Highland Lakes Marina Ordinance
Reporting period: Jan. 1-Dec. 31, 2020

20 Complaints Received

Complaint Type

- Public Safety: 4 cases
- Water Quality - General: 4 cases
- Unauthorized Activity: 3 cases
- Construction: 2 cases
- No Permit/No Authorization: 2 cases
- Public Access: 2 cases
- Operations: 1 case
- LCRA Program Administration: 1 case
- Water Surface Management: 1 case

Complaint Disposition

- Investigated - No Action Required: 9 cases
- Investigated - Action Taken: 8 cases
- Referred: 3 cases

Complaint Source

- Online: 11 cases
- Phone: 8 cases
- Email: 1 case

Complaints per Lake

- Lake Travis: 15 cases (75%
- Lake LBJ: 4 cases (20%)
- Lake Buchanan: 1 case (5%)

Complaints per County

- Travis: 15 cases (75%)
- Llano: 4 cases (20%)
- Burnet: 1 case (5%)

Type: Subject matter of complaint.
Disposition:
- Investigated – No Action Required: Investigation does not indicate a violation within the jurisdiction of the program.
- Investigated – Action Taken: Investigation confirms additional monitoring, enforcement, permitting or compliance is required.
- Referred: Complaint referred to another entity (i.e., Travis County, Texas Commission on Environmental Quality, etc.).
Source: Method through which complaint was received.
Lake/County: County and lake potentially impacted by complaint.