

**CITY OF EL PASO, TEXAS**  
**AGENDA ITEM DEPARTMENT HEAD'S SUMMARY FORM**

**DEPARTMENT:** Community and Human Development

**AGENDA DATE:** 05/11/2010

**CONTACT PERSON/PHONE:** Olivia Montalvo / 541-4721

**DISTRICT(S) AFFECTED:** 1

**SUBJECT:**

Resolution approving the Montoya Heights Neighborhood Action Plan.

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**BACKGROUND / DISCUSSION:**

The Director of the Community and Human Development Department authorized staff to work with residents to produce a neighborhood action plan for the Montoya Heights Neighborhood. The request for this plan was submitted by Montoya Heights Community Improvement Association in order to provide residents with the opportunity to work with City staff in planning for the future of their neighborhood.

Residents of the Montoya Heights Neighborhood have voiced concern over land use, infrastructure, quality of life, quality of environment and traffic issues in their neighborhood. This action plan seeks to address those issues through municipal actions that have been developed by City departments in coordination with neighborhood residents.

**PRIOR COUNCIL ACTION:**

**Has the Council previously considered this item or a closely related one?**

No.

**AMOUNT AND SOURCE OF FUNDING:**

**How will this item be funded? Has the item been budgeted? If so, identify funding source by account numbers and description of account. Does it require a budget transfer?**

Costs for each element of the action plan will be funded through existing programs and current user Department budgets. Approval of this document does not establish any new funding for actions contained therein.

**BOARD / COMMISSION ACTION:**

**Enter appropriate comments or N/A**

The Development Coordinating Committee and City Plan Commission recommends approval of the Montoya Heights Neighborhood Action Plan..

\*\*\*\*\*REQUIRED AUTHORIZATION\*\*\*\*\*

**LEGAL:** (if required) \_\_\_\_\_ **FINANCE:** (if required) \_\_\_\_\_

**DEPARTMENT HEAD:** \_\_\_\_\_

(Example: if RCA is initiated by Purchasing, client department should sign also)  
*Information copy to appropriate Deputy City Manager*

**APPROVED FOR AGENDA:**

**CITY MANAGER:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

## RESOLUTION

**WHEREAS**, the El Paso City Council for the City of El Paso ("City Council") has identified as a goal development and implementation of a City Wide Neighborhood program to systematically preserve and renew El Paso's neighborhoods; and

**WHEREAS**, upon request by the Montoya Heights Community Improvement Association the Neighborhood Services Division of the Community and Human Development Department (the "Department") coordinated with Montoya Heights Neighborhood residents, property owners, and other City departments to develop the proposed Montoya Heights Neighborhood Action Plan to serve as a blueprint to address specific concerns in the neighborhood relating to infrastructure, traffic, code enforcement and land use; and

**WHEREAS**, the Montoya Heights Community Improvement Neighborhood Association and other residents and owners within the Montoya Heights Neighborhood have actively participated in the planning process and favor implementation of the proposed Montoya Heights Neighborhood Action Plan; and

**WHEREAS**, the Development Coordinating Committee (DCC) and the City Plan Commission (CPC) reviewed and gave a favorable recommendation for approval of the Montoya Heights Neighborhood Action Plan and the Department Director now recommends that City Council approve the proposed Montoya Heights Neighborhood Action Plan.

**NOW THEREFORE BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF EL PASO:**

THAT City Council hereby approves the Montoya Heights Neighborhood Action Plan.

ADOPTED this \_\_\_\_\_ day of May, 2010.

CITY OF EL PASO

\_\_\_\_\_  
John F. Cook  
Mayor

ATTEST:

\_\_\_\_\_  
Richarda Duffy Momsen  
City Clerk

*(Signatures Continue on Following Page)*

APPROVED AS TO FORM:

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Marie A. Taylor  
Assistant City Attorney

APPROVED AS TO CONTENT:

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William L. Lilly, Director  
Community and Human Development

# MONTOYA HEIGHTS

## NEIGHBORHOOD ACTION PLAN



CITY OF EL PASO, TEXAS  
DISTRICT #1 REPRESENTATIVE - ANN LILLY  
COMMUNITY AND HUMAN DEVELOPMENT  
NEIGHBORHOOD SERVICES

2 CIVIC CENTER PLAZA  
EL PASO, TX 79901  
MAY 2010



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# **MONTROYA HEIGHTS**

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## **NEIGHBORHOOD ACTION PLAN**

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A Neighborhood Action Plan serves two distinct purposes: first, it organizes and focuses a neighborhood association's goals towards improving the quality of life in their neighborhood; and second, it establishes specific actions that City departments may take to assist the neighborhood association in achieving those goals. Approval of this document will not in itself guarantee that all actions will automatically take place. The neighborhood association has a responsibility to work with Neighborhood Services and other City departments to ensure that the actions, programs or projects described in this document are implemented. In some cases, residents have voiced requests for improvements that are beyond the current funding means of City departments. It is not the purpose of this document to create false expectations by including these project needs in the main text of this document, but it is important that the desires of the residents of the neighborhood be documented. These additional requests for improvements may serve as a reference for bond issues or projects that the neighborhood association may submit to various programs like the Neighborhood Improvement Program or Community Development Block Grant.

The Montoya Heights Neighborhood is located in the Northwest Planning Area of El Paso, Texas. This area was annexed by the City of El Paso from 1977 to 1987. In 1999, members of the community mobilized and formed the Montoya Heights Community Improvement Association in order to address mounting neighborhood issues that include poor drainage; dilapidated and unpaved streets; lack of residential sidewalks, curbs and gutters; commercial and residential ordinance violations; and lack of water, sewer and gas services to all residential homes. The association's dedication to their neighborhood prompted the group to collaborate with the City to create a neighborhood action plan with municipal action strategies to improve the infrastructure and quality of life for residents in the Montoya Heights Neighborhood.

Since the initiation of the neighborhood planning process, there have been neighborhood improvements through various municipal actions. Capital improvement projects through a 2004 bond and Community Development Block Grant funding have started to address some of the neighborhood infrastructure needs, but additional funding is still necessary to continue the improvement to the overall quality of life and infrastructure needs in the neighborhood. This area unfortunately exceeds the scope of many current city improvement programs because of the great need for basic infrastructure.

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## **NEIGHBORHOOD BOUNDARIES**

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The Montoya Heights Neighborhood is located in the Northwest Planning Area of El Paso. The plan boundary coincides with the Montoya Heights Community Improvement Association boundary. The area is over 266 acres of which, 147 acres are presently vacant and desert terrain. The Montoya Heights neighborhood action plan boundary is as follows:

Montoya Lane bounds the neighborhood to the North; Interstate Highway 10 (IH-10) is to the east; Doniphan Drive is to the west; and Medano Drive is the southern boundary.



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## NEIGHBORHOOD VISION

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The Montoya Heights Community Improvement Association members have established a clear vision for their community:

*The Association desires their neighborhood to have appropriate drainage, sufficient streets and connected sidewalks. They want adequate water, sewer and gas services to be connected to every residential home. They envision a network of pedestrian amenities connecting homes and parks. Association members want everyone, whether they have a car or not, to be able to travel easily where they need to go. The Association also hopes that new development will be in the form of infill development and redevelopment of underused spaces. Neighborhood residents are proposing that future commercial development be compatible with abutting residential uses that include retail shops and service-oriented business that serve the neighborhood.*

This document addresses issues identified by area residents at various public meetings and provides a framework for local officials and City departments to incorporate their neighborhood issues into municipal actions that will preserve and improve neighborhood character of Montoya Heights. The following are the goals for the *Montoya Heights Neighborhood Action Plan*:

- Goal 1 – Provide and improve public services and infrastructure throughout the neighborhood.
- Goal 2 – Maintain a balance between residential and non-residential uses in the neighborhood.
- Goal 3 – Minimize the aesthetic and environmental impact of all commercial and residential code violations within the neighborhood.
- Goal 4 – Create a safe and walkable neighborhood to suit neighborhood needs.
- Goal 5 – Promote and maintain neighborhood pride and safety.

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## CITIZEN PARTICIPATION

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The Montoya Heights Community Improvement Association was instrumental in exposing various issues within the community, setting goals and formulating solutions in the original neighborhood plan. The Development Services Department, Planning Division and the neighborhood association developed the Montoya Heights Neighborhood Plan through a series of public meetings, as mandated by the Neighborhood Plan Development Process. The planning process and responsibility transferred to the Neighborhood Services Division were staff resumed the public meetings to review the changes presented in the neighborhood action plan

### First Public Meeting

On June 29, 2005, the first public meeting was held after the Planning Division notified all residents and property owners within the plan boundary. Area residents had an opportunity to vote on the need for a neighborhood plan. The residents agreed to request a neighborhood plan

and ratified the study area boundary. Residents also had consensus on a variety of issues that dealt with basic infrastructure and quality of life improvements. A volunteer team of residents and property owners were recruited to help draft the neighborhood plan.

#### Second Public Meeting

On July 13, 2005, the Planning Division conducted the second public meeting and presented the Montoya Heights' residents with a list of action-oriented strategies. Different municipal departments and staff developed these strategies to address the identified issues. Residents voted to proceed with the neighborhood plan.

#### Third Public Meeting

On December 12, 2005, the Planning Division conducted the third public meeting. Residents received copies of the draft and heard the rationale for solutions to their concerns. Residents voted to accept the plan and move forward with the process of adoption by the City of El Paso. In January 2006, the City's Development Coordinating Committee (DCC) tabled action on the neighborhood plan and postponed the public hearing before the City Plan Commission (CPC) to re-examine the plans feasibility. The planning responsibility transferred from the Planning Division to a newly created division, Neighborhood Services.<sup>1</sup>

#### Fourth Public Meeting

On September 3, 2008, Neighborhood Services staff attended the Montoya Heights Community Improvement Association Board Meeting to give an updated status of the neighborhood action plan. The neighborhood association board gave their approval to present the plan at the next monthly association meeting.

#### Fifth Public Meeting

On September 24, 2008, Neighborhood Services staff presented the neighborhood plan at the monthly Montoya Heights Community Improvement Association meeting. The strategies were explained to the residents by the corresponding City department — Police, Parks and Recreation, Engineering and Community and Human Development. District 1 Representative and staff attended the meeting.

#### Sixth Public Meeting

On October 23, 2008, Neighborhood Services staff conducted a follow up public meeting to collect additional residential feedback. Montoya Heights Community Improvement Association approved the Montoya Heights Neighborhood Action Plan.

#### Seventh Public Meeting

On February 26, 2009, Neighborhood Services and the Planning Division staff coordinated a public meeting to discuss the general land use of the neighborhood. Residents expressed a desire to change the 2025 land use plan to reflect current zoning and to re-zone any remaining manufacturing to residential. Any land use issues will remain under the responsibility of the Planning Division and follow their set guidelines.

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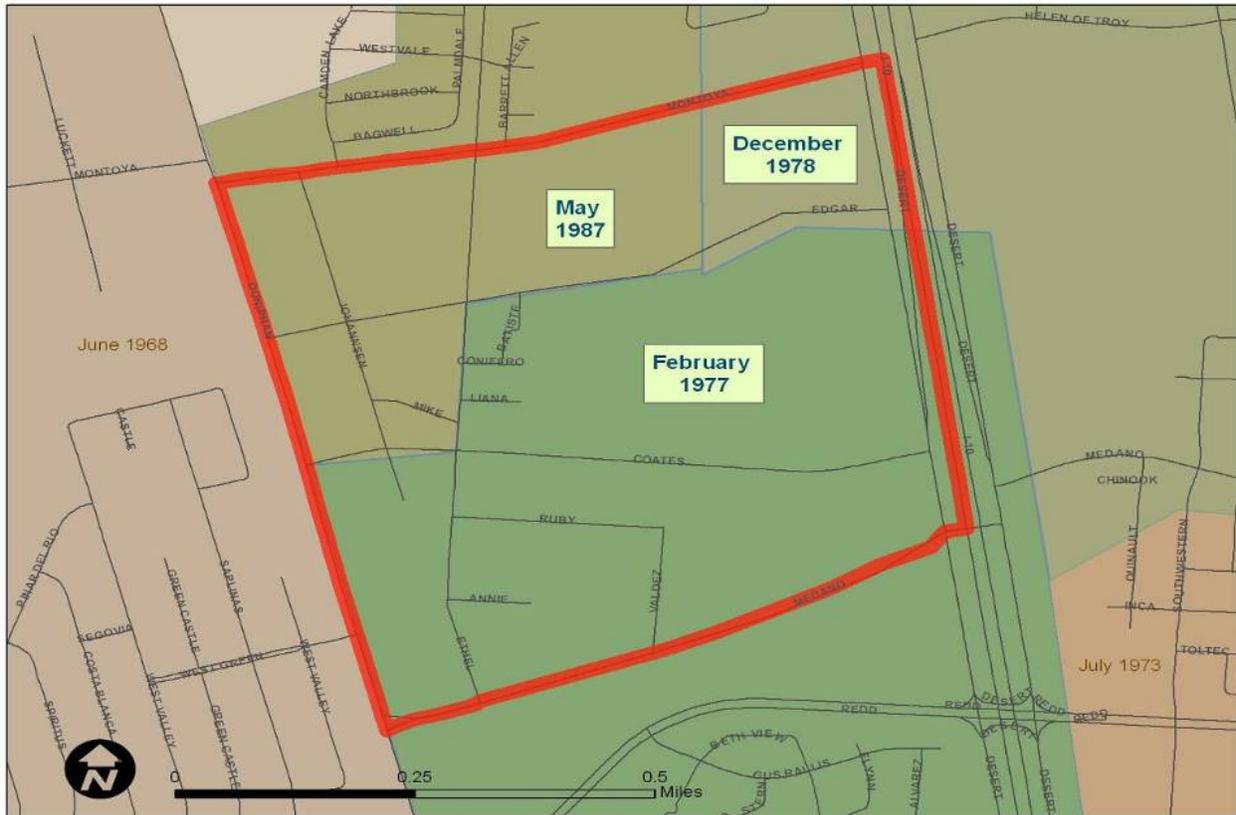
<sup>1</sup> Neighborhood Services Division was developed to provide assistance to neighborhood associations, technical support for neighborhood improvements through planning services and connects residents to City services related to neighborhood needs.

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## NEIGHBORHOOD BACKGROUND

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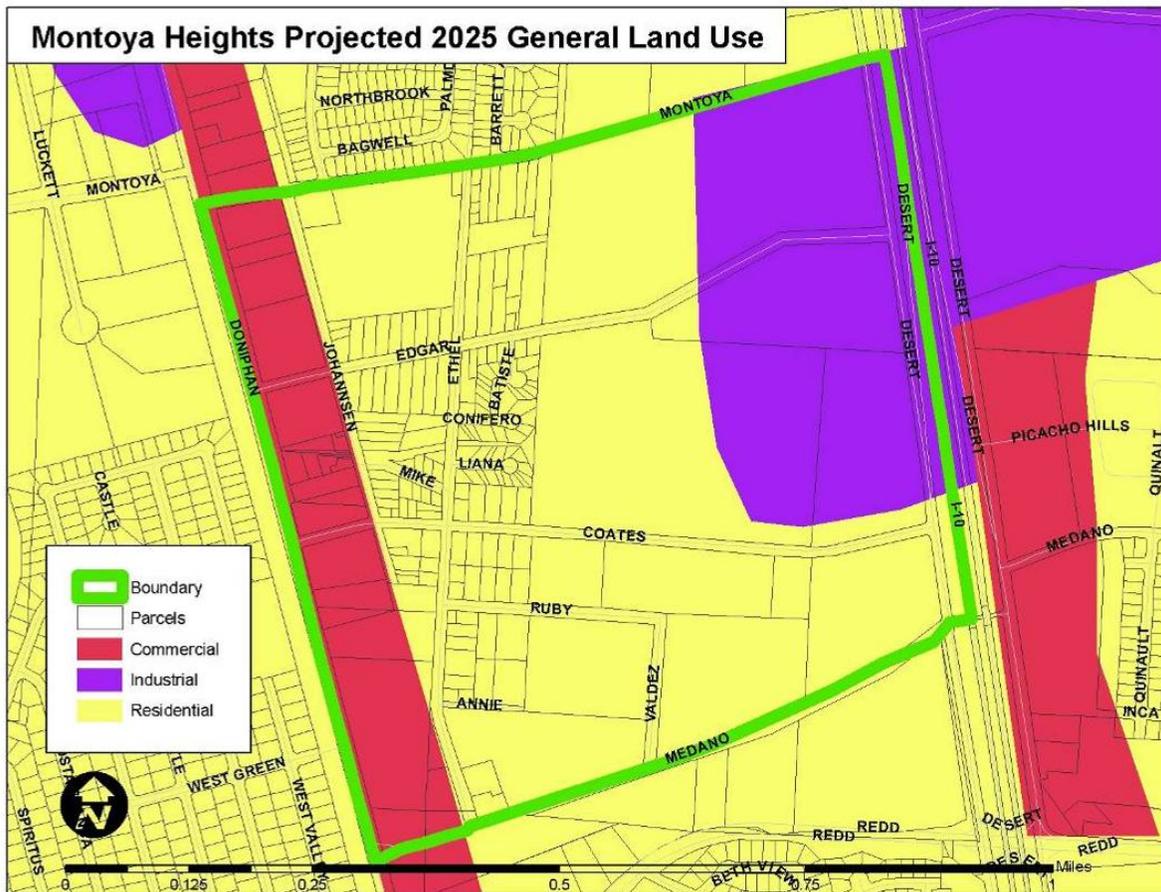
According to the U.S. 2000 Census, the total population of the neighborhood is 630 individuals. The neighborhood consists primarily of single-family detached dwellings. There are 170 occupied housing units with approximately 80 percent home-ownership. The average household size is 3.5 and 27 percent is sixty-five and over. Within the census block group the median household income is \$22,518 and a per capital income of \$8,935. About 36 percent of the population is below poverty level. (See Appendix A for neighborhood demographics.)



Map 3: Montoya Heights Annexation

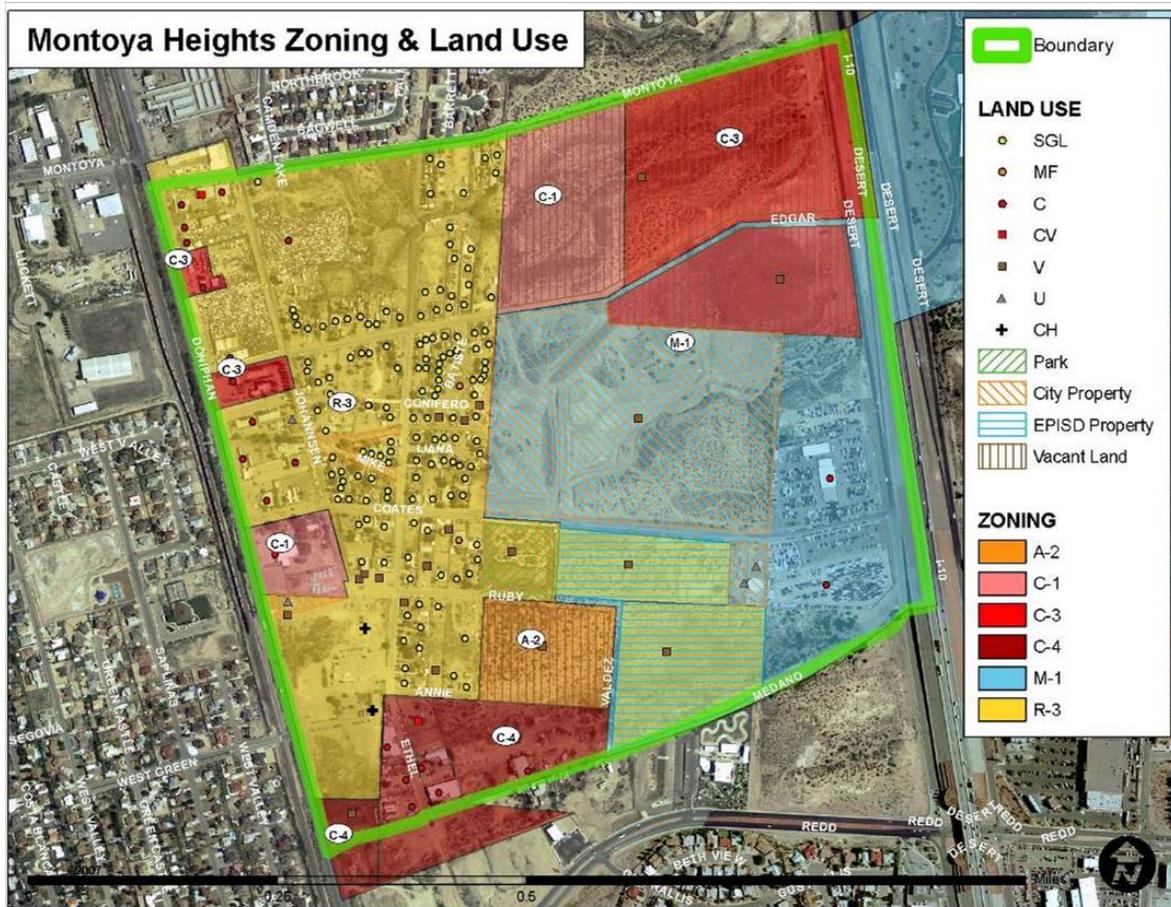
The Montoya Heights Neighborhood was part of the County of El Paso, Texas until its annexation to the City of El Paso. In 1977, the City annexed approximately 170 acres and zoned the annexed area residential (R-4). A year later in 1978, the City annexed an additional 27 acres and changed the zoning of the neighborhood — approximately 100 acres light manufacturing (M-1), 60 acres residential (R-3) and 6 acres commercial (C-1). The last annexation in 1987 acquired approximately 79 acres and were zoned R-3 (see Map 3). As part of the annexations, residents in Montoya Heights greatly anticipated inclusion to municipal services provided to other City of El Paso residents. A change to City policy in the 1970's deterred that anticipation by stipulating that the property owner or developer pay for the total cost of extensions required for servicing the properties. Due to the lack of nearby developments at that time and topographical constraints, funding water, sewer and gas service became impractical for many residents.

In 1999, members of the community mobilized and formed the Montoya Heights Community Improvement Association in order to address mounting neighborhood issues that include poor drainage; dilapidated and unpaved streets; lack of residential sidewalks, curb and gutters; commercial and residential ordinance violations; and lack of water, sewer and gas services to all residential homes. The residents believe these issues have slowly deteriorated the area's appearance and the once lively ambiance of their neighborhood.



Map 4: Montoya Heights Neighborhood Project 2025 General Land Use

The *Projected 2025 General Land Use* shows commercial use along Doniphan Drive, industrial use in the northeast portion on the neighborhood along I-10, and the remaining land use is residential (see Map 4). The current zoning in the neighborhood is a mix between residential, industrial and commercial (see Map 5). The residential area is primarily zoned R-3. Several large parcels along Interstate-10 are zoned M-I. Several parcels along Doniphan Drive and Montoya Lane are zoned C-1, C-3 and C-4. There are commercial land uses, such as; auto salvage yards, repairs and parts that are in the residential zoning, but they existed prior to the annexations and were given legal non-conforming status. Portions of vacant land were rezoned from M-1 to R-3 and C-3 in 2007 for new development. The area north and west of Montoya Heights has experienced an increase in residential development. (See Appendix B for zoning regulations.)



Map 5: Montoya Heights Neighborhood Current Zoning and Land Use

## COMMUNITY FACILITIES AND SERVICES

Since the initiation of the neighborhood planning process, there have been neighborhood improvements through various municipal actions. A neighborhood park was built, a drainage study was conducted, a handful of homes received sewer connection, but there is still additional work to be done to reasonably enhance the area. The following section will further describe the neighborhood facilities and services.

The Westside Regional Police Command Center on Osborne Drive and the Fire Station #15 on Shorty Lane provide critical community services to Montoya Heights. Both facilities are within three miles to the center of the neighborhood boundary. The Westside Recreation Center is about four miles away near Franklin High School and the closest senior center, Poly Harris, is seven miles away past Sunland Park Mall. Another service provider within the neighborhood is St. Francis of Assisi Catholic Church located on 5700 block of Doniphan Drive.

The entire study area also falls within the El Paso Independent School District (EPISD) boundary. Students in the Montoya Heights Neighborhood currently attend Bond Elementary School, Lincoln Middle School, and Franklin High School. An EPISD 2003 Bond funded thirteen additional classrooms for Lincoln Middle and the 2007 Bond includes a new elementary

school (NW E-12) to be built within the neighborhood. The site is located east of the neighborhood park on Coates Drive and projects opening in fall 2009.

Sun Metro has permitted downtown-bound bus riders in the area to board the bus on the east side of Doniphan Drive, before Redd Road, without having to pay the double fare. Sun Metro charges bus patrons a second fare when a bus reaches a turn-around point, but since Montoya Heights Neighborhood is within ten-minutes of the turn-around point, the fee is waived.

A 2004 City bond election funded the Montoya Heights Drainage Project under the Capital Improvement Program (CIP). The City's Engineering Department oversees the planning and implementation of the CIP, which are projects critical to the City's infrastructure. The 37-acre vacant parcel, which was the former County dumpsite, is now the site of a retention dam. Prior the obsolete landfill was a haven for illegal dumping and source of blight for the neighborhood. The following briefly describes the various phases of the Montoya Heights Drainage Project:

- Phase I has been completed and included a thirty-five foot dam with an outlet tower, a nine-hundred foot concrete lined channel with rock walls, reconstruction of Coates Road with standard curbs, and water system improvements to area residents along Coates.
- Phase II is in the final design phase and currently includes drainage improvement along Ethel (Coates to Edgar) and Edgar (Ethel to dead end). Construction is tentative for 2010.
- Phase III will focus on the upstream drainage improvements from I-10 to the dam.

On August 25, 2006, the Montoya Heights Community Improvement Association, the City of El Paso's Departments of Parks and Recreation and Community and Human Development hosted a ribbon cutting at Montoya Heights Park located at 340 Coates Drive. The neighborhood park was funded by the Department of Community and Human Development's Community Development Block Grant (CDBG) program for the amount of \$869,381 for both design and construction<sup>2</sup>.

In 2006, the neighborhood association was also awarded \$29,200 in the first round of Neighborhood Services' Neighborhood Improvement Program (NIP) for an installation of a canopy and handrail to Montoya Heights Park. NIP is part of the overall Capital Budget that was approved by City Council in 2006<sup>3</sup>. The purpose of the program was to encourage El Paso's neighborhood associations to work in partnership with the city to enhance the quality of life throughout the community by make improvements or enhancements to public spaces.

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<sup>2</sup> The Montoya Heights Neighborhood is located within an area eligible for Community Development Block Grants based on the 2000 Census. CDBG is a federal funding source that provides annual grants to communities in need of revitalization, economic development, and improved community facilities. Grants are based on community need, population, extent of poverty, housing overcrowding, age of housing, and growth lag in relationship to other areas. Awards target communities that will benefit low and moderate-income persons or aid in the prevention and elimination of slums and blight within the community.

<sup>3</sup> The Neighborhood Improvement Program had two project rounds budgeted at \$1,000,000. A round three is scheduled for 2009.



Figure 1: Montoya Heights Park, 2008

In December 2007, four residential homes within the boundary and one adjacent to the neighborhood received sewer connections through the Housing Rehabilitation's Residential Sewer Connection and Emergency Home Repair Programs in the amount of \$45,400. The purpose of the program is to provide assistance to low and moderate income families for the initial connection to local sewer collections. The program shall be in the form of an unsecured forgivable loan. The Montoya Heights Community Improvement Association has been very proactive in promoting this grant to the residents.

In September 2009, the neighborhood received two 35<sup>th</sup> year CDBG projects that the Montoya Heights Community Improvement Association applied for in mid-2008. The following projects are expected to be completed by 2010.

1. Coates Drive Sidewalk Improvements (\$114,940) – from Doniphan Drive to site of new school.
2. Montoya Heights Subdivision Street and Drainage Improvements (\$1,026,000) – for Mike Lane (from Johannsen Rd to Ethel), Conifero Court (from Ethel Rd to dead end), Batiste Court (from Conifero Ct to Edgar Rd), and Liana Court from Ethel Rd to dead end.

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## ANALYSIS OF NEIGHBORHOOD ISSUES

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Residents have identified certain elements of their neighborhood that are in need of preservation and improvement and have been evaluated by City staff. Analysis of the issues either will direct City action or will serve to inform the residents and the Montoya Heights Community Improvement Association of available program opportunities.

## **Infrastructure and Utility**

This area unfortunately exceeds the scope of many current city improvement programs (i.e. Sidewalk Gap or Safe Routes to Schools) because of the great need for infrastructure. The possible funding sources available for neighborhood improvements are capital bond elections, applying for Community Development Block Grant (CDBG) projects, and/or discretionary funds from District #1.

**Sewer Connection** – According to residents, there are several homes in the neighborhood that are not connected to sewer and gas sewers. (See Appendix B for sewer and water connections). In December 2007, four residential homes received sewer connections through the City’s Sewer Connection Program and any remaining homes are encourage to apply.

**Drainage** - The primary drainage in the area consisted of several arroyos and when heavy rains occurred, the arroyos are unable to handle the heavy runoff. Inadequate drainage causes flooding in some of the homes. The City’s CIP has a Montoya Heights drainage project approved through the 2004 bond election. The project includes a major drainage study and construction of a retention dam with concrete spillways.

**Streets** - The flooding is aggravated in the area because many of the roads are in need of major repair. Most roads in the neighborhood are paved with either asphalt or millings. Flooding is especially prevalent on Johannsen Road and Ethel Road where both streets are not completely paved and end into rough terrain. The remainder of Coates Drive will be reconstructed, but no other streets within the neighborhood are scheduled to for reconstruction or resurfacing for 2009 or 2010 fiscal year.



Figure 5: Unpaved roads, sidewalk gaps and missing curb cuts 2008

Streets excluded from resurfacing program are those requiring full reconstruction for one or more of the following reasons: they do not comply with city standards; require drainage systems, is part of an on-site ponding subdivision; are part of local or regional transportation projects; or have poor soil conditions. Streets identified for reconstruction are better candidates for CIP projects, but funding is limited for these higher end projects. The Street Department has identified the following streets in the neighborhood as reconstruction candidates:

- Annie
- Johannsen
- Edgar (Ethel to Doniphan)
- Ethel (Edgar to Coates)
- Mike (Ethel to Johannsen)

**Sidewalks and Curb Cuts** - The entire neighborhood is lacking in adequate sidewalks, curbs and gutters. There are only two sidewalk sections in the entire neighborhood along Johannsen and Coates. The reconstruction of Coates Drive will include sidewalks. The CDBG Coates Drive Sidewalk Improvement project will cover the remainder of the sidewalks from Doniphan Drive to the site of the new school.



Figure 6: Missing sidewalks and curb cuts 2008

**Street Lights** - The neighborhood is also lacking efficient residential street lighting. All the streets lights are old and some do not point towards the direction of the street. Some parts of the neighborhood may require additional streets lights and many of the lights are not very efficient.

### **Land Use and Zoning**

The Montoya Heights Neighborhood is primarily zoned residential (R-3). Several large parcels along Interstate-10 are zoned light manufacturing (M-1) and several parcels along Doniphan and Montoya are zoned commercial (C-1, C-3, and C-4).

**Junk Yards and Auto Repair Shop** - The light manufacturing and commercial areas do not permit junk yards, unless a special permit is first required. However, since the junkyards in the area existed prior to the 1977 and 1987 annexation, they were given legal non-conforming status. Residents strongly believe that junkyards within the Montoya Heights neighborhood are incompatible with surrounding residential uses. They have also expressed concern on the junk vehicles left on public right-of-way. The Montoya Heights Community Improvement Association has approached the salvage yard and auto repair shop owners about leaving vehicles on the public right-of-way — one owner removes the vehicles after business hours.



Figure 7: Junk yards and auto repair shops, 2008

## **Transportation and Transit**

*The 2025 Major Thoroughfare Plan* lists Coates Drive and Montoya Lane as collector streets. The collector street system provides land access service and traffic circulation within residential neighborhoods, commercial and industrial areas. The collector system may penetrate residential neighborhoods, distributing trips from the arterials through the area to the ultimate destination.

**Speeding and Semi-Trailers** - Montoya Heights' residents are concerned with increased number of speeding vehicles and semi-trailer traffic that utilize Coates Drive as a shortcut between Interstate-10 and Doniphan Drive. The forthcoming school zone from the elementary may alleviate some of the daytime speeding on Coates Drive. Many patrons from the nearby auto auction use Coates Drive to test vehicles. Residents would like to see more enforcement on speeding vehicles and the semi-trucks parking on residential streets within their neighborhood.



Figure 7: Semi-trailers in residential areas, 2008

**Transit** - According to El Paso's Engineering Department Traffic Division, over 17,600 vehicles use Doniphan Drive as a major thoroughfare. The nearest intersection at Doniphan Drive and Redd Road is a half mile away from the bus stop, which is a cumbersome walk for the disabled, elderly and children. Doniphan Drive is not equipped with sidewalks or any amenities that accommodate the disabled or allow for safe pedestrian traffic. The neighborhood is located one mile east of the bus turn-around point and many residents illegally crossed the state highway to reach the bus stop on the other side of Doniphan Drive to avoid paying the double fare. Sun Metro now waives the fee if passengers board the bus at a location that is less than ten minutes from the end of the route. Sun Metro has advised and posted memos to drivers informing them of the updated procedure.



Figure 8: Bus stops on Doniphan Drive, 2008

Sun Metro reviews various criteria when determining whether to install shelters at bus stops, such as; the proximity to a medical facility, commercial area, an elderly community or has an average of 50 boardings per day. The bus stops on Doniphan Drive are hardly visible to the flowing highway traffic. Bus patrons are exposed to the desert elements and fast moving vehicles. Residents would like improved bus stop amenities along Doniphan Drive, but according to Sun Metro the bus stops range from 8 to 16 boardings per day in the area and do not meet their criteria for a shelter. The Montoya Heights Community Improvement Association may request a shelter for the bus stop on Doniphan and Coates Drive when the new elementary opens and ridership increases.

### **Crime Prevention and Safety**

The Montoya Heights Community Improvement Association has taken a proactive stance on the issue of crime prevention. Residents collaborated with the El Paso Police Department (EPPD) to form a coalition to fight crime. From October 2002 to April 2003, the neighborhood association and EPPD Community Action Team informed the community about the perils of gang violence, domestic violence, crimes against children and underage drinking. They also conducted alternative youth programs, crime and safety prevention seminars and health fairs for area residents. Because of their combined efforts, the Montoya Heights area saw a decrease in crime. As part of their proactive approach to reducing crime, residents in Montoya Heights may band together in forming the first Neighborhood Watch in the area. Montoya Heights’s residents and the Community Action Team conducted several neighborhood clean ups that not only beautified the neighborhood but also installed a sense of pride for area residents. These efforts have made a positive difference in the community, but need continual neighborhood support and capacity building.



Figure 9: Graffiti, 2008

### **Quality of Life**

The City’s Community and Human Development Department authorized funds to develop a three-acre vacant lot within the neighborhood to use as a park site. The neighborhood association submitted an application for CDBG funds in October 2003 for park improvements. The project was approved by City Council in May of 2004 and was completed in 2006. The neighborhood association also received a Neighborhood Improvement Program award for minor park improvements. The Montoya Heights Community Improvement Association may continue to aid in the care for their park by forming a Park Partnership with the City’s Parks and Recreation Department and take part in the Memorial Tree Program.



Figure 10: Montoya Heights Neighborhood Park, 2008

### **Quality of Environment**

Lack of compliance with nuisance ordinance has caused great concern for the Montoya Heights Neighborhood. Residents are encouraged to report code compliance issues to Environmental Service's Code Enforcement. Residents in the area have raised concern over the following nuisance issues:

- Dumping and trash throughout the neighborhood and arroyos
- Junked vehicles on public streets
- Poorly maintained properties
- Abandoned properties
- Accumulation of weeds
- Dead animals in the arroyos



Figure 11: Neighborhood nuisances, 2008

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## MUNICIPAL ACTION STRATEGY

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The purpose of the Montoya Heights Neighborhood Action Plan is to establish a set of goals that address various neighborhood issues. The Montoya Heights Neighborhood Action Plan will be used as a tool to establish a working relationship with the appropriate El Paso municipal leaders and staff. This relationship with the City will aid in acquiring a better understanding of municipal procedures, which are vital when securing assistance from the different municipal departments. Montoya Heights' residents have envisioned a neighborhood with ample parks, pedestrian friendly amenities and a neighborhood with distinct homes. Ultimately, Montoya Heights' residents anticipate that the adoption of this neighborhood action plan will facilitate solutions addressing the following goals.

The following pages contain the Municipal Action Strategy for the Montoya Heights Neighborhood Action Plan. City departments have identified specific actions to be taken, timeframes for those actions to take place, cost estimates, funding sources and the departments responsible for carrying out the actions. The Montoya Heights Community Improvement Association should be notified of the initiation and progress of each stage of the implementation of these strategies. The timeframes are as follows:

- Immediate = within the first year of implementation
- Mid-Term = within 2-3 years
- Long-term = 4-5 years (unless otherwise specified within the document)

Neighborhood Services will oversee implementation of the Montoya Heights Action Plan. Neighborhood Services will coordinate meetings with different municipal services to resolve issues that impede implementation. To be effective, a neighborhood action plan should be updated periodically to reflect changes in the neighborhood. The Montoya Heights Community Improvement Association and Neighborhood Services will conduct periodic reviews by updating the status of the action items, and by considering additions or amendments to the conservation plan. Needed changes will be re-approved and readopted as necessary.

## MONTOYA HEIGHTS MUNICIPAL ACTION STRATEGY

**Goal Statement # 1: Provide and improve public services and infrastructure throughout the neighborhood**

	Action Strategy	Cost Estimate	Partners	Potential Funding	Timeline	Benchmark	
						Baseline	Projection
1a	Identify procedures and connect sewer service-lines for homes currently not connected	TBD	Community Development	Sewer Grant Program	Immediate	Residential properties not connected to sewer service-lines	All residential homes connected to sewer service-lines
1c	Inventory and prioritize drainage improvements	\$2,805,683	Engineering Dept.	Capital Improvement Program	Immediate	Major drainage study conducted and construction of a retention dam	Inventory complete with priority list for order of drainage improvements
1d	Re-pave collectors streets in area	N/A	Streets Dept.	Streets Dept.	Immediate	Part of Coates Drive is paved	Complete Coates Drive with sidewalks
1e	Develop a neighborhood priority action list	In-Kind	Neighborhood Association and the City of El Paso	CDBG	Immediate	Entire Neighborhood in need of basic infrastructure	Appropriate City staff to work with residents on prioritizing neighborhood needs for the CDBG process

**Goal Statement # 2: Maintain a balance between residential and non-residential uses in neighborhood**

	Action Strategy	Cost Estimate	Partners	Potential Funding	Timeline	Benchmark	
						Baseline	Projection
2a	Provide more neighborhood friendly zoning	In-Kind	Planning Department	Planning Department	Immediate	Current General Land Use includes residential, commercial and industrial	Amend the 2025 General Land Use Map for the Northwest Planning area to remove industrial use in the neighborhood

**Goal Statement # 3: Minimize the aesthetic and environmental impact of all commercial and residential code violations within the neighborhood**

	Action Strategy	Cost Estimate	Partners	Potential Funding	Timeline	Benchmark	
						Baseline	Projection
3a	Ensure junkyards are in compliance with all City ordinances and codes	In-Kind	Development Services, Environmental Services, Police Dept.	Development Services, Environmental Services, Police Dept.	Immediate	High incidences of junkyard debris accumulation on easements	Junkyards are operating at City standards
3b	Enforcement of the City building and nuisance ordinances	In-Kind	Development Services, Environmental Services	Development Services, Environmental Services	Immediate	High incidences of code violations	Decrease in code violations

**Goal Statement # 4: Create a safe and walkable neighborhood to suite neighborhood needs**

	Action Strategy	Cost Estimate	Partners	Potential Funding	Timeline	Benchmark	
						Baseline	Projection
4a	Enforcement of prohibiting semi-trailer traffic on residential streets	In-Kind	Police Dept.	No additional funds required	Immediate	High frequency of semi-trucks on residential streets	Reduced presence of semi-trucks on residential streets
4b	Enforcement of speed limit	In-Kind	Police Dept.	No additional funds required	Immediate	High frequency of speeding	Reduced speeding in neighborhood

**Goal Statement # 5: Promote and maintain neighborhood pride and safety**

	Action Strategy	Cost Estimate	Partners	Potential Funding	Timeline	Benchmark	
						Baseline	Projection
5a	Form a Park Partnership	N/A	Parks and Rec, Neighborhood Association	Parks and Rec	Immediate	No Park Partnership exist	Neighborhood Association registered as a Park Partner
5b	Form a Neighborhood Watch Group	N/A	Police Dept., Neighborhood Association	Police Dept.	Immediate	No Neighborhood Watch Group exist	Registered Neighborhood Watch Group

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**APPENDIX A – NEIGHBORHOOD DEMOGRAPHICS**

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<b>POPULATION</b>	<b>CENSUS TRACT 102.09, BLOCK GROUP 1, BLOCKS*</b>	<b>CITY OF EL PASO</b>
Population	630	564,280
Under 18 years	29.2%	31.0%
50 years and over	47.0%	23.5%
Hispanic	93.3%	76.7%

<b>HOUSING</b>	<b>CENSUS TRACT 102.09, BLOCK GROUP 1, BLOCKS*</b>	<b>CITY OF EL PASO</b>
Households	170	182,063
Owner occupied	79.4%	61.4%
Average household size	3.5	3.0

<b>HOUSEHOLD INCOME</b>	<b>CENSUS TRACT 102.09, BLOCK GROUP 1**</b>	<b>CITY OF EL PASO</b>
Per capita	\$8,935	\$14,388
Median household	\$22,518	\$32,124
With social security	27.9%	24.8%
With public assistance	7.7%	6.2%
Income below poverty level:	35.6%	22.2%

<b>WORKFORCE: POPULATION 16 AND OVER</b>	<b>CENSUS TRACT 102.09, BLOCK GROUP 1**</b>	<b>CITY OF EL PASO</b>
Total:	2,772	408,552
In labor force:	52.4%	57.1%
Employed	47.0%	50.8%
Unemployed	5.4%	5.1%
Not in labor force	47.6%	42.9%

<b>EDUCATION ATTAINMENT: POPULATION 25 YEARS AND OVER</b>	<b>CENSUS TRACT 102.09, BLOCK GROUP 1**</b>	<b>CITY OF EL PASO</b>
Total:	2,233	334,043
No diploma	54.1%	31.4%
High school graduate	23.9%	22.5%
Some college	15.0%	22.5%
College degrees	7.1%	23.5%

\* The data collected from the 2000 U.S. Census for the following: *Census Tract 102.09, Block Group 1, Blocks 1045, 1046, 1047, 1048, 1050, 1051, 1052, 1053, 1052, 1054, and 1055.*

\*\* Data not available at the blocks level was collected from: 2000 U.S. *Census Tract 102.09, Block Group 1.* The Block Group exceeds the neighborhood boundary area, but still provided insight from the surrounding area. Block Group 1 is bounded by Redd Rd., Doniphan Dr., Woodrow Bean Transmountain and Desert Blvd along I-10.

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**APPENDIX B – SEWER AND WATER CONNECTION**

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**No Billing Address for Water and Sewer Services:**

#	WATER	SEWER	NUMBER	STREET NAME
1	YES	NO	5870	BATISTE
2	YES	NO	5880	BATISTE LN
3	YES	NO	324	COATES
4	YES	NO	370	CONIFERO
5	YES	NO	350	CONIFERO CT
6	YES	NO	221	EDGAR RD
7	YES	NO	244	EDGAR RD
8	YES	NO	310	EDGAR RD
9	YES	NO	330	EDGAR RD
10	NO	NO	5803	ETHEL
11	YES	NO	5980	ETHEL
12	YES	NO	5808	JOHANNSEN RD
13	YES	NO	5866	JOHANNSEN RD
14	NO	NO	353	LIANA CT
15	YES	NO	358	LIANA CT
16	YES	NO	5850	LIANA CT
17	YES	NO	322	MONTOYA
18	YES	NO	318	MONTOYA LN
19	NO	NO	328	MONTOYA LN
20	YES	NO	320	RUBY

Source: El Paso Water Utilities, January 2009

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## APPENDIX C – ZONING REGULATIONS

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<u>DISTRICT STANDARDS</u>	<u>MAJOR PERMITTED USES</u>	<u>DEVELOPMENT</u>
<b>Residential Districts:</b>		
“R-1” (Residential)	Single-family detached dwellings	Minimum 20,000 sq. ft. lot area
“R-2” (Residential)	Single-family detached dwellings	Minimum 10,000 sq. ft. lot area
“R-2A” (Residential)	Single-family detached dwellings	Minimum 8,000 sq. ft. lot area
“R-3” (Residential)	Single-family detached dwellings	Minimum 6,000 sq. ft. lot area
“R-3A” (Residential)	Single-family detached dwellings	Minimum 5,000 sq. ft. lot area
“R-4” (Residential)	Single-family detached dwellings Two-family dwellings	Minimum 6,000 sq. ft. lot area Minimum 7,000 sq. ft. lot area
“R-5” (Residential)	Single-family detached dwellings Two-family dwellings	Minimum 4,500 sq. ft. lot area Minimum 6,000 sq. ft. lot area
“RHM” (Residential Mobile Home District)	Single-family mobile homes	Mobile home lot within mobile home subdivision of 10 acres
“PMD” (Planned Mountain Development District)	Single-family detached, Two-family, Single-family attached, and requires open space dedication based on land space	Density ranging from 1 to 7 units per acre based on land slope; Multi-family dwellings
<b>Apartment Districts:</b>		
“A-1” (Apartment)	Single-family detach dwellings Two-family dwellings Multi-family dwellings	Minimum 4,500 sq. ft. lot area Minimum 6,000 sq. ft. lot area Minimum site area of 24,000 sq. ft. Minimum unit area of 2,400 sq. ft.
“A-2” (Apartment)	A-1 uses Multi-family dwellings Boardinghouses; bed and breakfast establishments; philanthropic institutions	Minimum site area of 6,000 sq. ft. Minimum unit area of 1,750 sq. ft.
“A-3” (Apartment)	A-2 uses Single-family detached dwellings Two-family dwellings Multi-family dwellings	Minimum 2,400 sq. ft. lot area Minimum 4,000 sq. ft. lot area Minimum site area of 4,000 sq. ft. for 3 or more stories
“A-4” (Apartment)	A-3 uses Multi-family dwellings	Minimum site area of 20,000 sq. ft. Minimum unit area of 300 sq. ft.
<b>Commercial Districts:</b>		
“C-1” (Commercial)	Multi-family dwellings Office; day care centers; retail shopping & personal service uses;	Minimum 1,500 sq. ft. lot area 29units per acres maximum

philanthropic institutions; theatres;  
automotive tune-up services; shops  
for service & repair of home appliances  
& office equipment; automobile &  
light truck lubrication services

“C-2” (Commercial)	C-1 uses Commercial recreational uses; automobile service stations; car wash; commercial fueling stations; mortuaries; retail shipping centers; laundromats
“C-3” (Commercial)	C-1 and C-2 uses Automotive repair garages; automobile or truck part sales; automobile, light trucks, buses, motorcycles & boat sales; storage, rental & service; hotels; motels and motor lodges; transportation terminals; trailer, mobile home, travel trailer and recreational vehicle sales, display & repair; mobile home parks; small collection facilities
“C-4” (Commercial)	C-1 to C-3 uses Adult entertainment businesses; half-way houses; contractors yard; motor carrier terminals; light manufacturing uses; wholesaling establishments; large collection facilities

**Manufacturing Districts:**

“M-1” (Light Manufacturing)	Light manufacturing, fabrication, processing, wholesale distributing and warehousing uses
“M-2” (Heavy Manufacturing)	M-1 uses Industrial operations
“M-3” (Unrestricted Manufacturing)	M-1 & M-2 uses General Manufacturing uses

See Title 20 (Zoning) of the El Paso Municipal Code  
for a complete and specific listing of Permitted Uses, Uses Permitted by Special Permit,  
Permitted Accessory Uses and Development Standards for each Zoning District

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## APPENDIX D – CITY SERVICE DIRECTORY

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There is currently a wide range of City services in place to address many issues. Some of those issues can be resolved by residents actively using those services. Following is a reference guide for services available to residents.

### **Cleanups 544-5372 (Keep El Paso Beautiful)**

The Neighborhood Pride Program is a collaborative effort between the City of El Paso and Keep El Paso Beautiful. The purpose of the program is to assist registered neighborhood associations with annual clean-ups and beautification projects. The Neighborhood Pride Program aims to facilitate resident participation by offering resources and support so that identified projects can be accomplished in an effective manner.

### **Cleanup Tools & Supplies** [Fire Station #15 - 587-1441]

Keep El Paso Beautiful, in partnership with the El Paso Fire Department, provides El Pasoans with a “lending library” of gardening tools. Community Tool Sheds, located at El Paso Fire Stations throughout El Paso, are stocked with push brooms, shovels, rakes, hoes, cultivators, gloves and trash bags- all the necessary items needed for a clean-up or beautification project (large or small), available to the public at no charge. To borrow our tools, you must be 18 or older with a valid ID at the time of checkout.

### **Code Enforcement 774-4500**

City Codes protect the health, safety and quality of life for the citizens of El Paso. The City has a team of Code Compliance Inspectors that investigate all types of violations to the Municipal Code. Individuals can call and report violations by calling 774-4500. Individuals or owners of the property are put on notice to comply.

### **Community Development Block Grant 541-4643**

The primary objective of the Community Development Block Grant Program is to develop viable urban communities by providing decent housing, a suitable living environment, and expanding economic opportunities, principally for persons of low and moderate income. Improving housing and neighborhood facilities such as parks, community centers, senior citizen centers, libraries, and streets, help neighborhoods by providing needed services and an increased sense of community pride.

### **Neighborhood Watch 585-6000 (Westside Regional Command – Crime Prevention)**

This program depends on citizen involvement to prevent and discourage crime and reduce fear by taking certain home, property, and personal self-protection precautions, really getting to know and look out for neighbors, and reporting crimes and suspicious activities to the police.

**Graffiti Removal 621-6789**

The Street Department will assist the public through the City's Graffiti Hotline 621-6789 in the removal and enforcement of Graffiti on City Rights of Way. Graffiti on private property can also be reported through the graffiti main number 621-6750.

**Housing Rehabilitation 541-4639**

If your home is in need of rehabilitation the Department of Community and Human Development - Housing Programs Division has low-cost loans that are available to families with low or moderate income levels. The loans, for amounts up to \$34,000 can be repaid over 30 years. The interest rate the client will pay will depend on the client's annual income. This program is specifically for homes in need of rehabilitation that are not in compliance with building codes and need to be brought up to City Code standards. Contact Housing Programs staff to find out if you are eligible.

**Sewer Connection 541-4639**

If your home is in need of sewer connection the Department of Community and Human Development - Housing Programs Division assist low-to-moderate income homeowners in the initial connection to local sewer collection lines.

**Parks and Recreation 541-4331**

Parks and Recreation Department has a Park Partnership program that depends on citizen involvement to help maintain and improve the neighborhood park. Partners may submit recommendations to the City and report any broken equipment or any other potential hazards to the appropriate Department Maintenance Supervisor.