

# ADA ACCESSIBILITY IMPROVEMENT PROGRAM GUIDE



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## PROGRAM OVERVIEW

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The City's Community and Human Development Department (DCHD) oversees the ADA Accessibility Improvement Program and acts as the liaison between residents and City departments throughout the application and implementation processes. The office of ADA is led by the DCHD Civic Empowerment team. The DCHD Civic Empowerment team's primary objective is to advance equity and improve community outcomes through equitable programming, volunteerism, and education designed to empower residents and strengthen their relationship with local government. DCHD and the City of El Paso have a long history of being committed to providing for the safety, reliability and accessibility of the public it serves. The City of El Paso has prioritized development of a vibrant regional economy, safe and beautiful neighborhoods and exceptional recreational, cultural and educational opportunities for El Pasoans. Those priorities have been adopted by the City Council in the form of the 30 by 2030 Strategic Plan. That plan identifies Goals, Actions and Tasks that make achievement of the City Vision possible. To that end, annually, the City Council approves \$500,000 to be utilized to address small-scale accessibility improvements.

## PURPOSE

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The ADA Accessibility Improvement Program provides an opportunity for El Paso residents to request small ADA accessibility improvements in City property and small sidewalk improvements in City right-of-way to increase accessibility and enhance the quality of life of all residents.

## ELIGIBILITY

### **Eligible Applicants:**

- El Paso residents

### **Eligible Projects:**

- ADA accessibility improvements in City property
- Sidewalk gaps and curb ramps in City right-of-way

### **Ineligible Projects:**

- Sidewalk obstruction issues such as: landscaping, debris, trash, vehicle, or construction.
  - Requests not on city-owned property.
  - Private roads or private communities.
  - Requests determined not feasible according to federal/state/local government policies, standards and/or regulations.
  - Requests that exceed the available funds
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## CONTACT INFORMATION

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Return Applications To:

### **Community and Human Development Department**

Name: Julia Del Campo, ADA Coordinator

Email: DelCampoJM@elpasotexas.gov

Phone: (915) 212-1692

Address: City 3 - 801 Texas Ave. 3rd floor – El Paso, TX 79901

## IMPORTANT APPLICATION NOTES

- The program addresses requests on a first-come, first-serve basis unless there is a serious safety issue.
  - Approved projects will be added to the ADA Accessibility Improvement Program list managed by the Community and Human Development Department.
  - If funds for ADA Accessibility Improvement Program requests are exhausted, approved requests will remain in the project list until additional funds are available.
  - The City reviews all project requests, determines feasibility, and conducts all cost estimates.
  - No monetary or material donations are permitted for this program.
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## APPLICATION REVIEW PROCESS

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City staff review team includes the following City departments:

- **Community & Human Development Department (DCHD)** – Lead organizer and liaison between departments and applicants
- **Streets and Maintenance and Sun Metro** – Determines project feasibility, provides full scope of work, cost estimate, and provides project management for the requests

1. All requests will be reviewed by the ADA Coordinator to conduct an initial assessment of project feasibility and obtain clarification from applicant if needed.
  2. The Director of DCHD will review and approve ADA Accessibility Improvement Program requests, scope of work, and budget.
  3. Once approved, the ADA coordinator will forward the request to the Streets & Maintenance/Sun Metro team for feasibility review and add the project to the project waiting list.
  4. The Streets & Maintenance/Sun Metro team will conduct a site visit and assess feasibility of requests based on federal/state/local government policies, standards and/or regulations.
  5. If determined feasible, the Streets & Maintenance/Sun Metro team will move the project from the waiting list to the ADA Accessibility Improvement Program construction list, provide the full scope of work, cost estimate, and project updates through completion to the ADA Coordinator. (The program addresses requests on a first-come, first-serve basis unless there is a serious safety issue).
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## IMPLEMENTATION PROCESS

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The Streets and Maintenance Department and the Sun Metro Department are responsible for implementing the construction of the approved projects.

The ADA Coordinator will continue to be the liaison for periodic updates on project status between the applicants and City departments.

All approved projects are subject to the City's bidding, purchasing and construction policies and procedures.

## APPLICATION CHECKLIST

- Address of the request – Provide the physical address of the proposed ADA improvement project. (If more than one location, please send separate applications for each location)  
Examples: "Intersection of Campbell St. and Texas Ave." or "300 block of El Paso St."
  - Type of request – Specify the type of request you are applying for.
  - Contact Information – Provide the name of the applicant, phone number, and email.
  - Optional – Attach any relevant pictures related to the request.
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## APPEAL PROCESS

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If an applicant wishes to appeal a decision or determination made by DCHD, the Applicant may submit an appeal in writing to DCHD. The steps to submit an appeal are as follows:

1. Applicants must submit an appeal in writing to DCHD within seven (7) calendar days of receiving notice of the decision or determination. The written appeal must detail the decision, or determination that is being disputed. After 7 calendar days, decisions and determinations can no longer be appealed.
2. DCHD staff will schedule a meeting with the applicant to discuss the appeal within Fourteen (14) calendar days of receipt of an appeal.
3. If DCHD staff determines that the appeal is valid, responsive action will be considered.
4. If DCHD staff concludes that the appeal is invalid, an applicant can dispute this conclusion with the DCHD Director who will review the validity of the appeal request.
5. The DCHD Director will either approve the appeal and modify a decision or determination accordingly or will deny the appeal and provide the applicant agency with written justification for denial of the appeal.
6. The applicant will be notified in writing of the appeal decision by the Community and Human Development Director.

**THIS APPEAL PROCESS DOES NOT PROVIDE AN OPPORTUNITY TO REVISE PROPOSALS, NOR DOES IT GUARANTEE THAT DECISIONS OR DETERMINATIONS WILL BE MODIFIED.**