

# Quarterly Report: 4/1/2020 through 6/30/2020

## Complaints/Request Received

**Substantive Response Sent**

4/2/2020

**Type:**

Facility Access

**Department:**

Public Works and  
Transportation

**Acknowledgement Sent**

3/17/2020

**Date Recieved**

3/17/2020

### Description

Connect sidewalk from requestor's front walk at mailbox to new sidewalks on Woodside Drive.

### Response

The requested work has been added to the list of locations to be completed under the City's Annual Sidewalk project. Prior to construction, the site will be evaluated for public right-of-way accessibility guidelines to determine if additional work is required at the intersection during construction. Construction is estimated to be completed this summer. However, this estimate may change as a result of the rapidly evolving directives associated with the COVID-19 pandemic. We appreciate your patience and understanding as we find ways to continue to serve the community

**Substantive Response Sent**

6/24/2020

**Type:**

Facility Access

**Department:**

Public Works and  
Transportation

**Acknowledgement Sent**

6/16/2020

**Date Recieved**

6/15/2020

### Description

Rqeust for installation of a sidewalk from residence to the intersection of Kings Row and Center Streets and installation of curb ramp for car and wheelchair access at residence.

### Response

Installation of a curb ramp at the southwest corner of the residence and construction of a sidewalk from the property to the existing sidewalk on Center Street. The request for a vehicle ramp will not be fulfilled because it is an improvement to private property, which is outside of the City's area of authority under Title II of the American with Disabilities Act (ADA) of 1990, as amemded.

# Quarterly Report: 4/1/2020 through 6/30/2020

<b>Substantive Response Sent</b>	<input type="text" value="7/13/2020"/>	<b>Type:</b>	<input type="text" value="Facility Access"/>	<b>Department:</b>	<input type="text" value="Public Works and Transportation"/>
<b>Acknowledgement Sent</b>	<input type="text" value="6/30/2020"/>				
<b>Date Recieved</b>	<input type="text" value="6/30/2020"/>				
<b>Description</b>	<b>Response</b>				
<input type="text" value="The residents states the sidewalk on Lake Pontchartrain Drive between Enchanted Lakes Boulevard and Lake Powell Drive are is uneven, buckled and chipped and limiting access to her mailbox and neighborhood pool. The residents additionally states the street in front of her residence in uneven. She requests pathway renovation/siedwalk installation/repair to safely walk down the street, walk to her mailbox and neighborhood pool."/>	<input type="text" value="The City will remove and replace noncompliant sections of sidewalk on Lake Pontchartrain Drive bewteen Enchanted Lakes Boulevard and Lake Powell Drive. This work will be added to the list of locations to be completed under the City's Annual Sidewalk Project by summer 2021. The anticipated completion date by change due to the rapidly evolving directives associated with the COVID-19 pandemic."/>				
<b>Substantive Response Sent</b>	<input type="text" value="6/30/2020"/>	<b>Type:</b>	<input type="text" value="Facility Access"/>	<b>Department:</b>	<input type="text" value="Arlington Housing Authority"/>
<b>Acknowledgement Sent</b>	<input type="text" value="6/30/2020"/>				
<b>Date Recieved</b>	<input type="text" value="6/30/2020"/>				
<b>Description</b>	<b>Response</b>				
<input type="text" value="The Arlington Housing Authority received 19 requests for accommodation between April 1 and June 30, 2020. These requests varied from an additional bedroom, live in aide, and moving to the first floor of a housing unit."/>	<input type="text" value="Of the requests received, 12 were approved, 6 were denied, and one as self-declined."/>				