

CITY OF STAMFORD REASONABLE MODIFICATION PROCEDURE

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), the City of Stamford, Building and Land Technology and ProPark will not discriminate against individuals on the basis of disability in its services, programs or activities. Customers may request a reasonable modification of policies, practices or procedures to ensure that City of Stamford programs, and the Harbor Point Trolley service is accessible to the greatest extent possible. Requests for modification may be denied only on the following grounds:

1. Granting the request would fundamentally alter the nature of the service.
2. Granting the request would create a direct threat to the health or safety of others;
3. The individual with a disability is able to fully use the service for its intended purpose without the requested modification.
4. Making the accommodation would result in an undue financial and administrative burden.

Procedure

Individuals requesting modifications should describe what they need to use the service. Whenever feasible, requests for modifications shall be made and determined in advance using the Reasonable Modification Request Form: [Download the Modification Request form here.](#) Requests may be submitted via the following methods:

Via Email

IDEASforADA@stamfordct.gov

zita.skilling@propark.com (Harbor Point trolley only)

Via Phone

203-977-7993 City of Stamford

917-602-0147 (Harbor Point trolley only)

Via mail

Carmen Hughes, Director of Diversity, Equity and Inclusion

888 Washington Boulevard, Stamford, CT 06901

ProPark

301 Tresser Blvd.,

Stamford, CT 06902 (Harbor Point trolley only)

Granting a Reasonable Modification Request

All reasonable modification requests will be acknowledged within two (2) business days of receipt. The resolution and response will be made within three (3) business days, and the response will explain the reasoning behind the determination. All information is kept confidential. All materials are available in accessible format and in languages other than English upon request.

Denying a Reasonable Modification Request

A denied modification request will be communicated in writing to the individual making the request and will include the specific reasons for the denial and any alternative accommodation that may provide the same access to transit services as originally requested.

Appeal Procedure

Customers with disabilities may file appeals regarding denied requests for a reasonable modification or accommodation. The appeal should be filed within 15 days of the denial notice and signed by the complainant. The accompanying description. All customers will receive and initial acknowledgement of their complaint promptly and where possible, complaints will be resolved on the first contact.

Appeals may be filed via of the following methods:

Via Mail

Carmen Hughes, Director of Diversity, Equity and Inclusion
888 Washington Boulevard, Stamford, CT 06901

Via Phone

203-977-7993

Via Email

IDEASforADA@stamfordct.gov

Reasonable Modification Request Complaint Procedure

Any person who wishes to file a complaint against the COS/BLT(?) or the transit operator may do so through the Stamford Office of Diversity, Equity and Inclusion via the contact methods listed above. The complaint may be filed using the [ADA Complaint Form](#)

All customers will receive an initial acknowledgement of their complaint promptly and where possible, complaints will be resolved on the first contact. Alternative means of filing complaints, such as personal interviews, phone calls, or taped requests, will be made available upon request for persons unable to communicate their request in writing.

Within 15 calendar days after receipt of the complaint, ADA coordinator, Carmen Hughes will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting ADA coordinator, Carmen Hughes will respond in writing, and, where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of City of Stamford and after options for substantive resolution of the complaint.

If the response by ADA coordinator, Carmen Hughes does not satisfactorily resolve the issue, the complaint and/or their designee may appeal the decision of the ADA coordinator within 15 calendar days after receipt of the response to the mayor or his or her designee.

Within 15 calendar days after receipt of the appeal, the mayor or his or her designee will meet the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the Mayor or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by ADA coordinator, Carmen Hughes, appeals to the Mayor or their designee, and responses from the ADA coordinator and Mayor or their designee will be kept by the city of Stamford for at least three years.

Reasonable Accommodation Request Form

Please complete this form to request a reasonable accommodation from the City of Stamford. Submit the completed form to Carmen Hughes, Director of Diversity, Equity and Inclusion via email at IDEASforADA@stamfordct.gov or mail to 888 Washington Boulevard, Stamford, CT 06901.

Phone requests made be made by calling at 203-977-7993.



Name: _____

Today's Date: _____ **Phone Number:** _____

Email Address: _____

Address: _____

Description of Request: _____

Location (if applicable): _____

Are you able to ride without this accommodation?: _____
