



## **ADA Ramp/Sidewalk Request Procedure**

- Citizen contacts the Public Works Department to receive a request form or go online to [www.killeentexas.gov](http://www.killeentexas.gov) under the ADA web page on City of Killeen main website
- Once request form is completed, it can be submitted through email, fax, or mail, to the Public Works Department.
- It will then be entered into City Works to create a work order number and for tracking purposes. The information will then be passed on to the ADA Coordinator.
- Our ADA Coordinator and/or a member of our Engineering team, will visit the site on the request and create an action plan.
- The request is placed on a priority list for repair/replacement based on the deficiency and risk assessment. The updated information is entered into City Works.
- Information will be shared with the Citizen and records are kept in one file location coordinated with the ADA Coordinator.