

#15



COMPLETE

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

Kelly Mott

Title

Employee Relations Specialist Sr.

Email

mottkl@cityofgainesville.org

Phone Number

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

ADA Self-Evaluation

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 accommodations are needed/requested

Q10: Is the program staff that interacts with the public trained 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

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: application and policies and may be included in correspondence when requesting an accommodation if warranted

ADA Self-Evaluation

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

ADA Self-Evaluation

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?	<i>Respondent skipped this question</i>
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

ADA Self-Evaluation

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 ensure webpages 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

ADA Self-Evaluation

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?	<i>Respondent skipped this question</i>

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?	<i>Respondent skipped this question</i>
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?	<i>Respondent skipped this question</i>
Q68: If yes, what types of accommodations can the program provide to the public when requested?	<i>Respondent skipped this question</i>
Q69: How many Assistive listening devices are made available for public meetings?	<i>Respondent skipped this question</i>

ADA Self-Evaluation

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 public?

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 sign statements attesting to their intent to comply with the ADA?

Respondent skipped this question

Q76: Does program staff monitor consultants 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, is staff 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

ADA Self-Evaluation

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?

Respondent skipped this question

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?

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

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.

HR Training Room

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

No

PAGE 18: Q. Suggestions

ADA Self-Evaluation

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

Respondent skipped this question

ADA Self-Evaluation

#30



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, September 21, 2016 2:07:54 PM

Last Modified: Wednesday, September 28, 2016 3:23:19 PM

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

GG-Neighborhood Improvement-Housing and Community Development

Q3: Please enter your contact information:

Name

Jacqueline

Title

HCD Manager

Email

richardsjs@cityofgainesville.org

Phone Number

352-393-8628

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".

The Housing and Community Development Division (HCD) works proactively with the public, community organizations, and private sectors to increase public/human services and affordable housing opportunities for Gainesville's low- and moderate-income residents, addressing needs such as, human/public services, creation and preservation of affordable housing and homeownership opportunities. The HCD also administers a variety of housing, community and neighborhood programs that assist eligible low and moderate-income residents such as purchasing homes, rehabilitating existing units, partnering with developers to provide rental housing and conducting affordable housing education and outreach.

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.)

Mental fitness standards,

Please list the applicable policies for each checked category.

Client must have sufficient mental capacity to properly execute and understand the implications of the various legal instruments related to providing services and/or financial/housing assistance.

ADA Self-Evaluation

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?	Not Applicable-Programs/Services available to all eligible citizens. Program criteria mainly involves eligibility criteria such as, household income and City residency requirements.
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: All programs/services offer residents the option to request special accommodations.
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: All programs/services offer residents the option to request special accommodations.
Q10: Is the program staff that interacts with the public trained on the correct procedures to follow when a person requests an interpreter?	Yes
Q11: How much notice is required to provide an accommodation request?	More than 1 week
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: Applications and Registration Forms
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. Some of the housing programs require an application intake interview to conduct a pre-approval assessment of the client's income/household eligibility to qualify to participate in the program
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. In accordance with City policies— all interested citizens apply directly to the City Commission for appointment to HCD boards/committees.

ADA Self-Evaluation

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? Yes,
If yes, please list all locations where it is available:
Lobby/Waiting Area

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? Yes,
If yes, please describe how the notifications are made and how much advance notice is required to provide accommodations.
Local newspapers, City press release, City website-generally 7 days.

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.
Follow applicable City policies

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.
forms, brochures

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 list the written policy.
Follow applicable City policies

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):
As feasible, make every effort to provide various alternate document formats based, when requested

ADA Self-Evaluation

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, If yes, please describe and list the written policy: Our programs are not videotaped, televised and/or provided online
Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?	Do not provide alternative formats , Please list the other formats: Our programs are not videotaped, televised and/or provided online
Q36: How much notice is required to provide the accessible presentation formats?	<i>Respondent skipped this question</i>
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, If yes, please list the URL: http://www.cityofgainesville.org/HousingCommunityDevelopment.aspx
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ADA Self-Evaluation

Q41: What information is provided on the internet?

Please describe briefly:

General program/service 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?

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")?

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)?

Yes

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?

No

ADA Self-Evaluation

Q53: Is there a formal policy established to ensure webpages will be accessible?	Yes, If yes, please list the written policy: Follow applicable City policies
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...)?	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?	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?	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?	Yes, If yes, please describe the equipment the public is allowed to use: Yes, only when special accommodations requested
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. Computer located on accessible lowered workstation

ADA Self-Evaluation

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:
Yes, only when special accommodations requested

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:
Generally 7 days notice

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

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? Yes,
If yes, please identify the disability and procedures to make the transportation accessible:
Follow applicable City policies

PAGE 13: L. Use of Consultants and Contractors

ADA Self-Evaluation

Q75: Are consultants or contractors who bid on capital projects or other contractual work for the program required to sign statements attesting to their intent to comply with the ADA?	N/A
Q76: Does program staff monitor consultants 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, If yes, please describe: Follow applicable City policies

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: Follow applicable City policies
Q79: If yes, is staff at each program facility trained to carry out the instructions of the plan or procedures?	Yes, If yes, please describe the training. Follow applicable City policies
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?	Yes
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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?	Through department general discussions and following applicable City policies
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

ADA Self-Evaluation

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:
Based on interactions with general public, all staff members would benefit from additional training

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.

Thomas Center B, Thomas Center A, MLK Center, Cone Park, City Hall, Alachua County Health Department (program workshops and board/committee meetings)

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 any comments or feedback.

Respondent skipped this question

ADA Self-Evaluation

#14



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, September 07, 2016 8:45:19 AM

Last Modified: Wednesday, September 07, 2016 9:51:50 AM

Time Spent: 01:06:30

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-Planning and Development Services

Q3: Please enter your contact information:

Name

Ralph Hilliard

Title

Planning Manager

Email

Hilliardrw@cityofgainesville.org

Phone Number

352-393-8698

Q4: Date questionnaire completed:

Date / Time 09/07/2016

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".

Planning and Development Services has two divisions: Planning and Building Inspections. The Department provides development services to the development community and citizen through Plan reviews and Building Permits. The office provides customer service to citizen that come to the Department seeking assistance with zoning, land use and building 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

ADA Self-Evaluation

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]	Yes, If yes, please describe and list the written procedure: City policy is to allow service animals into all facilities
Q10: Is the program staff that interacts with the public trained on the correct procedures to follow when a person requests an interpreter?	Don't Know, If yes, please describe the training: There has been no formal training that am aware of, however if some one needs and interpreter staff knows to make that request to there supervisor.
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?	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?	No

ADA Self-Evaluation

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: Listed on our Board's agenda for each meeting
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?	Yes, If yes, please describe how the notifications are made and how much advance notice is required to provide accommodations. A Statement is placed on all advertisements for meetings and adgenda that are provided to the public prior to the meetings.
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?	<i>Respondent skipped this question</i>
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)	Audio recording (cassette or digital)
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?	Yes

ADA Self-Evaluation

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:
CD's of meetings

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? 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? Yes

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: All meeting minutes and video of the public meetings

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

ADA Self-Evaluation

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?	<i>Respondent skipped this question</i>
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?	<i>Respondent skipped this question</i>
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 ensure webpages 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?	<i>Respondent skipped this question</i>
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

ADA Self-Evaluation

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?	<i>Respondent skipped this question</i>
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?	<i>Respondent skipped this question</i>

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?	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?	Yes, If yes, please describe the instructions provided and how much advance notice is required to provide accommodations: Printed on all agendas of meetings

ADA Self-Evaluation

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?	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 public?	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 sign statements attesting to their intent to comply with the ADA?	N/A
Q76: Does program staff monitor consultants 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
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ADA Self-Evaluation

Q79: If yes, is staff 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? 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?

Through City Policy

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? Respondent skipped this question

ADA Self-Evaluation

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 for public meetings

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 any comments or feedback.

Respondent skipped this question

ADA Self-Evaluation

#26

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 21, 2016 3:39:24 PM
Last Modified: Monday, September 26, 2016 8:36:12 AM
Time Spent: Over a day
IP Address: 198.190.222.254

<input type="checkbox"/> Select your Charter Officer	City Manager
<input type="checkbox"/> Select your Department	GG-Parks, Recreation and Cultural Affairs
<input type="checkbox"/> Please enter your contact information:	
Name	Michelle Park
Title	Assistant Director
Email	parkma@cityofgainesville.org
Phone Number	393-8364
<input type="checkbox"/> Date questionnaire completed:	
Date / Time	09/21/2016

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".

We provide, maintain and program the parks, recreational, natural and cultural programs and facilities that make Gainesville a great place to live, work, play and visit; and help sustain the City economically, socially and environmentally.

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

ADA Self-Evaluation

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: On individual promotional materials for events and programs we state "For special needs accommodations, please call 352-334-_____ (and insert the direct phone # of the coordinator) or TDD 352-334-2069 or email _____ to make arrangements at least 48 hours before the event.

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: Same as above, each program or event utilizes the statement and includes the specific name, email and phone number of the responsible staff person.

Is the program staff that interacts with the public trained on the correct procedures to follow when a person requests an interpreter?

Yes,

If yes, please describe the training: Yes but we should do annual training updates for all staff.

How much notice is required to provide an accommodation request?

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

Do you track accessibility requests for the program?

Yes

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

No

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

No

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

No

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

Don't Know

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

Yes

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

ADA Self-Evaluation

<p>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?</p>	<p>Yes, If yes, please list all locations where it is available: See earlier statement</p>
<p>Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?</p>	<p>No</p>
<p>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?</p>	<p>No</p>
<p>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?</p>	<p>No</p>
<p>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?</p>	<p>No</p>
<p>Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?</p>	<p>No</p>
<p>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?</p>	<p>No</p>
<p>What types of alternate document formats does the program make available when requested? (Check all that apply)</p>	<p>Electronic Copy (for use with a screen reader)</p>
<p>How much notice is required to provide the alternate document formats?</p>	<p>2-4business days</p>
<p>Do you track accessibility requests for alternate formats of printed material?</p>	<p>Yes</p>
<p>Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?</p>	<p>No</p>

ADA Self-Evaluation

Does the program include images of individuals with disabilities in the printed materials and publications? Yes, photos of individuals with disabilities are included

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

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

What types of accessible audio/visual, televised or online presentation formats does the program make available when requested? Do not provide alternative formats

How much notice is required to provide the accessible presentation formats? Don't know - have not completed such a request

Do you track accessibility requests for accessible presentation formats? No

Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities? No

Do the audio/visual presentations include portrayals of individuals with disabilities? No, individuals with disabilities are NOT portrayed

Does the program provide information about its offerings to the public on the internet? Yes.

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

What information is provided on the internet?

Please describe briefly:

Under Contact Us we include an ADA statement

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:
Under Find a Park or Facility notes are included about Wheelchair Accessibility

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

The department manages the webpage(s) content

ADA Self-Evaluation

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

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

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? Yes

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

If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers? No

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

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

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

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

Is there a formal policy established to ensure webpages will be accessible? No

Is the policy posted on the webpage, where it can be easily located? No

Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible? No

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

ADA Self-Evaluation

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

Yes

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

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

Text-telephone (TTY/TTD)

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

Yes

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

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

No

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

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

No

Does the program hold public meetings, hearings or conferences?

Yes

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

Yes

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:
See earlier statement

ADA Self-Evaluation

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

American Sign Language Intepreters

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

Don't Know

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

No

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

No

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

No

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

Yes

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

Yes,

If yes, please identify the disability and procedures to make the transportation accessible:
The Thomas Center provides tours regularly and has an elevator to address mobility issues.

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

N/A

Does program staff monitor consultants or contractors obligations to facilitate participation of individuals with disabilities?

No

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

Don't Know

ADA Self-Evaluation

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

If yes, is staff at each program facility trained to carry out the instructions of the plan or procedures? No

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

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

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

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?

We do not have a written procedure but need to develop one.

Does the program staff who maintain contact with the public receive training on interacting with people with disabilities? No, staff did not receive training

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:
Several front line staff such as receptionist, facility attendants, building attendants.

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.)

ADA Self-Evaluation

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

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

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.

See attached

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

If yes, please describe the types of requests that were received and how many.

ADA access has been improved at the TB McPherson Park and Tennis Courts at the request of a user group.

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

We are in need of expert assistance in this area. We work directly with a not for profit called Noah's Endeavor, who provides recreational activities for youth and adults with special needs at our pools, ball fields and gymnasium.

PRCA Facility Guide

LOCATION	LAND ACRE	PARKING	RESTROOMS	BASKETBALL COURTS w/ LIGHT	BASKETBALL COURTS w/ LIGHT	DIAMOND FIELDS FOR BASEBALL	FOOTBALL FIELDS	RAQUET BALL CTS	SOCCER FIELDS	TENNIS COURTS w/ LIGHT	TENNIS COURTS w/ LIGHT	EXERCISE/JOG TRAIL	NATURE TRAIL	PAVED TRAIL	UNPAVED TRAIL	BOARD WALK	PICNIC TABLE	GRELS	SHELTER	PLAY GROUND	DOG PARK	DOG ALLOWED w/ LEASH	SKATE PARK	SPLASH PAD	FITNESS STATION	MULTY PURPOSE FIELD	SPECIAL FACILITY	RHS ROUTES	
PARK AREA																													
Dreamers Garden/ID	N/A	✓													✓					✓	✓							6, 15	
Greenacres Park	76.00	✓																										34, 35, 36, 67	
Community Gardens	1.15																												
Community Gardens																													
Parking lot 2 Community Gardens																													
OTHER FACILITIES																													
EVERGREEN CEMETERY	55.00		✓																									2, 16, 27*	
TEACH ARTIST BLDG.	N/A	✓																										1, 25, 46	
THOMAS CENTER & GARDENS	6.20	✓	✓																									15	
IRONWOOD GOLF COURSE	134.00	✓																										24	
ARCHERY RANGE WACHHOOTA	200.00			✓																									
RD DIDDLEY COMMUNITY PLAZA	N/A																												
	348.29																												
UNDEVELOPED																													
LOTS	1.00																												
NE 8 ST to NE 9 ST PATH	0.22																												
NE 5 ST 2000 BLOCK																													
NW 6 ST FROM UNIVERSITY AVE TO NW 7 AVE	2.00																											6, 27*	
FOREST PARK	23.93	✓																										20, 21, 22*, 52*	
	27.16																												
RECENT DEVELOPMENT																													
GPD	4.53																											6, 27*	
GPD (OLD FURNITURE STORE)	0.45																											6, 27*	
TRAINING ANNEX	0.50																											6, 27*	
GPD (PARKING LOTS EAST & WEST SIDES)	3.00																											6, 27*	
GPD (OLD DENTIST BLDG)	0.75																											6, 27*	
30 AVE COMPOUND	6																											15, 35*	
NE COMPLEX	6.00																											11, 24, 27*	
LOT	0.55																											24	
CENTER MEDIAN, GRASS AND PLANTS	1.27																											11	
	22.01																												
Total Land Acquire	3,357.64																												
Less unmaintained park land	3,374.59																												
Total Park Land Maintained	3,397.64																												
Less undeveloped land	3,373.71																												
Total Park Land Maintained	3,397.64																												

* Routes not running during Redwood Service of Summit
 Please refer to RHS website for detailed information
 www.Co-RHS.com

PRCA Special Needs Assistance FY 2016 Simplified (Sweetwater Wetlands Park)

Date	Description	Outcome
10/15/2015	request for tour for group with some disabled members	provided tour with extra staffing to accommodate ADA needs
10/20/2015	email requesting tour for 2 mobility-limited visitors	visit scheduled
11/16/2015	direct ranger contact re: transportation back to parking	provided transportation/tour
11/30/2016	inquiry about available mobility assistance	offered to schedule tour
1/16/2016	inquiry about available mobility assistance	visit scheduled
1/28/2016	inquiry about available mobility assistance	Provided advice re: accessible areas and scheduling
2/1/2006	inquiry about available mobility assistance	Provided advice re: accessible areas and scheduling
3/7/2016	email re transportation for mobility-limited visitors.	visit scheduled
3/9/2016	request for mobility assistance (direct ranger contact)	visit scheduled
3/9/2016	Email re: transportation for mobility-limited visitors	provided transportation
3/30/2016	inquiry about available mobility assistance	Provided advice
4/4/2016	Email re: transportation for mobility-limited visitors	visit scheduled
4/8/2016	Email re: transportation for mobility-limited visitors	visit scheduled
4/11/2016	Email re: transportation for mobility-limited visitors	visit scheduled
4/15/2016	request for tour for group with some disabled members	provided tour
4/21/2016	Call re: transportation for mobility-limited visitor	visit scheduled
4/21/2016	email re: transportation for mobility limited visitor	visit scheduled
5/24/2016	Call re: transportation for mobility limited visitors	visit scheduled
5/25/2016	email re: transportation for mobility limited visitor	visit scheduled
6/3/2016	request for mobility assistance (direct ranger contact)	provided tour
6/5/2016	request for mobility assistance (direct ranger contact)	provided tour
6/8/2016	email re: transportation for mobility limited visitor	visit scheduled
6/9/2016	email re: transportation for mobility limited visitor	visit scheduled
7/3/2016	request for mobility assistance (direct ranger contact)	provided tour
7/7/2016	request for tour for group with some disabled members	provided tour with extra staffing to accommodate ADA needs
8/13/2016	request for mobility assistance (direct ranger contact)	provided tour
9/14/2016	Call re: tour for mobility assisted visitor	visit scheduled

ADA Self-Evaluation

#31



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Monday, August 22, 2016 2:11:56 PM

Last Modified: Wednesday, September 28, 2016 5:57:09 PM

Time Spent: Over a month

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-Public Works

Q3: Please enter your contact information:

Name

Dekova Batey

Title

Bicycle/Pedestrian Program Coordinator

Email

bateydt@cityofgainesville.org

Phone Number

352-393-8493

Q4: Date questionnaire completed:

Date / Time 09/28/2016

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".

i.e. Obtaining a city record; public events and meetings; completing a city form or request; signing in and out at reception desk; checking in and out materials/resources; signing up for programs and services; checking on status/file; public transportation; facility/project design or resource; construction; public information & safety signals/signage; solid waste collection; accessibility and designations.

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?

Staff present to assist/facilitate/coordinate.

ADA Self-Evaluation

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]	Yes, If yes, please describe and list the written procedure: i.e. ADA door to door transportatio service (RTS); Backyard Solid Waste collection service; Admin. Procedure 003.1; PW Manual Chpt. 37.11; 37.13; 37.14 and 37.21
Q10: Is the program staff that interacts with the public trained on the correct procedures to follow when a person requests an interpreter?	Don't Know, If yes, please describe the training: Personally aware that H.R. has/had a foreign interpreter bank listing.
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. Not all areas...RTS & Solid Waste likely with normal operations (wheel chair lifts for transit; MV accessible transportation rides and Backyard waste collection pick-up)
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: Advisory Board applications; Adopt-A-Street program; Roadway renaming form
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, If yes, please explain the process to ensure opportunities are provided. ADA compliant meeting facilities and resources

ADA Self-Evaluation

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

Yes,

If yes, list the committees:

Bicycle/Pedestrian Advisory Board and RTS Advisory Board

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?

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

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):

This answer set only allows one selection Audio recording of printed materials for sight impaired and Enlarged print prior.

ADA Self-Evaluation

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?	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?	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?	More than 1 week
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: http://go-rts.com/ada/ and http://www.cityofgainesville.org/PublicWorks.aspx
Q41: What information is provided on the internet? Please describe briefly:	Meetings, events, trainings, advisory board vacancies, information updates, projects, etc.

ADA Self-Evaluation

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")?	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 ensure webpages will be accessible?	No
Q54: Is the policy posted on the webpage, where it can be easily located?	No

ADA Self-Evaluation

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...)? 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

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)? Yes,
If yes, please describe how the equipment is made accessible.
Lowered counter section to accommodate a person of a shorter stature/wheelchair

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

ADA Self-Evaluation

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?	Call-in/speakerphone capability during meetings , Other (please list) digital recorder to voice documents for sight-impaired. Skype.
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 transit passengers and PW special visits and tours
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. Wheelchair lift and kneeling capable busses, LED highlighted large text wording with voice information announcements

PAGE 12: K. Tours and Trips

Q73: Does the program provide facility tours or organize trips for members of the public?	Yes
Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?	Yes, If yes, please identify the disability and procedures to make the transportation accessible: Ramp access areas for facility tours and staff guided and narrated tours.

ADA Self-Evaluation

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 sign statements attesting to their intent to comply with the ADA?

Yes,

If yes, please include the statement agreed to by contractors and consultants:
General terms and conditions that comply with various relative governmental/public/quasi-public agency policies & procedures. i.e. H.U.D standards for H.U.D. related projects.

Q76: Does program staff monitor consultants 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?

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, is staff 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

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?

Yes

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 information online in Public Folder intranet

ADA Self-Evaluation

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:

Receptionist (desk/phone attendant)

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.

Other (Please list):

Accessible meeting preparation. More visibility for foreign language interpreter bank and information on web based accessibility and on conference room listening device options/operations.

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?

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.

Alachua County Admin. Bldg - Bike/Ped. Adv. Bd. (BPAB) meeting; Library Headquarters - BPAB special meetings/events; City Hall/Basement Rm 016/017 - RTS Advisory Board meeting; GRU Multi-purpose Room - BPAB meeting; Historic Train Depot - Engineering public meetings; Bo Diddley Plaza - BPAB events; Rosa Parks & Butler Plaza Transfer Stations - RTS public transit related services; RTS bus transit stops - transit rider connection points; Public Works Center (39th Ave.) - Main office & materials/resource storage/staging/public distribution/facility tours.

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

Yes,

If yes, please describe the types of requests that were received and how many.

Sheltered bus transit stops with benches and bike parking.

PAGE 18: Q. Suggestions

ADA Self-Evaluation

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

Group workshop since there are so many variations of what is available and how areas can better address/serve clients/customers. Create a directory of resources/contacts and things to consider for ADA meetings, public notices & offerings, workshops, websites, web content, font related specifics, coordination, etc. Include a mini ADA fair where vendors provide an interactive demonstration of accessibility.

ADA Self-Evaluation

#20



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, September 14, 2016 4:19:01 PM

Last Modified: Wednesday, September 14, 2016 4:31:49 PM

Time Spent: 00:12:48

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-Risk Management

Q3: Please enter your contact information:

Name

Andrea Johnson

Title

Nurse Practitioner

Email

johnsonac@cityofgainesville.org

Phone Number

352-334-5037

Q4: Date questionnaire completed:

Date / Time 09/14/2016

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".

njury and Illness treatment & Wellness Services for Employees, Retirees, and Retiree Spouses

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

ADA Self-Evaluation

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 public trained on the correct procedures to follow when a person requests an interpreter?	No
Q11: How much notice is required to provide an accommodation request?	24 hours or less (not including weekends/holidays)
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?	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
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ADA Self-Evaluation

- 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?** 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?** 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?** No, photos of individuals with disabilities are NOT included

PAGE 6: E. Television and Audiovisual Public Information

ADA Self-Evaluation

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?	<i>Respondent skipped this question</i>
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

ADA Self-Evaluation

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? 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 ensure webpages 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

ADA Self-Evaluation

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

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?	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?	Electronic/computer based document readers
Q69: How many Assistive listening devices are made available for public meetings?	Don't Know

ADA Self-Evaluation

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 public? 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 sign statements attesting to their intent to comply with the ADA? N/A

Q76: Does program staff monitor consultants 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? No

Q79: If yes, is staff 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? No

ADA Self-Evaluation

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? *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

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? 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

ADA Self-Evaluation

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.

Thomas Center - Meetings/Presentations
MLK Center - Meetings/Presentations
GRU Admin Bldg - Meetings/Presentations
EOC - Meetings/Presentations

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 any comments or feedback.

Respondent skipped this question

ADA Self-Evaluation

#7



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, August 22, 2016 3:15:43 PM
Last Modified: Wednesday, August 24, 2016 3:53:53 PM
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

GG-Regional Transit System

Q3: Please enter your contact information:

Name

Millie Crawford

Title

ADA Transit Coordinator

Email

crawfordma1@cityofgainesville.org

Phone Number

352-393-7826

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".

RTS provides public transportation to the City of Gainesville and Alachua County. RTS also provides paratransit service to residents of Gainesville and Alachua county who qualify under the ADA.

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,
Please list the applicable policies for each checked category.
Anyone wishing to apply for Paratransit must have a disability verified with a physician or health care professional to qualify for ADA certification. Otherwise, there are no eligibility requirements for anyone wishing to ride the Public transportation provided by RTS.

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

The ADA stipulates individuals must show proof of a disability to qualify for ADA certification.

ADA Self-Evaluation

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: The RTS ADA user guide provides information for citizens wishing to use RTS. The RTS website also has a tab that explains services available to the public.

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: Our City and Campus Bus Schedule lists rules for the road that discusses Service Animals and Personal Care Attendants (PCA's). Also the ADA Complementary Paratransit Service Guide lists SOPs for service animals and PCAs.

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

Yes,

If yes, please describe the training: Every summer RTS drivers are given refresher training on the ADA. The training is either conducted by the RTS training staff or by the Center for Independent Living as part of our ADA certification contract with them.

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,

If yes, please list how many requests have been received in the past 12-36 months and what the requests were for. Because service is provided daily to individuals with disabilities; If a paratransit ride is requested the individual has to call the day before. MV Transportation is the contractor providing ADA Paratransit service and they handle 300 to 500 calls a day for service.

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

No,

If yes, please describe:
With a qualifier: ADA rides on the fixed route are provided at no charge. There is a \$3.00 co-pay on the paratransit service. RTS pays approx. \$30.00 for a paratransit ADA trip, while the rider pays \$3.00. The ADA specifies the transportation provider can charge double the regular passenger fixed route charge for an ADA paratransit trip. The fixed route costs a \$1.50 per leg of the trip unless the rider purchases an all-day pass for \$3.00.

ADA Self-Evaluation

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:
A person wishing to apply for ADA certification makes an appointment with the Center for Independent Living (CIL) and with verification from their physician of their disability they are screened to see if they meet the criteria for ADA certification. All other riders are eligible to ride the RTS system without any forms required for admission to the bus system.

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.
In order to apply for ADA certification a professional verification of disability is provided to the CIL.

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.
We have several individuals on our RTS advisory committee that have disabilities.

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

Yes,

If yes, list the committees:
RTS Community Advisory Board, The Passenger 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?

Yes,

If yes, please list all locations where it is available:
RTS website and the City and Campus Bus Schedule

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?

Yes

ADA Self-Evaluation

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.

When newspaper notices are placed to notify the public of meetings a statement is placed that lets persons with disabilities know the contact the ADA Coordinator to request transportation and request alternate formats as needed.

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. If there is a request from the public for alternative formats the request will be accommodated.

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 City and Campus Bus Schedule and the ADA complementary Paratransit Service Guide

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 list the written policy. In the ADA Complementary Paratransit Service Guide

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

Enlarged print,

Please list other media type(s):
This question is not working correctly, RTS will provide CD's of Audio recording, Braille, Large print, email upon request.

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?

Yes, photos of individuals with disabilities are included

PAGE 6: E. Television and Audiovisual Public Information

ADA Self-Evaluation

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:

The RTS website has a video of rules of the road.

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:

RTS will provide an alternative format on request

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?

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: Go-RTS.com

Q41: What information is provided on the internet?

Please describe briefly:

The ADA Complementary Paratransit Service Guide, also a word version that is JAWS accessible and an audio file of the ADA service guide; Full bus schedule, Rider Alerts, Trip Planning, How to ride info.

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:

RTS buses are equipped with running signs that mirror what is announced by the talking bus system making ADA stop announcements

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

The department manages the webpage(s) content

ADA Self-Evaluation

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 ensure webpages 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

ADA Self-Evaluation

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?

Other,

Other (Please List):

Third party relay systems do not require the person receiving the call to do anything by answer the phone

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,

If yes, please describe the training here:
But to receive a call there is really no training required other to answer the phone and listen. RTS does not currently have the equipment but obtain it if necessary.

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)?

Yes,

If yes, please describe how the equipment is made accessible.
RTS Bus are equipped with wheelchair ramps or lifts and have talking buses making ADA stop announcements and rolling signs mirroring what is announced by the talking bus.

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

No,

If yes, please describe: RTS provides Transportation

PAGE 10: I. Public Meetings

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

Yes

ADA Self-Evaluation

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:

Newspaper notices of meeting include a statement about requesting accommodations. RTS provides transportation upon request and with enough notice (2-4 day) braille agendas. Prim

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

Other (please list)

Primarily transportation is provided, but upon request EEO would be contacted to see about providing whatever type of accommodation is requested

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
Upon request the day before the event

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.
RTS vehicles are equipped with lifts and the buses make ADA stop announcements; and rolling signs mirror what the talking bus is announcing.

PAGE 12: K. Tours and Trips

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

No

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

Yes,

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

PAGE 13: L. Use of Consultants and Contractors

ADA Self-Evaluation

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

Yes,

If yes, please include the statement agreed to by contractors and consultants:
Both contractors' primary function is to deal with persons with disabilities, one to transport them, the other to determine their eligibility under the ADA for certification

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

Yes,

Other (please specify)
Both MV Transportation and the CIL daily deal with individuals who have disabilities

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

Yes,

If yes, please describe:
RTS is required to select contractors per the FTA purchasing guidelines that include the Federal Clauses.

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:
RTS is part of the Emergency Operations Center ESF 1 and is responsible for helping to evacuate persons with disabilities who have registered with the county

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

Yes,

If yes, please describe the training.
All personnel were required to complete NIMIS training

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?

Other (please specify)

Don't Know: but all our facilities are accessible

PAGE 16: O. Training and Staffing

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

Yes

ADA Self-Evaluation

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?

Marketing provides accessible materials and our buildings are and vehicles are accessible

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:
Disability awareness training is provided every year during the summer as part of refresher 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:
The ADA Transit coordinator, Road Supervisors, and our Customer service personnel

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?

Yes,

If yes, please describe the staff training process:
Front line supervisor, road supervisors, and customer service personnel

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.

Rosa Parks Downtown Station, the Butler Plaza transfer station and all the bus stops in Gainesville both are points of access for the bus system

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

Yes,

If yes, please describe the types of requests that were received and how many.
I don't know how many requests have been made. RTS developed a Bus Stop improvement plan to have a systemic way to bring all of the 1100+ bus stops into ADA compliance. Additionally, if a person with a disability utilizes a specific bus stop and requests the stop to be improved then RTS will move the stop to the front of the list and improve the stop as required.

PAGE 18: Q. Suggestions

ADA Self-Evaluation

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

Nothing specific at this time.

ADA Self-Evaluation

#18



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Monday, September 12, 2016 1:12:12 PM

Last Modified: Monday, September 12, 2016 1:28:37 PM

Time Spent: 00:16:25

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

GRU-Community Relations

Q3: Please enter your contact information:

Name

Carmen Burse

Title

Sr. Executive Assistant

Email

bursecd@gru.com

Phone Number

352-393-1297

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".

Our office does many things, including:

- Serves as an information resource and point of contact for customers, community groups, and elected officials.
- Leads and participates in the identification and resolution of issues of concern to GRU, our customers, and the community.
- Promotes GRU as a resource to the community as well as to city, county, and state officials.
- Serves as ombudsman to community members.
- Develops programs that meet the emerging needs of customers and communities.
- Seeks opportunities to leverage our financial and human resources to make Gainesville a better place to live, work, and play.
- Manages GRU's participation in community campaigns and fundraisers.

Our community relations activities are guided by our community relations strategy. Since there are so many great causes to support, events to attend, and problems to address, our strategy helps us stay focused on being a good corporate citizen while making a positive impact in the communities where we live and do business.

PAGE 3: B. Customer Service

ADA Self-Evaluation

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?	NONE
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 public trained on the correct procedures to follow when a person requests an interpreter?	<i>Respondent skipped this question</i>
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?	No
Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?	No

ADA Self-Evaluation

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 any alternative 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

ADA Self-Evaluation

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?

Respondent skipped this question

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

Respondent skipped this question

ADA Self-Evaluation

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 ensure webpages 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?	Don't Know

ADA Self-Evaluation

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?	<i>Respondent skipped this question</i>
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?	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?	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

ADA Self-Evaluation

Q68: If yes, what types of accommodations can the program provide to the public when requested?	<i>Respondent skipped this question</i>
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 public?	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 sign statements attesting to their intent to comply with the ADA?	N/A
Q76: Does program staff monitor consultants 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
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ADA Self-Evaluation

Q79: If yes, is staff 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?

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?

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):

Respondent skipped this question

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

ADA Self-Evaluation

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.

Respondent skipped this question

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 any comments or feedback.

Respondent skipped this question

ADA Self-Evaluation

#25



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, September 21, 2016 1:34:30 PM

Last Modified: Friday, September 23, 2016 2:37:42 PM

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

General Manager for Utilities

Q2: Select your Department

GRU-Communications

Q3: Please enter your contact information:

Name

David Warm

Title

Communicatoins Specialist Sr.

Email

warmd1@gru.com

Phone Number

393-1439

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".

The office provides support to all GRU departments and assists in communicating company-wide programs to employees and 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.)

Respondent skipped this question

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

ADA Self-Evaluation

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 public trained 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?	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?	No
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ADA Self-Evaluation

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?	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?	<i>Respondent skipped this question</i>
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): Would accommodate requests.
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?	No, photos of individuals with disabilities are NOT included

PAGE 6: E. Television and Audiovisual Public Information

ADA Self-Evaluation

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?	Other, Please list the other formats: would accommodate requests
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?	<i>Respondent skipped this question</i>

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?	<i>Respondent skipped this question</i>
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?	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

ADA Self-Evaluation

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.] 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 ensure webpages 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? 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...)? Yes

ADA Self-Evaluation

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? Respondent skipped this question

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)? 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? Respondent skipped this question

Q69: How many Assistive listening devices are made available for public meetings? Respondent skipped this question

ADA Self-Evaluation

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

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 public? 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 sign statements attesting to their intent to comply with the ADA? Respondent skipped this question

Q76: Does program staff monitor consultants 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

Q79: If yes, is staff 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

ADA Self-Evaluation

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? 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

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 ,
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

ADA Self-Evaluation

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.

Respondent skipped this question

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 any comments or feedback.

Respondent skipped this question

ADA Self-Evaluation

#29



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 21, 2016 5:33:08 PM
Last Modified: Wednesday, September 28, 2016 2:29:42 PM
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

General Manager for Utilities

Q2: Select your Department

GRU-Customer Support Services

Q3: Please enter your contact information:

Name

Laura Voitle

Title

Executive Assistant, Sr.

Email

voitlem@gru.com

Phone Number

352-393-1495

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".

Customer Service is one of the Departments within Customer Support Services. This department is responsible for starting, maintaining, and stopping utility services within GRU service territory.

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?

Disabilities are not something that we check for. Customers have to successfully pass a credit check in order to determine deposit requirements.

ADA Self-Evaluation

<p>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?</p>	<p><i>Respondent skipped this question</i></p>
<p>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]</p>	<p>Yes, If yes, please describe and list the written procedure: Service animals allowed on site; space clearance in buildings; phone interpretation available</p>
<p>Q10: Is the program staff that interacts with the public trained on the correct procedures to follow when a person requests an interpreter?</p>	<p>Yes, If yes, please describe the training: Training provided at onset of hiring process</p>
<p>Q11: How much notice is required to provide an accommodation request?</p>	<p>24 hours or less (not including weekends/holidays)</p>
<p>Q12: Do you track accessibility requests for the program?</p>	<p>No</p>
<p>Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?</p>	<p>No</p>
<p>Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?</p>	<p>Yes, If yes, please list the forms: application for services</p>
<p>Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?</p>	<p>Don't Know</p>
<p>Q16: Is an interview required prior to an applicant's admission to the program?</p>	<p>No</p>
<p>Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?</p>	<p>Yes</p>
<p>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?</p>	<p>Don't Know, If yes, please explain the process to ensure opportunities are provided. We don't have any Customer Service advisory boards or committees</p>
<p>Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?</p>	<p>No, If yes, list the committees: NA</p>

ADA Self-Evaluation

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: website, lobby
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?	Yes, If yes, please describe how the notifications are made and how much advance notice is required to provide accommodations. General Government takes care of public notices
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. application, rate sheets, program info
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)	Please list other media type(s): 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

ADA Self-Evaluation

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?

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?

Other,

Please list the other formats:
we do not provide audio/visual material

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,

If yes, please list the URL: gru.com

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

utility services including MEES

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?

Webpage(s) content is managed centrally

ADA Self-Evaluation

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?	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?	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.]	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 ensure webpages 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

ADA Self-Evaluation

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?	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?	Yes, If yes, please describe the training here: training provided during onboarding of new staff

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, 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?	Yes, If yes, please describe: shorter lobby counter

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?	No

ADA Self-Evaluation

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, If yes, please describe the instructions provided and how much advance notice is required to provide accommodations: NA
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, If yes, please describe NA
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. NA

PAGE 12: K. Tours and Trips

Q73: Does the program provide facility tours or organize trips for members of the public?	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, If yes, please identify the disability and procedures to make the transportation accessible: NA

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 sign statements attesting to their intent to comply with the ADA?	N/A
Q76: Does program staff monitor consultants or contractors obligations to facilitate participation of individuals with disabilities?	No, Other (please specify) NA

ADA Self-Evaluation

Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability? No,
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? Yes,
If yes, please describe the procedures: emergency plan

Q79: If yes, is staff at each program facility trained to carry out the instructions of the plan or procedures? Yes,
If yes, please describe the training. emergency plan

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? 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?
training, policies, procedures

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: onboarding of new staff includes training on policies and procedures

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: lobby employees

ADA Self-Evaluation

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.

GRU Administration Building

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 any comments or feedback.

It needs to be broken up by department because Customer Support Services is the umbrella for many different departments whose responsibilities, programs, policies, and procedures are completely different.

Need more NA options for questions that don't apply.

ADA Self-Evaluation

#1



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, August 22, 2016 2:27:50 PM
Last Modified: Monday, August 22, 2016 3:06:38 PM
Time Spent: 00:38:48
IP Address: 198.190.223.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

General Manager for Utilities

Q2: Select your Department

GRU-Energy Delivery

Q3: Please enter your contact information:

Name

James Johnston

Title

Eng/Oper Support Systems Mgr

Email

johnstonjm@gru.com

Phone Number

352-393-1506

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".

Respondent skipped this question

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

ADA Self-Evaluation

<p>Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?</p>	<p><i>Respondent skipped this question</i></p>
<p>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?</p>	<p>Don't Know</p>
<p>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]</p>	<p>Yes, If yes, please describe and list the written procedure: For visually impaired, Braille signs, personal attendant can obtain special access card for work pickup/delivery of sight impaired employees</p>
<p>Q10: Is the program staff that interacts with the public trained on the correct procedures to follow when a person requests an interpreter?</p>	<p>Don't Know</p>
<p>Q11: How much notice is required to provide an accommodation request?</p>	<p>Don't know - have not completed such a request</p>
<p>Q12: Do you track accessibility requests for the program?</p>	<p>Don't Know</p>
<p>Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?</p>	<p>Don't Know</p>
<p>Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?</p>	<p>Don't Know</p>
<p>Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?</p>	<p>Yes</p>
<p>Q16: Is an interview required prior to an applicant's admission to the program?</p>	<p>Don't Know</p>
<p>Q17: When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?</p>	<p>Yes</p>
<p>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?</p>	<p>Don't Know</p>
<p>Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?</p>	<p>Yes, If yes, list the committees: OneSAP data migration committee</p>

ADA Self-Evaluation

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. For a visually impaired job applicant, a voice recorded interview exam was provided.
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)	Audio recording (cassette or digital)
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

ADA Self-Evaluation

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?

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?

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?

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?

Don't Know

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

Don't Know

ADA Self-Evaluation

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 ensure webpages 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

ADA Self-Evaluation

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?	<i>Respondent skipped this question</i>
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?	Don't Know
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

ADA Self-Evaluation

Q68: If yes, what types of accommodations can the program provide to the public when requested?	<i>Respondent skipped this question</i>
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, If yes, please describe visually impaired employee is responsible for transportation
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. Help visually impaired employee with family and co worker assisted transportation

PAGE 12: K. Tours and Trips

Q73: Does the program provide facility tours or organize trips for members of the public?	<i>Respondent skipped this question</i>
Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?	Yes, If yes, please identify the disability and procedures to make the transportation accessible: fellow employees help with transportation

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 sign statements attesting to their intent to comply with the ADA?	<i>Respondent skipped this question</i>
Q76: Does program staff monitor consultants 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

ADA Self-Evaluation

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, is staff 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

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?	<i>Respondent skipped this question</i>
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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?	<i>Respondent skipped this question</i>
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):	<i>Respondent skipped this question</i>
Q87: Is there program staff that provide emergency services to the public?	<i>Respondent skipped this question</i>
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?	<i>Respondent skipped this question</i>

PAGE 17: P. Facilities

ADA Self-Evaluation

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.

Respondent skipped this question

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 any comments or feedback.

Respondent skipped this question

ADA Self-Evaluation

#11



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, August 23, 2016 9:55:17 AM
Last Modified: Monday, August 29, 2016 5:36:24 PM
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

General Manager for Utilities

Q2: Select your Department

GRU-Energy Supply

Q3: Please enter your contact information:

Name

EVA DEL VALLE

Title

INTERIM BUSINESS SERVICES
ADMINISTRATIVE COORDINATOR

Email

DELVALLEEM@GRU.COM

Phone Number

352-393-1710

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".

Energy Supply oversees the day to day running and management of all GRU's operating power plants; including Deerhaven, JR Kelly and the SEC. Energy Supply also coordinates and manages the Power Systems Dispatch center and coordinates fuel purchases for all operating plants. The office focuses on Safety, People, Production, Environmental & Regulatory, Profitability and Growth to ensure it provides safe, reliable, competitively priced utility services to our community.

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.
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

ADA Self-Evaluation

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?	N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
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?	If yes, please describe and list the written policy: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
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: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q10: Is the program staff that interacts with the public trained on the correct procedures to follow when a person requests an interpreter?	If yes, please describe the training: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
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?	If yes, please list how many requests have been received in the past 12-36 months and what the requests were for. N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?	If yes, please describe: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?	If yes, please list the forms: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
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?	If yes, please describe the selection criteria used in the interview. N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
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?	If yes, please explain the process to ensure opportunities are provided. N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

ADA Self-Evaluation

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

No,

If yes, list the committees:

N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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?

If yes, please list all locations where it is available:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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?

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,

If yes, please describe how the notifications are made and how much advance notice is required to provide accommodations.

N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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,

If yes, please describe the printed materials.

N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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?

No,

If yes, please describe and list the written policy.

N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

ADA Self-Evaluation

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)	Please list other media type(s): N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q29: How much notice is required to provide the alternate document formats?	<i>Respondent skipped this question</i>
Q30: Do you track accessibility requests for alternate formats of printed material?	If yes, please list how many requests have been received in the past 12 - 36 months and what the requests were for: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?	If yes, please describe: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q32: Does the program include images of individuals with disabilities in the printed materials and publications?	<i>Respondent skipped this question</i>

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?	If yes, please list the types of presentations that are provided: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
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?	If yes, please describe and list the written policy: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?	Please list the other formats: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q36: How much notice is required to provide the accessible presentation formats?	<i>Respondent skipped this question</i>
Q37: Do you track accessibility requests for accessible presentation formats?	If yes, please list how many requests have been received in the past 12 - 36 months and what the requests were for: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?	If yes, please describe: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?	<i>Respondent skipped this question</i>

PAGE 7: F. Website

ADA Self-Evaluation

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

If yes, please list the URL:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

Q41: What information is provided on the internet?

Please describe briefly:

N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

If yes, please briefly describe what information is provided about accessibility:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

Respondent skipped this question

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?

Respondent skipped this question

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

Respondent skipped this question

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?

Respondent skipped this question

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)?

Respondent skipped this question

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

Respondent skipped this question

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?

Respondent skipped this question

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?

Respondent skipped this question

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.]

Respondent skipped this question

ADA Self-Evaluation

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?	If yes, please briefly describe how the content is tested for accessibility: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q53: Is there a formal policy established to ensure webpages will be accessible?	If yes, please list the written policy: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q54: Is the policy posted on the webpage, where it can be easily located?	If yes, please provide the URL of the notice: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?	If yes, please describe the process that has been established: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?	If yes, please describe the training process and the most recent training date: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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...)?	<i>Respondent skipped this question</i>
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?	<i>Respondent skipped this question</i>
Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?	Other (Please List): N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?	<i>Respondent skipped this question</i>
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?	If yes, please describe the training here: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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?	If yes, please describe the equipment the public is allowed to use: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
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ADA Self-Evaluation

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.
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

PAGE 10: I. Public Meetings

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

Respondent skipped this question

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?

If yes, please describe the instructions provided and how much advance notice is required to provide accommodations:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

Other (please list)
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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?

If yes, please describe:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

PAGE 11: J. Transportation Services

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

If yes, please describe
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

If yes, please identify the disability and procedures to make transportation accessible.
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

PAGE 12: K. Tours and Trips

ADA Self-Evaluation

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

If yes, please list the tours and trips offered:
N/A-ENERGY SUPPLY DOES NOT OFFER ANY PROGRAMS TO THE GENERAL PUBLIC

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:
N/A-ENERGY SUPPLY DOES NOT OFFER ANY PROGRAMS TO THE GENERAL PUBLIC

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 sign statements attesting to their intent to comply with the ADA?

If yes, please include the statement agreed to by contractors and consultants:
N/A-ENERGY SUPPLY DOES NOT OFFER ANY PROGRAMS TO THE GENERAL PUBLIC

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

Other (please specify)
N/A-ENERGY SUPPLY DOES NOT OFFER ANY PROGRAMS TO THE GENERAL PUBLIC

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

If yes, please describe:
N/A-ENERGY SUPPLY DOES NOT OFFER ANY PROGRAMS TO THE GENERAL PUBLIC

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?

If yes, please describe the procedures: N/A

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

Yes,
If yes, please describe the training. 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?

Other (please specify) N/A

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) N/A

PAGE 16: O. Training and Staffing

ADA Self-Evaluation

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

Respondent skipped this question

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?

N/A

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

If yes, please describe the staff training process: N/A

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?

If yes, please list staff/positions that would benefit from additional training:
N/A

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

Other (Please list): N/A

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: 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.

N/A

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

If yes, please describe the types of requests that were received and how many.
N/A

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 any comments or feedback.

NO

ADA Self-Evaluation

#23



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, September 21, 2016 1:07:21 PM

Last Modified: Wednesday, September 21, 2016 1:28:13 PM

Time Spent: 00:20:52

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

GRU-Finance

Q3: Please enter your contact information:

Name

James Lennon

Title

Accountant 2

Email

LennonJ1@gru.com

Phone Number

352-335-1335

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".

All of the services provided by the Finance Department are internal to the company not 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.)

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

ADA Self-Evaluation

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 public trained 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
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ADA Self-Evaluation

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?	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)	Other media type
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?	<i>Respondent skipped this question</i>
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?	Yes, photos of individuals with disabilities are included

PAGE 6: E. Television and Audiovisual Public Information

ADA Self-Evaluation

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
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?	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?	Don't Know
Q41: What information is provided on the internet?	<i>Respondent skipped this question</i>
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

ADA Self-Evaluation

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?	<i>Respondent skipped this question</i>
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 ensure webpages 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?	<i>Respondent skipped this question</i>
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

ADA Self-Evaluation

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?	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?	Don't Know
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?	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

ADA Self-Evaluation

- | | |
|---|------------|
| 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 public? | 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 sign statements attesting to their intent to comply with the ADA? | Yes |
| Q76: Does program staff monitor consultants 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, is staff 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

ADA Self-Evaluation

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?

do not know

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): How to work with people with disabilities ,
Legal requirements

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.

do not know

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

ADA Self-Evaluation

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

no

ADA Self-Evaluation

#5



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, August 22, 2016 8:21:00 PM
Last Modified: Monday, August 22, 2016 8:53:59 PM
Time Spent: 00:32:59
IP Address: 64.238.189.135

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

General Manager for Utilities

Q2: Select your Department

GRU-GRUCom

Q3: Please enter your contact information:

Name

Frank Latini

Title

Technology and Services Director

Email

latinifa@gru.com

Phone Number

352-393-6904

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".

GRUCom offers (sells) Telecommunications Services for the general 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.)

Please list the applicable policies for each checked category.

There is no program that provides participation by the public

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

No policies

ADA Self-Evaluation

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, If yes, please describe and list the written policy: Assumption is that GRU and/or General Government have system in place to acquire help for special communication needs while interacting with the public
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: GRUCom does not have situations that involve the general public in its operations
Q10: Is the program staff that interacts with the public trained 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?	Don't Know
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?	If yes, please describe the selection criteria used in the interview. GRUCom does not have programs that provide participation by the general public in the manner described in this survey
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?	If yes, please explain the process to ensure opportunities are provided. GRUCom does not have programs that provide participation by the general public in the manner described in this survey
Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?	If yes, list the committees: GRUCom does not have advisory boards or committees

ADA Self-Evaluation

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?	If yes, please list all locations where it is available: GRUCom does not have programs that provide participation by the general public in the manner described in this survey
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?	If yes, please describe how the notifications are made and how much advance notice is required to provide accommodations. GRUCom does not have programs that provide participation by the general public in the manner described in this survey
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. GRUCom does not have programs that provide participation by the general public in the manner described in this survey

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?	Printed materials are managed centrally
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): GRUCom does not have programs that provide participation by the general public in the manner described in this survey
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

ADA Self-Evaluation

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?

Yes,

If yes, please list the types of presentations that are provided:
Presentations are limited to budget presentations and GRUCom history and services offered presentations

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?

If yes, please describe and list the written policy:
GRUCom does not have programs that provide participation by the general public in the manner described in this survey

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

Please list the other formats:
GRUCom does not have programs that provide participation by the general public in the manner described in this survey

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?

Respondent skipped this question

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

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

Telecommunication Services offered for sale

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

If yes, please briefly describe what information is provided about accessibility:
GRUCom does not provide access to its facilities to the general public.

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

Webpage(s) content is managed centrally

ADA Self-Evaluation

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 ensure webpages 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

ADA Self-Evaluation

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?	Other, Other (Please List): Phone system functionality is responsibility of IT department
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)?	If yes, please describe how the equipment is made accessible. GRUCom does not provide access to the public
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: GRUCom does not provide services as described in this survey

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?	No

ADA Self-Evaluation

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?	If yes, please describe the instructions provided and how much advance notice is required to provide accommodations: GRUCom does not provide public events as described in this survey
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 GRUCom does not provide services to the public as described by this survey
Q72: Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?	If yes, please identify the disability and procedures to make transportation accessible. GRUCom does not provide services to the public as described by this survey

PAGE 12: K. Tours and Trips

Q73: Does the program provide facility tours or organize trips for members of the public?	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: GRUCom does not provide services to the public as described by this survey

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 sign statements attesting to their intent to comply with the ADA?	If yes, please include the statement agreed to by contractors and consultants: Assume this question is the responsibility of the GRU purchasing department
Q76: Does program staff monitor consultants 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

ADA Self-Evaluation

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, is staff 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) | don't think it is in all locations

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)
GRUCom does not provide services to the public as described by this survey

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?**
GRU/GG programs, administrative guidelines, corporate policies, management
- 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:
Could be anyone who has conversations regarding GRUCom service offerings

ADA Self-Evaluation

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.

GRU Eastside Operations Center (EOC) offices (building #1, GRUCom EOC building #8 comm room, TRS Prime Site, GRUCom Central Office, GRUCom Training office

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 any comments or feedback.

None

ADA Self-Evaluation

#10



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, August 23, 2016 12:10:06 PM
Last Modified: Monday, August 29, 2016 8:21:07 AM
Time Spent: Over a day
IP Address: 198.190.223.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

General Manager for Utilities

Q2: Select your Department

GRU-Information Technology

Q3: Please enter your contact information:

Name

Katandra Witter

Title

Business Systems Analyst II

Email

witterkm@gru.com

Phone Number

352-393-6968

Q4: Date questionnaire completed:

Date / Time 08/29/2016

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 IT department participates in a third-party capacity, in job fairs coordinated by other entities.

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

ADA Self-Evaluation

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, If yes, please describe and list the written policy: The hosting entity for the job fair assumes this responsibility.
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 public trained 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
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ADA Self-Evaluation

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? Don't Know

Q26: Who manages the printed materials? Printed materials are managed centrally

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? *Respondent skipped this question*

PAGE 6: E. Television and Audiovisual Public Information

ADA Self-Evaluation

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?	<i>Respondent skipped this question</i>
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?	<i>Respondent skipped this question</i>

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:	Bill presentation and information about GRU and GG 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?	No
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

ADA Self-Evaluation

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?	No
Q53: Is there a formal policy established to ensure webpages 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?	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
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ADA Self-Evaluation

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?	Don't Know
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?	N/A
Q69: How many Assistive listening devices are made available for public meetings?	Don't Know

ADA Self-Evaluation

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

PAGE 12: K. Tours and Trips

Q73: Does the program provide facility tours or organize trips for members of the public? *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? 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 sign statements attesting to their intent to comply with the ADA? *Respondent skipped this question*

Q76: Does program staff monitor consultants 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, is staff 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

ADA Self-Evaluation

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? *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): *Respondent skipped this question*

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. *Respondent skipped this question*

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

ADA Self-Evaluation

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

Respondent skipped this question

ADA Self-Evaluation

#19



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Monday, August 22, 2016 1:55:19 PM

Last Modified: Wednesday, September 14, 2016 1:42:28 PM

Time Spent: Over a week

IP Address: 198.190.223.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer

General Manager for Utilities

Q2: Select your Department

GRU-Water/Wastewater

Q3: Please enter your contact information:

Name

Jennifer McElroy

Title

Supervising Utility Engineer

Email

mcelroyja@gru.com

Phone Number

3523931291

Q4: Date questionnaire completed:

Date / Time 09/14/2016

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".

GRU's Water and Wastewater Systems Department provides safe drinking water to its customers and provides a safe and environmentally sustainable method for the collection, treatment and reuse of wastewater. Both water and wastewater are treated at industrial facilities that are not open for public access. In an effort to educate our customers and to promote GRU's dedication to safe and sustainable resources, the public can make a special request to tour the water and wastewater facilities. Tours are scheduled on a case by case basis and GRU makes reasonable accommodations to provide for any needs our guests may have. Tours are booked through GRU's Communications Department.

For the purposes of this survey, the "Program" will reference tours.

PAGE 3: B. Customer Service

ADA Self-Evaluation

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, Safety standards,

Please list the applicable policies for each checked category.

To complete a tour of GRU's water and wastewater facilities, it is required to wear specific clothing for safety. There are areas at each facility that require the ability to climb stairs (for example, to see inside the reactor clarifier). GRU staff can make adjustments to the tour for guests that are not able to climb stairs. These adjustments may include a visual from another location, a verbal explanation of the process, or viewing photos or a diagram of the inaccessible component.

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

GRU's water and wastewater treatment plants are industrial facilities that are not open to the public. As such, these facilities were not built for and are not operated for public access. In an effort to educate our customers and to promote GRU's dedication to safe and sustainable resources, the public can make a special request to tour the water and wastewater facilities. Tours are scheduled on a case by case basis and GRU makes reasonable accommodations to provide for any needs our guests may have.

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 public trained 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.)?

Yes,

If yes, please list the forms:
Any customer requesting a tour must submit a request through GRU's Speakers Bureau in GRU's Communications Department.

ADA Self-Evaluation

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, If yes, please explain the process to ensure opportunities are provided. GRU W/WW makes reasonable accommodations to provide our customers access to tours or public meetings.
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

ADA Self-Evaluation

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. Fact sheets, infographics, brochures
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)	Electronic Copy (for use with a screen reader), Please list other media type(s): Would only let me select one-- we can easily provide electronic copies, emails, enlarged print
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?	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: W/WW Systems has developed digital presentations for the public.
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: Not sure--this would be handled through the Communications Dept.
Q36: How much notice is required to provide the accessible presentation formats?	Don't know - have not completed such a request

ADA Self-Evaluation

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, If yes, please describe: This request would be handled through the Communications Dept.
Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?	<i>Respondent skipped this question</i>

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.GRU.com
Q41: What information is provided on the internet? Please describe briefly:	Information on WWW Systems and how to request a tour.
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?	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?	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

ADA Self-Evaluation

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, If yes, please briefly describe how the content is tested for accessibility: This is handled by the Communications Dept.
Q53: Is there a formal policy established to ensure webpages will be accessible?	Don't Know, If yes, please list the written policy: This is handled by the Communications Dept.
Q54: Is the policy posted on the webpage, where it can be easily located?	Don't Know, If yes, please provide the URL of the notice: This is handled by the Communications Dept.
Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?	Don't Know, If yes, please describe the process that has been established: This is handled by the Communications Dept.
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, If yes, please describe the training process and the most recent training date: This is handled by the Communications Dept.

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

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Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?	Other, Other (Please List): Don't know--this is not handled by W/WW Systems.
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, If yes, please describe the equipment the public is allowed to use: Guests are not permitted to access GRU W/WW Systems network for security reasons. If access was needed to provide reasonable accommodations for a guest with a disability, a secured copy machine or computer terminal could be made available.
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. Guests are not permitted to access GRU W/WW Systems network for security reasons. If access was needed to provide reasonable accommodations for a guest with a disability, a secured copy machine or computer terminal could be made available.
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: Reasonable accommodations can be made for guests at the W/WW Facilities.

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?	No

ADA Self-Evaluation

- 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?** No

PAGE 12: K. Tours and Trips

- Q73: Does the program provide facility tours or organize trips for members of the public?** Yes,
If yes, please list the tours and trips offered:
Upon request, customers can schedule a tour of W/WW facilities.
- 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,
If yes, please identify the disability and procedures to make the transportation accessible:
GRU W/WW Systems makes reasonable accommodations on a case by case basis; however, I am not aware of specific procedures.

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 sign statements attesting to their intent to comply with the ADA?** If yes, please include the statement agreed to by contractors and consultants:
I am not sure--this is handled by the Purchasing Dept.
- Q76: Does program staff monitor consultants or contractors obligations to facilitate participation of individuals with disabilities?** Don't Know,
Other (please specify)
I am not sure--this is handled by the Purchasing Dept.
- Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?** Don't Know,
If yes, please describe:
I am not sure--this is handled by the Purchasing Dept.

ADA Self-Evaluation

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, is staff 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?** No
- 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?**
- GRU's water and wastewater treatment plants are industrial facilities that are not open to the public. As such, these facilities were not built for and are not operated for public access. In an effort to educate our customers and to promote GRU's dedication to safe and sustainable resources, the public can make a special request to tour the water and wastewater facilities. Tours are scheduled on a case by case basis and GRU makes reasonable accommodations to provide for any needs our guests may have.
- 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,
- If yes, please list staff/positions that would benefit from additional training:
W/WW would be open to receiving training for specific individuals.

ADA Self-Evaluation

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.
,
Other (Please list):
W/WW Systems would welcome training to better serve our customers.

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?

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.

- Eastside Operations Center - home base for W/WW systems support staff (crews, technical specialists, engineers, managers, etc). Public workshops or meetings are sometimes held here.
- Murphree Water Treatment Plant - industrial facility that treats water - not open to the public, but upon request, can accommodate tours on a case by case basis
- Main Street Water Reclamation Facility - industrial facility that treats wastewater - not open to the public, but upon request, can accommodate tours on a case by case basis
- Kanapaha Water Reclamation Facility - industrial facility that treats wastewater - not open to the public, but upon request, can accommodate tours on a case by case basis

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 any comments or feedback.

GRU W/WW Systems would be very receptive to training to help make us more accessible to our customers.