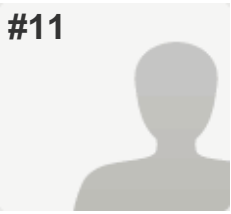


#11



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, August 23, 2016 9:55:17 AM
Last Modified: Monday, August 29, 2016 5:36:24 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-Energy Supply

Q3: Please enter your contact information:

Name	EVA DEL VALLE
Title	INTERIM BUSINESS SERVICES ADMINISTRATIVE COORDINATOR
Email	DELVALLEEM@GRU.COM
Phone Number	352-393-1710

Q4: Date questionnaire completed:

Date / Time 08/23/2016

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".

Energy Supply oversees the day to day running and management of all GRU's operating power plants; including Deerhaven, JR Kelly and the SEC. Energy Supply also coordinates and manages the Power Systems Dispatch center and coordinates fuel purchases for all operating plants. The office focuses on Safety, People, Production, Environmental & Regulatory, Profitability and Growth to ensure it provides safe, reliable, competitively priced utility services to our community.

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.
 N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

ADA Self-Evaluation

Q7: If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?	N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
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?	If yes, please describe and list the written policy: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
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]	If yes, please describe and list the written procedure: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q10: Is the program staff that interacts with the public trained on the correct procedures to follow when a person requests an interpreter?	If yes, please describe the training: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
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?	If yes, please list how many requests have been received in the past 12-36 months and what the requests were for. N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?	If yes, please describe: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?	If yes, please list the forms: N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
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?	If yes, please describe the selection criteria used in the interview. N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY
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?	If yes, please explain the process to ensure opportunities are provided. N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

ADA Self-Evaluation

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

No,
If yes, list the committees:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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?

If yes, please list all locations where it is available:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

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,
If yes, please describe how the notifications are made and how much advance notice is required to provide accommodations.
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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?

No,
If yes, please describe the printed materials.
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

Q26: Who manages the printed materials?

Respondent skipped this question

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,
If yes, please describe and list the written policy.
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

ADA Self-Evaluation

Q28: What types of alternate document formats does the program make available when requested? (Check all that apply) Please list other media type(s):
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

Respondent skipped this question

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

If yes, please list how many requests have been received in the past 12 - 36 months and what the requests were for:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

If yes, please describe:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

Respondent skipped this question

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?

If yes, please list the types of presentations that are provided:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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?

If yes, please describe and list the written policy:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

Please list the other formats:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

Respondent skipped this question

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

If yes, please list how many requests have been received in the past 12 - 36 months and what the requests were for:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

If yes, please describe:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

Respondent skipped this question

PAGE 7: F. Website

ADA Self-Evaluation

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

If yes, please list the URL:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

Q41: What information is provided on the internet?

Please describe briefly:

N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

If yes, please briefly describe what information is provided about accessibility:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

Respondent skipped this question

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?

Respondent skipped this question

Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?

Respondent skipped this question

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?

Respondent skipped this question

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)?

Respondent skipped this question

Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?

Respondent skipped this question

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?

Respondent skipped this question

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?

Respondent skipped this question

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.]

Respondent skipped this question

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?

If yes, please briefly describe how the content is tested for accessibility:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

Q53: Is there a formal policy established to ensure webpages will be accessible?

If yes, please list the written policy:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

Q54: Is the policy posted on the webpage, where it can be easily located?

If yes, please provide the URL of the notice:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?

If yes, please describe the process that has been established:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

Q56: Does the in-house communications staff and department contacts responsible for webpage content development receive training on the guidelines for website accessibility?

If yes, please describe the training process and the most recent training date:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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...)?

Respondent skipped this question

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?

Respondent skipped this question

Q59: What tools does the program use to communicate by phone with people with speech or hearing difficulties?

Other (Please List):
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

Respondent skipped this question

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?

If yes, please describe the training here:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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?

If yes, please describe the equipment the public is allowed to use:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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)?

If yes, please describe how the equipment is made accessible.
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

If yes, please describe:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

PAGE 10: I. Public Meetings

Q65: Does the program hold public meetings, hearings or conferences?

Respondent skipped this question

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations?

Respondent skipped this question

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?

If yes, please describe the instructions provided and how much advance notice is required to provide accommodations:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

Other (please list)
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

Respondent skipped this question

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

If yes, please describe:
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

PAGE 11: J. Transportation Services

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

If yes, please describe
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

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

If yes, please identify the disability and procedures to make transportation accessible.
N/A-NO PUBLIC PROGRAMS WITHIN ENERGY SUPPLY

PAGE 12: K. Tours and Trips

ADA Self-Evaluation

Q73: Does the program provide facility tours or organize trips for members of the public?

If yes, please list the tours and trips offered:
N/A-ENERGY SUPPLY DOES NOT OFFER ANY PROGRAMS TO THE GENERAL PUBLIC

Q74: Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing, mobility and learning disabilities?

If yes, please identify the disability and procedures to make the transportation accessible:
N/A-ENERGY SUPPLY DOES NOT OFFER ANY PROGRAMS TO THE GENERAL PUBLIC

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?

If yes, please include the statement agreed to by contractors and consultants:
N/A-ENERGY SUPPLY DOES NOT OFFER ANY PROGRAMS TO THE GENERAL PUBLIC

Q76: Does program staff monitor consultants or contractors obligations to facilitate participation of individuals with disabilities?

Other (please specify)
N/A-ENERGY SUPPLY DOES NOT OFFER ANY PROGRAMS TO THE GENERAL PUBLIC

Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?

If yes, please describe:
N/A-ENERGY SUPPLY DOES NOT OFFER ANY PROGRAMS TO THE GENERAL PUBLIC

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?

If yes, please describe the procedures: N/A

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. 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?

Other (please specify) N/A

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) N/A

PAGE 16: O. Training and Staffing

ADA Self-Evaluation

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

Respondent skipped this question

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?

N/A

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities?

If yes, please describe the staff training process: N/A

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?

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

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

Other (Please list): N/A

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?

If yes, please describe the staff training process: 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.

N/A

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

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

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.

NO