

#31



COMPLETE

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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
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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?	

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

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.
