OMBUDSMAN)

STAFF

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U.S. Department of Justice
National Institute of Justice

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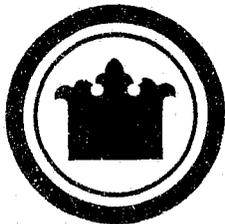
King County Office of
Citizen Ombudsman

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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

January 15, 1987

TO: The Honorable Members of the King County Council
FROM: Rella Foley, Ombudsman
SUBJECT: January 15, 1987, Report to the Council as Required in
King County Code 2.52.150

This report covers the four month period beginning September 15, 1986. During this period about 2,400 citizens contacted the office. Information and referral assistance satisfactorily addressed the citizens' needs in all but one hundred and sixty-five of the contacts. In those instances the citizens' problems were documented as complaints. The complaints and resolutions are briefly described in this report.

This report also marks the end of the 1986 reporting period. Therefore, included in this report is a summary and brief over-view of issues that surfaced during the 1986 complaint investigation process and which merit bringing to your attention.

RF:cj

NCERS

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ACQUISITIONS

OFFICE OF CITIZEN COMPLAINTS
January 15, 1987 REPORT
(September - December, 1986)

CONTENTS

Letter to the Council.....	1
Overview.....	3
Council District Map.....	11
Explanatory Note.....	13

Complaints and Assists by Agency:
September - December, 1986

Adult Detention	15
Assessments.....	26
Executive Administration.....	27
Finance.....	30
Health.....	31
Human Resources.....	35
Planning and Community Development.....	36
Public Safety.....	45
Public Works.....	50
Stadium Administration.....	61
Youth Services.....	62

1986 OVER-VIEW

Approximately 8,000 citizens contacted this office in 1986. The majority of the citizens simply needed information on how or where to obtain a service. Information and referral assistance was provided and the citizens went happily on their way. About 1,000 citizens had problems that were not so easily resolved. In those instances Ombudsman inquiry was initiated and the citizens' problems were documented as complaints. The complaints requiring the most extensive investigation and that were the most difficult to resolve were land use related.

RAVINES AND EROSION

Severe erosion problems are appearing related primarily to drainage from subdivision construction. This problem is occurring in seven of the nine Council districts; districts not affected are two and five. Parks, Planning, and Resources is in the process of identifying those sub-basins having a high risk of very severe stream channel erosion as a result of development.*

Unfortunately, several of those basins have already been impacted by development. Mini "canyons" thirty to sixty feet deep have been created as the increased run-off resulting from development is concentrated into the ravines. Truckloads of sand and gravel have been washed onto downstream properties in the process. In one instance as much as 800 yards of gravel was washed onto the property below in a month's time.

The County's Surface Water Runoff Policy requires that "The drainage course for a minimum distance of one-fourth mile downstream from the development must be evaluated for its capacity to pass the Design storm flow after completion of development." A ravine obviously has the capacity to accommodate an increased flow. Therefore, problems associated with using the ravines to accommodate the storm drainage from new development was not perceived as a problem until recently. It is now recognized that the ability of the highly erodible soils in the identified basins is severely limited in its ability to accommodate increased drainage flows.

In the undeveloped state, drainage seeps through the soil layers of the drainage basins and is carried in many separate, natural drainage channels. Clearing and grading alters the topography and compacts the soils. Impervious surfaces such as houses, patios, and streets replace the trees and cover the soils. Evaporation and transpiration that occur in a naturally forested area is eliminated. Development thus increases the amount of drainage and also concentrates it through drainpipes and culverts.

* The identification is complete in the Bear Creek and Snoqualmie Community Planning areas. It is estimated that approximately 10% of these areas have the potential for severe erosion. Farther west, the percentage of land so affected appears to be somewhat less than in the Bear Creek and Snoqualmie areas.

Retention/detention systems in the new developments control the rate of release of the drainage, but significantly more water is discharged into the basins over shorter periods of time as development occurs. As a result, the sandy soils in these basins erode swiftly and dramatically. Deep incising of drainage channels, slumping or sliding of banks, and build-up of silt and gravel on downstream properties then occurs.

The Surface Water Runoff Policy also provides that where the Department has determined the "existing flooding, drainage and/or erosion conditions present an eminent likelihood of harm to the welfare and safety of the surrounding community," developments shall meet special drainage conditions set by the department. Many of the basins having erosion problems have now been identified and staff has recognized the problem. However, no formal designation of these sub-basins has yet been made and application of necessary controls authorized by the ordinance will be controversial in that any remedy will be costly.

IMPACTS OF DEVELOPMENT DRAINAGE ON DOWNSTREAM PROPERTIES AND ROAD SYSTEMS

Complaints also indicate that road culverts, ditches and road drainage systems are frequently non-existent, or inadequate to handle the increased runoff from new development. When the increased flows are not accommodated, the downstream road system and downstream properties are impacted. This can include the areas identified as having highly erodible soils.

The Surface Water Runoff Policy requires consideration of impacts for a minimum distance of one-quarter mile downstream. The requirements placed on developers typically do not consider the impact outside the one-quarter mile distance, although the road drainage system beyond that point may be inadequate or non-existent. The cost of providing off-site accommodation for development drainage can be of significant cost. It is therefore difficult for staff to impose this cost whether the impact occurs within or without the one-quarter mile distance.

The road system and downstream properties are then impacted in several ways. Increased, concentrated flows through culverts can cause severe erosion on private properties. Drainage that once meandered slowly around a bend and into a culvert may now reach the culvert traveling at such velocity that the water cannot make the turn into the culvert. In such cases there is erosion or scouring of the property upstream of the culvert and back up of the water onto adjacent properties. The downstream property may also have erosion damage and flooding from the concentrated flow through the culvert. Where no drainage system is in place, the runoff may travel along the road shoulder for a distance then take the path of least resistance over private property. Property damage typically results.

The affected property owners perceive their drainage problems as originating from the County road system and demand that Public Works fix the problem.

However, County road funds are used to do such work only when the direct cause of the impact is the road system, or if the road system is impacted by the drainage. Drainage problems caused by development usually do not meet the interpretation of that criteria.

In the cases we have investigated, the problems of erosion or inadequate downstream drainage facilities did not become apparent until individual lot construction began. The plat had received final approval and the plat bonds had been released. County control at that point is limited to building permits.

Who Should Pay? Some think the Surface Water Management utility should be directed to spend a percentage of annual revenues on mitigating the erosion and road drainage problems.* Others suggest that developers pay a downstream impact fee that would be used to upgrade County road drainage systems and provide control and conveyance in the erosion problem areas in the basins they are developing. Still others think it should be up to the downstream property owners to deal with the problems any way they can.

Given the magnitude of the problems, policy direction from elected officials is needed to determine how the costs of solutions should be borne and whether present policy, criteria and ordinance language is being correctly interpreted and applied. Additionally, it appears that it would be helpful to strengthen the Critical Basin and the Sensitive Areas mapping ordinances to reflect the current knowledge of erosion likely to occur as the identified erodible drainage basins are developed.

LOT DRAINAGE

The effectiveness of plat drainage controls can be significantly diminished by inadequate control of individual lot development. Recontouring and grading of the lots by builders or owners can block drainage causing water to pond in yards. Failure to provide footing drains or to tie downspouts and footing drains into drainage systems can also cause ponding, soggy lawns, and drowning of landscape plants. On steep terrain uncontrolled lot drainage can sheet-flow over streets causing hazardous driving conditions, particularly in freezing weather.

Efforts are underway in Building and Land Development to educate building permit and inspection staff to the problems that can result from individual lot drainage. This seems a good time then for consideration of legislation in support of the individual lot drainage inspection process.

* Most of the Bear Creek and Snoqualmie problem sites lie outside of the present boundaries of the Surface Water Management utility area. Though serious erosion problems presently exist there, SWM utility monies cannot be used to address the problems in those areas at this time.

JAILHOUSE BLUES

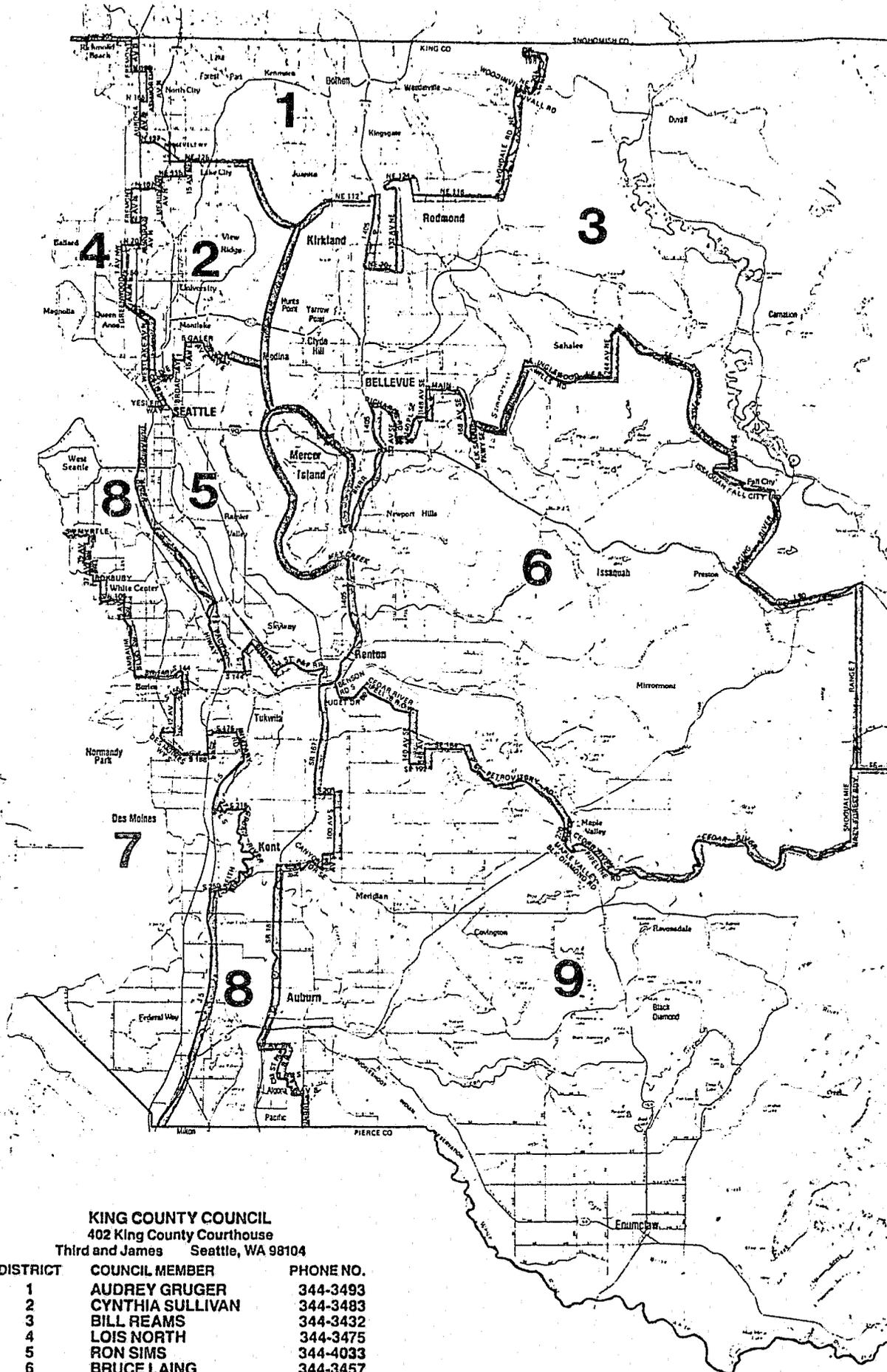
We received over 3,000 calls from inmates in the Jail in 1986. We have attempted to reduce the calls by restricting the Jail Speed Dial incoming calls to one line. Calls are, however, continuing to come in at the rate of approximately twelve calls a day. The problems are related primarily to over-crowding. The over-crowded conditions affect staff's ability to provide for visiting, recreation, uniforms or to organize for more efficient operation. There are simply too many demands on staff and not always enough staff, supplies or facility space to meet the demands.

The length of time prisoners are held in the booking area continues to be of particular concern. Twenty or more persons may be held in a ten person cell for twelve or more hours. Seating capacity is for ten persons. Half or more of the prisoners must sit or lie on the concrete floor. Meals served are "brown bag." DAD staff has tried several strategies to deal with the backlog; including rotating staff. None of the strategies made a significant difference. The backlog appears primarily related to staff ratio to incoming prisoners, rather than to competence or process. The performance audit presently being conducted by the County Auditor's staff will be helpful in identifying the exact causes and cures for this on-going problem.

Visiting continues to be a source of complaint. Because the Jail is over-crowded, there are not enough visiting booths to provide the required three hours of visitation per prisoner each week. Visits are regularly cut short. Some visitors are denied opportunity to visit; particularly those who do not arrive half an hour before the scheduled visiting time. This situation creates stress and conflict for staff, inmates and visitors. Efforts have been made to staff the Reception area with persons who can handle the stress and still be pleasant with the public. This has reduced the number of complaints, but the problem of shortened or denied visits is still there.

Complaints indicate there is a problem controlling contraband coming into the Work Release facility. Drugs and weapons have been found in the facility. Random urinalyses and searches are being conducted. However, to stop the contraband problem all Work Release prisoners should be searched when they return to the facility. Jail staff says they are not able to search each person because they do not have enough staff to do so. This problem needs to be addressed.

County staff in all departments were cooperative and helpful in addressing citizen complaints in 1986. Their continuing cooperation and assistance is appreciated.



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

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

EXPLANATORY NOTE

Complaints

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

Assists

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

"Discontinued" Designation

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

"Open" Designation

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

Numbering System

Complaint numbers contain a key to the year and the month we received the complaint. The first two digits indicate the year (86 equals 1986). The second two digits indicate the month (11 equals November). The last three digits indicate the chronological order of the complaint within each month. Thus, 8611-009 refers to the ninth complaint received in November, 1986.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

15

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
COMPLAINT(S) FROM PREVIOUS PERIOD			
JAIL OPERATIONS		8606-075	ALLEGATION: Excessive force. DISPOSITION: Not substantiated.
		8608-038	ALLEGATION: Alleged unprofessional conduct. DISPOSITION: Problem was brought to attention of Director of Adult Detention.
	5	8608-046	ALLEGATION: Unprofessional conduct by corrections officer. DISPOSITION: Not substantiated.
		8609-011	ALLEGATION: Questions why funds were not released to authorized person. DISPOSITION: Release of funds was requested during shift changes, head count and "rack back" for the night. Because of this busy time, visitor was asked to return the next day.
		8609-022	ALLEGATION: Questions procedures on visiting and release of money to visitor. DISPOSITION: Special visit was provided. Retraining provided on property release procedures

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

16

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8609-030	ALLEGATION: Visiting hours cut short; kites being intercepted by corrections officer. DISPOSITION: Referred to Director of Adult Detention.
		8609-035	ALLEGATION: Mishandling of money. DISPOSITION: Error corrected.
		8609-039	ALLEGATION: Questions why inmates must use shared razors; questions why not allowed nail clippers. DISPOSITION: The health issues associated with shared use of razors have been raised with Adult Detention and the Corrections Standard Board. Procedures are being reviewed to see whether individual razors shall be provided. Nail clippers are provided and are rotated through the cells.
		8610-006	ALLEGATION: Questions why names of inmates who wish to attend religious services are being crossed off the list; and names of those who didn't sign up are being placed on the list. DISPOSITION: Names are put on list or taken off based on eligibility to attend programs.
	4	8610-008	ALLEGATION: Unnecessary delay in booking and release. DISPOSITION: Jail bookings very high on day of incident. Release staff reminded to give priority to persons waiting in Intake/Transfer/Release area. Problem blamed on staff shortages and high volume of bookings.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

17

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8610-009	ALLEGATION: 1) Questions ID requirements for Jail visits. 2) Questions why Jail will not give out visiting times over the telephone. DISPOSITION: 1) ID is required to provide security by accurately identifying visitors. 2) Lack of staff and telephone equipment are basis of policy to not give out visiting information over the telephone.
		8610-010	ALLEGATION: Visiting time cut short. DISPOSITION: Due to overcrowding, visits are delayed and shortened. Numbers of staff, visiting booths and equipment are inadequate to accommodate demand.
		8610-012	ALLEGATION: Kites not available for inmate use. DISPOSITION: Referred to director. Adequate supply of kites has been made available for internal Jail use.
		8610-027	ALLEGATION: Unnecessary force used by officer. DISPOSITION: Not substantiated.
5		8610-037	ALLEGATION: Rude and unhelpful staff member. DISPOSITION: Employee no longer employed by King County.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

18

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8611-015	ALLEGATION: Inmate placed in Administrative Segregation to accommodate requirement of using a single razor. DISPOSITION: Adult Detention was given information regarding need for change in policy regarding shared use of razors. Complainant was placed in a less restrictive setting as soon as space became available.
		8611-016	ALLEGATION: Placement in predisciplinary deadlock without adequate notification or explanation of charges. DISPOSITION: Not Substantiated.
		8611-019	ALLEGATION: Alleged verbal abuse by officer. DISPOSITION: Officers deny allegations.
		8611-022	ALLEGATION: Inmate not allowed to have crutches even though doctor ordered them. DISPOSITION: Inmate was housed in area where crutches are not allowed. Inmate was moved to Infirmary to accommodate need for crutches.
1		8611-024	ALLEGATION: Unprofessional conduct of staff. DISPOSITION: Allegation was denied; counseling was provided by supervisor.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

19

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS	4	8611-034	ALLEGATION: Not given receipt for \$300 cash bail. DISPOSITION: Not substantiated.
	1	8611-039	ALLEGATION: Inmate harassing complainant over phone. DISPOSITION: Adult Detention staff was informed of the problem. Inmate was warned to stop using the collect call system to harass. Problem diminished.
		8611-042	ALLEGATION: Inmate requests placement in nonsmoking area. DISPOSITION: There are no restrictions to smoking on the housing floors except in medical, disciplinary deadlock and work release. This is consistent with the 1984 Executive order establishing smoking policy for Executive agencies.
		8611-043	ALLEGATION: Requests method for delivering legal papers from the Jail to the Courts. DISPOSITION: Department considering possibility of stocking larger envelopes in commissary.
		8612-001	ALLEGATION: Problem with special visits. DISPOSITION: Rules regarding special visits clarified. Different interpretation of rules due partly to rapid turnover of reception staff. Department working to provide training to remedy situation.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

20

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS	1	8612-003	ALLEGATION: 1) Delay in release, 2) Rude employee. DISPOSITION: Delay in release due to volume of bookings and releases in jail. Problem of rudeness not substantiated.
		8612-004	ALLEGATION: Harassment and denial of rights by corrections officers. DISPOSITION: Concerns were brought to the attention of the Jail Director.
		8612-011	ALLEGATION: Unprofessional conduct. DISPOSITION: Referred to Director of Adult Detention.
	5	8612-014	ALLEGATION: Unprofessional conduct. Delay in visit; shortened visit. DISPOSITION: Pneumatic tubes were backed up so visiting authorizations did not move from one floor to next. This delay shortened length of visits. Officers acknowledge problem occurred, but deny unprofessional conduct.
		8612-015	ALLEGATION: Lack of response to request for property; questions property handling procedures. DISPOSITION: Problem relates to handling and return of commissary property while inmates are on temporary release. Lieutenant meeting with appropriate staff to resolve the problem.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

21

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
JAIL OPERATIONS		8612-019	ALLEGATION: No haircuts for past four months; inmates having to appear in court with long hair. DISPOSITION: Barbers for inmate haircuts come from jail population and their availability fluctuates.
	8	8612-020	ALLEGATION: Rude treatment by employee. DISPOSITION: Employee no longer working for King County.
		8612-022	ALLEGATION: Visit delayed by receptionist for no apparent reason. DISPOSITION: Matter referred to Adult Detention. Incident appeared related to miscommunication between reception area and deck officers.

AGENCY: ADULT DETENTION

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

JAIL
OPERATIONS

8603-103A PROBLEM: Requests television after 11 pm, requests socks and underwear.

DISPOSITION: Staffing insufficient to supervise late night television, underwear request forwarded to Maintenance and Supply.

8609-027A PROBLEM: Lack of proper attention to medical condition.

DISPOSITION: Referred to Jail Commander and Jail Health Administrator.

9 8609-036A PROBLEM: Requests action regarding lost property in settlement of claim.

DISPOSITION: Appropriate action was taken.

8609-038A PROBLEM: Request for property denied.

DISPOSITION: Magazine and stamps did not come from publisher or commissary as required by Jail rules.

8609-041A PROBLEM: Inmate's property (tennis shoes) being worn by another inmate.

DISPOSITION: Shoes located in inmate's property.

5 8609-044A PROBLEM: Inmate in jail harassing complainant over phone, even though ordered not to by court.

DISPOSITION: Inmate was placed on phone deadlock.

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

JANUARY 15, 1987 REPORT
ASSISTS BY AGENCY (September - December, 1986)

23

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
JAIL OPERATIONS		8610-005A	PROBLEM: Problems with special diet, and medication supply. DISPOSITION: Problem brought to attention of kitchen and medical supervisor.
		8610-007A	PROBLEM: Request for "smoke-free" housing. DISPOSITION: Smoke free housing is only provided for inmates who have a verified medical problem that is worsened by smoke.
		8610-013A	PROBLEM: Delay in delivery of mail. DISPOSITION: Not substantiated.
		8610-023A	PROBLEM: Questions delays in outgoing mail. DISPOSITION: Discontinued. Trivial.
		8610-035A	PROBLEM: Lack of response to medical emergency. DISPOSITION: Not substantiated.
		8610-038A	PROBLEM: Unnecessary force used by officer. DISPOSITION: Matter brought to attention of Jail Commander and Jail Health Services.

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JANUARY 15, 1987 REPORT
ASSISTS BY AGENCY (September - December, 1986)

24

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
JAIL OPERATIONS		8611-009A	PROBLEM: Questions why being denied religious services. DISPOSITION: Inmate restricted from church services for security reasons.
		8611-011A	PROBLEM: Complaint regarding handling of food trays and possible interference with kite. DISPOSITION: Referred to Director of Adult Detention.
		8611-017A	PROBLEM: Visiting periods cut short for no apparent reason. DISPOSITION: There are not enough visiting booths to accommodate the jail population.
		8611-020A	PROBLEM: Alleged damage to County property. DISPOSITION: Referred to Department Director.
		8611-031A	PROBLEM: Visits denied. DISPOSITION: Problem brought to attention of Jail Commander.
		8611-033A	PROBLEM: Questions why money was not returned when transferred out of Jail. DISPOSITION: There was no record that money had been given to Jail. Therefore, no money was returned.

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JANUARY 15, 1987 REPORT
ASSISTS BY AGENCY (September - December, 1986)

25

AGENCY: ADULT DETENTION

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
JAIL OPERATIONS		8612-007A	PROBLEM: Inmate assaulted at midnight; no help for over an hour. DISPOSITION: Problem brought to attention of appropriate staff.
		8612-016A	PROBLEM: Commitment Office not acknowledging judgment and sentence resulting in Inmate spending extra time in jail. DISPOSITION: Matter discussed with Commitments Office and defense attorney. Resolution of problem will be handled in Superior Court.
		8612-025A	PROBLEM: Not getting medication for foot problem. DISPOSITION: Inmate was informed that one could purchase needed medication from commissary.
8		8612-027A	PROBLEM: Questions inconsistent procedure in handling of property when visiting jail. DISPOSITION: Problem brought to Director's attention.

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AGENCY: ASSESSMENTS

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

REAL PROP APPRAISAL	5	8605-095A	PROBLEM: Questions re value of land vs. value of house. DISPOSITION: Information provided on basis for assessment and appraisal decisions on subject. Complainant will appeal through Board of Equalization and Department of Revenue.
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JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

27

AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
FACILITIES	5	8610-002	ALLEGATION: County truck spilling debris on freeway. DISPOSITION: Employees have been instructed to take proper precaution and proper equipment for the truck in question.
ANIMAL CONTROL	1	8611-002	ALLEGATION: Delay in removal of dead horse from County Road. DISPOSITION: Contract hauler who disposes of dead animals could not be reached on weekend. Department exploring alternatives to insure immediate availability of removal equipment.
COMPLAINT(S) FROM PREVIOUS PERIOD			
PERSONNEL	4	8606-093	ALLEGATION: Followed steps in grievance procedure as defined in Personnel Rules. May not be entitled to hearing, because rules do not contain same requirement as County Code. DISPOSITION: Personnel Board voted that complainant have a hearing. Problems with rules brought to attention of Personnel Manager. Rules will be changed for consistency with Code.

AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
AFFIRM. ACTION		8612-029A	<p>PROBLEM: Awarded contract for woman's business, but now told not getting contract because ordinance will change in January.</p> <p>DISPOSITION: Affirmative Action Office found that bidder did not meet requirements for expertise and control in organization.</p>
FACILITIES		8609-019A	<p>PROBLEM: Maintenance problem in County Parking garage.</p> <p>DISPOSITION: Maintenance provided. Configuration of building and use by transients creates an ongoing problem.</p>
		8611-045A	<p>PROBLEM: Employee questions conversion of First Aid Room to smoking room.</p> <p>DISPOSITION: Alternative First Aid Room of smaller size has been provided. Smoking rooms can be converted to office space if smoking ordinance is passed. Matter referred to County Council for consideration in deliberations on smoking ordinance.</p>
ANIMAL CONTROL	6	8610-024A	<p>PROBLEM: Neighbor's roosters crowing disturbs complainant's sleep.</p> <p>DISPOSITION: Number of chickens and location of pen were in compliance with code.</p>
		8612-024A	<p>PROBLEM: Humane Society Officer needs to contact relatives of deceased person to remove chickens.</p> <p>DISPOSITION: Animal Control responded and found unstable dynamite on site as well as chickens. Police responded. Owner was incapacitated in hospital. Chickens resting comfortably in Animal Control Custody.</p>

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

JANUARY 15, 1987 REPORT
ASSISTS BY AGENCY (September - December, 1986)

29

AGENCY: EXECUTIVE ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
LICENSES	7	8611-041A	PROBLEM: Believes regulations of "For Hire" licenses are unfair. DISPOSITION: Issuance of license requires affiliation with existing taxi company. Referred to Licenses Supervisor for further explanation.
PERSONNEL	8	8612-023A	PROBLEM: Questions application procedures for County jobs. DISPOSITION: Time required to complete application appears excessive in relation to position requirements. Problem brought to attention of Department Director.
REAL PROPERTY	6	8611-030A	PROBLEM: Questions County sale of surplus property believed to be owned by private party. DISPOSITION: Property in question belongs to King County. Information provided to complainant.

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

JANUARY 15, 1987 REPORT
ASSISTS*BY AGENCY (September - December, 1986)

30

AGENCY: FINANCE

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
FINANCE	6	8609-045A	PROBLEM: Unable to resolve billing error. DISPOSITION: Refund is being processed for complainant.
	4	8610-004A	PROBLEM: Check mailed for real estate taxes misplaced by Office of Finance. DISPOSITION: Not substantiated.

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JANUARY 15, 1987 REPORT
 COMPLAINTS BY AGENCY (September - December, 1986)

AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
COMPLAINT(S) FROM PREVIOUS PERIOD			
ENVIRON- MENTAL	5	8607-051	ALLEGATION: Lack of response to request regarding a problem with drainage ditch on County right-of-way. DISPOSITION: Source of sewage leakage identified by Health Department, and repair made by property owner. Information on options for closing drainage ditch provided.
HEALTH			
	6	8608-049	ALLEGATION: Lack of enforcement for manure pile. DISPOSITION: Dept. had no record of prior complaint. Enforcement action was taken when problem was brought to their attention.
	3	8609-001	ALLEGATION: Manure being hauled steadily for past two months into gravel pit causing numerous flies. DISPOSITION: BALD determined that grading permit did not allow this type of operation. Enforcement action was taken.
	1	8609-031	ALLEGATION: County approval of drainage system caused flooding on neighboring property. DISPOSITION: Problem examined by Environmental Health Supervisor and Roads Maintenance. Water is "bleeding" out of hillside and along road, creating a nuisance, but no immediate danger. Matter placed on worklist for corrective action.

JANUARY 15, 1987 REPORT
 COMPLAINTS BY AGENCY (September - December, 1986)

AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ENVIRON- MENTAL HEALTH	3	8611-001	ALLEGATION: Business in a residential zone disturbing neighborhood. DISPOSITION: State, local and County enforcement agencies have taken action to correct problems. Business has committed to complying.
JAIL HEALTH		8609-046	ALLEGATION: Nurse refused to give out medication to inmates. DISPOSITION: Nurse did not give out medication because of threatening remarks made by inmates.
		8610-014	ALLEGATION: Bill for treatment at Harborview while incarcerated in Jail in 1983 turned over to collection agency; questions why County did not pay bill. DISPOSITION: Bill was cancelled out of collections by Harborview.
	5	8610-022	ALLEGATION: Questions why inmate did not receive medical attention. DISPOSITION: Not substantiated.
COUNTY DISTRICTS	9	8609-029	ALLEGATION: Lack of response to request for inspection; no response to phone calls. DISPOSITION: Three-week processing time due to large number of sewage and water survey applications.

AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
ENVIRON- MENTAL HEALTH	7	8609-012A	PROBLEM: Trucks using "jake" brakes are disturbing the peace.
			DISPOSITION: "Jake" brakes not covered by noise control ordinance. Information provided on petitioning for ordinance change.
	8	8610-020A	PROBLEM: Questions Health Department requirements regarding private well for medical hardship mobile home.
			DISPOSITION: Complainants were provided information regarding appeal process and referred to BALD Manager who has authority to approve a temporary use permit for medical hardship mobile home.
	9	8610-026A	PROBLEM: County property not maintained, garbage dumped on property.
			DISPOSITION: Discontinued. Unable to contact complainant to obtain sufficient information to proceed.
JAIL HEALTH		8609-027A	PROBLEM: Lack of proper attention to medical condition.
			DISPOSITION: Referred to Jail Commander and Jail Health Administrator.
		8610-005A	PROBLEM: Problems with special diet, and medication supply.
			DISPOSITION: Problem brought to attention of kitchen and medical supervisor.

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JANUARY 15, 1987 REPORT
ASSISTS BY AGENCY (September - December, 1986)

AGENCY: HEALTH

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
MEDICAL EXAMINER	8	8611-010A	PROBLEM: Questions procedures for notification. DISPOSITION: Medical Examiner will review to make sure action taken was consistent with notification policy.
COUNTY DISTRICTS	4	8609-037A	PROBLEM: Questions water system regulations. DISPOSITION: Health Department and State DSHS representative visited site. Complainant provided with requirements to bring private water supply into compliance.
	7	8610-034A	PROBLEM: Delay in issuance of temporary mobile home permit. DISPOSITION: Application expedited by Health Department for approval.

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JANUARY 15, 1987 REPORT
ASSISTS*BY AGENCY (September - December, 1986)

35

AGENCY: HUMAN RESOURCES

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
PUBLIC DEFENSE	7	8610-029A	PROBLEM: Owner attempting to recover vehicle being held for evidence. DISPOSITION: Vehicle returned to owner.
HUMAN SERVICES		8610-030A	PROBLEM: County vehicle exceeding speed limit. DISPOSITION: Referred to agency director.

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JANUARY 15, 1987 REPORT
 COMPLAINTS BY AGENCY (September - December, 1986)

AGENCY: PLANNING & COMMUNITY DVLPT.

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD - GRADING	6	8609-018	<p>ALLEGATION: Filling and construction in the floodplain of May Creek Valley.</p> <p>DISPOSITION: Appropriate corrective action was taken by BALD and Public Works Staffs.</p>
	7	8611-044	<p>ALLEGATION: Questions why County is allowing runoff from development to go into creek that feeds into Twin Lakes.</p> <p>DISPOSITION: Silt laden runoff resulted from road construction in Pierce County being routed through a retention system in a plat under construction in King County. Department of Ecology and Pierce County contacted. King County inspectors worked with officials to bring problem under control.</p>
	1	8612-028	<p>ALLEGATION: Enforcement inadequate in curbing road problems caused by large trucks.</p> <p>DISPOSITION: Problem related to dirt hauling for I-90 construction. Grading and Roads are closely monitoring this activity. Complainant also referred to Washington State Department of Transportation.</p>
COMPLAINT(S) FROM PREVIOUS PERIOD			
BALD BUILDING PLAN REVIEW		8607-079	<p>ALLEGATION: Lack of response to request for information about construction permit.</p> <p>DISPOSITION: Information provided. Problem related to status of right-of-way in old subdivision.</p>
	9	8609-028	<p>ALLEGATION: Questions why building is being allowed in a landslide area.</p> <p>DISPOSITION: Building is being monitored by geologist to ensure proper erosion control measures are taken.</p>

JANUARY 15, 1987 REPORT
 COMPLAINTS BY AGENCY (September - December, 1986)

37

AGENCY: PLANNING & COMMUNITY DVLPT.

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD BUILDING PLAN REVIEW	6	8609-040	ALLEGATION: Concerns regarding building in floodplain. DISPOSITION: Land in question is in a flood plain and designated wetland area of May Creek. BALD and SWM contend houses are located above flood levels and outside wetlands. Complainant contends construction has increased flooding. Complainant will seek remedy through legal action.
BALD- BUILDING INSPECTION	9	8610-039	ALLEGATION: County vehicle being driven recklessly. DISPOSITION: Supervisor cautioned driver regarding the use of good driving habits. Meeting held with all section employees regarding driving safety.
	3	8612-031	ALLEGATION: Denied building permit because of alleged slide hazard. DISPOSITION: Slide hazards were documented at the site. Applicant given information on appeal process, and applicable County Code and Comprehensive Plan policies.
COMPLAINT(S) FROM PREVIOUS PERIOD			
BALD-CODE ENFORCEMENT	7	8606-091	ALLEGATION: Bulkhead and cabana being constructed in County right-of-way without permit. DISPOSITION: Appropriate code enforcement action was taken.
	3	8609-004	ALLEGATION: No code enforcement action on abatement order on building determined to be an attractive nuisance and dangerous. DISPOSITION: OPEN

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

38

AGENCY: PLANNING & COMMUNITY DVLPT.

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD-CODE ENFORCEMENT	8	8609-010	ALLEGATION: Alleged code violation and illegal activity. DISPOSITION: Appropriate enforcement action was taken by Code Enforcement and Public Safety.
	8	8609-023	ALLEGATION: Questions building of large boat on residential property. DISPOSITION: Boat was under construction for three years. Code Enforcement says it will be finished and launched in a month. There are no regulations expressly prohibiting boat building in residential neighborhoods.
	8	8609-025	ALLEGATION: Lack of enforcement on zoning code violation. DISPOSITION: Notice and order of violation was issued. Property owner has appealed.
	9	8609-032	ALLEGATION: Large equipment parked on street in cul-de-sac creating hazard. DISPOSITION: Code Enforcement staff and police contacted owner regarding business and equipment associated with it. Problem was resolved.
	6	8609-043	ALLEGATION: Questions permit requirements for school parking lot. DISPOSITION: Inspectors could not find any changes in parking area which would have required a permit. The lot is nonconforming which allows it to remain but not be enlarged.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

39

AGENCY: PLANNING & COMMUNITY DVLPT.

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD-CODE ENFORCEMENT	7	8610-015	ALLEGATION: Requests code enforcement action regarding shacks used for sale of merchandise. DISPOSITION: Code Enforcement reports the temporary shacks will be removed soon to allow for development of the properties.
	7	8610-018	ALLEGATION: Questions why fence in right-of-way which interferes with access to beach is allowed to remain. DISPOSITION: Code Enforcement inspected the site and found a 6-foot tall fence with a 10-foot wide opening. Public access has not been restricted. No violation of zoning code exists. Structures in the right-of-way can be removed if the County decides to use the right-of-way.
	6	8610-028	ALLEGATION: Believes drainage requirements for building occupancy are unreasonable. DISPOSITION: Compromise reached between Surface Water Management and complainant.
	1	8611-004	ALLEGATION: 1)Cement business in residential zone; 2)Wood stove without permit; 3) Storage and cutting of logs in residential zone; 4) Foundation construction without required inspections. DISPOSITION: Appropriate action was taken by Code Enforcement and the property was brought into compliance.
	8	8611-029	ALLEGATION: Requests enforcement action regarding trucking operation in residential zone. DISPOSITION: Code Enforcement issued Notice and Order to remove business and heavy trucks or be subject to civil penalty.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

40

AGENCY: PLANNING & COMMUNITY DVLPT.

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
BALD-CODE ENFORCEMENT	8	8612-006	ALLEGATION: Request for action on complaint about trucking operation in a residential zone. DISPOSITION: Trucking business was relocated. Follow-up inspections by Code Enforcement confirmed trucks are gone.
	8	8612-008	ALLEGATION: Reported auto repair business operating in a residential zone ten years ago, but no code enforcement action. Now another auto repair business and junkyard operating across the street. DISPOSITION: Appropriate action taken. One site closed and business moved. Enforcement continuing on second site.
BALD- SUBDIV. ADMIN.	1	8612-013	ALLEGATION: Plat conditions for drainage in new development not being followed. DISPOSITION: Roads Maintenance will install gravel berm to transport road drainage away from complainant's home. A permanent resolution will be considered when adjacent property is fully developed.
HOUSING & COMMUNITY DVLPT.	6	8611-028	ALLEGATION: Plumbing work done under housing rehabilitation loan is not proper. DISPOSITION: Problem is between home owner and private contractor. Housing and Community Development staff worked to get both parties together. Information on consumer action alternatives provided.

AGENCY: PLANNING & COMMUNITY DVLPT.

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
BALD - GRADING		8609-008A	PROBLEM: Illegal fill activity. DISPOSITION: Appropriate enforcement action was taken by Grading Section.
		8611-026A	PROBLEM: Loads of fill being dumped in floodplain area; residents living in trailers without proper approval. DISPOSITION: Referred to Grading and Code Enforcement.
	8	8611-027A	PROBLEM: Concerns re gravel pit near home. DISPOSITION: A temporary grading permit was issued to allow excavation for emergency repair of a road slide. A bond has been posted to assure reclamation of the site.
	9	8612-018A	PROBLEM: Gravel trucks causing danger to road way and public safety along County road. DISPOSITION: Trucks originating from mining operation within City of Black Diamond. Public Safety and Public Works responded to impacts in unincorporated County. Complainant referred to Black Diamond and State Department of Natural Resources officials.

COMPLAINT(S) FROM PREVIOUS PERIOD

BALD BUILDING	3	8604-116A	PROBLEM: Requests a halt to building permits and development until private road is adequate for access to area. DISPOSITION: Road in question satisfied short plat conditions. Amount of building permits allowed were established when short plat was approved. New short plats in area will be monitored for access.
PLAN REVIEW			

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AGENCY: PLANNING & COMMUNITY DVLPT.

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
BALD BUILDING PLAN REVIEW	7	8610-034A	PROBLEM: Delay in issuance of temporary mobile home permit. DISPOSITION: Application expedited by Health Department for approval.
BALD- BUILDING INSPECTION	8	8610-020A	PROBLEM: Questions Health Department requirements regarding private well for medical hardship mobile home. DISPOSITION: Complainants were provided information regarding appeal process and referred to BALD Manager who has authority to approve a temporary use permit for medical hardship mobile home.
COMPLAINT(S) FROM PREVIOUS PERIOD			
BALD-CODE ENFORCEMENT		8603-049A	PROBLEM: Request for enforcement action against house on blocks and junk cars in yard and on road. DISPOSITION: Owner was not responsive to code enforcement action. Civil penalties have been assessed and Prosecutor will take action to collect penalties.
		8609-015A	PROBLEM: Code violation. DISPOSITION: Enforcement action was taken.
	1	8609-016A	PROBLEM: Questions enforcement responsibility for mobile home park approved by County and later annexed into a city. DISPOSITION: City acknowledges jurisdiction and responsibility for enforcement of planned unit development.

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JANUARY 15, 1987 REPORT
 ASSISTS* BY AGENCY (September - December, 1986)

43

AGENCY: PLANNING & COMMUNITY DVLPT.

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
BALD-CODE ENFORCEMENT	9	8610-017A	PROBLEM: Business being conducted illegally in residential area. DISPOSITION: Stop work order posted by Code Enforcement. Site also inspected by EPA. Business activity ceased, and moved.
	6	8610-019A	PROBLEM: Lack of response to request for code enforcement. DISPOSITION: Subject business closed.
	9	8610-026A	PROBLEM: County property not maintained, garbage dumped on property. DISPOSITION: Discontinued. Unable to contact complainant to obtain sufficient information to proceed.
BALD- SUBDIV. ADMIN.	1	8609-013A	PROBLEM: Questions road requirements in connection with short plat process. DISPOSITION: Discontinued. Matter is active with prosecuting attorney.
	3	8610-016A	PROBLEM: Problems in development of short plat lots on very steep hillside. DISPOSITION: BALD is working with developer to resolve the problems.
PARKS	6	8609-014A	PROBLEM: Requests increase in patrol and signing on County park hiking trail. DISPOSITION: Parks representative met with complainant. Parks will post signs and request same from Public Works. Complainant given suggestions for contacting Public Works as well.

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JANUARY 15, 1987 REPORT
ASSISTS*BY AGENCY (September - December, 1986)

44

AGENCY: PLANNING & COMMUNITY DVLPT.

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
PARKS	9	8609-017A	PROBLEM: Questions why Federal Way pool is closed down for a year. DISPOSITION: Damage exceeded Parks' original estimate. Parks is requesting funds in 1987 budget to cover additional costs for repair.

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JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

45

AGENCY: PUBLIC SAFETY

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
COMPLAINT(S) FROM PREVIOUS PERIOD			
FIELD OPERATIONS	9	8606-061	ALLEGATION: Ongoing problem with indiscriminate shooting on County property. DISPOSITION: OPEN
	1	8609-002	ALLEGATION: Questions use of residential street by trucks. DISPOSITION: Complaint withdrawn.
	6	8609-003	ALLEGATION: Questions conduct of officer, and authority for actions. DISPOSITION: Officer acted properly and did not violate Department policies or procedures.
	1	8609-007	ALLEGATION: Alleged after-hours illegal activity on, and adjacent to, park premises. DISPOSITION: Sheriff and Parks are cooperating in effort to resolve problems. Calls for police service are up 11% over 1985 levels in this neighborhood. Police are responding as best they can within resources. Citizens may petition for parking restrictions to help reduce problem.
	8	8609-010	ALLEGATION: Alleged code violation and illegal activity. DISPOSITION: Appropriate enforcement action was taken by Code Enforcement and Public Safety.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

46

AGENCY: PUBLIC SAFETY

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
FIELD OPERATIONS	1	8609-020	ALLEGATION: Questions whether public drinking is legal in parking lot of Kingdome. DISPOSITION: Department will develop a policy on alcohol management in all areas of facility and parking lot. Target date for completion is spring of 1987.
	7	8609-021	ALLEGATION: Injuries received while provided with emergency medical treatment. DISPOSITION: Not substantiated.
	6	8609-024	ALLEGATION: Lack of enforcement in "No shooting" area. DISPOSITION: Complainant's "no shooting" area had not been included in Communication Section book. "No Shooting" book being reviewed to ensure no other areas have been omitted.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

47

AGENCY: PUBLIC SAFETY

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
FIELD OPERATIONS	9	8609-032	ALLEGATION: Large equipment parked on street in cul-de-sac creating hazard.
			DISPOSITION: Code Enforcement staff and police contacted owner regarding business and equipment associated with it. Problem was resolved.
	1	8609-042	ALLEGATION: Harassment by police officer. DISPOSITION: Not substantiated.
	6	8610-001	ALLEGATION: Request for greater traffic control in area where fatal/injury accidents have occurred. DISPOSITION: Public Works determined no additional controls warranted. Emphasis patrols conducted by Public Safety and will be continued on a periodic basis. Complainant given information on how to contact Public Safety and State Patrol if more assistance is required.
		8610-021	ALLEGATION: Unprofessional conduct by officer. DISPOSITION: Appropriate training will be provided.
	8	8610-031	ALLEGATION: Dangerous Intersection needs better traffic control. DISPOSITION: Public Safety is using radar to enforce the speed limit. Public Works installed advance warning signs on both approaches to crosswalk.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

48

AGENCY: PUBLIC SAFETY

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
FIELD OPERATIONS	3	8610-036	ALLEGATION: Questions officer's decision to cite for criminal trespass in boat slip that was not marked that it belongs to King County Police. DISPOSITION: Citation issued under Kirkland ordinance is not a criminal offense. However, all marine citations are criminal offenses under state law, and not civil infractions. Kirkland dropped charges on payment of costs.
	6	8611-023	ALLEGATION: Alleged unprofessional conduct. DISPOSITION: Complaint was forwarded to the Sheriff-Director of Public Safety.

AGENCY: PUBLIC SAFETY

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
FIELD OPERATIONS	4	8609-033A	PROBLEM: Road unnecessarily obstructed for construction project. DISPOSITION: Road is a State Road, with permission for use granted by Department of Transportation. Police found no hazard or obstruction.
	4	8610-011A	PROBLEM: Delay in responding to court order for eviction. DISPOSITION: Not substantiated.
	6	8610-024A	PROBLEM: Neighbor's roosters crowing disturbs complainant's sleep. DISPOSITION: Number of chickens and location of pen were in compliance with code.
		8610-040A	PROBLEM: Officers conducting traffic after accident need more clear hand signals; two autos almost collided. DISPOSITION: Problem was brought to the attention of the Sheriff-Director.
	7	8611-006A	PROBLEM: Requests return of property held in evidence while charges are not being filed. DISPOSITION: Not substantiated.

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JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

50

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
		8611-007	ALLEGATION: Citizen allergic to smoke; questions why smoking is allowed by employees in public buildings. DISPOSITION: Supervisor reviewed Executive Order and state law with employees to help assure building is brought into compliance.

COMPLAINT(S) FROM PREVIOUS PERIOD

ROADS	7	8507-046	ALLEGATION: Lack of maintenance on county drainage easement. DISPOSITION: OPEN
	8	8604-074	ALLEGATION: 1) Requests inspection of driveway re standards and hazards from erosion onto County road. 2)Knoll and stump near bend in road creating site distance hazard. DISPOSITION: Cooperative effort was made by Public Works and BALD inspectors to bring driveways into compliance.
	2	8605-002	ALLEGATION: Neighbor building fence on County right-of-way. DISPOSITION: County surveyor determined there was a slight encroachment on right-of-way. Portion of fence in right-of-way was removed.
	9	8606-061	ALLEGATION: Ongoing problem with indiscriminate shooting on County property. DISPOSITION: OPEN

JANUARY 15, 1987 REPORT
 COMPLAINTS BY AGENCY (September - December, 1986)

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	7	8606-091	<p>ALLEGATION: Bulkhead and cabana being constructed in County right-of-way without permit.</p> <p>DISPOSITION: Appropriate code enforcement action was taken.</p>
	8	8607-101	<p>ALLEGATION: Questions number of personnel and technique used to trim vegetation.</p> <p>DISPOSITION: Work done in area was in preparation for asphalt overlay. Amount of brushing and mowing normally done in overlay preparation work is often more severe than might be done otherwise.</p>
	6	8608-023	<p>ALLEGATION: Boundary marker removed 2 years ago by County crew. Complainant told marker would be replaced, but nothing was done.</p> <p>DISPOSITION: Property was surveyed and missing boundary marker was replaced.</p>
	1	8609-002	<p>ALLEGATION: Questions use of residential street by trucks.</p> <p>DISPOSITION: Complaint withdrawn.</p>
	3	8609-005	<p>ALLEGATION: Rocks falling on roadway from County dump truck.</p> <p>DISPOSITION: Drivers reminded to check load and rock guards.</p>
	3	8609-006	<p>ALLEGATION: Seeks to establish road as public because of County maintenance and tax title.</p> <p>DISPOSITION: Public Works agrees and will issue appropriate notice.</p>

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

52

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	8	8609-009	ALLEGATION: Seeks removal of newspaper shack from County right of way. DISPOSITION: Public Works took enforcement action. Newspaper shack was moved to a private location.
	8	8609-026	ALLEGATION: Poor road repair work in conjunction with construction of new fire station. DISPOSITION: Full asphalt overlay, required as part of repair work, is scheduled, but has yet to be completed.
	1	8609-031	ALLEGATION: County approval of drainage system caused flooding on neighboring property. DISPOSITION: Problem examined by Environmental Health Supervisor and Roads Maintenance. Water is "bleeding" out of hillside and along road, creating a nuisance, but no immediate danger. Matter placed on worklist for corrective action.
	6	8610-001	ALLEGATION: Request for greater traffic control in area where fatal/injury accidents have occurred. DISPOSITION: Public Works determined no additional controls warranted. Emphasis patrols conducted by Public Safety and will be continued on a periodic basis. Complainant given information on how to contact Public Safety and State Patrol if more assistance is required.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

53

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	9	8610-003	ALLEGATION: Delay in providing promised road improvements. DISPOSITION: Public Works is evaluating the situation to see what improvements can be made on this difficult site. Council member's staff will pursue resolution.
	7	8610-018	ALLEGATION: Questions why fence in right-of-way which interferes with access to beach is allowed to remain. DISPOSITION: Code Enforcement inspected the site and found a 6-foot tall fence with a 10-foot wide opening. Public access has not been restricted. No violation of zoning code exists. Structures in the right-of-way can be removed if the County decides to use the right-of-way.
		8610-025	ALLEGATION: Rude attitude of employee in responding to information request. DISPOSITION: Allegation was brought to the Director's attention.
	8	8610-031	ALLEGATION: Dangerous intersection needs better traffic control. DISPOSITION: Public Safety is using radar to enforce the speed limit. Public Works installed advance warning signs on both approaches to crosswalk.
	7	8610-032	ALLEGATION: Illegal logging creating runoff problems across and under County road. DISPOSITION: Repairs made to road drainage system. Road maintenance staff coordinating with Dept. of Natural Resources to correct source of problem.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	3	8610-033	ALLEGATION: Questions policy and manner in which trees are being cut down along right-of-way and private property. DISPOSITION: Public Works crews had cut back the trees as part of the road maintenance. The evergreen trees will be replaced, and in the future, only deciduous trees will be removed.
	3	8611-001	ALLEGATION: Business in a residential zone disturbing neighborhood. DISPOSITION: State, local and County enforcement agencies have taken action to correct problems. Business has committed to complying.
	5	8611-003	ALLEGATION: Delay in completion of requested road and drainage repairs. DISPOSITION: Appropriate repairs were made.
	7	8611-021	ALLEGATION: Concerned that paving road and putting gravel in ditches will increase runoff onto private property. DISPOSITION: Roads Division determined that surface water runoff would not increase.
	7	8611-032	ALLEGATION: Request for guard rail extension on dangerous curve. DISPOSITION: OPEN

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

55

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	4	8611-036	ALLEGATION: Vehicle almost hit by County dump truck. DISPOSITION: Driver's supervisor discussed incident with driver and emphasized safe driving habits and techniques.
	3	8611-037	ALLEGATION: Road detour facility installation is unsafe. DISPOSITION: Closure of road necessary for one week because of blasting work. Detour selected as the least objectionable among several alternatives and is not considered dangerous if driven at legally posted speeds.
	4	8611-040	ALLEGATION: Requests that driveway be brought up to same standard as neighbor's driveway when street repaved. DISPOSITION: Problem was resolved by Public Works.
	9	8612-002	ALLEGATION: Request for better barricade after fifth car landed in complainant's garden. DISPOSITION: Discontinued. Complainant sent same letter of complaint to several County agencies.
	1	8612-013	ALLEGATION: Plat conditions for drainage in new development not being followed. DISPOSITION: Roads Maintenance will install gravel berm to transport road drainage away from complainant's home. A permanent resolution will be considered when adjacent property is fully developed.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

56

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
ROADS	1	8612-017	ALLEGATION: No shoulder along roadway; dangerous for school pedestrians. DISPOSITION: Roadway section will be placed on priority list for improvement consideration on 1987 school walkway program.
	9	8612-026	ALLEGATION: Realtor sign in right-of-way obstructing vision of approaching traffic and creating hazard. DISPOSITION: Sign was removed.
	1	8612-028	ALLEGATION: Enforcement inadequate in curbing road problems caused by large trucks. DISPOSITION: Problem related to dirt hauling for I-90 construction. Grading and Roads are closely monitoring this activity. Complainant also referred to Washington State Department of Transportation.
	7	8612-030	ALLEGATION: Storm sewer broken, causing flooding in complainant's yard. DISPOSITION: Discontinued. Complainant did not provide requested information.
COMPLAINT(S) FROM PREVIOUS PERIOD			
SOLID WASTE	1	8608-042	ALLEGATION: Excessive odor from Rose Hill transfer station. DISPOSITION: Odor results from trailers full of garbage being stored over night. Expense of moving garbage to Cedar Hills each night, after hours, is excessive. Solid Waste and Health working to control odors at transfer station.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

57

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
SURFACE WATER MGT.	9	8601-046	ALLEGATION: Culvert not installed according to drainage plan resulting in runoff onto complainant's property. Concerns that new development will create even more drainage problems. DISPOSITION: OPEN
	6	8609-018	ALLEGATION: Filling and construction in the floodplain of May Creek Valley. DISPOSITION: Appropriate corrective action was taken by BALD and Public Works Staffs.
	6	8609-040	ALLEGATION: Concerns regarding building in floodplain. DISPOSITION: Land in question is in a flood plain and designated wetland area of May Creek. BALD and SWM contend houses are located above flood levels and outside wetlands. Complainant contends construction has increased flooding. Complainant will seek remedy through legal action.
	1	8609-047	ALLEGATION: Ongoing flooding problems caused by silts and run-off from new developments. DISPOSITION: OPEN
	6	8610-028	ALLEGATION: Believes drainage requirements for building occupancy are unreasonable. DISPOSITION: Compromise reached between Surface Water Management and complainant.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

58

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
SURFACE WATER MGT.	1	8611-025	ALLEGATION: Water from County Road flooding complainant's property. DISPOSITION: Road Maintenance crews will take corrective action.
	8	8611-038	ALLEGATION: Inadequate culvert and drainage system to handle runoff from new development. DISPOSITION: OPEN
	7	8611-044	ALLEGATION: Questions why County is allowing runoff from development to go into creek that feeds into Twin Lakes. DISPOSITION: Silt laden runoff resulted from road construction in Pierce County being routed through a retention system in a plat under construction in King County. Department of Ecology and Pierce County contacted. King County inspectors worked with officials to bring problem under control.
	3	8612-010	ALLEGATION: Property in floodplain declared unbuildable even though other houses exist nearby in the same floodplain. DISPOSITION: Denial was based on a 1982 study that shows the lots in question to be in a floodway. Complainant was given information on the study, the appeal process and the County Code requirements.

JANUARY 15, 1987 REPORT
ASSISTS*BY AGENCY (September - December, 1986)

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
ROADS	6	8609-014A	<p>PROBLEM: Requests increase in patrol and signing on County park hiking trail.</p> <p>DISPOSITION: Parks representative met with complainant. Parks will post signs and request same from Public Works. Complainant given suggestions for contacting Public Works as well.</p>
	6	8609-034A	<p>PROBLEM: Road construction causing hindrance to building entry.</p> <p>DISPOSITION: Fallen tree and excess soil associated with construction removed from subject property.</p>
	6	8611-035A	<p>PROBLEM: Lack of maintenance on storm drain causing flooding on private property.</p> <p>DISPOSITION: Maintenance performed. Maintenance Supervisor contacted and requested to schedule regular maintenance.</p>
	9	8612-018A	<p>PROBLEM: Gravel trucks causing danger to road way and public safety along County road.</p> <p>DISPOSITION: Trucks originating from mining operation within City of Black Diamond. Public Safety and Public Works responded to impacts in unincorporated County. Complainant referred to Black Diamond and State Department of Natural Resources officials.</p>
	1	8612-021A	<p>PROBLEM: Questions short plat requirements for road improvements.</p> <p>DISPOSITION: Information provided on short plat procedures. Complainant placed in contact with another applicant to work on cooperative effort to meet conditions.</p>

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

AGENCY: PUBLIC WORKS

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
SOLID WASTE		8611-018A	PROBLEM: Suggests improvements in procedures for handling cash and receipts. DISPOSITION: Referred to department director. Department considering automated system which will weigh and count vehicles and enable a cross check of vehicles against daily receipts.

COMPLAINT(S) FROM PREVIOUS PERIOD

SURFACE WATER MGT.	1	8608-034A	PROBLEM: Questions why storm drainage system scheduled for completion next year has been postponed. DISPOSITION: Storm drainage system involves different components which need to be spread out over several years. Design and construction of diversion structure and retention/detention facility is scheduled for 1988.
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*Assist complaints have been resolved with a quick phone call, letter, or research by Ombudsman staff, and without routing paperwork to the Director.

JANUARY 15, 1987 REPORT
COMPLAINTS BY AGENCY (September - December, 1986)

61

AGENCY: STADIUM ADMINISTRATION

DIVISION/ SECTION	COUNCIL DISTRICT	COMPLAINT NUMBER	COMPLAINT SUMMARY
1	8609-020	ALLEGATION: Questions whether public drinking is legal in parking lot of Kingdome.	DISPOSITION: Department will develop a policy on alcohol management in all areas of facility and parking lot. Target date for completion is September of 1987.

JANUARY 15, 1987 REPORT
ASSISTS*BY AGENCY (September - December, 1986)

AGENCY: YOUTH SERVICES

DIVISION/ SECTION	COUNCIL DISTRICT	ASSIST NUMBER	ASSIST SUMMARY
	5	8612-009A	PROBLEM: Was told that check for bail had been mailed out, but still hasn't received it. DISPOSITION: Error by bank issuing bail refund delayed payment. Problem corrected.

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