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Over the past few years since the city communications center was moved to the county many questions have been asked by the community about non 911 issues and how their addressed. These issues are include parking complaints, trash, water leaks, animal complaints, homeless and social service issues and other neighborhood issues that occur after city hall is closed. We have apx 130,000 thousand people living in the city with issues that occur 24 hours a day 7 days a week. These issues become police problems due to the reason they are the only ones answering the phone. Then we all sit around and complain how the issues are resolved. The city of Bethlehem has a 24/7 311 center handling non-emergency city service issues. I believe they have apx 80,000 citizens. What wrong with this picture.

Allentown has a robust camara system costing millions of dollars of grant money and city tax money, **who is watching the camaras**. When a citizen calls the county com center to report an incident at a camara area and tells the dispatcher to look at the camara they are told only the police can request them to view the camara, so much for a citizen attempting to assist by providing info to the police. Just to be clear this is not the police dept. fault, it is the fault of all of us for not demanding that the city provide a fully operational 24/7 311 center and demanding the this has the most up to date technology so the police can view a camara feed to the area they are responding to wile in rout. At the same time directing parking complaints to on duty parking authority officers. With regards to other issues directing the complaints to the department responsibility for handling the issue.

I am President of the Riverfront Civic Assoc. and Chair of the 1st and 6 ward Planning Advisory Committee and both groups strongly suggest the city investigate the possibility of a 24/7 311 to better address issues that occur after normal business hours

Anthony Durante's comments

Alice and Mark Notis
2720 W. Highland St.
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Dear City Council,

We, the undersigned, neighbors of Highland St. are requesting City Council to stop the installation of handicap ramps, sidewalks and improvements of front walkways to our homes. The City of Allentown has contacted all of us regarding our need to replace or build sidewalks and corner handicapped ramps and improve our front walkways. The American Disabilities Act of 1990 is the driving force behind these changes. While this was an important and valuable law to be enacted, we believe the cost of building these ramps and updated sidewalks should not fall on private homeowners but rather be the responsibility of the city since everyone in the city benefits from having these updated sidewalks and ramps. We are questioning the legality of the assessment for the costs of these improvements on to the homeowners.

According to the U.S. Access Board Technical Guide: Using the ADA Standards, "In the private sector, the ADA's coverage of housing is limited to places of public accommodation, such as social service establishments and housing provided on or behalf of a place of education. The ADA does not apply to individually owned or leased housing in the private sector not used as a public accommodation, including single family homes, condominiums or apartments.

<https://www.access-board.gov/ada/guides/chapter-1-using-the-ada-standards/>

In addition, this has been a very difficult financial year for everyone due to the COVID pandemic. Many of us have either lost jobs or had our income greatly reduced due to our need to shut down our businesses or reduce our work hours. This project is an additional burden on our community at a time when the city and federal government should be trying to provide stimulus opportunities so the economy can survive this terrible time.

We hope you will consider this petition seriously.

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