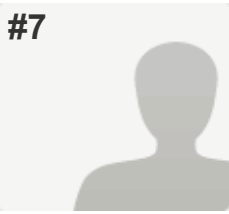


#7



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

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| 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

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| 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

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| 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.
