Highland Lakes Watershed Ordinance
Reporting period: April 22, 2019-Dec. 31, 2019

31 Complaints Received

Complaint Type

- Erosion/Sediment Control: 15 complaints (48.4%)
- Dredge/Fill: 9 complaints (29.0%)
- No Permit/No Authorization: 3 complaints (9.7%)
- Construction: 2 complaints (6.5%)
- Unauthorized Activity: 1 complaint (3.2%)
- Water Quality - General: 1 complaint (3.2%)

Complaint Disposition

- Investigated - Action Taken: 18 complaints (58.1%)
- Investigated - No Action Required: 10 complaints (32.3%)
- Referred: 2 complaints (6.5%)
- Information Only: 1 complaint (3.2%)

Complaint Source

- Phone: 15 complaints
- Online: 12 complaints
- Email: 4 complaints

Complaints per Lake

- Lake Travis: 11 complaints (35.5%)
- Lake LBJ: 11 complaints (35.5%)
- Lake Marble Falls: 4 complaints (12.9%)
- Lake Buchanan: 3 complaints (9.7%)
- Inks Lake: 1 complaint (3.2%)
- Lake Austin: 1 complaint (3.2%)

Complaints per County

- Travis: 15 complaints (48.4%)
- Burnet: 11 complaints (35.5%)
- Llano: 11 complaints (35.5%)

Type: Subject matter of complaint.
Disposition:
- Investigated – Action Taken: Investigation confirms additional monitoring, enforcement, permitting or compliance is required.
- Investigated – No Action Required: Investigation does not indicate a violation within the jurisdiction of the program.
- Referred: Complaint referred to another entity (i.e., Travis County, TCEQ, etc.).
- Information Only: Complainant provided with information regarding the Ordinance. No Ordinance violations found.
Source: Method complaint was received.
Lake/County: County and lake potentially impacted by complaint.