Customer Service Request for Barrier Removal



The Customer Request for Barrier Removal program is established through guidance under the Americans with Disabilities Act (ADA) to serve citizens with disabilities who have identified physical/structural barriers in the community which impede access to services, programs and activities offered by the City of Redmond. The City of Redmond is responsible for this program.

Please type or print legibly.

Date of Request: Click here to enter text.

Name of person making request: Click here to enter text.

Address: Click here to enter text. City: Click here to enter text. State: Click here to enter

text. Zip: Click here to enter text.

Telephone number: Click here to enter text. E-mail address: Click here to enter text.

If person needing accommodation is not the individual completing this form, please enter:

Name: Click here to enter text. Telephone number: Click here to enter text.

Other contact information: Click here to enter text.

Location Information (Please tell us the specific location of the problem/request.):

Street Name and Address (if available): Click here to enter text.

Cross Street: Click here to enter text.

Comments: (Describe your request/concern) Click here to enter text.

Signature: Click here to enter text. Date: Click here to enter text.

Please return completed form to the City of Redmond Accessibility Program. City Staff will be in contact with you soon.

City of Redmond Accessibility Program
P.O. Box 97010.
Redmond, WA 98073-9710

For assistance in completing this form, please contact Patrick S. Koenig, ADA Coordinator, at 425-556-2178 or email: pkoenig@redmond.gov.

Form: ADA 4/rev 2-27-2014



Policy and Procedure for Customer Request for Barrier Removal

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The Accessibility Program receives public initiated requests for removal of physical barriers. This Policy and Procedure, "Customer Service Request for Barrier Removal" is intended to guide the staff involved in the processing of each request.

The City has created a single database to accept and track these customer service requests. The database allows staff to determine if there are multiple citizen requests for the same or similar issue and to maintain consistency in the improvements needed.

The procedures established in this Policy require field evaluation by an Accessibility Program staff person and a Public Works/Engineering Department staff member or other pertinent staff. The City has created a unified naming and filing convention to track each request including all information collected and resulting work orders, as needed.

The Customer Service Request for the Barrier Removal form collects the pertinent applicant's information such as name, address, contact information; the location of the barrier, etc. The individual requesting removal of a physical barrier in order to gain or improve access can fill out the form or application requests may be filled out by Accessibility Program staff or by Public Works staff during an initial contact with a citizen by phone call; email, or walk-in. The applicant is contacted with a letter, email or phone call with the proposed timeline to remove the barrier or if the request will be delayed due to funding, weather issues, or other related reasons.

Applicants will have an initial follow-up contact by an Accessibility Program staff person within 72 business hours from the date of request. Depending on the scope of the barrier removal request, funds may be allocated to remove the barrier immediately or the request may be included in the City of Redmond Transition Plan. Barrier removal projects are subject to funding availability. Every effort will be made to fulfill the request in a reasonable period of time. However, the City may not take any action if it can demonstrate that it would result in a fundamental alteration in the nature of its program or activity or in undue financial and/or administrative burdens. This determination can only be made by the head of the public entity (in Redmond's case, the Mayor) or his or her designee and shall be accompanied by a written statement of the reasons for reaching that conclusion. The Mayor designates the Accessibility Manager as designee for making this determination and issuing the written statement. The

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Attachment F

determination that undue burdens would result must be based on all resources available for use in the program. If an action would result in such an alteration or such burdens, the City will take any other action that would not result in such an alteration or such burdens but would nevertheless ensure that individuals with disabilities receive the benefits and services of the program or activity.

John Marchione, Mayor	Date
Patrick S. Koenig, ADA Coordinator	Date
Linda De Boldt, Public Works Director	Date
, City Engineer	Date
Adopted	

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