

# Quarterly Report: 10/1/2017 through 12/31/2017

## Complaints/Request Received

**Substantive Response Sent**  **Type:**  **Department:**

**Acknowledgement Sent**

**Date Recieved**

**Description** Resident inquired about the number of handicap accessible parking spaces provided in a shopping center.

**Response** Informed the complainant that the City has no authority on this issues as it's on private property. Informed citizen about the requirements for accessible parking and to contact the Texas Department of Licensing and Registration if she feels the property is not in compliance.

**Substantive Response Sent**  **Type:**  **Department:**

**Acknowledgement Sent**

**Date Recieved**

**Description** The room used by Tarrant County Elections Center for early voting at the Water Utilities South Service Center, does not have ADA compliant door handles.

**Response** Water Utilities personnel will continue to respond to requests for accommodation to allow access to the early voting facility; however, no alterations will be made at this time. Updated door hardware will be addressed with any future renovations of the facility

**Substantive Response Sent**  **Type:**  **Department:**

**Acknowledgement Sent**

**Date Recieved**

**Description** Custom built A/C condenser shade was thrown in the trash due to it blocking airflow.

**Response** This is a private matter between the resident and the apartment complex; therefore, the City is unable to make any accommodations. Resident was informed that if the management is unresponsive to request, he may contact the TDLR for assistance.

## Quarterly Report: 10/1/2017 through 12/31/2017

<b>Substantive Response Sent</b>	12/5/2017	<b>Type:</b>	Facility Access	<b>Department:</b>	
<b>Acknowledgement Sent</b>	12/1/2017				
<b>Date Recieved</b>	12/1/2017				
<b>Description</b>	<b>Response</b>				
The men's restroom doors at both the Southwest and Southeast Branch Libraries doors are too heavy to be opened from the inside.	Facility Services personnel tested and adjusted doors to meet the maximum five pounds of force standard. Repairs were completed on 12/4/17.				