ADA Self-Evaluation

Welcome to the ADA Self-Evaluation Survey

The City of Gainesville is in the process of conducting an Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan. As part of this process, each department/division is requested to complete the attached questionnaire that addresses the accessibility of your programs, services and activities offered to the public.

All questions should be answered as they relate to programs, services and activities provided to the public. Examples of programs, services and activities include: paying a fee, obtaining a permit, participating in a recreational program or attending a public meeting such as a City Commission meeting.

The survey will take about two hours to complete. If you have any questions or need further assistance, please contact the City of Gainesville Office of Equal Opportunity at (352) 334-5051 or via email at oeoada@cityofgainesville.org.

Thank you for participating in our survey. Your feedback is important.

A. Description of the Program and Services

1. Select your Charter Officer

[   ]

2. Select your Department

[   ]

3. Please enter your contact information:

Name [   ]

Title [   ]

Email [   ]

Phone Number [   ]

4. Date questionnaire completed:

	MM	DD	YYYY
Date / Time	[ ] /	[ ] /	[ ]

5. 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".

[   ]

B. Customer Service

6. 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
- [ ] Physical fitness standards
- [ ] Mental fitness standards
- [ ] Testing requirements
- [ ] Performance requirements
- [ ] Safety standards
- [ ] Don't know

Please list the applicable policies for each checked category.

[   ]

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

[   ]

8. 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
- ( ) No
- ( ) Yes

If yes, please describe and list the written policy:

[   ]

9. 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

○ No

○ Yes

If yes, please describe and list the written procedure:

[ ]

10. 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

○ No

○ Yes

If yes, please describe the training:

[ ]

11. How much notice is required to provide an accommodation request?

○ 24 hours or less (not including weekends/holidays)

○ 2-4 business days

○ More than 1 week

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

○ Don't know - have not completed such a request

12. Do you track accessibility requests for the program?

○ Don't Know

○ No

○ Yes

If yes, please list how many requests have been received in the past 12-36 months and what the requests were for.

[ ]

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

○ Don't Know

○ No

○ Yes

If yes, please describe:

[   ]

14. 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

○ No

○ Yes

If yes, please list the forms:

[   ]

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

○ Don't Know

○ No

○ Yes

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

○ Don't Know

○ No

○ Yes

If yes, please describe the selection criteria used in the interview.

[   ]

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

○ Don't Know

○ No

○ Yes

18. 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

◯ No

◯ Yes

If yes, please explain the process to ensure opportunities are provided.

[   ]

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

◯ Don't Know

◯ No

◯ Yes

If yes, list the committees:

[   ]

C. Notice Requirements

20. 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

◯ No

◯ Yes

If yes, please list all locations where it is available:

[   ]

21. 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

◯ No

◯ Yes

22. 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

◯ No

◯ Yes

23. 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

◯ No

◯ Yes

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

[   ]

24. 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

◯ No

◯ Yes

◯ If yes, please describe and list the written policy.

[   ]

D. Printed Information

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

◯ Don't Know

◯ No

◯ Yes

If yes, please describe the printed materials.

[   ]

26. Who manages the printed materials?

◯ My department manages printed material

◯ Printed materials are managed centrally

◯ Both departmentally and centrally managed

◯ Don't know

27. 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

◯ No

◯ Yes

If yes, please describe and list the written policy.

[   ]

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

◯ Do not provide any alternative formats

◯ Audio recording (cassette or digital)

◯ Braille

◯ Enlarged print

◯ Electronic Copy (for use with a screen reader)

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

◯ Other media type

Please list other media type(s):

[ ]

29. How much notice is required to provide the alternate document formats?

◯ 24 hours or less (not including weekends/holidays)

◯ 2-4 business days

◯ More than 1 week

◯ Don't know - have not completed such a request

30. Do you track accessibility requests for alternate formats of printed material?

◯ Don't Know

◯ No

◯ Yes

If yes, please list how many requests have been received in the past 12 - 36 months and what the requests were for:

[ ]

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

◯ Don't Know

◯ No

◯ Yes

If yes, please describe:

[ ]

32. Does the program include images of individuals with disabilities in the printed materials and publications?

○ Yes, photos of individuals with disabilities are included

○ No, photos of individuals with disabilities are NOT included

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

E. Television and Audiovisual Public Information

33. 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

◯ No

◯ Yes

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

[ ]

34. 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

◯ No

◯ Yes

If yes, please describe and list the written policy:

[ ]

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

◯ Do not provide alternative formats

◯ Captioning

◯ Transcription

◯ Other

Please list the other formats:

[ ]

36. How much notice is required to provide the accessible presentation formats?

○ 24 hours or less (not including weekends/holidays)

○ 2-4 business days

○ More than 1 week

○ Don't know - have not completed such a request

37. Do you track accessibility requests for accessible presentation formats?

○ Don't Know

○ No

○ Yes

If yes, please list how many requests have been received in the past 12 - 36 months and what the requests were for:

[ ]

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

○ Don't Know

○ No

○ Yes

If yes, please describe:

[ ]

39. Do the audio/visual presentations include portrayals of individuals with disabilities?

○ Yes, individuals with disabilities are portrayed

○ No, individuals with disabilities are NOT portrayed

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

F. Website

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

◯ Don't Know

◯ No

◯ Yes

If yes, please list the URL:

[   ]

41. What information is provided on the internet?

Please describe briefly: [   ]

42. 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

◯ No

◯ Yes

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

[   ]

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

◯ The department manages the webpage(s) content

◯ Webpage(s) content is managed centrally

◯ Both departmentally and centrally managed

◯ Don't Know

44. 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

◯ No

◯ Yes

45. 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

◯ No

◯ Yes

46. 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

◯ No

◯ Yes

47. 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

◯ No

◯ Yes

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

◯ Don't Know

◯ No

◯ Yes

49. 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

○ No

○ Yes

50. 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

○ No

○ Yes

51. 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

○ No

○ Yes

52. 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

○ No

○ Yes

If yes, please briefly describe how the content is tested for accessibility:

53. Is there a formal policy established to ensure webpages will be accessible?

○ Don't Know

○ No

○ Yes

If yes, please list the written policy:

54. Is the policy posted on the webpage, where it can be easily located?

○ Don't Know

○ No

○ Yes

If yes, please provide the URL of the notice:

[   ]

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

○ Don't Know

○ No

○ Yes

If yes, please describe the process that has been established:

[   ]

56. 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

○ No

○ Yes

If yes, please describe the training process and the most recent training date:

[   ]

G. Public Telephones and Communication Devices

57. 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

◯ No

◯ Yes

58. 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

◯ No

◯ Yes

◯ N/A

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

◯ Text-telephone (TTY/TTD)

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

◯ None

◯ Other

Other (Please List):

[   ]

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

◯ Don't Know

◯ No

◯ Yes

61. 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

◯ No

◯ Yes

If yes, please describe the training here:

H. Accessible/Adaptive Equipment

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

◯ Don't Know

◯ No

◯ Yes

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

[ ]

63. 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

◯ No

◯ Yes

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

[ ]

64. 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

◯ No

◯ Yes

If yes, please describe:

[ ]

I. Public Meetings

65. Does the program hold public meetings, hearings or conferences?

◯ Don't Know

◯ No

◯ Yes

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

◯ Don't Know

◯ No

◯ Yes

67. 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

◯ No

◯ Yes

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

[   ]

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

◯ American Sign Language Intepreters

◯ Assistive listening devices (like FM transmitters)

◯ Real-time open captioning

◯ Electronic/computer based document readers

◯ Call-in/speakerphone capability during meetings

◯ N/A

Other (please list)

[   ]

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

◯ Don't Know

◯ 4

◯ 3

◯ 2

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

◯ Don't Know

◯ No

◯ Yes

If yes, please describe:

J. Transportation Services

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

◯ No

◯ Yes

If yes, please describe

[ ]

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

◯ Don't Know

◯ No

◯ Yes

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

[ ]

K. Tours and Trips

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

◯ No

◯ Yes

If yes, please list the tours and trips offered:

☐

74. 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

◯ No

◯ Yes

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

☐

L. Use of Consultants and Contractors

75. 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

◯ No

◯ Yes

If yes, please include the statement agreed to by contractors and consultants:

[   ]

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

◯ Don't Know

◯ No

◯ Yes

Other (please specify)

[   ]

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

◯ Don't Know

◯ No

◯ Yes

If yes, please describe:

[   ]

M. Emergency Evaluation Procedures

78. 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

◯ No

◯ Yes

If yes, please describe the procedures:

[   ]

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

◯ Don't Know

◯ No

◯ Yes

◯ N/A

If yes, please describe the training.

[   ]

80. 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

◯ No

◯ Yes

◯ Other (please specify)

[   ]

N. Special Events and Private Events on City Property

81. 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

◯ No

◯ Yes

◯ Other (please specify)

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[                                    ]
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O. Training and Staffing

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

◯ Don't Know

◯ No

◯ Yes

83. 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?

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

◯ Don't Know

◯ No, staff did not receive training

◯ Yes, staff training provided

If yes, please describe the staff training process:

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85. 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

◯ No

◯ Yes

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

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86. 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):

[   ]

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

○ Don't know

○ No

○ Yes

88. 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

○ No

○ Yes

○ N/A

If yes, please describe the staff training process:

[   ]

P. Facilities

89. 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.

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

◯ Don't Know

◯ No

◯ Yes

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

Q. Suggestions

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

THANK YOU

Thank you for completing this questionnaire. The information collected will assist your department or division and the City in improving its ability to serve the needs of people with disabilities and their families. The Office of Equal Opportunity will create a summary of all results and present an Implementation/Transition Plan with recommendations to the City.