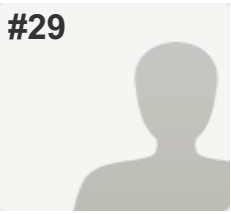


#29



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, September 21, 2016 5:33:08 PM  
**Last Modified:** Wednesday, September 28, 2016 2:29:42 PM  
**Time Spent:** Over a day  
**IP Address:** 198.190.222.254

**PAGE 2: A. Description of the Program and Services**

**Q1: Select your Charter Officer** General Manager for Utilities

**Q2: Select your Department** GRU-Customer Support Services

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

Name	Laura Voitle
Title	Executive Assistant, Sr.
Email	voitlelm@gru.com
Phone Number	352-393-1495

**Q4: Date questionnaire completed:**

Date / Time 09/21/2016

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

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

**PAGE 3: B. Customer Service**

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

There are no eligibility requirements for participation

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

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

## ADA Self-Evaluation

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

ADA Self-Evaluation

<b>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?</b>	Yes, If yes, please list all locations where it is available: website, lobby
<b>Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?</b>	Don't Know
<b>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?</b>	Yes
<b>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?</b>	Yes, If yes, please describe how the notifications are made and how much advance notice is required to provide accommodations. General Government takes care of public notices
<b>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?</b>	Don't Know

PAGE 5: D. Printed Information

<b>Q25: Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?</b>	Yes, If yes, please describe the printed materials. application, rate sheets, program info
<b>Q26: Who manages the printed materials?</b>	Both departmentally and centrally managed
<b>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?</b>	Don't Know
<b>Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)</b>	Please list other media type(s): don't know
<b>Q29: How much notice is required to provide the alternate document formats?</b>	Don't know - have not completed such a request
<b>Q30: Do you track accessibility requests for alternate formats of printed material?</b>	Don't Know
<b>Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?</b>	Don't Know

## ADA Self-Evaluation

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

No, photos of individuals with disabilities are NOT included

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

**Q33: Does the program produce audiovisual (film, videotape, television, digital) presentations, or website demonstrations/webinars for the public or provide these types presentations to the public?**

No

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

No

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

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

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

Don't know - have not completed such a request

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

No

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

No

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

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

### PAGE 7: F. Website

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

Yes,  
If yes, please list the URL: gru.com

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

utility services including MEES

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

No

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

Webpage(s) content is managed centrally

## ADA Self-Evaluation

<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>	Yes
<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>	Yes
<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>	No
<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>	No
<b>Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?</b>	Don't Know
<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>	Yes
<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>	Yes
<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>	No
<b>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?</b>	Don't Know
<b>Q53: Is there a formal policy established to ensure webpages will be accessible?</b>	Don't Know
<b>Q54: Is the policy posted on the webpage, where it can be easily located?</b>	Don't Know
<b>Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?</b>	Don't Know
<b>Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?</b>	Don't Know

ADA Self-Evaluation

PAGE 8: G. Public Telephones and Communication Devices

---

<b>Q57: Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?</b>	Yes
<b>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?</b>	Yes
<b>Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?</b>	Text-telephone (TTY/TTD)
<b>Q60: Does the program publish the City's TTY (text telephone) relay service in all materials where a phone number is listed?</b>	Don't Know
<b>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?</b>	Yes, If yes, please describe the training here: training provided during onboarding of new staff

---

PAGE 9: H. Accessible/Adaptive Equipment

---

<b>Q62: Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?</b>	No
<b>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)?</b>	No, If yes, please describe how the equipment is made accessible. NA
<b>Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?</b>	Yes, If yes, please describe: shorter lobby counter

---

PAGE 10: I. Public Meetings

---

<b>Q65: Does the program hold public meetings, hearings or conferences?</b>	No
<b>Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?</b>	No

---

## ADA Self-Evaluation

<b>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?</b>	No, If yes, please describe the instructions provided and how much advance notice is required to provide accommodations: NA
<b>Q68: If yes, what types of accommodations can the program provide to the public when requested?</b>	N/A
<b>Q69: How many Assistive listening devices are made available for public meetings?</b>	Don't Know
<b>Q70: Does the program charge an additional fee for providing accommodations for people with disabilities?</b>	No

### PAGE 11: J. Transportation Services

<b>Q71: Does the program provide transportation to volunteers, visitor, or program participants?</b>	No, If yes, please describe NA
<b>Q72: Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?</b>	No, If yes, please identify the disability and procedures to make transportation accessible. NA

### PAGE 12: K. Tours and Trips

<b>Q73: Does the program provide facility tours or organize trips for members of the public?</b>	No
<b>Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?</b>	No, If yes, please identify the disability and procedures to make the transportation accessible: NA

### PAGE 13: L. Use of Consultants and Contractors

<b>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?</b>	N/A
<b>Q76: Does program staff monitor consultants or contractors obligations to facilitate participation of individuals with disabilities?</b>	No, Other (please specify) NA

ADA Self-Evaluation

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

---

PAGE 14: M. Emergency Evaluation Procedures

---

**Q78: Does program staff have a plan or procedures in place that describe how to evacuate people with disabilities from the program facility during an emergency?** Yes,  
If yes, please describe the procedures: emergency plan

---

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

---

**Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?** Yes

---

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

---

**Q81: Does program staff notify both private entities and staff of their obligations to facilitate participation of individuals with disabilities in those special events or private events held on public property?** Other (please specify) NA

---

PAGE 16: O. Training and Staffing

---

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

---

**Q83: How is program staff that have contact with the public informed of the department's obligations and policies that enables persons with disabilities to participate in the program?**

training, policies, procedures

---

**Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?** Yes, staff training provided ,  
If yes, please describe the staff training process: onboarding of new staff includes training on policies and procedures

---

**Q85: Is there program staff who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing or speech difficulties?** Yes,  
If yes, please list staff/positions that would benefit from additional training: lobby employees

---



## ADA Self-Evaluation

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

Developing policies and procedures,  
How to work with people with disabilities ,  
Legal requirements,  
How to respond to requests for accommodation (i.e. American Sign Language interpreters, assisted listening devices, etc.)  
,  
How to provide materials in alternate formats (i.e. Braille, audio recordings, etc.

**Q87: Is there program staff that provide emergency services to the public?**

No

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

N/A

### PAGE 17: P. Facilities

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

GRU Administration Building

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

Don't Know

### PAGE 18: Q. Suggestions

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

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

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