

City of El Paso 2018 ADA Self-Assessment

The ADA assessment included:

- 257 Parks and related public spaces
- 159 Public buildings
- 2,757 Bus stops Sidewalk, curb cut**, and audible pedestrian signal (APS) efforts for ADA compliance
- All services each department provides
- Citywide policies and procedures regarding ADA compliance, monitoring, and reporting.

Positive ADA Compliance Elements:

1. Most of the city buildings are 100% accessible; only some presented minor issues ranging from parking spaces that needed improvements to some bathroom stalls that must meet all ADA requirements.
2. Only 9% of the parks had minor issues dealing mostly with portions of sidewalks, ADA parking signage/stripping, and access to additional amenities.
3. The City as a whole is very cognizant of the needs of citizens with disabilities and is very accommodating to requests for assistance to ensure equal access.
4. The City follows a strict process for ADA compliance in all permitting and inspection reviews for new construction and renovations for City and private development projects
5. 75% of all bus stops are accessible. 30% of the Sun Metro's inaccessible bus stops have been addressed within the last 3 years (2016-2018).
6. Extensive progress is being made on sidewalks and curb cuts** through multiple city programs and projects.

Immediate Improvements:

1. Areas identified in need of immediate improvement and the efforts are already in place to be in full compliance within a calendar year or shortly thereafter.
2. Continue to make all documentation available online accessible. Some of the documents are image-scanned and are not compatible with screen reader programs.
3. Some information displayed or made available to the public in the form of flyers, applications, pamphlets, signage, etc. is in letter format that is too small for those who are low-vision or legally blind. Update current policies to standardize all printed material.
4. Update internal standard operating procedures (SOPs) that instruct employees and other staff members how to maintain service areas accessible and how to address concerns regarding possible ADA violations.
5. Some departments do not have the ability to provide assistive listening devices to those who are hard of hearing – Equipment needs to be made available for all departments that need it.
6. Continue to provide ADA sensitivity training to all new and existing employees. HR managers received the required ADA training to train their own departments.
7. Maintain and track ADA improvements to facilitate ADA compliance monitoring, citizen information requests, and overall progress.

Additional Improvements:

1. Items may take a little longer and require scheduled funding and other resources, once completed, this will allow our City to be 100% compliant.
2. Require all public videos produced or distributed by the City to have closed captioning features.
3. Ensure all museums, zoos, libraries, and other public art and information exhibits are accessible to all disabilities.
4. Continue to address all architectural barriers identified in our public facilities and parks.

Challenges:

1. There are some areas throughout the City that are not sidewalk- or curb cut**-ready; there are topographical and geographical issues as well as other reconstruction efforts that need to be addressed first (i.e. street construction, flooding, underground utilities, lack of right-of-way, etc.).
2. Current levels of spending toward ADA compliance cannot be guaranteed and will vary from year to year. New construction and reconstruction projects approved each year will vary depending on federal, state, and local funding and other resources available.
3. It is difficult to maintain an accurate inventory of all sidewalk gaps and missing curb cuts** throughout the City:- Numerous capital projects being performed by the City- Private development- Commercial and residential owners/builders - Normal wear and tear of sidewalks and curb cuts**- Traffic incidents that deteriorate pedestrian pathways.