#8   **COMPLETE**

Collector: Web Link 1 (Web Link)
Started: Wednesday, August 24, 2016 10:39:50 AM
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PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer   City Attorney

Q2: Select your Department   City Manager Office

Q3: Please enter your contact information:

Name   Yolanda Hocker

Title   Legal Staff Assistant

Email   hockerye@cityofgainesville.org

Phone Number   352-393-8711

Q4: Date questionnaire completed:

Date / Time   08/24/2016

Q5: Please describe the services, programs or activities the department/division offers including those that are provided to the public (i.e.-Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

The Office is responsible for providing legal counsel to the City in the conduct of its day-to-day transactional business and both prosecution and defense of lawsuits to protect the interests of the city. The transactional division of the Office interprets and applies state and federal statutory law, case law, the City Charter and Code of Ordinances; researches legal authority, prepares and/or reviews city ordinances, resolutions, contracts and agreements, interlocal agreements, and legal budget preparation and implementation. The City Attorney and staff attend all Commission meetings and board/committee meetings as required or requested. The litigation division defends and settles all legal challenges filed on behalf of or against the City. This includes challenges to the City ordinances, development approvals, employment actions, civil rights actions, torts, tax liability issues, foreclosure of City liens and mortgages, as well as prosecution of cases to enforce the City's Code of Ordinances.

PAGE 3: B. Customer Service

Q6: If the program has eligibility requirements for participation, do they contain: (check all that applies) (For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.)   There are no eligibility requirements for participation

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

N/A

Q8: Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

No

Q9: Does the program have standard operating procedures in place to include a person with disabilities? [For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location]

No

Q10: Is the program staff that interacts with the publictrained on the correct procedures to follow when a person requests an interpreter?

No

Q11: How much notice is required to provide an accommodation request?

Don't know - have not completed such a request

Q12: Do you track accessibility requests for the program?

No

Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?

No

Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

No

Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?

No

Q16: Is an interview required prior to an applicant's admission to the program?

No

Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?

No

Q18: Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?

Don't Know

Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?

Don't Know

PAGE 4: C. Notice Requirements

Q20: Is a "Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?

No

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

Don't Know

Q22: Is program staff that regularly interacts with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

No

Q23: Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

No

Q24: Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

No

PAGE 5: D. Printed Information

Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

No

Q26: Who manages the printed materials?

My department manages printed material

Q27: Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?

No

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)

Do not provide anyalternative formats

Q29: How much notice is required to provide the alternate document formats?

Don't know - have not completed such a request

Q30: Do you track accessibility requests for alternate formats of printed material?

No

Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?

No

Q32: Does the program include images of individuals with disabilities in the printed materials and publications?

No, photos of individuals with disabilities are NOT included

Q33: Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

No

Q34: Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?

No

Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?

Do not provide alternative formats

Q36: How much notice is required to provide the accessible presentation formats?

Don't know - have not completed such a request

Q37: Do you track accessibility requests for accessible presentation formats?

No

Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?

No

Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?

No, individuals with disabilities are NOT portrayed

Q40: Does the program provide information about its offerings to the public on the internet?

Yes

Q41: What information is provided on the internet?
Please describe briefly:

Mission statement, contact information, community resources, FAQ's, staff information.

Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?

No

Q43: Who manages the information regarding the facilities, programs and services provided on the internet?

Both departmentally andcentrally managed

Q44. Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?

Yes

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?

No

Q46: Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?

No

Q47: Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?

Yes

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?

No

Q49: Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?

No

Q50: Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?

No

Q51: Does the top of each page with navigation links have a "skip navigation" link?[This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they add more to a new page.]

No

Q52: Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers?

No

Q53: Is there a formal policy established to ensurewebpages will be accessible?

No

Q54: Is the policy posted on the webpage, where it can be easily located?

No

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?

No

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?

No

Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?

Yes

Q58: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

Yes

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?

None

Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?

No

Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one?

No

Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?

Yes,

If yes, please describe the equipment the public is allowed to use:
Laptop

Q63: Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities (For example, is a public computer terminal provided on a lowered counter or in an accessible workstation)?

Yes,

If yes, please describe how the equipment is made accessible.
Our conference tables are at a height accessible to

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

No

Q65: Does the program hold public meetings, hearings or conferences?

No

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?

Yes

Q67: Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?

Yes

Q68: If yes, what types of accommodations can the program provide to the public when requested?

Real-time open captioning,

Other (please list)
TTY, Speech to Speech, STS Spanish Relay, STS French Creole

Q69: How many Assistive listening devices are made available for public meetings?

Don't Know

Q70: Does the program charge an additional fee for providing accommodations for people with disabilities?

No

PAGE 11: J. Transportation Services

Q71: Does the program provide transportation to volunteers, visitor, or program participants?

No

Q72: Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?

No

PAGE 12: K. Tours and Trips

Q73: Does the program provide facility tours or organize trips for members of the pubic?

No

Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?

No

PAGE 13: L. Use of Consultants and Contractors

Q75: Are consultants or contractors who bid on capital projects or other contractual work for the program required to signstatements attesting to their intent to comply with the ADA?

No

Q76: Does program staff monitorconsultants or contractors obligations to facilitate participation of individuals with disabilities?

No

Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?

No

Q78: Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency? No

Q79: If yes, isstaff at each program facility trained to carry out the instructions of the plan or procedures? No

Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities? Yes

Q81: Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property? No

Q82: Does the program provide full and equal access to ALL its participants, regardless of ability? Yes

Q83: How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?

Forward correspondence regarding ADA to departmental staff.

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?

No, staff did not receive training

Q85: Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?

Yes,

If yes, please list staff/positions that would benefit from additional training:
If the need arises, then training would be beneficial. However, I have recently learned that the EO Office can provide resources for this service.

Q86: **Would other training or technical assistance services be helpful to program staff such as (check all that apply):**

Developing policies and procedures,

How to work with people with disabilities,

Legal requirements,

How to respond to requests for accommodation (i.e. American Sign Language interpreters, assisted listening devices, etc.)

How to provide materials in alternate formats (i.e. Braille, audio recordings, etc.

Q87: **Is there program staff that provide emergency services to the public?**

No

Q88: **If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?**

No

PAGE 17: P. Facilities

Q89: **List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used.A separate sheet of paper can be included to list the facilities.**

Front conference rooms.

Q90: **Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?**

No

PAGE 18: Q. Suggestions

Q91: Do you have any accessibility suggestions for the ADA self-evaluation and transition project? Please use the box below for anycomments or feedback.

Respondent skipped this question

#28

Collector: Web Link 1 (Web Link)
Started: Monday, September 12, 2016 12:23:34 PM
Last Modified: Monday, September 26, 2016 10:31:34 AM
Time Spent: Over a week
IP Address: 198.190.222.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer   City Auditor

Q2: Select your Department   City Auditor's Office

Q3: Please enter your contact information:

Name   Karen Haskell

Title   Executive Assistant to

Email   haskellkl@cityofgainesville.org

Phone Number   352-393-8631

Q4: Date questionnaire completed:

Date / Time   09/26/2016

Q5: Please describe the services, programs or activities the department/division offers including those that are provided to the public (i.e.-Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

The office develops an annual audit plan, provides technical advice to the City Commission and City management, evaluates risk, analyzes operations, reviews compliance, recommends controls and changes that promote efficient and effective delivery of City services, reports on the progress made in correcting operational deficiencies, oversees the City's contract with external auditors, conducts special projects and inquiries as directed by the City Commission, reports to the Audit and Finance Committee and to the City Commission regarding activities of the office. The office also responds to citizen requests for public records.

PAGE 3: B. Customer Service

Q6: If the program has eligibility requirements for participation, do they contain: (check all that applies) (For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.)

There are no eligibility requirements for participation

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

N/A

Q8: Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

Don't Know

Q9: Does the program have standard operating procedures in place to include a person with disabilities? [For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location]

Don't Know

Q10: Is the program staff that interacts with the publictrained on the correct procedures to follow when a person requests an interpreter?

Don't Know

Q11: How much notice is required to provide an accommodation request?

Don't know - have not completed such a request

Q12: Do you track accessibility requests for the program?

No

Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?

Don't Know

Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

Don't Know

Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?

Don't Know

Q16: Is an interview required prior to an applicant's admission to the program?

Don't Know

Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?

Don't Know

Q18: Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?

Don't Know

Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?

Don't Know

PAGE 4: C. Notice Requirements

Q20: Is a "Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?

Don't Know

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

Don't Know

Q22: Is program staff that regularly interacts with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

Don't Know

Q23: Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

Don't Know

Q24: Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

Don't Know

PAGE 5: D. Printed Information

Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

Yes,

If yes, please describe the printed materials.
InTouch Hotline for reporting instances of fraud, waste and abuse.

Q26: Who manages the printed materials?

My department manages printed material

Q27: Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?

Don't Know

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)

Respondent skipped this question

Q29: How much notice is required to provide the alternate document formats?

Don't know - have not completed such a request

Q30: Do you track accessibility requests for alternate formats of printed material?

No

Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?

Don't Know

Q32: **Does the program include images of individuals with disabilities in the printed materials and publications?**

No, photos of individuals with disabilities are NOT included

Q33: **Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?**

No

Q34: **Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?**

No

Q35: **What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?**

Do not provide alternative formats

Q36: **How much notice is required to provide the accessible presentation formats?**

Don't know - have not completed such a request

Q37: **Do you track accessibility requests for accessible presentation formats?**

No

Q38: **Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?**

Don't Know

Q39: **Do the audio/visual presentations include portrayals of individuals with disabilities?**

Do not include any portrayals of people in audio/visual presentations

Q40: **Does the program provide information about its offerings to the public on the internet?**

Yes,

If yes, please list the URL:
www.cityofgainesville.org/City Auditir

Q41: **What information is provided on the internet?**
Please describe briefly:

City Auditor and Staff, Standards and Controls, Policies and Procdures, Peer Review, Auditor's Reports, Fraud, Waste, and Abuse Hotline

Q42: **Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?**

No

Q43: **Who manages the information regarding the facilities, programs and services provided on the internet?**

Don't Know

Q44: Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?

Yes

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?

Don't Know

Q46: Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?

Don't Know

Q47: Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?

Don't Know

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?

Don't Know

Q49: Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?

Don't Know

Q50: Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?

Don't Know

Q51: Does the top of each page with navigation links have a "skip navigation" link?[This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they add more to a new page.]

Don't Know

Q52: Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers?

Don't Know

Q53: Is there a formal policy established to ensurewebpages will be accessible?

Don't Know

Q54: Is the policy posted on the webpage, where it can be easily located?

Don't Know

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?

Don't Know

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?

No

Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?

No

Q58: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

N/A

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?

None

Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?

Don't Know

Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one?

Don't Know

Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?

No

Q63: Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities (For example, is a public computer terminal provided on a lowered counter or in an accessible workstation)?

No

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

No

Q65: Does the program hold public meetings, hearings or conferences?

Yes

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?

Yes

Q67: Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?

Yes

Q68: If yes, what types of accommodations can the program provide to the public when requested?

Other (please list) Don't know

Q69: How many Assistive listening devices are made available for public meetings?

Don't Know

Q70: Does the program charge an additional fee for providing accommodations for people with disabilities?

Don't Know

PAGE 11: J. Transportation Services

Q71: Does the program provide transportation to volunteers, visitor, or program participants?

No

Q72: Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?

Don't Know

PAGE 12: K. Tours and Trips

Q73: Does the program provide facility tours or organize trips for members of the pubic?

No

Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?

Don't Know

PAGE 13: L. Use of Consultants and Contractors

Q75: Are consultants or contractors who bid on capital projects or other contractual work for the program required to signstatements attesting to their intent to comply with the ADA?

N/A

Q76: Does program staff monitorconsultants or contractors obligations to facilitate participation of individuals with disabilities?

Don't Know

Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?

Don't Know

PAGE 14: M. Emergency Evaluation Procedures

Q78: Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?

Don't Know

Q79: If yes, isstaff at each program facility trained to carry out the instructions of the plan or procedures?

Don't Know

Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?

Don't Know

PAGE 15: N. Special Events and Private Events on City Property

Q81: Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property?

Don't KNow

PAGE 16: O. Training and Staffing

Q82: Does the program provide full and equal access to ALL its participants, regardless of ability?

Don't Know

Q83: How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?

Don't know

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?

No, staff did not receive training

Q85: Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?

Don't Know

Q86: Would other training or technical assistance services be helpful to program staff such as (check all that apply):

How to work with people with disabilities,

Legal requirements,

How to respond to requests for accommodation (i.e. American Sign Language interpreters, assisted listening devices, etc.)

Q87: Is there program staff that provide emergency services to the public?

Don't know

Q88: If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?

Don't Know

PAGE 17: P. Facilities

Q89: List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used. A separate sheet of paper can be included to list the facilities.

Office staff is required to use all department/ division facilities to conduct office programs for City and GRU departments and divisions, as well as to accommodate required meetings related to the programs.

Q90: Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?   Don't Know

Q91: Do you have any accessibility suggestions for the ADA self-evaluation and transition project? Please use the box below for anycomments or feedback.

Answers to this questionnaire were based on the understanding that programs within our department are covered and addressed by the City's and GRU's overall policies and procedures regarding ADA considerations.

#27

Collector: Web Link 1 (Web Link)
Started: Monday, September 26, 2016 9:41:26 AM
Last Modified: Monday, September 26, 2016 10:24:54 AM
Time Spent: 00:43:28
IP Address: 198.190.222.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

City Manager

Q2: Select your Department

City Manager Office

Q3: Please enter your contact information:

Name

Title

Email

Phone Number

Helen Harris

Office Coordinator

harrishj@cityofgainesville.org

352-393-8675

Q4: Date questionnaire completed:

Date / Time   09/26/2016

Q5: Please describe the services, programs or activities the department/division offers including those that are provided to the public (i.e.-Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

The City Manager's Office provides support services for all departments within the City and is available to public as a resource.

PAGE 3: B. Customer Service

Q6: If the program has eligibility requirements for participation, do they contain: (check all that applies) (For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.)

There are no eligibility requirements for participation

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

N/A

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Q8: Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

Yes,

If yes, please describe and list the written policy: We refer to the Office of Equal Opportunity

Q9: Does the program have standard operating procedures in place to include a person with disabilities? [For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location]

Don't Know

Q10: Is the program staff that interacts with the publictrained on the correct procedures to follow when a person requests an interpreter?

Yes,

If yes, please describe the training: Refer to the Office of Equal Opportunity

Q11: How much notice is required to provide an accommodation request?

2-4business days

Q12: Do you track accessibility requests for the program?

No

Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?

No

Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

No

Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?

Yes

Q16: Is an interview required prior to an applicant's admission to the program?

Don't Know

Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?

Yes

Q18: Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?

No

Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?

Yes,

If yes, list the committees: Citizen's Advisory Board RTS

PAGE 4: C. Notice Requirements

Q20: Is a "Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?

Don't Know

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

Don't Know

Q22: Is program staff that regularly interacts with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

Don't Know

Q23: Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

Yes

Q24: Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

Don't Know

PAGE 5: D. Printed Information

Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

No

Q26: Who manages the printed materials?

Both departmentally and centrally managed

Q27: Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?

No

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)

Email (i.e. sending a document to a person directly who cannot access it on the web or in person)

Q29: How much notice is required to provide the alternate document formats?

Don't know - have not completed such a request

Q30: Do you track accessibility requests for alternate formats of printed material?

No

Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?

Yes,

If yes, please describe: $1 per disk

Q32: Does the program include images of individuals with disabilities in the printed materials and publications?

No, photos of individuals with disabilities are NOT included

PAGE 6: E. Television and Audiovisual Public Information

Q33: Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

Yes,

If yes, please list the types of presentations that are provided:
presentations, video streaming

Q34: Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?

Yes,

If yes, please describe and list the written policy:
public records request policy

Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?

Captioning

Q36: How much notice is required to provide the accessible presentation formats?

2-4business days

Q37: Do you track accessibility requests for accessible presentation formats?

No

Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?

No

Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?

No, individuals with disabilities are NOT portrayed

PAGE 7: F. Website

Q40: Does the program provide information about its offerings to the public on the internet?

No

Q41: What information is provided on the internet?
Please describe briefly:

City Manager's office information

Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?

Yes

Q43: Who manages the information regarding the facilities, programs and services provided on the internet?

Both departmentally andcentrally managed

Q44: Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?

No

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?

No

Q46: Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?

Don't Know

Q47: Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?

Don't Know

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?

Don't Know

Q49: Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?

Yes

Q50: Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?

No

Q51: Does the top of each page with navigation links have a "skip navigation" link?[This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they add more to a new page.]

Don't Know

Q52: Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers?

Don't Know

Q53: Is there a formal policy established to ensurewebpages will be accessible?

Don't Know

Q54: Is the policy posted on the webpage, where it can be easily located?

Don't Know

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?

No

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?

Yes

PAGE 8: G. Public Telephones and Communication Devices

Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?

Yes

Q58: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

Yes

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?

None

Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?

Don't Know

Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one?

Don't Know

PAGE 9: H. Accessible/Adaptive Equipment

Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?

No

Q63: Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities (For example, is a public computer terminal provided on a lowered counter or in an accessible workstation)?

No

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

Yes,

If yes, please describe:
Refer to Office of Equal Opportunity

PAGE 10: I. Public Meetings

Q65: Does the program hold public meetings, hearings or conferences?

Yes

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?

Yes

Q67: Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?

Yes,

If yes, please describe the instructions provided and how much advance notice is required to provide accommodations:
Contact Office of Equal Opportunity

Q68: If yes, what types of accommodations can the program provide to the public when requested?

Other (please list) Not sure

Q69: How many Assistive listening devices are made available for public meetings?

Don't Know

Q70: **Does the program charge an additional fee for providing accommodations for people with disabilities?**   No

PAGE 11: J. Transportation Services

Q71: **Does the program provide transportation to volunteers, visitor, or program participants?**

Yes,

If yes, please describe RTS

Q72: **Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?**   Don't Know

PAGE 12: K. Tours and Trips

Q73: **Does the program provide facility tours or organize trips for members of the pubic?**

Yes,

If yes, please list the tours and trips offered:
As requested

Q74: **Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?**   Don't Know

PAGE 13: L. Use of Consultants and Contractors

Q75: **Are consultants or contractors who bid on capital projects or other contractual work for the program required to signstatements attesting to their intent to comply with the ADA?**   N/A

Q76: **Does program staff monitorconsultants or contractors obligations to facilitate participation of individuals with disabilities?**   Don't Know

Q77: **When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?**   Yes

PAGE 14: M. Emergency Evaluation Procedures

Q78: **Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?**   Don't Know

Q79: **If yes, isstaff at each program facility trained to carry out the instructions of the plan or procedures?**   N/A

Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?

Yes

Q81: Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property?

Don't KNow

Q82: Does the program provide full and equal access to ALL its participants, regardless of ability?

Yes

Q83: How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?

Don't know

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?

No, staff did not receive training

Q85: Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?

Yes,

If yes, please list staff/positions that would benefit from additional training:
Support Staff

Q86: Would other training or technical assistance services be helpful to program staff such as (check all that apply):

Developing policies and procedures,

How to work with people with disabilities,

Legal requirements,

How to respond to requests for accommodation (i.e. American Sign Language interpreters, assisted listening devices, etc.)

,

How to provide materials in alternate formats (i.e. Braille, audio recordings, etc.

Q87: Is there program staff that provide emergency services to the public?

No

Q88: If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?

N/A

Q89: List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used.A separate sheet of paper can be included to list the facilities.

N/A

Q90: Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?   Don't Know

PAGE 18: Q. Suggestions

Q91: Do you have any accessibility suggestions for the ADA self-evaluation and transition project? Please use the box below for anycomments or feedback.

No

#9

Collector: Web Link 1 (Web Link)
Started: Thursday, August 25, 2016 4:21:18 PM
Last Modified: Thursday, August 25, 2016 4:37:16 PM
Time Spent: 00:15:57
IP Address: 198.190.222.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

Clerk of Commission

Q2: Select your Department

City Clerk's Office

Q3: Please enter your contact information:

Name

Title

Email

Phone Number

Kurt

Lannon

lannonkm@ci.gainesville.fl.us

3523345015

Q4: Date questionnaire completed:

Date / Time   08/25/2016

Q5: Please describe the services, programs or activities the department/division offers including those that are provided to the public (i.e.-Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

Public contact

PAGE 3: B. Customer Service

Q6: If the program has eligibility requirements for participation, do they contain: (check all that applies) (For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.)

Don't know

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

Respondent skipped this question

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Q8: Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

Yes,

If yes, please describe and list the written policy: refer to EO

Q9: Does the program have standard operating procedures in place to include a person with disabilities? [For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location]

If yes, please describe and list the written procedure: Refer to EO

Q10: Is the program staff that interacts with the publictrained on the correct procedures to follow when a person requests an interpreter?

Yes,

If yes, please describe the training: Refer to EO

Q11: How much notice is required to provide an accommodation request?

2-4business days

Q12: Do you track accessibility requests for the program?

No

Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?

No

Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

No

Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?

Don't Know

Q16: Is an interview required prior to an applicant's admission to the program?

No

Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?

Yes

Q18: Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?

Yes

Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?

Don't Know

PAGE 4: C. Notice Requirements

Q20: Is a "Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?

Yes

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

Yes

Q22: Is program staff that regularly interacts with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

Don't Know

Q23: Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

Yes

Q24: Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

If yes, please describe and list the written policy. Refer to EO

PAGE 5: D. Printed Information

Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

Yes

Q26: Who manages the printed materials?

My department manages printed material

Q27: Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?

Don't Know

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)

Respondent skipped this question

Q29: How much notice is required to provide the alternate document formats?

2-4business days

Q30: Do you track accessibility requests for alternate formats of printed material?

No

Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?

No

Q32: Does the program include images of individuals with disabilities in the printed materials and publications?

Do not include any photos of people in print material/publications

PAGE 6: E. Television and Audiovisual Public Information

Q33: Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

Don't Know

Q34: Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?

Yes,

If yes, please describe and list the written policy: Refer to EO

Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?

Captioning

Q36: How much notice is required to provide the accessible presentation formats?

Don't know - have not completed such a request

Q37: Do you track accessibility requests for accessible presentation formats?

No

Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?

No

Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?

Do not include any portrayals of people in audio/visual presentations

PAGE 7: F. Website

Q40: Does the program provide information about its offerings to the public on the internet?

Yes

Q41: What information is provided on the internet?
Please describe briefly:

Refr to EO

Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?

No

Q43: Who manages the information regarding the facilities, programs and services provided on the internet?

Don't Know

Q44: Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?

Yes

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?

Don't Know

Q46: Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?

Don't Know

Q47: Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?

Don't Know

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?

Don't Know

Q49: Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?

Don't Know

Q50: Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?

Don't Know

Q51: Does the top of each page with navigation links have a "skip navigation" link?[This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they add more to a new page.]

Don't Know

Q52: Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers?

Don't Know

Q53: Is there a formal policy established to ensurewebpages will be accessible?

Don't Know

Q54: Is the policy posted on the webpage, where it can be easily located?

Yes

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?

Don't Know

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?

Don't Know

PAGE 8: G. Public Telephones and Communication Devices

Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?

Don't Know

Q58: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

Yes

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?

Other,

Other (Please List): Refer to EO

Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?

Yes

Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one?

Don't Know

PAGE 9: H. Accessible/Adaptive Equipment

Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?

No

Q63: Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities (For example, is a public computer terminal provided on a lowered counter or in an accessible workstation)?

No

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

Yes,

If yes, please describe:
microphone at meetings, hearing loops

PAGE 10: I. Public Meetings

Q65: Does the program hold public meetings, hearings or conferences?

Yes

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?

Yes

Q67: Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?

Yes

Q68: If yes, what types of accommodations can the program provide to the public when requested?

Assistive listening devices (like FM transmitters)

Q69: How many Assistive listening devices are made available for public meetings?

2

Q70: Does the program charge an additional fee for providing accommodations for people with disabilities?   No

Q71: Does the program provide transportation to volunteers, visitor, or program participants?   No

Q72: Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?   No

Q73: Does the program provide facility tours or organize trips for members of the pubic?   No

Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?   No

Q75: Are consultants or contractors who bid on capital projects or other contractual work for the program required to signstatements attesting to their intent to comply with the ADA?   N/A

Q76: Does program staff monitorconsultants or contractors obligations to facilitate participation of individuals with disabilities?   Don't Know

Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?   Don't Know

Q78: Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?   Yes

Q79: If yes, isstaff at each program facility trained to carry out the instructions of the plan or procedures?   Don't Know

Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?   Don't Know

Q81: Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property?

Don't KNow

Q82: Does the program provide full and equal access to ALL its participants, regardless of ability?

Yes

Q83: How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?

Respondent skipped this question

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?

No, staff did not receive training

Q85: Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?

No

Q86: Would other training or technical assistance services be helpful to program staff such as (check all that apply):

How to respond to requests for accommodation (i.e. American Sign Language interpreters, assisted listening devices, etc.)

Q87: Is there program staff that provide emergency services to the public?

Yes

Q88: If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?

No

Q89: List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used.A separate sheet of paper can be included to list the facilities.

City Hall Meeting Rooms

Q90: Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?

No

Q91: Do you have any accessibility suggestions for the ADA self-evaluation and transition project? Please use the box below for anycomments or feedback.

Respondent skipped this question

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, August 31, 2016 2:21:55 PM
Last Modified: Wednesday, August 31, 2016 3:09:36 PM
Time Spent: 00:47:40
IP Address: 198.190.222.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

Equal Opportunity Director

Q2: Select your Department

Office of Equal Opportunity

Q3: Please enter your contact information:

Name

Tom Bledsoe

Title

Compliance Investigator

Email

bledsoetm@cityofgainesville.org

Phone Number

3523937941

Q4: Date questionnaire completed:

Date / Time   08/31/2016

Q5: Please describe the services, programs or activities the department/division offers including those that are provided to the public (i.e.-Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

Discrimination Complaint Counseling and Investigation, Human Rights Board, Small, Minority and Veteran Owned Business Procurement Program, ADA Compliance, Community Outreach, Multiple Committees

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PAGE 3: B. Customer Service

Q6: If the program has eligibility requirements for participation, do they contain: (check all that applies) (For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.)

There are no eligibility requirements for participation ,

Please list the applicable policies for each checked category.
To my knowledge, the only requirement for citizens to join our Board(s) and Committees is to live within the city limits of Gainesville

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

The Office of Equal Opportunity abides by and follows the instruction and guidance of City EO Policy 6 (ADA Policy)

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Q8: Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

Yes,

If yes, please describe and list the written policy:
For any accommodation based on a disability, the office follows City EO Policy 6 (ADA Policy)

Q9: Does the program have standard operating procedures in place to include a person with disabilities? [For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location]

Yes,

If yes, please describe and list the written procedure:
For any accommodation based on a disability, the office follows City EO Policy 6 (ADA Policy)

Q10: Is the program staff that interacts with the publictrained on the correct procedures to follow when a person requests an interpreter?

Don't Know,

If yes, please describe the training:
Our office is uniquely qualified in this regard, however I am not aware of any formal training attended by staff specifically regarding requests for an interpreter.

Q11: How much notice is required to provide an accommodation request?

Timing is handled case-by-case depending on nature of request

Q12: Do you track accessibility requests for the program?

Yes,

If yes, please list how many requests have been received in the past 12-36 months and what the requests were for.
We have only recently begun tracking accommodation requests in our office. These requests are with multiple departments and businesses in the city limits of Gainesville. To date we have tracked or are tracking 6 requests for accommodation.

Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?

No,

If yes, please describe:
I have no knowledge of any fee being charged to any citizen or employee with regard to modifying a program or service.

Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

Yes,

If yes, please list the forms:
Our office has multiple forms which serve multiple different purposes, from Investigation processing to applications for entry into the City's Small, Minority & Veteran Owned Business Procurement Process.

Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?

Don't Know

Q16: Is an interview required prior to an applicant's admission to the program?

Yes,

If yes, please describe the selection criteria used in the interview.
With regard to the Investigation process there are multiple interviews that may be involved. Further, as part of the application and entry into the Small, Minority & Veteran Owned Business Procurement Program, counseling is offered if needed.

Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?

Yes

Q18: Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?

Yes,

If yes, please explain the process to ensure opportunities are provided.
For any accommodation based on a disability, the office follows City EO Policy 6 (ADA Policy)

Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?

Yes,

If yes, list the committees:
Citizens Disability Advisory Committee

PAGE 4: C. Notice Requirements

Q20: Is a "Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?

Don't Know,

If yes, please list all locations where it is available:
ADA Language is listed on the Office of Equal Opportunity Website, and is posted at work locations throughout the city. However, I am not aware of each specific placement of the notice of ADA.

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

Don't Know

Q22: Is program staff that regularly interacts with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

Don't Know

Q23: Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

Yes,

If yes, please describe how the notifications are made and how much advance notice is required to provide accommodations.
I believe this information is disseminated on all notices of public hearings, interviews, and conferences. For any accommodation based on a disability, the office follows City EO Policy 6 (ADA Policy)

Q24: Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

If yes, please describe and list the written policy. For any accommodation based on a disability, the office follows City EO Policy 6 (ADA Policy)

PAGE 5: D. Printed Information

Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

Yes,

If yes, please describe the printed materials. The office has multiple forms, brochures, fact sheets, etc., which are made available to the public

Q26: Who manages the printed materials?

Both departmentally and centrally managed

Q27: Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?

Yes,

If yes, please describe and listthe written policy. For any accommodation based on a disability, the office follows City EO Policy 6 (ADA Policy)

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)

Audio recording (cassette or digital),

Please list other media type(s):
Upon request, our office can provide, and has provided multiple alternative document formats including Audio recording, Braille, Email, etc.

Q29: How much notice is required to provide the alternate document formats?

Don't know - have not completed such a request

Q30: Do you track accessibility requests for alternate formats of printed material?

Yes,

If yes, please list how many requests have been received in the past 12 - 36 months and what the requests were for:
Our office tracks all requests for accommodations based on a disability. At this time we have no requests for alternatively formatted printed materials.

Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?

No

Q32: Does the program include images of individuals with disabilities in the printed materials and publications?

Yes, photos of individuals with disabilities are included

PAGE 6: E. Television and Audiovisual Public Information

Q33: Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

Yes,

If yes, please list the types of presentations that are provided:
Our office produces multiple different audiovisual presentations including digital, video, film and TV.

Q34: Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?

Yes,

If yes, please describe and list the written policy:
For any accommodation based on a disability, the office follows City EO Policy 6 (ADA Policy)

Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?

Other,

Please list the other formats:
The type of accessible audio/visual, televised or online presentation formats made available on request, depends on the request itself and can vary.

Q36: How much notice is required to provide the accessible presentation formats?

Don't know - have not completed such a request

Q37: Do you track accessibility requests for accessible presentation formats?

Yes,

If yes, please list how many requests have been received in the past 12 - 36 months and what the requests were for:
Our office tracks all requests for accommodation based on a disability. Currently we do not have any requests of accessible presentation formats.

Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?

No

Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?

Yes, individuals with disabilities are portrayed

PAGE 7: F. Website

Q40: Does the program provide information about its offerings to the public on the internet?

Yes,

If yes, please list the URL:
http://cityofgainesville.org/OfficeofEqualOpportunity.aspx

Q41: What information is provided on the internet?
Please describe briefly:

General Information about our Office and the programs and services we provide as well as applications and forms related to our programs and services.

Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?

Yes,

If yes, please briefly describe what information is provided about accessibility:
The City of Gainesville adheres to the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973 and will make reasonable accommodations for access to City buildings, services, programs, and activities. For accommodations at City Commission meetings, please call (352) 334-5051. For accommodations at other meetings, please contact the staff assigned to the board or contact the City's ADA Coordinator. Requests must be made at least 48 hours in advance of the event in order to allow the City time to provide the requested services.

Q43: Who manages the information regarding the facilities, programs and services provided on the internet?

Don't Know

Q44: Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?

Yes

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?

Don't Know

Q46: Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?

No

Q47: Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?

Don't Know

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?

Don't Know

Q49: Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?

No

Q50: Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?

No

Q51: Does the top of each page with navigation links have a "skip navigation" link?[This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they add more to a new page.]

No

Q52: Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers?

Don't Know

Q53: Is there a formal policy established to ensurewebpages will be accessible?

Don't Know

Q54: Is the policy posted on the webpage, where it can be easily located?

No

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?

Don't Know

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?

Don't Know

PAGE 8: G. Public Telephones and Communication Devices

Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?

Yes

Q58: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

No

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?

Third-party "relay" system where a trained operator facilitates a conversation between staff and the caller

Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?

Yes

Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one?

No,

If yes, please describe the training here:
I am not aware of any training on the Relay system. I have not been trained on using the existing system.

PAGE 9: H. Accessible/Adaptive Equipment

Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?

No

Q63: Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities (For example, is a public computer terminal provided on a lowered counter or in an accessible workstation)?

No

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

Yes,

If yes, please describe:
For all requests for aids and/or accommodations, the office abides by City Policy EO 6 (ADA Policy)

PAGE 10: L. Public Meetings

Q65: Does the program hold public meetings, hearings or conferences?

Yes

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?

Yes

Q67: Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?

Yes,

If yes, please describe the instructions provided and how much advance notice is required to provide accommodations:
The City of Gainesville adheres to the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973 and will make reasonable accommodations for access to City buildings, services, programs, and activities. For accommodations at City Commission meetings, please call (352) 334-5051. For accommodations at other meetings, please contact the staff assigned to the board or contact the City's ADA Coordinator. Requests must be made at least 48 hours in advance of the event in order to allow the City time to provide the requested services.

Q68: If yes, what types of accommodations can the program provide to the public when requested?

Call-in/speakerphone capability during meetings,

Other (please list)
The type of accommodation provided is dependent on the type of accommodation requested. However, the office can provide Interpreters, Assistive listening devices, Call-in/speakerphone capability during meetings, etc.

Q69: How many Assistive listening devices are made available for public meetings?

2

Q70: Does the program charge an additional fee for providing accommodations for people with disabilities?

No

PAGE 11: J. Transportation Services

Q71: Does the program provide transportation to volunteers, visitor, or program participants?

Yes,

If yes, please describe
For some of our events, the office partners with MV Transportation to provide transport of disabled participants in our programs and events

Q72: Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?

No,

If yes, please identify the disability and procedures to make transportation accessible.
I am not aware of any formal procedure specific to transportation. However, our Office abides by City Policy EO 6 (ADA Policy).

PAGE 12: K. Tours and Trips

Q73: Does the program provide facility tours or organize trips for members of the pubic?

No

Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?

No

PAGE 13: L. Use of Consultants and Contractors

Q75: Are consultants or contractors who bid on capital projects or other contractual work for the program required to signstatements attesting to their intent to comply with the ADA?

N/A,

If yes, please include the statement agreed to by contractors and consultants:
I am not aware of any requirement of consultants and/or contractors who bid on capital projects or other contractual work to sign attesting to intent to comply with the ADA

Q76: Does program staff monitorconsultants or contractors obligations to facilitate participation of individuals with disabilities?

Don't Know

Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?

Yes,

If yes, please describe:
To my knowledge, when selecting contractors or vendors, no discrimination based on any protected status is a criteria.

PAGE 14: M. Emergency Evaluation Procedures

Q78: **Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?**

Don't Know,

If yes, please describe the procedures:
I am not aware of an procedure or plan specifically for our office. However, I am aware of such plans/procedures in other departments.

Q79: **If yes, isstaff at each program facility trained to carry out the instructions of the plan or procedures?**

Don't Know

Q80: **Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?**

Other (please specify)
There are evacuation plans/instructions posted in some areas, but I believe there are others that do not have such instructions posted.

PAGE 15: N. Special Events and Private Events on City Property

Q81: **Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property?**

Don't KNow

PAGE 16: O. Training and Staffing

Q82: **Does the program provide full and equal access to ALL its participants, regardless of ability?**

Yes

Q83: **How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?**

Our office is uniquely qualified with understanding the obligations and policies for accessibility and accommodation for participation of persons with disabilities and abides by City Policy EO 6 (ADA Policy).

Q84: **Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?**

Yes, staff training provided ,

If yes, please describe the staff training process:
Training has been provided to staff in the past, however no formal training has been provided since my time in the office (4 years).

Q85: **Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?**

Don't Know,

If yes, please list staff/positions that would benefit from additional training:
During my time in the office, this has not been an issue. However, it could be very beneficial for a staff member to have at the very least a basic understanding of ASL.

Q86: **Would other training or technical assistance services be helpful to program staff such as (check all that apply):**

How to work with people with disabilities

Q87: Is there program staff that provide emergency services to the public?

No

Q88: If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?

N/A

PAGE 17: P. Facilities

Q89: List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used.A separate sheet of paper can be included to list the facilities.

Our office is located in the Old Library Building. Most of our business is conducted in that office.

We hold events at multiple different locations throughout the city limits, including but not limited to City Hall, GRU Eastside Operations Center, The Thomas Center, The Hippodrome, Thelma Boltin Center, etc.

Q90: Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?

Don't Know,

If yes, please describe the types of requests that were received and how many.
Not that I am aware of.

PAGE 18: Q. Suggestions

Q91: Do you have any accessibility suggestions for the ADA self-evaluation and transition project? Please use the box below for anycomments or feedback.

Respondent skipped this question

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, August 22, 2016 3:39:29 PM
Last Modified: Monday, August 22, 2016 5:14:10 PM
Time Spent: 01:34:40
IP Address: 198.190.222.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

General Manager for Utilities

Q2: Select your Department

General Manager for Utilities

Q3: Please enter your contact information:

Name	Robin Baxley
Title	Office Coordinator
Email	baxleyrl@gru.com
Phone Number	x1023

Q4: Date questionnaire completed:

Date / Time   08/22/2016

Q5: Please describe the services, programs or activities the department/division offers including those that are provided to the public (i.e.-Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

Provides staff liaison to Utility Advisory Board (the UAB works on a variety of utility-related issues, all of which have an effect on the community

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PAGE 3: B. Customer Service

Q6: If the program has eligibility requirements for participation, do they contain: (check all that applies) (For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.)

There are no eligibility requirements for participation

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

NA

1 / 9

Q8: Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

Yes,

If yes, please describe and list the written policy:
This hasn't arisen for me but I would follow the same policy set forth by the Clerk's office for City Commission meetings

Q9: Does the program have standard operating procedures in place to include a person with disabilities? [For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location]

Don't Know

Q10: Is the program staff that interacts with the publictrained on the correct procedures to follow when a person requests an interpreter?

No

Q11: How much notice is required to provide an accommodation request?

Don't know - have not completed such a request

Q12: Do you track accessibility requests for the program?

No

Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?

Don't Know

Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

Yes,

If yes, please list the forms:
Applications for board membership

Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?

No

Q16: Is an interview required prior to an applicant's admission to the program?

No

Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?

Don't Know

Q18: Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?

Yes,

If yes, please explain the process to ensure opportunities are provided.
The UAB is recruited by the Clerk's office and chosen by the City Commission so any standards would be set by them.

Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?

No

PAGE 4: C. Notice Requirements

Q20: Is a "Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?

No,

If yes, please list all locations where it is available: Since this is an advisory board to the Commission, I looked at the clerk's webpage and didn't see any notices about the ADA.

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

Respondent skipped this question

Q22: Is program staff that regularly interacts with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

No

Q23: Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

No,

If yes, please describe how the notifications are made and how much advance notice is required to provide accommodations.
There is a note on the front of the meeting agenda that states

Q24: Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

If yes, please describe and list the written policy. I'm sure the Clerk's office has one in place. I'm realizing from this survey that as a liaison I need to take it on myself to learn about the policy.

PAGE 5: D. Printed Information

Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

Yes,

If yes, please describe the printed materials.
Agendas, minutes

Q26: Who manages the printed materials?

My department manages printed material

Q27: Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?

No

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)

Electronic Copy (for use with a screen reader),

Please list other media type(s):
The survey will only allow me to check one. Upon request, I will email or US mail an agenda or make a hard copy available for review or pick-up.

Q29: How much notice is required to provide the alternate document formats?

24 hours or less (not including weekends/holidays)

Q30: Do you track accessibility requests for alternate formats of printed material?

No

Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?

No

Q32: Does the program include images of individuals with disabilities in the printed materials and publications?

Do not include any photos of people in print material/publications

PAGE 6: E. Television and Audiovisual Public Information

Q33: Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

Yes,

If yes, please list the types of presentations that are provided:
Audio and video recordings of the meetings are posted on the City's website

Q34: Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?

No,

If yes, please describe and list the written policy:
There's no written policy, but upon request I will provide copies by file drop or on a CD.

Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?

Captioning,

Please list the other formats:
The meetings are televised and closed captioning is available. The recordings of the meeting are posted on the City's website along with transcripts and audio recordings.

Q36: How much notice is required to provide the accessible presentation formats?

24 hours or less (not including weekends/holidays)

Q37: Do you track accessibility requests for accessible presentation formats?

No

Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?

No

Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?

Respondent skipped this question

PAGE 7: F. Website

Q40: Does the program provide information about its offerings to the public on the internet?

Yes,

If yes, please list the URL: www.cityofgainesville.org

Q41: What information is provided on the internet?

Please describe briefly:

The Utility Advisory Board is listed on the City's website under Boards and Committees with information about membership and how to apply

Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?

Don't Know

Q43: Who manages the information regarding the facilities, programs and services provided on the internet?

Webpage(s) content is managed centrally

Q44: Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?

No

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?

Don't Know

Q46: Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?

Don't Know

Q47: Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?

Don't Know

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?

Don't Know

Q49: Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?

No

Q50: Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?

Yes

Q51: Does the top of each page with navigation links have a "skip navigation" link?[This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they add more to a new page.]

Don't Know

Q52: Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers?

Don't Know

Q53: Is there a formal policy established to ensurewebpages will be accessible?

Don't Know

Q54: Is the policy posted on the webpage, where it can be easily located?

Don't Know

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?

Don't Know

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?

Don't Know

PAGE 8: G. Public Telephones and Communication Devices

Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?

No

Q58: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

Respondent skipped this question

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?

Text-telephone (TTY/TTD)

Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?

Yes

Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one?

Don't Know

PAGE 9: H. Accessible/Adaptive Equipment

Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?

No

Q63: Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities (For example, is a public computer terminal provided on a lowered counter or in an accessible workstation)?

If yes, please describe how the equipment is made accessible.
NA

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

If yes, please describe: NA

Q65: Does the program hold public meetings, hearings or conferences?

Yes

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?

Don't Know

Q67: Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?

Yes,

If yes, please describe the instructions provided and how much advance notice is required to provide accommodations:
The info is listed on the front of the meeting agenda.
Two business days notice is required

Q68: If yes, what types of accommodations can the program provide to the public when requested?

Other (please list) I don't know.

Q69: How many Assistive listening devices are made available for public meetings?

Don't Know

Q70: Does the program charge an additional fee for providing accommodations for people with disabilities?

Don't Know

Q71: Does the program provide transportation to volunteers, visitor, or program participants?

No

Q72: Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?

Don't Know

Q73: Does the program provide facility tours or organize trips for members of the pubic?

No

Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?

If yes, please identify the disability and procedures to make the transportation accessible:
NA

Q75: Are consultants or contractors who bid on capital projects or other contractual work for the program required to signstatements attesting to their intent to comply with the ADA?

N/A

Q76: Does program staff monitorconsultants or contractors obligations to facilitate participation of individuals with disabilities?

Other (please specify) NA

Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?

If yes, please describe: NA

PAGE 14: M. Emergency Evaluation Procedures

Q78: Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?

Don't Know

Q79: If yes, isstaff at each program facility trained to carry out the instructions of the plan or procedures?

Don't Know

Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?

Don't Know

PAGE 15: N. Special Events and Private Events on City Property

Q81: Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property?

Other (please specify)
As a staff liaison, I was trained by the liaison before me. I've never received any training from the Clerk's office. They will answer specific questions if I ask, but the questions in this survey have not arisen in my experience and it didn't occur to me to ask them.

PAGE 16: O. Training and Staffing

Q82: Does the program provide full and equal access to ALL its participants, regardless of ability?

Don't Know

Q83: How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?

See my answer to question 81.

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?

No, staff did not receive training

Q85: Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?

Yes,

If yes, please list staff/positions that would benefit from additional training:
As the staff liaison, I would be able to communicate better with training if the need arose.

Q86: Would other training or technical assistance services be helpful to program staff such as (check all that apply):

How to work with people with disabilities

How to respond to requests for accommodation (i.e. American Sign Language interpreters, assisted listening devices, etc.)

How to provide materials in alternate formats (i.e. Braille, audio recordings, etc.

Q87: Is there program staff that provide emergency services to the public?

No

Q88: If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?

If yes, please describe the staff training process: NA

Q89: List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used.A separate sheet of paper can be included to list the facilities.

UAB meetings are held City Hall Auditorium, City Hall Room 16

Q90: Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?

No,

If yes, please describe the types of requests that were received and how many.
The UAB was established less than one year ago.

Q91: Do you have any accessibility suggestions for the ADA self-evaluation and transition project? Please use the box below for anycomments or feedback.

I would love to receive formal training in my liaison duties from the Clerk's office. I haven't had to provide any services for persons with disabilities, but the situation could arise at any time.

#3

Collector: Web Link 1 (Web Link)
Started: Monday, August 22, 2016 3:10:54 PM
Last Modified: Monday, August 22, 2016 4:47:01 PM
Time Spent: 01:36:06
IP Address: 198.190.222.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

City Manager

Q2: Select your Department

GG-Budget & Finance

Q3: Please enter your contact information:

Name	Belinda Morris
Title	Senior Account Clerk
Email	morrisbs@cityofgainesville.org
Phone Number	352-393-8602

Q4: Date questionnaire completed:

Date / Time   08/22/2016

Q5: Please describe the services, programs or activities the department/division offers including those that are provided to the public (i.e.-Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

Budget and Finance safeguards the city's assets, by providing accurate and timely financial information to City Departments, Management, and residents of the city. We offer budgeting, accounting, treasury, revenue recovery, grant fiscal coordination, quarterly monitoring reports, and the Comprehensive Annual Financial Report. We administer position control, billing and collection of the city's revenues, including occupational taxes, landlord permits, parking permits, including payroll and accounts payable services. We oversee the coordination of all city cash and investment management, pension management, debt management, mail services and surplus property. Budget planning and preparation, annual operating budget and budget controls, operating expenses, capital expenditures, and capital improvement plan. Work with city departments and citizens in person, by phone, mail, and online services for payments. We comply with public records request when requested

PAGE 3: B. Customer Service

Q6: If the program has eligibility requirements for participation, do they contain: (check all that applies) (For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.)

Don't know

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

don't know

Q8: Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

Don't Know

Q9: Does the program have standard operating procedures in place to include a person with disabilities? [For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location]

Don't Know

Q10: Is the program staff that interacts with the publictrained on the correct procedures to follow when a person requests an interpreter?

Don't Know

Q11: How much notice is required to provide an accommodation request?

Don't know - have not completed such a request

Q12: Do you track accessibility requests for the program?

No

Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?

Don't Know

Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

Don't Know

Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?

Don't Know

Q16: Is an interview required prior to an applicant's admission to the program?

Don't Know

Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?

Yes

Q18: Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?

Don't Know

Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?

Don't Know

PAGE 4: C. Notice Requirements

Q20: Is a "Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?

Don't Know,

If yes, please list all locations where it is available: would think HR handles this

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

Don't Know

Q22: Is program staff that regularly interacts with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

Don't Know

Q23: Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

Don't Know,

If yes, please describe how the notifications are made and how much advance notice is required to provide accommodations.
clerk's office? communication office?

Q24: Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

Don't Know

PAGE 5: D. Printed Information

Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

Yes,

If yes, please describe the printed materials.
We have Financial statements, Comprehensive Annual Reports, Budget in Briefs, Financial Operating Plan, available online and hard copy.

Q26: Who manages the printed materials?

My department manages printed material

Q27: Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?

Yes,

If yes, please describe and listthe written policy.
online PDF's are available

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)

Other media type,

Please list other media type(s):
CD with a PDF of Comprehensice Annual Financial Report is available

Q29: How much notice is required to provide the alternate document formats?

24 hours or less (not including weekends/holidays)

Q30: Do you track accessibility requests for alternate formats of printed material?

Don't Know

Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?

Don't Know

Q32: Does the program include images of individuals with disabilities in the printed materials and publications?

Do not include any photos of people in print material/publications

PAGE 6: E. Television and Audiovisual Public Information

Q33: Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

Don't Know

Q34: Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?

Don't Know

Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?

Other,

Please list the other formats:
check with communication office

Q36: How much notice is required to provide the accessible presentation formats?

Don't know - have not completed such a request

Q37: Do you track accessibility requests for accessible presentation formats?

Don't Know

Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?

Don't Know

Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?

Do not include any portrayals of people in audio/visual presentations

PAGE 7: F. Website

Q40: Does the program provide information about its offerings to the public on the internet?

Yes,

If yes, please list the URL:
City Website under Departments Budget and Finance
http://www.cityofgainesville.org/BudgetFinance.aspxe

Q41: What information is provided on the internet?
Please describe briefly:

department and division information including tabs for each area and information for each area. Forms and links are provided as well as online payments

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Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?

Yes,

If yes, please briefly describe what information is provided about accessibility:
address and phone information is provided

Q43: Who manages the information regarding the facilities, programs and services provided on the internet?

Both departmentally andcentrally managed

Q44: Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?

Yes

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?

Don't Know

Q46: Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?

No

Q47: Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?

Yes

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?

Yes

Q49: Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?

Don't Know

Q50: Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?

Don't Know

Q51: Does the top of each page with navigation links have a "skip navigation" link?[This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they add more to a new page.]

Don't Know

Q52: Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers?

Don't Know

Q53: Is there a formal policy established to ensurewebpages will be accessible?

Don't Know

Q54: Is the policy posted on the webpage, where it can be easily located?

Don't Know

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?

Don't Know

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?

Yes,

If yes, please describe the training process and the most recent training date:
only training for us on how to make changes and updates to data

PAGE 8: G. Public Telephones and Communication Devices

Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?

Don't Know

Q58: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

Don't Know

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?

Other,

Other (Please List): no idea

Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?

Don't Know

Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one?

Don't Know

PAGE 9: H. Accessible/Adaptive Equipment

Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?

Don't Know

Q63: Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities (For example, is a public computer terminal provided on a lowered counter or in an accessible workstation)?

Don't Know

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

Don't Know

PAGE 10: I. Public Meetings

Q65: Does the program hold public meetings, hearings or conferences?

Yes

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?

Don't Know

Q67: Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?

Don't Know

Q68: If yes, what types of accommodations can the program provide to the public when requested?

Respondent skipped this question

Q69: How many Assistive listening devices are made available for public meetings?

Don't Know

Q70: Does the program charge an additional fee for providing accommodations for people with disabilities?

Don't Know

PAGE 11: J. Transportation Services

Q71: Does the program provide transportation to volunteers, visitor, or program participants?

Respondent skipped this question

Q72: Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?

Don't Know,

If yes, please identify the disability and procedures to make transportation accessible.
RTS has ADA transportation

PAGE 12: K. Tours and Trips

Q73: Does the program provide facility tours or organize trips for members of the pubic?

No

Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?

Don't Know

PAGE 13: L. Use of Consultants and Contractors

Q75: Are consultants or contractors who bid on capital projects or other contractual work for the program required to signstatements attesting to their intent to comply with the ADA?

No

Q76: Does program staff monitorconsultants or contractors obligations to facilitate participation of individuals with disabilities?

No

Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?

No

PAGE 14: M. Emergency Evaluation Procedures

Q78: Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?

No

Q79: If yes, isstaff at each program facility trained to carry out the instructions of the plan or procedures?

No

Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?

Yes

PAGE 15: N. Special Events and Private Events on City Property

Q81: Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property?

Don't KNow

PAGE 16: O. Training and Staffing

Q82: Does the program provide full and equal access to ALL its participants, regardless of ability?

Don't Know

Q83: How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?

Respondent skipped this question

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?

Don't Know

Q85: Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?

Don't Know

Q86: **Would other training or technical assistance services be helpful to program staff such as (check all that apply):**

Developing policies and procedures,

How to work with people with disabilities,

Legal requirements,

How to respond to requests for accommodation (i.e. American Sign Language interpreters, assisted listening devices, etc.)

How to provide materials in alternate formats (i.e. Braille, audio recordings, etc.

Q87: **Is there program staff that provide emergency services to the public?**

No

Q88: **If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?**

Don't Know

PAGE 17: P. Facilities

Q89: **List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used.A separate sheet of paper can be included to list the facilities.**

City Hall 2nd Floor- Budget and Accounting
City Hall 3rd Floor- Purchasing, Treasury, Billing and Collections, Payable and Payroll,
Basement City Hall- Mail Services
City Hall Basement Room 16 & 17 various board meetings
39th Ave- Surplus building and yard

Q90: **Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?**

Don't Know

PAGE 18: Q. Suggestions

Q91: **Do you have any accessibility suggestions for the ADA self-evaluation and transition project? Please use the box below for anycomments or feedback.**

Many of the questions do not fall into my departments management. Many of this items are or should be handled by the Communication Office, HR, Risk and Facilities, and the City Managers Office. Policies and Procedures regarding ADA compliance start at the management level. Money and training would need to be provided to make mass changes. We just had a major conversion with our website, that would have been the time to make the ADA access available. Our documents are provided in PDF or Excel versions, on the web and hard copy, but, we do not have the resources to make other version available. I don't think the city website has the capability to provide anything else. If it does, I was not trained to use it. Our offices are accessable, but the suite doors should be changed, they are hard to open, no window, no push button to open. We do not have people that have multiple languages or sign language. Our forms and documents are only in English. We do everything we can to help the public and fellow employees with the resources available. Many of the questions I could not answer, but I did base my answers, on customers/citizens, does have many policies in place that cover diversity and we try very hard to follow those. I would say most customers with disabilities, that I have seen, bring someone with them to help with language, mobility, etc.

#24

Collector: Web Link 1 (Web Link)
Started: Monday, August 22, 2016 3:40:14 PM
Last Modified: Thursday, September 22, 2016 8:26:26 AM
Time Spent: Over a week
IP Address: 198.190.222.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

City Manager

Q2: Select your Department

GG-Neighborhood Improvement-Code Enforcement

Q3: Please enter your contact information:

Name

Title

Email

Phone Number

Chris Cooper

Code Enforcement Div. Manager

cooperce@cityofgainesville.org

352-393-8477

Q4: Date questionnaire completed:

Date / Time   09/22/2016

Q5: Please describe the services, programs or activities the department/division offers including those that are provided to the public (i.e.-Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

Code Enforcement is responsible for informing the community about the City's Code of Ordinances and proactively and reactively enforcing any violations. The Division works with the community, other City departments, and outside agencies to accomplish our goal. The Division also administers programs related to rental permits, special event permits, and some parking permits.

PAGE 3: B. Customer Service

Q6: If the program has eligibility requirements for participation, do they contain: (check all that applies) (For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.)

There are no eligibility requirements for participation

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

Respondent skipped this question

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Q8: Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

No

Q9: Does the program have standard operating procedures in place to include a person with disabilities? [For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location]

No

Q10: Is the program staff that interacts with the publictrained on the correct procedures to follow when a person requests an interpreter?

No

Q11: How much notice is required to provide an accommodation request?

Don't know - have not completed such a request

Q12: Do you track accessibility requests for the program?

No

Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?

No

Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

Yes,

If yes, please list the forms:
The application to participate on our advisory board is available as a hard copy and digitally. There is a residency requirement and a requirement related to employment. The only other forms we offer are to apply for a permit. They are available as a hard copy. We are exploring digital forms. Permits include rental permits, special event permits, and parking permits.

Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?

Don't Know

Q16: Is an interview required prior to an applicant's admission to the program?

No

Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?

No

Q18: Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?

Yes,

If yes, please explain the process to ensure opportunities are provided.
There is not a formal process.

Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?

No

PAGE 4: C. Notice Requirements

Q20: Is a "Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?

Don't Know

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

Don't Know

Q22: Is program staff that regularly interacts with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

No

Q23: Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

Don't Know

Q24: Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

No

PAGE 5: D. Printed Information

Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

Yes,

If yes, please describe the printed materials. Agendas with backup material and minutes.

Q26: Who manages the printed materials?

My department manages printed material

Q27: Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?

No

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)

Email (i.e. sending a document to a person directly who cannot access it on the web or in person)

Q29: How much notice is required to provide the alternate document formats?

Don't know - have not completed such a request

Q30: Do you track accessibility requests for alternate formats of printed material?

No

Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?

Don't Know

Q32: Does the program include images of individuals with disabilities in the printed materials and publications?

Do not include any photos of people in print material/publications

PAGE 6: E. Television and Audiovisual Public Information

Q33: Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

Yes,

If yes, please list the types of presentations that are provided:
Special Magistrate hearing.

Q34: Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?

Don't Know

Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?

Respondent skipped this question

Q36: How much notice is required to provide the accessible presentation formats?

Don't know - have not completed such a request

Q37: Do you track accessibility requests for accessible presentation formats?

Don't Know

Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?

Don't Know

Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?

Do not include any portrayals of people in audio/visual presentations

PAGE 7: F. Website

Q40: Does the program provide information about its offerings to the public on the internet?

Yes,

If yes, please list the URL:
http://cityofgainesville.org/CodeEnforcement.aspx

Q41: What information is provided on the internet?
Please describe briefly:

Meeting date/time/location, eligibility requirements, agendas and minutes, and link to video.

Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?

Yes,

If yes, please briefly describe what information is provided about accessibility:
Where the program is offered. ADA information is included on some agenda documents.

Q43: Who manages the information regarding the facilities, programs and services provided on the internet?

The department manages the webpage(s) content

Q44: Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?

No

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?

No

Q46: Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?

No

Q47: Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?

Don't Know

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?

Don't Know

Q49: Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?

Don't Know

Q50: Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?

Don't Know

Q51: Does the top of each page with navigation links have a "skip navigation" link?[This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they add more to a new page.]

No

Q52: Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers?

No

Q53: Is there a formal policy established to ensurewebpages will be accessible?

Don't Know

Q54: Is the policy posted on the webpage, where it can be easily located?

No

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?

Don't Know

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility? No

Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)? No

Q58: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours? N/A

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties? None

Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed? No

Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one? *Respondent skipped this question*

Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals? No

Q63: Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities (For example, is a public computer terminal provided on a lowered counter or in an accessible workstation)? *Respondent skipped this question*

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities? *Respondent skipped this question*

Q65: Does the program hold public meetings, hearings or conferences? Yes

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations? Yes

Q67: **Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?**

No

Q68: **If yes, what types of accommodations can the program provide to the public when requested?**

Other (please list)
Generally states accommodations will be provided.

Q69: **How many Assistive listening devices are made available for public meetings?**

Don't Know

Q70: **Does the program charge an additional fee for providing accommodations for people with disabilities?**

No

PAGE 11: J. Transportation Services

Q71: **Does the program provide transportation to volunteers, visitor, or program participants?**

No

Q72: **Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?**

No

PAGE 12: K. Tours and Trips

Q73: **Does the program provide facility tours or organize trips for members of the pubic?**

No

Q74: **Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?**

No

PAGE 13: L. Use of Consultants and Contractors

Q75: **Are consultants or contractors who bid on capital projects or other contractual work for the program required to signstatements attesting to their intent to comply with the ADA?**

N/A,

If yes, please include the statement agreed to by contractors and consultants:
I am unsure.

Q76: **Does program staff monitorconsultants or contractors obligations to facilitate participation of individuals with disabilities?**

No

Q77: **When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?**

Don't Know

PAGE 14: M. Emergency Evaluation Procedures

Q78: Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?

No

Q79: If yes, isstaff at each program facility trained to carry out the instructions of the plan or procedures?

N/A

Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?

Don't Know

PAGE 15: N. Special Events and Private Events on City Property

Q81: Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property?

Don't KNow

PAGE 16: O. Training and Staffing

Q82: Does the program provide full and equal access to ALL its participants, regardless of ability?

Yes

Q83: How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?

Verbally and through any training provided by the City.

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?

Don't Know

Q85: Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?

Yes,

If yes, please list staff/positions that would benefit from additional training:
My staff include both customer service office staff as well as field staff who would both benefit.

Q86: Would other training or technical assistance services be helpful to program staff such as (check all that apply):

Developing policies and procedures,

How to work with people with disabilities,

Legal requirements,

How to respond to requests for accommodation (i.e. American Sign Language interpreters, assisted listening devices, etc.)

How to provide materials in alternate formats (i.e. Braille, audio recordings, etc.

Q87: Is there program staff that provide emergency services to the public?

No

Q88: If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?

Respondent skipped this question

PAGE 17: P. Facilities

Q89: List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used.A separate sheet of paper can be included to list the facilities.

City Hall - City Commission Auditorium
Thomas Center - Building A
Thomas Center - Building B

Q90: Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?

No

PAGE 18: Q. Suggestions

Q91: Do you have any accessibility suggestions for the ADA self-evaluation and transition project? Please use the box below for anycomments or feedback.

More staff training on ADA requirements and communication skills. Assistance with developing policies and procedures. Guidance on including proper information on documents and updating means of communication such as telephone systems and websites.

#22

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 21, 2016 12:09:05 PM
Last Modified: Wednesday, September 21, 2016 12:22:54 PM
Time Spent: 00:13:48
IP Address: 198.190.222.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

City Manager

Q2: Select your Department

GG-Communications

Q3: Please enter your contact information:

Name	Laura Rawson
Title	Sr. Marketing and Communications Specialist
Email	rawsonle@cityofgainesville.org
Phone Number	ext 8740

Q4: Date questionnaire completed:

Date / Time   09/21/2016

Q5: Please describe the services, programs or activities the department/division offers including those that are provided to the public (i.e.-Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

website, social media, Citizens' Academy, City Government Day, cover city commission (and other) meetings for air on C12TV, create print materials and web graphics, civic engagement, public information campaigns

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PAGE 3: B. Customer Service

Q6: If the program has eligibility requirements for participation, do they contain: (check all that applies) (For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.)

There are no eligibility requirements for participation

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

na

Q8: Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

No

Q9: Does the program have standard operating procedures in place to include a person with disabilities? [For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location]

No

Q10: Is the program staff that interacts with the publictrained on the correct procedures to follow when a person requests an interpreter?

Don't Know

Q11: How much notice is required to provide an accommodation request?

Don't know - have not completed such a request

Q12: Do you track accessibility requests for the program?

No

Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?

No,

If yes, please describe: 1, wheelchair access

Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

Yes,

If yes, please list the forms:
Citizens' Academy registration

Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?

No

Q16: Is an interview required prior to an applicant's admission to the program?

No

Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?

Yes

Q18: Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?

Don't Know,

If yes, please explain the process to ensure opportunities are provided.
na

Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?

Don't Know,

If yes, list the committees: na

PAGE 4: C. Notice Requirements

Q20: Is a "Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?

Don't Know

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

Don't Know

Q22: Is program staff that regularly interacts with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

Don't Know

Q23: Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

Yes,

If yes, please describe how the notifications are made and how much advance notice is required to provide accommodations.
ask Broadcasting staff to provide

Q24: Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

Don't Know

PAGE 5: D. Printed Information

Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

Yes

Q26: Who manages the printed materials?

My department manages printed material

Q27: Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?

No

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)

Other media type,

Please list other media type(s):
Audio, enlarged, electrocnic, email (wouldn't allow me to check more than 1)

Q29: How much notice is required to provide the alternate document formats?

Don't know – have not completed such a request

Q30: Do you track accessibility requests for alternate formats of printed material?

No,

If yes, please list how many requests have been received in the past 12 - 36 months and what the requests were for:
0

Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?

No

Q32: Does the program include images of individuals with disabilities in the printed materials and publications?

No, photos of individuals with disabilities are NOT included

PAGE 6: E. Television and Audiovisual Public Information

Q33: Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

Yes

Q34: Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?

No

Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?

Other,

Please list the other formats:
both captioning and transcription

Q36: How much notice is required to provide the accessible presentation formats?

Don't know - have not completed such a request

Q37: Do you track accessibility requests for accessible presentation formats?

No

Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?

No

Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?

Yes, individuals with disabilities are portrayed

PAGE 7: F. Website

Q40: Does the program provide information about its offerings to the public on the internet?

Yes,

If yes, please list the URL: www.cityofgainesville.org

Q41: What information is provided on the internet?
Please describe briefly:

Citizens' Academy, assists with all portions of website beyond our office

Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?

Don't Know

Q43: Who manages the information regarding the facilities, programs and services provided on the internet?

The department manages the webpage(s) content

Q44: Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?

No

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?

No

Q46: Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?

No

Q47: Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?

Yes

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?

Yes

Q49: Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?

Don't Know

Q50: Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?

Don't Know

Q51: Does the top of each page with navigation links have a "skip navigation" link?[This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they add more to a new page.]

Don't Know

Q52: Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers?

Don't Know

Q53: Is there a formal policy established to ensurewebpages will be accessible?

No

Q54: Is the policy posted on the webpage, where it can be easily located?

Don't Know

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?

No

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?

No

Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?

Yes

Q58: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

No

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?

None

Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?

No

Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one?

No

Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?

No

Q63: Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities (For example, is a public computer terminal provided on a lowered counter or in an accessible workstation)?

Don't Know

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

Don't Know

Q65: Does the program hold public meetings, hearings or conferences?

Yes

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?

No

Q67: **Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?**

No

Q68: **If yes, what types of accommodations can the program provide to the public when requested?**

N/A

Q69: **How many Assistive listening devices are made available for public meetings?**

4

Q70: **Does the program charge an additional fee for providing accommodations for people with disabilities?**

No

PAGE 11: J. Transportation Services

Q71: **Does the program provide transportation to volunteers, visitor, or program participants?**

No

Q72: **Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?**

Yes,

If yes, please identify the disability and procedures to make transportation accessible.
contact OEO

PAGE 12: K. Tours and Trips

Q73: **Does the program provide facility tours or organize trips for members of the pubic?**

Yes

Q74: **Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?**

Don't Know

PAGE 13: L. Use of Consultants and Contractors

Q75: **Are consultants or contractors who bid on capital projects or other contractual work for the program required to signstatements attesting to their intent to comply with the ADA?**

N/A

Q76: **Does program staff monitorconsultants or contractors obligations to facilitate participation of individuals with disabilities?**

Don't Know

Q77: **When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?**

Don't Know

PAGE 14: M. Emergency Evaluation Procedures

Q78: Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?

Don't Know

Q79: If yes, isstaff at each program facility trained to carry out the instructions of the plan or procedures?

N/A

Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?

Don't Know

PAGE 15: N. Special Events and Private Events on City Property

Q81: Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property?

Other (please specify) na

PAGE 16: O. Training and Staffing

Q82: Does the program provide full and equal access to ALL its participants, regardless of ability?

Yes

Q83: How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?

Respondent skipped this question

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?

No, staff did not receive training

Q85: Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?

Don't Know

Q86: Would other training or technical assistance services be helpful to program staff such as (check all that apply):

Legal requirements,

How to provide materials in alternate formats (i.e. Braille, audio recordings, etc.

Q87: Is there program staff that provide emergency services to the public?

No

Q88: If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?

N/A

Q89: List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used.A separate sheet of paper can be included to list the facilities.

for Citizens' Academy and City Government Day, we visit other departments throughout the city (PW, GFR, PRCA, GPD, RTS, City Hall)

Q90: Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?   No

Q91: Do you have any accessibility suggestions for the ADA self-evaluation and transition project? Please use the box below for anycomments or feedback.   *Respondent skipped this question*

#13

Collector: Web Link 1 (Web Link)
Started: Tuesday, September 06, 2016 10:30:24 PM
Last Modified: Tuesday, September 06, 2016 11:02:02 PM
Time Spent: 00:31:37
IP Address: 72.196.100.121

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

City Manager

Q2: Select your Department

GG-Community Redevelopment Agency

Q3: Please enter your contact information:

Name

Sarit Sela

Title

Project Manager 4

Email

selas@cityofgainesville.org

Phone Number

352-393-8207

Q4: Date questionnaire completed:

Date / Time   09/06/2016

Q5: Please describe the services, programs or activities the department/division offers including those that are provided to the public (i.e.-Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

The goal of the Community Redevelopment Agency (CRA) is to eliminate slum and blight within its redevelopment areas. To do that, the CRA leads and implements a wide variety of community initiatives, grant programs, and community activities. Recent project and programs include: Façade Grant and Paint Program, Model Homes Program; master planning (GTEC area), streetscape (NW 1st Avenue) and public space renovations (Bo Diddley Plaza), educational facilities (A Quinn Jones Museum - under construction), new public spaces (i.e., DNA Bridge and Depot Park). Projects are developed in close interaction with stakeholders and community members.

PAGE 3: B. Customer Service

Q6: If the program has eligibility requirements for participation, do they contain: (check all that applies) (For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.)

There are no eligibility requirements for participation

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

Programs include a close stating that the CRA does not discriminate on any basis.

Q8: Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

Don't Know

Q9: Does the program have standard operating procedures in place to include a person with disabilities? [For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location]

Don't Know,

If yes, please describe and list the written procedure: I don't think there is specific language that describes such need accommodations, but staff is open to all and would accommodate such needs upon request.

Q10: Is the program staff that interacts with the publictrained on the correct procedures to follow when a person requests an interpreter?

Don't Know

Q11: How much notice is required to provide an accommodation request?

Don't know - have not completed such a request

Q12: Do you track accessibility requests for the program?

No

Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?

No

Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

Yes

Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?

Yes

Q16: Is an interview required prior to an applicant's admission to the program?

No

Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?

Yes

Q18: Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?

Yes

Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?

No

PAGE 4: C. Notice Requirements

Q20: Is a "Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?

Don't Know

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

No

Q22: Is program staff that regularly interacts with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

Don't Know

Q23: Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

No

Q24: Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

No

PAGE 5: D. Printed Information

Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

No

Q26: Who manages the printed materials?

My department manages printed material

Q27: Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?

Don't Know

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)

Email (i.e. sending a document to a person directly who cannot access it on the web or in person)

Please list other media type(s):
Electronic copies, emails, and enlarged print material can be available upon request. Audio recordings are available for past board and advisory board meetings.

Q29: How much notice is required to provide the alternate document formats?

Don't know - have not completed such a request

Q30: Do you track accessibility requests for alternate formats of printed material?

Don't Know

Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?

No

Q32: Does the program include images of individuals with disabilities in the printed materials and publications?

Yes, photos of individuals with disabilities are included

PAGE 6: E. Television and Audiovisual Public Information

Q33: Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

Yes,

If yes, please list the types of presentations that are provided:
CRA Board presentations are available online (video + audio + writen agenda items and power point presentaiotns)

Q34: Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?

Don't Know,

If yes, please describe and list the written policy:
Upon request, staff would direct to the available resource. I don't know if there is a formal policy for that, but i imagine it is part of being "Citizen Centered" and excellent customer service in general.

Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?

Do not provide alternative formats

Q36: How much notice is required to provide the accessible presentation formats?

Don't know - have not completed such a request

Q37: Do you track accessibility requests for accessible presentation formats?

Don't Know

Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?

No

Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?

Do not include any portrayals of people in audio/visual presentations

PAGE 7: F. Website

Q40: Does the program provide information about its offerings to the public on the internet?

Yes,

If yes, please list the URL:
http://www.gainesvillecra.com/

Q41: What information is provided on the internet?
Please describe briefly:

Information about the CRA goals, projects, events, news, eligiblity, staff members

Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered? No

Q43: Who manages the information regarding the facilities, programs and services provided on the internet? The department manages the webpage(s) content

Q44: Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information? Yes

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")? Don't Know

Q46: Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed? Don't Know

Q47: Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)? Don't Know

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers? Don't Know

Q49: Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision? Don't Know

Q50: Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing? No

Q51: Does the top of each page with navigation links have a "skip navigation" link?[This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they add more to a new page.] Don't Know

Q52: Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers? Don't Know

Q53: Is there a formal policy established to ensurewebpages will be accessible? Don't Know

Q54: Is the policy posted on the webpage, where it can be easily located? Don't Know

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?

Don't Know

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?

Don't Know

Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?

No

Q58: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

N/A

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?

None

Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?

No

Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one?

Don't Know

Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?

No

Q63: Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities (For example, is a public computer terminal provided on a lowered counter or in an accessible workstation)?

Respondent skipped this question

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

Don't Know

Q65: Does the program hold public meetings, hearings or conferences?

Yes

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?

Yes

Q67: Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?

Don't Know

Q68: If yes, what types of accommodations can the program provide to the public when requested?

N/A

Q69: How many Assistive listening devices are made available for public meetings?

Don't Know

Q70: Does the program charge an additional fee for providing accommodations for people with disabilities?

Don't Know

PAGE 11: J. Transportation Services

Q71: Does the program provide transportation to volunteers, visitor, or program participants?

No

Q72: Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?

Don't Know

PAGE 12: K. Tours and Trips

Q73: Does the program provide facility tours or organize trips for members of the pubic?

No

Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?

Don't Know

PAGE 13: L. Use of Consultants and Contractors

Q75: Are consultants or contractors who bid on capital projects or other contractual work for the program required to signstatements attesting to their intent to comply with the ADA?

No

Q76: Does program staff monitorconsultants or contractors obligations to facilitate participation of individuals with disabilities?

No

Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?

Yes

Q78: Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?

Don't Know

Q79: If yes, isstaff at each program facility trained to carry out the instructions of the plan or procedures?

Don't Know

Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?

Yes

Q81: Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property?

Don't KNow

Q82: Does the program provide full and equal access to ALL its participants, regardless of ability?

Yes

Q83: How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?

Respondent skipped this question

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?

No, staff did not receive training

Q85: Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?

Yes,

If yes, please list staff/positions that would benefit from additional training:
Advisory Board liaisons, front desk attendee

Q86: Would other training or technical assistance services be helpful to program staff such as (check all that apply):

Developing policies and procedures,

How to work with people with disabilities,

Legal requirements,

How to respond to requests for accommodation (i.e. American Sign Language interpreters, assisted listening devices, etc.)

,

How to provide materials in alternate formats (i.e. Braille, audio recordings, etc.

Q87: Is there program staff that provide emergency services to the public?

No

Q88: If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?

N/A

PAGE 17: P. Facilities

Q89: List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used.A separate sheet of paper can be included to list the facilities.

CRA offices
A variety of City- and Other- owned facilities, used for public meetings

Q90: Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?

No,

If yes, please describe the types of requests that were received and how many.
The CRA building is a newly built building and meets current ADA standards. Public meetings are held in buildings and spaces that have ADA access.

PAGE 18: Q. Suggestions

Q91: Do you have any accessibility suggestions for the ADA self-evaluation and transition project? Please use the box below for anycomments or feedback.

Respondent skipped this question

#17

Collector: Web Link 1 (Web Link)
Started: Monday, September 12, 2016 8:34:09 AM
Last Modified: Monday, September 12, 2016 8:53:24 AM
Time Spent: 00:19:14
IP Address: 198.190.222.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

City Manager

Q2: Select your Department

GG-Economic Development & Innovation

Q3: Please enter your contact information:

Name	Erik A. Bredfeldt
Title	Director
Email	bredfeldea@cityofgainesville.org
Phone Number	352 393-8614

Q4: Date questionnaire completed:

Date / Time   09/12/2016

Q5: Please describe the services, programs or activities the department/division offers including those that are provided to the public (i.e.-Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

The Economic Development and Innovation Department pursues the economic development priorities of the City Commission Citywide programmatically through organizational coordination, outreach and project implementation. Building the innovation economy is an underlying theme as it represents the City's competitive advantage.   The Department exercises an Ombudsman function as it relates to the development review process and as it pertains to the City Manager, GRU Manager and City Attorney.

PAGE 3: B. Customer Service

Q6: If the program has eligibility requirements for participation, do they contain: (check all that applies) (For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.)

There are no eligibility requirements for participation

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

Respondent skipped this question

Q8: Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

Don't Know

Q9: Does the program have standard operating procedures in place to include a person with disabilities? [For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location]

Don't Know

Q10: Is the program staff that interacts with the publictrained on the correct procedures to follow when a person requests an interpreter?

No

Q11: How much notice is required to provide an accommodation request?

Don't know - have not completed such a request

Q12: Do you track accessibility requests for the program?

No

Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?

No

Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

No

Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?

No

Q16: Is an interview required prior to an applicant's admission to the program?

No

Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?

Yes

Q18: Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?

Yes

Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?

No

PAGE 4: C. Notice Requirements

Q20: Is a "Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?

No

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

No

Q22: Is program staff that regularly interacts with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

No

Q23: Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

Yes

Q24: Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

Don't Know

PAGE 5: D. Printed Information

Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

Yes

Q26: Who manages the printed materials?

Both departmentally and centrally managed

Q27: Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?

Don't Know

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)

Email (i.e. sending a document to a person directly who cannot access it on the web or in person)

Q29: How much notice is required to provide the alternate document formats?

24 hours or less (not including weekends/holidays)

Q30: Do you track accessibility requests for alternate formats of printed material?

No

Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?

No

Q32: Does the program include images of individuals with disabilities in the printed materials and publications?

Do not include any photos of people in print material/publications

PAGE 6: E. Television and Audiovisual Public Information

Q33: Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

No

Q34: Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?

No

Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?

Do not provide alternative formats

Q36: How much notice is required to provide the accessible presentation formats?

Don't know - have not completed such a request

Q37: Do you track accessibility requests for accessible presentation formats?

No

Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?

No

Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?

No, individuals with disabilities are NOT portrayed

PAGE 7: F. Website

Q40: Does the program provide information about its offerings to the public on the internet?

Yes

Q41: What information is provided on the internet?
Please describe briefly:

Contact Information and Reference Material associated with economic development activiites, institutions and assistance.

Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?

No

Q43: Who manages the information regarding the facilities, programs and services provided on the internet?

Both departmentally andcentrally managed

Q44: Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?

Yes

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?

Yes

Q46: Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?   Don't Know

Q47: Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?   Don't Know

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?   Don't Know

Q49: Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?   No

Q50: Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?   No

Q51: Does the top of each page with navigation links have a "skip navigation" link?[This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they add more to a new page.]   Don't Know

Q52: Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers?   Don't Know

Q53: Is there a formal policy established to ensurewebpages will be accessible?   Don't Know

Q54: Is the policy posted on the webpage, where it can be easily located?   Don't Know

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?   Don't Know

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?   No

PAGE 8: G. Public Telephones and Communication Devices

Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?   No

Respondent skipped this question

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?

None

Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?

Don't Know

Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one?

Don't Know

PAGE 9: H. Accessible/Adaptive Equipment

Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?

No

Q63: Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities (For example, Is a public computer terminal provided on a lowered counter or in an accessible workstation)?

No

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

No

PAGE 10: I. Public Meetings

Q65: Does the program hold public meetings, hearings or conferences?

Yes

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?

Yes

Q67: Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?

No

Q68: If yes, what types of accommodations can the program provide to the public when requested?

N/A

Q69: How many Assistive listening devices are made available for public meetings?

Don't Know

Q70: Does the program charge an additional fee for providing accommodations for people with disabilities?

No

Q71: Does the program provide transportation to volunteers, visitor, or program participants?

No

Q72: Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?

No

Q73: Does the program provide facility tours or organize trips for members of the pubic?

No

Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?

No

Q75: Are consultants or contractors who bid on capital projects or other contractual work for the program required to signstatements attesting to their intent to comply with the ADA?

Yes

Q76: Does program staff monitorconsultants or contractors obligations to facilitate participation of individuals with disabilities?

Yes

Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?

Yes

Q78: Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?

No

Q79: If yes, isstaff at each program facility trained to carry out the instructions of the plan or procedures?

Respondent skipped this question

Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?

Other (please specify)
Presume so for general City Hall staff.

Q81: Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property?

No

Q82: Does the program provide full and equal access to ALL its participants, regardless of ability?

Yes

Q83: How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?

Follow general City guidelines.

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?

No, staff did not receive training

Q85: Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?

Don't Know

Q86: Would other training or technical assistance services be helpful to program staff such as (check all that apply):

Developing policies and procedures,

How to work with people with disabilities ,

Legal requirements,

How to respond to requests for accommodation (i.e. American Sign Language interpreters, assisted listening devices, etc.)

,

How to provide materials in alternate formats (i.e. Braille, audio recordings, etc.

Q87: Is there program staff that provide emergency services to the public?

No

Q88: If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?

Respondent skipped this question

Q89: List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used.A separate sheet of paper can be included to list the facilities.

Gainesville Technology Entrepreneurship Center (GTEC) - Business Incubator
Catalyst Building - Private Industry Leasable Space

Q90: Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?   No

PAGE 18: Q. Suggestions

Q91: Do you have any accessibility suggestions for the ADA self-evaluation and transition project? Please use the box below for anycomments or feedback.

For smaller Departments such as EDI it would be helpful to receive general training and then tie into the larger efforts of the organization regarding compliance with ADA requirements.

#6

Collector: Web Link 1 (Web Link)
Started: Tuesday, August 23, 2016 9:23:35 AM
Last Modified: Tuesday, August 23, 2016 9:36:35 AM
Time Spent: 00:12:59
IP Address: 198.190.222.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

City Manager

Q2: Select your Department

GG-Facilities Management

Q3: Please enter your contact information:

Name

Edward Gable

Title

Facilities Manager

Email

gableee@cityofgainesville.org

Phone Number

352.393.7979

Q4: Date questionnaire completed:

Date / Time   08/23/2016

Q5: Please describe the services, programs or activities the department/division offers including those that are provided to the public (i.e.-Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

Plan, construct, and maintain City facilities.

PAGE 3: B. Customer Service

Q6: If the program has eligibility requirements for participation, do they contain: (check all that applies) (For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.)

There are no eligibility requirements for participation

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

Respondent skipped this question

Q8: Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?   No

Q9: Does the program have standard operating procedures in place to include a person with disabilities? [For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location]   No

Q10: Is the program staff that interacts with the publictrained on the correct procedures to follow when a person requests an interpreter?   No

Q11: How much notice is required to provide an accommodation request?   Don't know - have not completed such a request

Q12: Do you track accessibility requests for the program?   No

Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?   No

Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?   No

Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?   No

Q16: Is an interview required prior to an applicant's admission to the program?   No

Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?   Yes

Q18: Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?   Don't Know

Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?   No

PAGE 4: C. Notice Requirements

Q20: Is a "Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?   No

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

No

Q22: Is program staff that regularly interacts with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

No

Q23: Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

No

Q24: Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

No

PAGE 5: D. Printed Information

Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

No

Q26: Who manages the printed materials?

Don't know

Q27: Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?

No

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)

Do not provide anyalternative formats

Q29: How much notice is required to provide the alternate document formats?

Don't know - have not completed such a request

Q30: Do you track accessibility requests for alternate formats of printed material?

No

Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?

No

Q32: Does the program include images of individuals with disabilities in the printed materials and publications?

Do not include any photos of people in print material/publications

PAGE 6: E. Television and Audiovisual Public Information

Q33: Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

No

Q34: Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?

No

Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?

Do not provide alternative formats

Q36: How much notice is required to provide the accessible presentation formats?

Don't know - have not completed such a request

Q37: Do you track accessibility requests for accessible presentation formats?

No

Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?

No

Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?

Do not include any portrayals of people in audio/visual presentations

PAGE 7: F. Website

Q40: Does the program provide information about its offerings to the public on the internet?

No

Q41: What information is provided on the internet?

Respondent skipped this question

Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?

No

Q43: Who manages the information regarding the facilities, programs and services provided on the internet?

The department manages the webpage(s) content

Q44: Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?

No

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?

No

Q46: Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?   No

Q47: Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?   No

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?   No

Q49: Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?   No

Q50: Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?   No

Q51: Does the top of each page with navigation links have a "skip navigation" link?[This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they add more to a new page.]   No

Q52: Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers?   No

Q53: Is there a formal policy established to ensurewebpages will be accessible?   No

Q54: Is the policy posted on the webpage, where it can be easily located?   No

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?   No

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?   No

PAGE 8: G. Public Telephones and Communication Devices

Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?   No

Q58: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

No

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?

None

Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?

No

Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one?

No

PAGE 9: H. Accessible/Adaptive Equipment

Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?

No

Q63: Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities (For example, is a public computer terminal provided on a lowered counter or in an accessible workstation)?

No

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

No

PAGE 10: I. Public Meetings

Q65: Does the program hold public meetings, hearings or conferences?

Yes

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?

No

Q67: Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?

No

Q68: If yes, what types of accommodations can the program provide to the public when requested?

Respondent skipped this question

Q69: How many Assistive listening devices are made available for public meetings?

Don't Know

Q70: Does the program charge an additional fee for providing accommodations for people with disabilities?   No

Q71: Does the program provide transportation to volunteers, visitor, or program participants?   No

Q72: Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?   No

Q73: Does the program provide facility tours or organize trips for members of the pubic?   No

Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?   No

Q75: Are consultants or contractors who bid on capital projects or other contractual work for the program required to signstatements attesting to their intent to comply with the ADA?   No

Q76: Does program staff monitorconsultants or contractors obligations to facilitate participation of individuals with disabilities?   No

Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?   Don't Know

Q78: Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?   Don't Know

Q79: If yes, isstaff at each program facility trained to carry out the instructions of the plan or procedures?   *Respondent skipped this question*

Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?   Don't Know

Q81: Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property?

Don't KNow

Q82: Does the program provide full and equal access to ALL its participants, regardless of ability?

Yes

Q83: How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?

Verbal instructions.

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?

No, staff did not receive training

Q85: Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?

Don't Know

Q86: Would other training or technical assistance services be helpful to program staff such as (check all that apply):

How to respond to requests for accommodation (i.e. American Sign Language interpreters, assisted listening devices, etc.)

Q87: Is there program staff that provide emergency services to the public?

No

Q88: If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?

Respondent skipped this question

Q89: List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used. A separate sheet of paper can be included to list the facilities.

Public Works Administration Building
City Hall

Q90: Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?

No

Q91: Do you have any accessibility suggestions for the ADA self-evaluation and transition project? Please use the box below for anycomments or feedback.

Respondent skipped this question

#2

Collector: Web Link 1 (Web Link)
Started: Monday, August 22, 2016 2:56:23 PM
Last Modified: Monday, August 22, 2016 3:27:40 PM
Time Spent: 00:31:17
IP Address: 198.190.223.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

City Manager

Q2: Select your Department

GG-Fleet Management

Q3: Please enter your contact information:

Name

Title

Email

Dexter Martin

Interim Director of Fleet

martind@cityofgainesville.org

Q4: Date questionnaire completed:

Date / Time   08/22/2016

Q5: Please describe the services, programs or activities the department/division offers including those that are provided to the public (i.e.-Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

My office is responsible in the maintenance and repair of the cities vehicles. We prepare hiring documents that include our positions that we can clearly use people with disabilities. We also seek the use of companies that may have disabled staff as well. We recently built an new Fleet Facility that meets the ADA requirements as well.

PAGE 3: B. Customer Service

Q6: If the program has eligibility requirements for participation, do they contain: (check all that applies) (For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.)

Physical fitness standards, Testing requirements,

Performance requirements, Safety standards,

Please list the applicable policies for each checked category.
Meets governing policies and procedures in regards to ADA

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

We follow the established guidlines on ADA

Q8: Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

Don't Know

Q9: Does the program have standard operating procedures in place to include a person with disabilities? [For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location]

Yes,

If yes, please describe and list the written procedure: The cities ADA policies

Q10: Is the program staff that interacts with the publictrained on the correct procedures to follow when a person requests an interpreter?

Don't Know

Q11: How much notice is required to provide an accommodation request?

Timing is handled case-by-case depending on nature of request

Q12: Do you track accessibility requests for the program?

No

Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?

No

Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

Don't Know

Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?

Don't Know

Q16: Is an interview required prior to an applicant's admission to the program?

Don't Know

Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?

Yes

Q18: Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?

Don't Know

Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?

Don't Know

PAGE 4: C. Notice Requirements

Q20: Is a "Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?

Yes,

If yes, please list all locations where it is available: Public Meetings at City Hall

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

Don't Know

Q22: Is program staff that regularly interacts with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

Don't Know

Q23: Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

Yes,

If yes, please describe how the notifications are made and how much advance notice is required to provide accommodations.
Public Meetings at City Hall

Q24: Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

Don't Know

PAGE 5: D. Printed Information

Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

Don't Know

Q26: Who manages the printed materials?

Don't know

Q27: Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?

Don't Know

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)

Please list other media type(s): I don't know

Q29: How much notice is required to provide the alternate document formats?

Don't know - have not completed such a request

Q30: Do you track accessibility requests for alternate formats of printed material?

Don't Know

Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?

Don't Know

Q32: Does the program include images of individuals with disabilities in the printed materials and publications?

Respondent skipped this question

PAGE 6: E. Television and Audiovisual Public Information

Q33: Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

Don't Know

Q34: Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?

Don't Know

Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?

Please list the other formats: Don't Know

Q36: How much notice is required to provide the accessible presentation formats?

Don't know - have not completed such a request

Q37: Do you track accessibility requests for accessible presentation formats?

Don't Know

Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?

Don't Know

Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?

Respondent skipped this question

PAGE 7: F. Website

Q40: Does the program provide information about its offerings to the public on the internet?

Don't Know

Q41: What information is provided on the internet?
Please describe briefly:

Job Adds, Purchasing Bids, Out source contracts

Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?

Don't Know

Q43: Who manages the information regarding the facilities, programs and services provided on the internet?

Don't Know

Q44: Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?

Don't Know

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?

Don't Know

Q46: Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?

Don't Know

Q47: Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?

Don't Know

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?

Don't Know

Q49: Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?

Don't Know

Q50: Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?

Don't Know

Q51: Does the top of each page with navigation links have a "skip navigation" link?[This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they add more to a new page.]

Don't Know

Q52: Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers?

Don't Know

Q53: Is there a formal policy established to ensurewebpages will be accessible?

Don't Know

Q54: Is the policy posted on the webpage, where it can be easily located?

Don't Know

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?

Don't Know

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?

Don't Know

PAGE 8: G. Public Telephones and Communication Devices

Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?

Don't Know

Q58: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

Don't Know

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?

Text-telephone (TTY/TTD)

Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?

Don't Know

Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one?

Don't Know

PAGE 9: H. Accessible/Adaptive Equipment

Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?

Don't Know

Q63: Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities (For example, is a public computer terminal provided on a lowered counter or in an accessible workstation)?

Don't Know

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

Don't Know

PAGE 10: I. Public Meetings

Q65: Does the program hold public meetings, hearings or conferences?

No

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?

Yes

Q67: Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?

Don't Know

Q68: If yes, what types of accommodations can the program provide to the public when requested?

N/A

Q69: How many Assistive listening devices are made available for public meetings?

Don't Know

Q70: Does the program charge an additional fee for providing accommodations for people with disabilities?

Don't Know

PAGE 11: J. Transportation Services

Q71: Does the program provide transportation to volunteers, visitor, or program participants?

If yes, please describe I don't know

Q72: Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?

Don't Know

PAGE 12: K. Tours and Trips

Q73: Does the program provide facility tours or organize trips for members of the pubic?

No

Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?

Don't Know

PAGE 13: L. Use of Consultants and Contractors

Q75: Are consultants or contractors who bid on capital projects or other contractual work for the program required to signstatements attesting to their intent to comply with the ADA?

Yes

Q76: Does program staff monitorconsultants or contractors obligations to facilitate participation of individuals with disabilities?

Don't Know

Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?

Yes

PAGE 14: M. Emergency Evaluation Procedures

Q78: Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?

Yes,

If yes, please describe the procedures:
Signage and personal assistance

Q79: If yes, isstaff at each program facility trained to carry out the instructions of the plan or procedures?

No

Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?

Don't Know

Q81: Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property?

Don't KNow

Q82: Does the program provide full and equal access to ALL its participants, regardless of ability?

Don't Know

Q83: How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?

Respondent skipped this question

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?

No, staff did not receive training

Q85: Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?

Don't Know

Q86: Would other training or technical assistance services be helpful to program staff such as (check all that apply):

Developing policies and procedures

Q87: Is there program staff that provide emergency services to the public?

Don't know

Q88: If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?

Don't Know

Q89: List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used.A separate sheet of paper can be included to list the facilities.

Don't know

Q90: Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?

Don't Know

Q91: Do you have any accessibility suggestions for the ADA self-evaluation and transition project? Please use the box below for anycomments or feedback.

Respondent skipped this question

#21

Collector: Web Link 1 (Web Link)
Started: Saturday, September 10, 2016 6:11:58 PM
Last Modified: Monday, September 19, 2016 10:58:59 AM
Time Spent: Over a week
IP Address: 198.190.222.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

City Manager

Q2: Select your Department

GG-Gainesville Fire Rescue

Q3: Please enter your contact information:

Name	JoAnne Rice
Title	Deputy Fire Chief
Email	riceje@cityofgainesville.org
Phone Number	352-393-8377

Q4: Date questionnaire completed:

Date / Time   09/10/2016

Q5: Please describe the services, programs or activities the department/division offers including those that are provided to the public (i.e.-Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

Gainesville Fire Rescue is an all service fire and emergency services department. We provide emergency response and mitigation to fires, EMS, hazardous materials, technical rescue, ARFF and emergency management. Additionally our Risk Reduction Bureau provides fire and life safety public education, fire inspection and arson investigation. Our training division conducts internal training to maintain all Fire and EMS certifications, the conduct hiring and promotional processes and coordinate all special operations teams within the department. The training Bureau also provides CPR training for the public.

PAGE 3: B. Customer Service

Q6: If the program has eligibility requirements for participation, do they contain: (check all that applies) (For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.)

There are no eligibility requirements for participation

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

Respondent skipped this question

Q8: Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

No

Q9: Does the program have standard operating procedures in place to include a person with disabilities? [For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location]

No

Q10: Is the program staff that interacts with the publictrained on the correct procedures to follow when a person requests an interpreter?

No

Q11: How much notice is required to provide an accommodation request?

Don't know - have not completed such a request

Q12: Do you track accessibility requests for the program?

No

Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?

No

Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

Yes

Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?

Don't Know

Q16: Is an interview required prior to an applicant's admission to the program?

No

Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?

Yes

Q18: Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?

No

Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?

No

PAGE 4: C. Notice Requirements

Q20: Is a "Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?

Don't Know

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

Don't Know

Q22: Is program staff that regularly interacts with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

Yes

Q23: Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

No

Q24: Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

No

PAGE 5: D. Printed Information

Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

Yes,

If yes, please describe the printed materials.
Brochures on CPR Care Program and Safe Assembly

Q26: Who manages the printed materials?

My department manages printed material

Q27: Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?

No

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)

Please list other media type(s):
Will provdei when requested

Q29: How much notice is required to provide the alternate document formats?

2-4business days

Q30: Do you track accessibility requests for alternate formats of printed material?

No

Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?

No

Q32: Does the program include images of individuals with disabilities in the printed materials and publications?

No, photos of individuals with disabilities are NOT included

Q33: Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

Yes,

If yes, please list the types of presentations that are provided:
AHA CPR Video

Q34: Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?

No

Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?

Do not provide alternative formats

Q36: How much notice is required to provide the accessible presentation formats?

Don't know - have not completed such a request

Q37: Do you track accessibility requests for accessible presentation formats?

No

Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?

No

Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?

No, individuals with disabilities are NOT portrayed

Q40: Does the program provide information about its offerings to the public on the internet?

Yes,

If yes, please list the URL: GFR.org

Q41: What information is provided on the internet?
Please describe briefly:

Class times

Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?

No

Q43: Who manages the information regarding the facilities, programs and services provided on the internet?

The department manages the webpage(s) content

Q44: Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information? — Yes

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")? — Yes

Q46: Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed? — No

Q47: Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)? — No

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers? — No

Q49: Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision? — No

Q50: Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing? — No

Q51: Does the top of each page with navigation links have a "skip navigation" link?[This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they add more to a new page.] — No

Q52: Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers? — No

Q53: Is there a formal policy established to ensurewebpages will be accessible? — No

Q54: Is the policy posted on the webpage, where it can be easily located? — No

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible? — No

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility? — No

Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?

No

Q58: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

No

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?

None

Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?

No

Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one?

No

Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?

No

Q63: Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities (For example, is a public computer terminal provided on a lowered counter or in an accessible workstation)?

No

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

No

Q65: Does the program hold public meetings, hearings or conferences?

No

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?

No

Q67: Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?

No

Q68: If yes, what types of accommodations can the program provide to the public when requested?

N/A

Q69: How many Assistive listening devices are made available for public meetings?

Don't Know

Q70: Does the program charge an additional fee for providing accommodations for people with disabilities?

No

PAGE 11: J. Transportation Services

Q71: Does the program provide transportation to volunteers, visitor, or program participants?

No

Q72: Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?

No

PAGE 12: K. Tours and Trips

Q73: Does the program provide facility tours or organize trips for members of the pubic?

Yes

Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?

If yes, please identify the disability and procedures to make the transportation accessible:
Provide assistacen as requested

PAGE 13: L. Use of Consultants and Contractors

Q75: Are consultants or contractors who bid on capital projects or other contractual work for the program required to signstatements attesting to their intent to comply with the ADA?

Yes

Q76: Does program staff monitorconsultants or contractors obligations to facilitate participation of individuals with disabilities?

Yes

Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?

Yes

PAGE 14: M. Emergency Evaluation Procedures

Q78: Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?

Yes,

If yes, please describe the procedures:
Evalauate on a case by case basis

Q79: If yes, isstaff at each program facility trained to carry out the instructions of the plan or procedures?   Yes

Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?   No

PAGE 15: N. Special Events and Private Events on City Property

Q81: Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property?   No

PAGE 16: O. Training and Staffing

Q82: Does the program provide full and equal access to ALL its participants, regardless of ability?   Yes

Q83: How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?

Provide assistance as needed.

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?   No, staff did not receive training

Q85: Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?   No

Q86: Would other training or technical assistance services be helpful to program staff such as (check all that apply):

Developing policies and procedures,

Legal requirements,

How to respond to requests for accommodation (i.e. American Sign Language interpreters, assisted listening devices, etc.)

How to provide materials in alternate formats (i.e. Braille, audio recordings, etc.

Q87: Is there program staff that provide emergency services to the public?   Yes

Q88: If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?

Yes,

If yes, please describe the staff training process: We have several interpresters, but not all trained.

8 / 9

Q89: List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used.A separate sheet of paper can be included to list the facilities.

GFR Training Bureau Operation Care (CPR)
ALL Fire stations Fire /Life safety Public Education
Safety City Fire /life safety Public Education
GRU Multi Purpose room Safe Assembly Training

Q90: Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?   No

Q91: Do you have any accessibility suggestions for the ADA self-evaluation and transition project? Please use the box below for anycomments or feedback.

This is a project that we would benefit from additional training and education on laws, policies and procedures required.

#16

Collector: Web Link 1 (Web Link)
Started: Tuesday, August 23, 2016 12:03:34 PM
Last Modified: Thursday, September 08, 2016 10:44:51 AM
Time Spent: Over a week
IP Address: 209.251.157.41

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

City Manager

Q2: Select your Department

GG-Gainesville Police Department

Q3: Please enter your contact information:

Name	Jeffrey Blundell
Title	Lieutenant
Email	blundelljb@cityofgainesville.org
Phone Number	352-393-7783

Q4: Date questionnaire completed:

Date / Time   09/08/2016

Q5: Please describe the services, programs or activities the department/division offers including those that are provided to the public (i.e.-Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

Public Safety, Quality of Life issues, Front Desk, Online Reporting, Victim Services, Procedural Justice, Reichert House, BOLD, Explorers, Cadets, Youth Build, Police/Youth Dialogue, Disproportionate Minority Contact, Operation Respect Yourself, Rape Aggression Defense (RAD), Citizens Academy, Pastors Academy

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PAGE 3: B. Customer Service

Q6: If the program has eligibility requirements for participation, do they contain: (check all that applies) (For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.)

Physical fitness standards, Mental fitness standards,

Testing requirements, Safety standards,

Please list the applicable policies for each checked category.
General Order 32.1 (Selection of Personnel)

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

Policies are reviewed by HR and Legal

Q8: Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

No

Q9: Does the program have standard operating procedures in place to include a person with disabilities? [For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location]

No

Q10: Is the program staff that interacts with the publictrained on the correct procedures to follow when a person requests an interpreter?

Yes,

If yes, please describe the training:
Police Academy, Mini-Academy, In-Service Training

Q11: How much notice is required to provide an accommodation request?

Don't know - have not completed such a request

Q12: Do you track accessibility requests for the program?

No

Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?

No

Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

Yes,

If yes, please list the forms:
Application, Written Tests, FDLE Forms, Background Data Packet, Assessment Forms, Volunteer Packet

Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?

No

Q16: Is an interview required prior to an applicant's admission to the program?

Yes,

If yes, please describe the selection criteria used in the interview.
Oral Board/Interview

Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?

Yes

Q18: Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?

Yes,

If yes, please explain the process to ensure opportunities are provided.
All are considered for participation

Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?

Don't Know

PAGE 4: C. Notice Requirements

Q20: Is a "Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?

Yes,

If yes, please list all locations where it is available: Job Advertisement

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

No

Q22: Is program staff that regularly interacts with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

Yes

Q23: Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

No

Q24: Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

If yes, please describe and list the written policy. Legal Bulletins

PAGE 5: D. Printed Information

Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

Yes,

If yes, please describe the printed materials. Crime Prevention flyers and brochures, Victim Rights forms, Domestic Violence forms, Sexual Battery forms, etc.

Q26: Who manages the printed materials?

Both departmentally and centrally managed

Q27: Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?

No

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)

Email (i.e. sending a document to a person directly who cannot access it on the web or in person)

Q29: How much notice is required to provide the alternate document formats?

Don't know - have not completed such a request

Q30: Do you track accessibility requests for alternate formats of printed material?

No

Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?

No

Q32: Does the program include images of individuals with disabilities in the printed materials and publications?

No, photos of individuals with disabilities are NOT included

Q33: Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

Yes,

If yes, please list the types of presentations that are provided:
Web Videos, Monthly TV Show, Social Media

Q34: Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?

No

Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?

Captioning

Q36: How much notice is required to provide the accessible presentation formats?

Don't know - have not completed such a request

Q37: Do you track accessibility requests for accessible presentation formats?

No

Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?

No

Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?

No, individuals with disabilities are NOT portrayed

Q40: Does the program provide information about its offerings to the public on the internet?

Yes,

If yes, please list the URL: www.gainesvillepd.org

Q41: What information is provided on the internet?
Please describe briefly:

Online Reporting, Victim Outreach, SMART Motorcycle Safety Course, RAD Self-Defense, Citizens On Patrol, Citizens Academy, Neighborhood Crime Watch Groups, Disproportionate Minority Contact, Police/Youth Dialogue, Reichert House, BOLD, Cadets, Explorers

Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?

No

Q43: Who manages the information regarding the facilities, programs and services provided on the internet?

The department manages the webpage(s) content

Q44: Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?

Yes

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?

Don't Know

Q46: Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?

Don't Know

Q47: Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?

Yes

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?

No

Q49: Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?

No

Q50: Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?

No

Q51: Does the top of each page with navigation links have a "skip navigation" link?[This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they add more to a new page.]

No

Q52: Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers?

No

Q53: Is there a formal policy established to ensurewebpages will be accessible?

No

Q54: Is the policy posted on the webpage, where it can be easily located?

No

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?

No

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?

No

Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?

Yes

Q58: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

Yes

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?

None

Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?

No

Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one?

No

Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?

Yes,

If yes, please describe the equipment the public is allowed to use:
Computer terminal for self-reporting

Q63: Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities (For example, is a public computer terminal provided on a lowered counter or in an accessible workstation)?

Yes,

If yes, please describe how the equipment is made accessible.
Front lobby

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

Yes,

If yes, please describe:
Paper and pens, Computer terminal for self-reporting

Q65: Does the program hold public meetings, hearings or conferences?

Yes

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?

Yes

Q67: Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?

Don't Know

Q68: If yes, what types of accommodations can the program provide to the public when requested?

N/A

Q69: How many Assistive listening devices are made available for public meetings?

Don't Know

Q70: Does the program charge an additional fee for providing accommodations for people with disabilities?

Don't Know

PAGE 11: J. Transportation Services

Q71: Does the program provide transportation to volunteers, visitor, or program participants?

Yes,

If yes, please describe
Van transportation for Explorers, Non-Medical transport passes for Volunteer

Q72: Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?

Yes,

If yes, please identify the disability and procedures to make transportation accessible.
Visual and Physical impairment, Non-Medical transport passes

PAGE 12: K. Tours and Trips

Q73: Does the program provide facility tours or organize trips for members of the pubic?

Yes,

If yes, please list the tours and trips offered:
Facility tours, Heroes Program (Beach, Mayport NAS, Wild Waters), Reichert House (FAMU, Bethune Cookman)

Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?

No

PAGE 13: L. Use of Consultants and Contractors

Q75: Are consultants or contractors who bid on capital projects or other contractual work for the program required to signstatements attesting to their intent to comply with the ADA?

No

Q76: Does program staff monitorconsultants or contractors obligations to facilitate participation of individuals with disabilities?

No

Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?

No

PAGE 14: M. Emergency Evaluation Procedures

Q78: Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?

No

Q79: If yes, isstaff at each program facility trained to carry out the instructions of the plan or procedures?

No

Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?

No

PAGE 15: N. Special Events and Private Events on City Property

Q81: Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property?

No

PAGE 16: O. Training and Staffing

Q82: Does the program provide full and equal access to ALL its participants, regardless of ability?

Yes

Q83: How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?

Department Policies

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?

Yes, staff training provided ,

If yes, please describe the staff training process:
Roll Call Training, In-Service Training, Power DMS

Q85: Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?

No

Q86: Would other training or technical assistance services be helpful to program staff such as (check all that apply):

Developing policies and procedures

Q87: Is there program staff that provide emergency services to the public?

Yes

Q88: If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?

No

PAGE 17: P. Facilities

Q89: List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used.A separate sheet of paper can be included to list the facilities.

GPD HQ building, Administration building, Oscar Lewis Center, MLK Center, BOLD, Reichert House, Banks building

Q90: Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?

No

PAGE 18: Q. Suggestions

Q91: Do you have any accessibility suggestions for the ADA self-evaluation and transition project? Please use the box below for anycomments or feedback.

Respondent skipped this question

#15

Collector: Web Link 1 (Web Link)
Started: Tuesday, September 06, 2016 12:03:29 PM
Last Modified: Thursday, September 08, 2016 8:49:10 AM
Time Spent: Over a day
IP Address: 198.190.222.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

City Manager

Q2: Select your Department

Respondent skipped this question

Q3: Please enter your contact information:

Name

Title

Email

Phone Number

Kelly Mott

Employee Relations Specialist Sr.

mottkl@cityofgainesville.org

352-393-8704

Q4: Date questionnaire completed:

Date / Time   09/08/2016

Q5: Please describe the services, programs or activities the department/division offers including those that are provided to the public (i.e.-Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or activities that are provided to the public will be referred to as the "program" throughout the questionnaire. Services such as paying a fee, obtaining a city record, or attending a public meeting would be considered the "program".

Talent Acquisition- ADA accommodations when requested, Classification and Compensation, Employee and Labor Relations, Learning and Organizational Development

PAGE 3: B. Customer Service

Q6: If the program has eligibility requirements for participation, do they contain: (check all that applies) (For example, your department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as lifting 40 pounds or walking up and down stairs.)

Performance requirements, Testing requirements,

Physical fitness standards,

Please list the applicable policies for each checked category.
Labor agreements, Classification and Compensation Policies, Employment Policies

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

Respondent skipped this question

1 / 9

Q8: Is there a formal policy in place to respond to requests from the general public for sign language, oral and cued speech interpreters, or other modifications to the program to allow people with disabilities to participate?

Yes,

If yes, please describe and list the written policy: EO Policies, Employment Policies and Labor Agreements

Q9: Does the program have standard operating procedures in place to include a person with disabilities? [For example, allowing a service animal into a facility, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location]

Yes,

If yes, please describe and list the written procedure: Engage in interactive process when accomdations are needed/requested

Q10: Is the program staff that interacts with the publictrained on the correct procedures to follow when a person requests an interpreter?

Don't Know

Q11: How much notice is required to provide an accommodation request?

Respondent skipped this question

Q12: Do you track accessibility requests for the program?

Yes

Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?

No

Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

No

Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?

No

Q16: Is an **interview required prior to an applicant's admission to the program?**

No

Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?

Yes

Q18: Does the program ensure individuals with disabilities are allowed the opportunity to participate as members of any program associated citizen's advisory boards or committees?

Don't Know

Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?

Don't Know

Q20: Is a **"Notice under the Americans with Disabilities Act" or a non-discrimination statement made accessible, as needed, to program participants who may be persons with disabilities?**

Yes,

If yes, please list all locations where it is available: application and policies and may be included in correspondence when requesting an accomdation if warranted

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

Don't Know

Q22: Is program staff that regularly interacts with the public familiar with the City's ADA grievance/complaint procedures when an incident of disability discrimination is alleged?

Yes

Q23: Does the program notify all persons that public meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

Don't Know

Q24: Is there a formal policy in place to respond to requests from the general public for note takers, computer-assisted real time transcription services, and other auxiliary aids and services for providing effective communication?

Don't Know

PAGE 5: D. Printed Information

Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

No

Q26: Who manages the printed materials?

Respondent skipped this question

Q27: Is there a formal policy in place to respond to requests from the general public for alternate document formats of the printed materials that are made to the public?

Respondent skipped this question

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)

Respondent skipped this question

Q29: How much notice is required to provide the alternate document formats?

More than 1 week

Q30: Do you track accessibility requests for alternate formats of printed material?

No

Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?

No

Q32: Does the program include images of individuals with disabilities in the printed materials and publications?

Do not include any photos of people in print material/publications

PAGE 6: E. Television and Audiovisual Public Information

Q33: Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?

No

Q34: Is there a formal policy in place to respond to requests from the general public for accessible audiovisual, televised or online presentations provided to the public?

Don't Know

Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?

Respondent skipped this question

Q36: How much notice is required to provide the accessible presentation formats?

Don't know - have not completed such a request

Q37: Do you track accessibility requests for accessible presentation formats?

No

Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?

Don't Know

Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?

Do not include any portrayals of people in audio/visual presentations

PAGE 7: F. Website

Q40: Does the program provide information about its offerings to the public on the internet?

Yes

Q41: What information is provided on the internet?
Please describe briefly:

job application

Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?

Don't Know

Q43: Who manages the information regarding the facilities, programs and services provided on the internet?

Webpage(s) content is managed centrally

Q44: Does the website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?

No

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?

No

Q46: Do all the photographs, maps, graphics and other images on the webpages currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?

Don't Know

Q47: Are all the documents posted on the webpages available in HTML or other text-based format (for example rich text format (RTF) or word processing format), even if they are also provided in another format, such as Portable Document Format (PDF)?

Don't Know

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?

Don't Know

Q49: Do all video files available on the webpages have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?

Don't Know

Q50: Do all video files on the webpages have written captions of spoken communication to provide access to people who are deaf or hard of hearing?

Don't Know

Q51: Does the top of each page with navigation links have a "skip navigation" link?[This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they add more to a new page.]

No

Q52: Is the webpage content regularly (at least annually) tested for accessibility to ensure it is usable by people with disabilities, including those who use speaking browsers?

No

Q53: Is there a formal policy established to ensurewebpages will be accessible?

No

Q54: Is the policy posted on the webpage, where it can be easily located?

No

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?

Don't Know

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?

No

PAGE 8: G. Public Telephones and Communication Devices

Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?

No

Q58: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?

N/A

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?

Text-telephone (TTY/TTD)

Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?

No

Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one?

Respondent skipped this question

PAGE 9: H. Accessible/Adaptive Equipment

Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?

Yes

Q63: Does the program ensure that the electronic equipment is accessible to and usable by individuals with disabilities (For example, is a public computer terminal provided on a lowered counter or in an accessible workstation)?

Yes

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

Yes

PAGE 10: I. Public Meetings

Q65: Does the program hold public meetings, hearings or conferences?

No

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?

Respondent skipped this question

Q67: Do all printed or electronic materials about program-sponsored/hosted public events, public meetings, public hearings, or public appearances by and with City officials include instructions about how to request accommodations?

Respondent skipped this question

Q68: If yes, what types of accommodations can the program provide to the public when requested?

Respondent skipped this question

Q69: How many Assistive listening devices are made available for public meetings?

Respondent skipped this question

Q70: Does the program charge an additional fee for providing accommodations for people with disabilities?

Respondent skipped this question

PAGE 11: J. Transportation Services

Q71: Does the program provide transportation to volunteers, visitor, or program participants?

Respondent skipped this question

Q72: Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?

Respondent skipped this question

PAGE 12: K. Tours and Trips

Q73: Does the program provide facility tours or organize trips for members of the pubic?

Respondent skipped this question

Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?

Respondent skipped this question

PAGE 13: L. Use of Consultants and Contractors

Q75: Are consultants or contractors who bid on capital projects or other contractual work for the program required to signstatements attesting to their intent to comply with the ADA?

Respondent skipped this question

Q76: Does program staff monitorconsultants or contractors obligations to facilitate participation of individuals with disabilities?

Respondent skipped this question

Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?

Respondent skipped this question

PAGE 14: M. Emergency Evaluation Procedures

Q78: Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?

Yes

Q79: If yes, isstaff at each program facility trained to carry out the instructions of the plan or procedures?

N/A

Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?

Yes

Q81: Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property?

Respondent skipped this question

Q82: Does the program provide full and equal access to ALL its participants, regardless of ability?

Yes

Q83: How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?

Respondent skipped this question

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?

No, staff did not receive training

Q85: Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?

Respondent skipped this question

Q86: Would other training or technical assistance services be helpful to program staff such as (check all that apply):

How to respond to requests for accommodation (i.e. American Sign Language interpreters, assisted listening devices, etc.)

Q87: Is there program staff that provide emergency services to the public?

No

Q88: If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech difficulties?

No

Q89: List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used.A separate sheet of paper can be included to list the facilities.

HR Training Room

Q90: Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?

No

Q91: Do you have any accessibility suggestions for the ADA self-evaluation and transition project? Please use the box below for anycomments or feedback.

Respondent skipped this question