



No: BEC 3.1.1

(Approved: September 8, 2008)

Revised: August 11, 2014

Subject: On Call Curb Ramp Program Policy

Supersedes: N/A

Purpose

The purpose of this policy is to provide a consistent on-call curb ramp request and application process for people with disabilities as defined under the Americans with Disabilities Act of 1990 and as amended. This program is not intended to address community concerns other than access for people with disabilities. For ADA sidewalk requests, refer to the ADA Sidewalk Repair Program

Application form is included as Attachment A.

Standard

The standard is that the City of Oakland has a policy to install curb ramps upon request for qualified individuals with disabilities at locations not otherwise scheduled for improvement. Effective September 1, 2008, the following guidelines will be used to address On-call curb ramp requests:

1. The applicant must certify that he or she is a qualified person with a disability as defined by the Americans with Disabilities Act of 1990 (ADA), as amended, and that his or her request is based upon individual need.
2. Each applicant may request that curb ramps be installed at up to eight locations (street corners). Requests for more than eight locations will be considered on a case-by-case basis.
3. Existing curb ramps will be replaced only if the City finds that existing ramps are non-compliant and beyond repair.
4. City will install one diagonal curb ramp at each corner unless existing conditions allow the City to readily install two curb ramps. In the latter situation, each curb ramp will be installed parallel to the direction of the street crossing.
5. Beginning January 1, 2009, City will no longer allow utility boxes to remain in the detectable warning area of new curb ramps unless specifically permitted and on a case by case basis. City will notify utility owners to relocate their boxes outside this

area in advance of installing curb ramps. This process may cause a delay in the construction of certain curb ramps.

6. Applicants often question why a street intersection only has ramps at three of four corners. The fourth corner often lacks a curb ramp because of conflicts with underground vaults, storm drain structures or basements under sidewalk. Request for construction of curb ramps at such locations will be addressed on a case-by-case basis; certain ramp installations may be technically infeasible or cost prohibitive under this program.
7. Applicants requesting curb ramp installations should receive a response from the City within 10 working days from their request date. The response will indicate whether the request is approved, denied, or if additional information is required. It typically takes up to 180 days from the approval date for curb ramps to be installed but installations may be delayed by utility conflicts, contract disputes, weather, etc. Applicants will be notified of any delay.
8. On-call curb ramp request process:
 - a. Applicant completes the attached application form.
 - b. Applicant may contact Kevin Kashi for assistance (see below).**
 - c. Applicant must certify that he/she is eligible under the program by signing the application form.
 - d. Applicant submits the completed application form (see below).
 - e. City staff investigates the application.
 - f. City staff will respond to the applicant within 10 working days after receipt of the application indicating whether the request is approved, denied, or if additional information is required.
 - g. Approved locations are added to the list for the On-call curb ramp construction contract.
9. Where to submit applications:

Interested applicants may submit applications by U.S. mail, e-mail, or fax to:

Kevin Kashi, Supervising Civil Engineer
Bureau of Engineering and Construction
Right of Way Management
250 Frank H. Ogawa Plaza, Suite 4314
Oakland, CA 94612
PH: (510) 238-7116
Fax: (510) 238-6632
E-mail: kkashi@oaklandnet.com

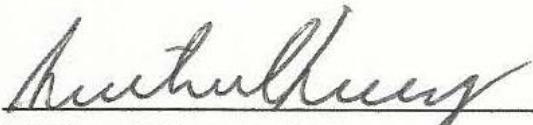
10. Applicants wishing to register a complaint about the On-Call Curb Ramp Program should file an ADA Grievance form. The grievance procedure and forms may be obtained by contacting the following:

Oakland Public Works Department
Bureau of Engineering & Construction
Right of Way Management
250 Frank H. Ogawa Plaza, 4th Floor Ste 4314
Oakland, CA 94612
510-238-7116
Attn: Kevin Kashi

OR

ADA Programs Division
1 Frank H. Ogawa Plaza, 3rd Floor
Oakland, CA 94612
Voice: 510-238-5219
TTY: 510-238-2007
Email: adaprograms@oaklandnet.com

Approved for Distribution:



9/18/14

Michael Neary, P.E.
Assistant Director, Public Works Department
Bureau of Engineering & Construction

Attachment A- Curb Ramp Program Application

Attachment A



Oakland Public Works Department
 Bureau of Engineering and Construction Standard

Curb Ramp Program Application

Applicant Information

Name _____ Phone Number _____

Address _____

Email Address _____ Fax _____

Describe Request

Intended destination _____

I need to get from _____ to _____

List Street Intersections and Number of Ramps Requested:

Street Name	Intersection	Number of Ramps Requested

I certify that I am a qualified person with a disability as defined by the Americans with Disabilities Act of 1990 (ADA), as amended, and that my request is based upon individual need.

Signature of Applicant _____ Date _____

Voluntary Information (Applicants need not provide this information but doing so will help the City to better plan curb ramp accommodation programs):

Type of impairment:

- Vision Impairment
- Mobility Impairment
- Other (indicate)_____

Reason for request:

- Path of travel to public transit
- Path of travel to school /work
- Path of travel to health care
- Other (indicate)_____

Bureau of Engineering and Construction Right of Way Management staff Use only:

Date Request was received

Date of Investigation

Date Response was given to applicant

Number of Ramps Approved

Reason for approval

Approval by

Date of Approval

Disposition

Contract Number