

TITLE: Policy and Procedure for Customer Request for Barrier Removal
POLICY NO.: 3-19



CITY OF BEND

Policy and Procedure for Customer Request for Barrier Removal Policy No. 3-19 March 18, 2016

The Barrier Removal Reporting Program provides a process for citizens with disabilities to report physical/structural barriers located in City rights-of-way. The Barrier Removal Reporting Program is coordinated by the City's Accessibility Manager.

Citizens requesting a barrier removal should submit the request via the City's website. Staff may assist with completing the online form or complete the form based on information provided by the requestor. The form should include the requestor's name, address, contact information, the location of the barrier, and how the requestor is affected by the barrier.

Barrier removal requests are submitted to the Accessibility Manager for review. The City has created a single database to accept and track barrier removal requests. This database allows staff to determine if there are multiple citizen requests for the same or similar issues and to maintain consistency in the improvements needed.

After a barrier removal request is received, an Accessibility Program or Streets Department staff person will inspect the alleged barrier and input information into the database describing the nature of the barrier. The requesting citizen will be contacted by a staff person within 15 business days from the date of the inspection to inform the citizen of the City's evaluation of the barrier and planned response. 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 a program for future work. Barrier removal projects are subject to funding availability. Every effort will be made to fulfill the request in a reasonable period of time.

The City may determine that the reported barrier does not constitute an accessibility barrier. The City may also decide to not take any action if the action would result in a fundamental alteration in the nature of its program or activity or is an undue financial and/or administrative burden. Only the City Manager and Accessibility Manager have the authority to decide whether to take no action and must provide a written justification for the no-action decision.

A decision to take no action may be appealed to the City Manager, or his designee, within 15 business days of the date of the decision. The City Manager or designee will meet with the citizen(s) who filed the appeal to discuss the issues and any possible resolutions. Within 15 business days of the meeting to resolve the appeal, the City Manager or designee will provide by email or first class mail a written resolution of the appeal. The City Manager or designee's decision is final.

3-16-16

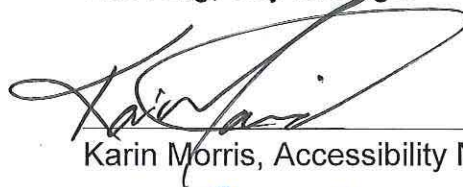
Date



Eric King, City Manager

3/10/16

Date



Karin Morris, Accessibility Manager

3/16/16

Date



David Abbas, Director
Streets Right-of-Way Operation and Maintenance

3/15/16

Date



Russ Grayson, Director
Community Services

3/15/16

Date



Tom Hickman, Director
Engineering & Infrastructure Planning