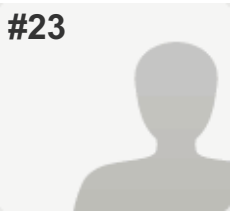


#23



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, September 21, 2016 1:07:21 PM
Last Modified: Wednesday, September 21, 2016 1:28:13 PM
Time Spent: 00:20:52
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-Finance

Q3: Please enter your contact information:

Name	James Lennon
Title	Accountant 2
Email	LennonJ1@gru.com
Phone Number	352-335-1335

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".

All of the services provided by the Finance Department are internal to the company not the public

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.) Don't know

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

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?	Don't Know
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]	Don't Know
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
Q11: How much notice is required to provide an accommodation request?	Don't know - have not completed such a request
Q12: Do you track accessibility requests for the program?	No
Q13: Does the program charge an additional fee for modifying the program for a person with disabilities?	Don't Know
Q14: Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?	Don't Know
Q15: Do the forms contain a notice that the City does not discriminate against people with disabilities?	Don't Know
Q16: Is an interview required prior to an applicant's admission to the program?	Don't Know
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?	Don't Know
Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?	Don't Know

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
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------

ADA Self-Evaluation

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?	Don't Know
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?	Don't Know

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?	Don't Know
Q26: Who manages the printed materials?	Don't know
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?	Don't Know
Q28: What types of alternate document formats does the program make available when requested? (Check all that apply)	Other media type
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?	<i>Respondent skipped this question</i>
Q31: Does the program charge an additional fee for providing materials in alternative formats for people with disabilities?	Don't Know
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?	Don't Know
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?	Don't Know
Q35: What types of accessible audio/visual, televised or online presentation formats does the program make available when requested?	Other
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?	Don't Know
Q38: Does the program charge an additional fee for providing presentations in accessible formats for people with disabilities?	Don't Know
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?	Don't Know
Q41: What information is provided on the internet?	<i>Respondent skipped this question</i>
Q42: Does the webpage(s) include information about the accessibility of the facilities (parking, bathrooms, assistive listening devices, etc.) where the program is offered?	Don't Know
Q43: Who manages the information regarding the facilities, programs and services provided on the internet?	Don't Know
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?	Don't Know
Q45: Do all links have a text description that can be read by a screen reader (not just a graphic or "click here")?	Don't Know
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?	Don't Know

ADA Self-Evaluation

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)?	Don't Know
Q48: If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?	<i>Respondent skipped this question</i>
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?	Don't Know
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?	Don't Know
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.]	Don't Know
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?	Don't Know
Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?	<i>Respondent skipped this question</i>
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...)?	Don't Know
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?	Don't Know

ADA Self-Evaluation

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? Don't Know

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? Don't Know

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? Don't Know

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)? Don't Know

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities? Don't Know

PAGE 10: I. Public Meetings

Q65: Does the program hold public meetings, hearings or conferences? Don't Know

Q66: Does the program require that public meetings, hearing, and conferences be held in accessible locations? Don't Know

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? Don't Know

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

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? Don't Know

PAGE 11: J. Transportation Services

ADA Self-Evaluation

Q71: Does the program provide transportation to volunteers, visitor, or program participants?	No
Q72: Does the program have procedures to make transportation accessible to persons who have visual, hearing, mobility and learning disabilities?	Don't Know

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?	Don't Know

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
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?	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?	Don't Know
Q79: If yes, is staff at each program facility trained to carry out the instructions of the plan or procedures?	Don't Know
Q80: Is the evacuation plan or instructions posted in a visible and accessible area of each floor in all programs and public facilities?	Don't Know

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

ADA Self-Evaluation

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? Don't Know

PAGE 16: O. Training and Staffing

Q82: Does the program provide full and equal access to ALL its participants, regardless of ability? Don't Know

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?

do not know

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities? Don't Know

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? Don't Know

Q86: Would other training or technical assistance services be helpful to program staff such as (check all that apply): How to work with people with disabilities ,
Legal requirements

Q87: Is there program staff that provide emergency services to the public? Don't know

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.

do not know

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

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.

no
