

ADA ACCESSIBILITY IMPROVEMENT PROGRAM GUIDE



(915) 212-1692



City 3 Building
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El Paso, TX 79901



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PROGRAM OVERVIEW

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

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

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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APPEAL PROCESS

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.