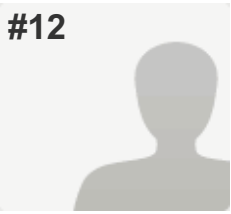


#12



**COMPLETE**

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

PAGE 2: A. Description of the Program and Services

**Q1: Select your Charter Officer**

Equal Opportunity Director

**Q2: Select your Department**

Office of Equal Opportunity

**Q3: Please enter your contact information:**

Name

Tom Bledsoe

Title

Compliance Investigator

Email

bledsoetm@cityofgainesville.org

Phone Number

3523937941

**Q4: Date questionnaire completed:**

Date / Time 08/31/2016

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

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

PAGE 3: B. Customer Service

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

There are no eligibility requirements for participation ,  
Please list the applicable policies for each checked category.  
To my knowledge, the only requirement for citizens to join our Board(s) and Committees is to live within the city limits of Gainesville

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

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

## ADA Self-Evaluation

<b>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?</b>	Yes,  If yes, please describe and list the written policy: For any accommodation based on a disability, the office follows City EO Policy 6 (ADA Policy)
<b>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]</b>	Yes,  If yes, please describe and list the written procedure: For any accommodation based on a disability, the office follows City EO Policy 6 (ADA Policy)
<b>Q10: Is the program staff that interacts with the public trained on the correct procedures to follow when a person requests an interpreter?</b>	Don't Know,  If yes, please describe the training: Our office is uniquely qualified in this regard, however I am not aware of any formal training attended by staff specifically regarding requests for an interpreter.
<b>Q11: How much notice is required to provide an accommodation request?</b>	Timing is handled case-by-case depending on nature of request
<b>Q12: Do you track accessibility requests for the program?</b>	Yes,  If yes, please list how many requests have been received in the past 12-36 months and what the requests were for. We have only recently begun tracking accommodation requests in our office. These requests are with multiple departments and businesses in the city limits of Gainesville. To date we have tracked or are tracking 6 requests for accommodation.
<b>Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?</b>	No,  If yes, please describe: I have no knowledge of any fee being charged to any citizen or employee with regard to modifying a program or service.
<b>Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?</b>	Yes,  If yes, please list the forms: Our office has multiple forms which serve multiple different purposes, from Investigation processing to applications for entry into the City's Small, Minority & Veteran Owned Business Procurement Process.
<b>Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?</b>	Don't Know

## ADA Self-Evaluation

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

Yes,

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

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

Yes

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

Yes,

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

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

Yes,

If yes, list the committees:  
Citizens Disability Advisory Committee

### PAGE 4: C. Notice Requirements

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

Don't Know,

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

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

Don't Know

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

Don't Know

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

Yes,

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

## ADA Self-Evaluation

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

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

---

### PAGE 5: D. Printed Information

---

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

Yes,

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

**Q26: Who manages the printed materials?**

Both departmentally and centrally managed

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

Yes,

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

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

Audio recording (cassette or digital),

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

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

Don't know - have not completed such a request

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

Yes,

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

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

No

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

Yes, photos of individuals with disabilities are included

---

### PAGE 6: E. Television and Audiovisual Public Information

---

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:  
Our office produces multiple different audiovisual presentations including digital, video, film and TV.

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

Yes,

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

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

Other,

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

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

Don't know - have not completed such a request

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

Yes,

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

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

No

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

Yes, individuals with disabilities are portrayed

PAGE 7: F. Website

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

Yes,

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

**Q41: What information is provided on the internet?**

Please describe briefly:

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

## ADA Self-Evaluation

<p><b>Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?</b></p>	<p>Yes,</p> <p>If yes, please briefly describe what information is provided about accessibility:  The City of Gainesville adheres to the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973 and will make reasonable accommodations for access to City buildings, services, programs, and activities. For accommodations at City Commission meetings, please call (352) 334-5051. For accommodations at other meetings, please contact the staff assigned to the board or contact the City's ADA Coordinator. Requests must be made at least 48 hours in advance of the event in order to allow the City time to provide the requested services.</p>
<p><b>Q43: Who manages the information regarding the facilities, programs and services provided on the internet?</b></p>	<p>Don't Know</p>
<p><b>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?</b></p>	<p>Yes</p>
<p><b>Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?</b></p>	<p>Don't Know</p>
<p><b>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?</b></p>	<p>No</p>
<p><b>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)?</b></p>	<p>Don't Know</p>
<p><b>Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?</b></p>	<p>Don't Know</p>
<p><b>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?</b></p>	<p>No</p>
<p><b>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?</b></p>	<p>No</p>
<p><b>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.]</b></p>	<p>No</p>

## 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?** 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?** No

---

**Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?** Don't Know

---

**Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?** Don't Know

---

### PAGE 8: G. Public Telephones and Communication Devices

---

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

---

**Q58: If yes, does the system offer a simple, 1-step way for a caller to bypass the menu and speak directly with a staff person during regular business hours?** No

---

**Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?** Third-party "relay" system where a trained operator facilitates a conversation between staff and the caller

---

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

---

**Q61: If a third-party "Relay" system is used, does program staff receive training on how to place a Relay call to a customer, as well as receive one?** No,  
If yes, please describe the training here:  
I am not aware of any training on the Relay system. I have not been trained on using the existing system.

---

### PAGE 9: H. Accessible/Adaptive Equipment

---

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

---

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)?**

No

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

Yes,

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

PAGE 10: 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:  
The City of Gainesville adheres to the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973 and will make reasonable accommodations for access to City buildings, services, programs, and activities. For accommodations at City Commission meetings, please call (352) 334-5051. For accommodations at other meetings, please contact the staff assigned to the board or contact the City's ADA Coordinator. Requests must be made at least 48 hours in advance of the event in order to allow the City time to provide the requested services.

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

Call-in/speakerphone capability during meetings ,

Other (please list)

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

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

2

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

No

PAGE 11: J. Transportation Services



## ADA Self-Evaluation

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

Yes,

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

---

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

No,

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

---

### PAGE 12: K. Tours and Trips

---

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

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

---

**Q76: Does program staff 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,

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

---

### PAGE 14: M. Emergency Evaluation Procedures

---

## ADA Self-Evaluation

<b>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?</b>	Don't Know,  If yes, please describe the procedures: I am not aware of an procedure or plan specifically for our office. However, I am aware of such plans/procedures in other departments.
<b>Q79: If yes, is staff at each program facility trained to carry out the instructions of the plan or procedures?</b>	Don't Know
<b>Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?</b>	Other (please specify) There are evacuation plans/instructions posted in some areas, but I believe there are others that do not have such instructions posted.

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

<b>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?</b>	Don't Know
--	------------

### PAGE 16: O. Training and Staffing

<b>Q82: Does the program provide full and equal access to ALL its participants, regardless of ability?</b>	Yes
<b>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?</b>	
Our office is uniquely qualified with understanding the obligations and policies for accessibility and accommodation for participation of persons with disabilities and abides by City Policy EO 6 (ADA Policy).	
<b>Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?</b>	Yes, staff training provided ,  If yes, please describe the staff training process: Training has been provided to staff in the past, however no formal training has been provided since my time in the office (4 years).
<b>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?</b>	Don't Know,  If yes, please list staff/positions that would benefit from additional training: During my time in the office, this has not been an issue. However, it could be very beneficial for a staff member to have at the very least a basic understanding of ASL.
<b>Q86: Would other training or technical assistance services be helpful to program staff such as (check all that apply):</b>	How to work with people with disabilities

ADA Self-Evaluation

**Q87: Is there program staff that provide emergency services to the public?** No

---

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

---

PAGE 17: P. Facilities

---

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

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

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

---

**Q90: Has the program received requests to improve their programs' or facilities' accessibility in the past 3 years?** Don't Know,  
If yes, please describe the types of requests that were received and how many.  
Not that I am aware of.

---

PAGE 18: Q. Suggestions

---

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

---