August 18, 2018

Dear citizen of Terrapin:

Subject: Request to Speed Up Pothole Repair

Quality infrastructure is imperative to the everyday jobs, activities, and engagements of City of Terrapin residents. The Terrapin City Council works hard to develop a reasonable budget, allocate resources, and work with citizens to keep the roads of our city in good condition.

You have requested that the Terrapin City Council send in a construction team to fix potholes on your street as soon as possible. Your letter outlines the inconveniences, safety hazards, and car issues that may stem from these potholes and the necessity that they are addressed.

The potholes you are asking us to address have been observed and marked on the City of Terrapin road hazard map. They have all been scheduled to be filled within the next couple of months and your safety on our city’s roads is our top priority. Because these repairs are scheduled far in advance, there is absolutely no open schedule space. If the City of Terrapin were to rearrange the calendar, an entirely new budget would need to be approved based on the new logistical needs of the construction team, the estimated time commitments, and the labor force requirements.

Your safety and convenience has and will always be the Terrapin City Council’s focal point. Last year, an ordinance was passed that budgeted car damage repair caused by city potholes. If your car is damaged due to the presence of potholes, you may file a damaged car reimbursement form at City Hall. This ordinance was passed because the City Council realizes that there are not enough resources to fix every infrastructure issue in a timely manner. If you have any other inquiries, complaints, or complements, do not hesitate to contact us.

The Terrapin City Council works with determination and dedication to serve Terrapin City residents with the best public service possible. We are doing the best we can to repair, expand, and replace infrastructure in a timely and efficient manner.

Yours Sincerely,

Alexandra Straus

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City Council Secretary