

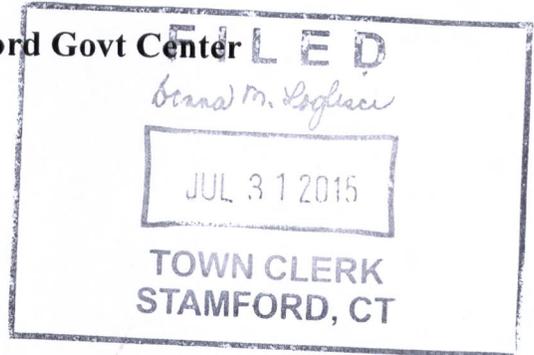
STAMFORD ACCESS 4 ALL (A4A) COMMITTEE

Meeting Date: 1pm, February 11, 2015

Mayor's Conference Room, Stamford Govt Center

A G E N D A

- 1) Review & Approval of January Minutes (F Mercede)
- 2) Mission Statement Review (K. Burbank)
- 3) Sub-Committee Reports
 - a) Assessment (A. LiVolsi)
 - b) Publicity (K. Burbank)
 - c) Training (L. Ross)
 - d) Process Improvements (F. Mercede)
- 4) Website Update (M. Molgano)
- 5) Next Steps (F. Mercede)



MAYOR'S COMMITTEE ON ACCESS FOR ALL (A4A)

PROJECT TIMELINE JANUARY – MAY 2015

Subcommittee	Milestone	Members	Deadline	Completed
Stamford ADA Assessment	Research possible resources to assist (e.g., Josh Saffie) and identify related costs Finalize template and available outside resources	A. LiVolsi (with Kris and Marty)		
	Divide needs among committee members and manage relevant data collection for April presentation to Mayor and Finance Committee. Should include: overall multi-year scope, with special emphasis on year one (2015-16), budget, scaffolded execution and recommended timeline			
Publicity	Draft publicity plan and materials; execute with Mayor's office and selected officials	K. Burbank (with T. Dec, FJ and Peter)		
	Develop plan for publicizing internally to all city employees	Kris, Tom and Phil		
	Develop awareness and friendraising plan with thoughtleaders	Kris, Tom and Peter		

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 STAMFORD, CT

Activity	Milestone	Key Contact(s)	Deadline	Completed
Training & Networking	Identify necessary trainings for internal administrative/governmental departments and staff members and conduct, as needed	L. Ross (with Ida and Peter)		
	Identify and conduct 2-3 informational meetings with Stamford organizations, and businesses and thought-leaders about A4A priorities and needs			
Process Improvements	Develop stop-gap process to field ADA-related complaints and/or suggestions for improvement from <i>public</i>	F. Mercede (with Ernie and Mike)		
	Develop stop-gap process to field ADA-related complaints and/or suggestions for improvement from <i>city employees</i>			
	Identify process to utilize now until assessment results are available to provide A4A input to <i>current projects</i> within the City and community that will have ADA-related impact (e.g., Paul Zeiss stamp)			

Dear A4A Members,

I would like to quickly implement a disabilities related complaint process. Today, anyone navigating the City's Website to request information and assistance on Veterans' issues, request a building code investigation, request a State of Connecticut Investigation, request assistance on Health and Housing, request parking enforcement, or report issues of transportation, affordable housing, and other services (to name a few) follow this path:

StamfordCT.gov

How Do I?

[Report a Pothole or Request Service](#)

[Ask a Question or Make a Request](#)

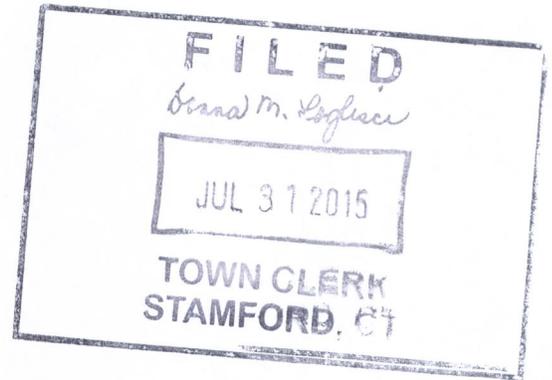
[All Requests](#)

OR

[Online Services](#)

[Request for Service](#)

[Make a Request \(click on button\)](#)



My concern is if we advocate our service request type be placed higher on the navigation chain, services already on the list will argue they should be given higher priority as well (I am not giving up on requesting a higher priority; I am just preparing for Plan B).

I am proposing the following NEW entry be placed on the Service Request Type list and will inquire if it could be put it at the top of the list. There is no select order today, such as an alphabetized list.

My proposed entry is:

Service Request Type: Disability Services

Description: To report disability related issues, including physical, visual, hearing, speech, learning, Autism, mental, and intellectual disabilities.

Description: To request a Garbage Bin or Hardship Waiver. To request a Missed Garbage, Missed Hardship Waiver or Missed Recycling Pickup.

The request for a "Garbage Bin or Hardship Waiver" contains the longest string of characters on the list, so I tried to be descriptive while maintaining a similar length.

I am also proposing the category dropdown list found at the top of the page listing all the various service request types be changed. I suggest changing the present "Health and Housing" category to read "Disabilities, Health and Housing," which would place the renamed entry between "Code Enforcement" and "Engineering Investigation." By making this change, anyone selecting this category and clicking the Find button, would receive the following abbreviated list of service request types:

Service Request Type	Description
<u>Disability Services</u>	To report disability related issues, including physical, visual, hearing, speech, learning, Autism, mental, and intellectual disabilities.
<u>Health and Housing</u>	To report and request issues involved with Health and Housing.
<u>Senior Services</u>	Issues of transportation, affordable housing and other services

Again, please remember... if after a period of time we determine we would prefer a different or better design, we could always request modifications or enhancements.

Please let me your thoughts as soon as possible. I am hoping I can work with IT to implement this by our next meeting.

Best regards,

Mike