

Quarterly Report: 1/1/2019 through 3/31/2019

Complaints/Request Received

Substantive Response Sent

2/25/2019

Type:

Facility Access

Department:

Public Works &
Transportation

Acknowledgement Sent

2/6/2019

Date Recieved

2/5/2019

Description

Butler Elementary and curb ramps on Rocky Canyon, sidewalk repair Rocky Canyon, sidewalk repair Gibbons Park and Margaret Drive.

Response

The City will make curb cuts on Rocky Canyon Road and construct a sidewalk from the school drive-thru to the existing sidewalk in Gibbons Park. Construction is scheduled to begin in late spring and be completed in time for the beginning of the new school year.

Substantive Response Sent

2/13/2019

Type:

Facility Access

Department:

Public Works and
Transportation

Acknowledgement Sent

2/13/2019

Date Recieved

2/12/2019

Description

Ms. Ferrari called the Action Center requesting information on ADA requirements for restrooms in restaurants.

Response

Ms. Ferrari was informed that unless renovations require a building permit, the restrooms were not required to be brought into compliance. Ms. Ferrari was informed that she could file a complaint regarding accessibility with the Texas Department of Licensing and Regulation and directed to the agencies website.

Quarterly Report: 1/1/2019 through 3/31/2019

Substantive Response Sent	<input type="text" value="2/8/2019"/>	Type:	<input type="text" value="Facility Access"/>	Department:	<input type="text" value="Public Works and Transportation"/>
Acknowledgement Sent	<input type="text" value="2/8/2019"/>				
Date Recieved	<input type="text" value="1/22/2019"/>				
Description	Response				
<input type="text" value="Resident emailed Council Member Thalman regarding the installation of pedestrian crosswalk at the corner of Matlock and Cravens Park Roads."/>	<input type="text" value="Requestor as advised that the installation of a mid-block crossing would not be safe and give pedestrians a false sense of security. In addition, the improvements planned for Matlock Road in the 2018 Bond Election would be even more prohibitive with additional lanes to cross. Resident was advised that a traffic signal would be installed at the intersection of Matlock and Nathan Lowe Roads. City staff are working to incorporate the installation as part of it's current capital program."/>				
Substantive Response Sent	<input type="text" value="3/31/2019"/>	Type:	<input type="text" value="Services/Programs"/>	Department:	<input type="text" value="Housing Authority"/>
Acknowledgement Sent	<input type="text" value="3/31/2019"/>				
Date Recieved	<input type="text" value="3/31/2019"/>				
Description	Response				
<input type="text" value="During the second quarter, the Housing Authority received 26 requests for accommodation. The nature of the requests were for additional bedrooms and live-in aides."/>	<input type="text" value="19 requests for accommodation were approved during the quarter. Three Amy Young Barrier Removal Program modification projects were completed."/>				