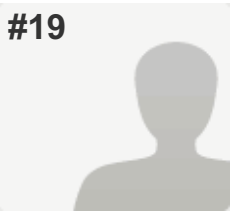


#19



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, August 22, 2016 1:55:19 PM
Last Modified: Wednesday, September 14, 2016 1:42:28 PM
Time Spent: Over a week
IP Address: 198.190.223.254

PAGE 2: A. Description of the Program and Services

Q1: Select your Charter Officer General Manager for Utilities

Q2: Select your Department GRU-Water/Wastewater

Q3: Please enter your contact information:

Name	Jennifer McElroy
Title	Supervising Utility Engineer
Email	mcelroyja@gru.com
Phone Number	3523931291

Q4: Date questionnaire completed:

Date / Time 09/14/2016

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".

GRU's Water and Wastewater Systems Department provides safe drinking water to its customers and provides a safe and environmentally sustainable method for the collection, treatment and reuse of wastewater. Both water and wastewater are treated at industrial facilities that are not open for public access. In an effort to educate our customers and to promote GRU's dedication to safe and sustainable resources, the public can make a special request to tour the water and wastewater facilities. Tours are scheduled on a case by case basis and GRU makes reasonable accommodations to provide for any needs our guests may have. Tours are booked through GRU's Communications Department.

For the purposes of this survey, the "Program" will reference tours.

PAGE 3: B. Customer Service

ADA Self-Evaluation

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, Safety standards,
Please list the applicable policies for each checked category.
To complete a tour of GRU's water and wastewater facilities, it is required to wear specific clothing for safety. There are areas at each facility that require the ability to climb stairs (for example, to see inside the reactor clarifier). GRU staff can make adjustments to the tour for guests that are not able to climb stairs. These adjustments may include a visual from another location, a verbal explanation of the process, or viewing photos or a diagram of the inaccessible component.

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

GRU's water and wastewater treatment plants are industrial facilities that are not open to the public. As such, these facilities were not built for and are not operated for public access. In an effort to educate our customers and to promote GRU's dedication to safe and sustainable resources, the public can make a special request to tour the water and wastewater facilities. Tours are scheduled on a case by case basis and GRU makes reasonable accommodations to provide for any needs our guests may have.

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?

Timing is handled case-by-case depending on nature of 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?

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:
Any customer requesting a tour must submit a request through GRU's Speakers Bureau in GRU's Communications Department.

ADA Self-Evaluation

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?	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. GRU W/WW makes reasonable accommodations to provide our customers access to tours or public meetings.
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
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

ADA Self-Evaluation

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. Fact sheets, infographics, brochures
Q26: Who manages the printed materials?	Both departmentally and centrally managed
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)	Electronic Copy (for use with a screen reader), Please list other media type(s): Would only let me select one-- we can easily provide electronic copies, emails, enlarged print
Q29: How much notice is required to provide the alternate document formats?	24 hours or less (not including weekends/holidays)
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?	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?	Yes, If yes, please list the types of presentations that are provided: W/WW Systems has developed digital presentations for the public.
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, Please list the other formats: Not sure--this would be handled through the Communications Dept.
Q36: How much notice is required to provide the accessible presentation formats?	Don't know - have not completed such a request

ADA Self-Evaluation

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, If yes, please describe: This request would be handled through the Communications Dept.
Q39: Do the audio/visual presentations include portrayals of individuals with disabilities?	<i>Respondent skipped this question</i>

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: www.GRU.com
Q41: What information is provided on the internet? Please describe briefly:	Information on W/WW Systems and how to request a tour.
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
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")?	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
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?	Don't Know

ADA Self-Evaluation

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, If yes, please briefly describe how the content is tested for accessibility: This is handled by the Communications Dept.
Q53: Is there a formal policy established to ensure webpages will be accessible?	Don't Know, If yes, please list the written policy: This is handled by the Communications Dept.
Q54: Is the policy posted on the webpage, where it can be easily located?	Don't Know, If yes, please provide the URL of the notice: This is handled by the Communications Dept.
Q55: Is there a standard operating procedure in place to ensure that new and modified webpages and content are accessible?	Don't Know, If yes, please describe the process that has been established: This is handled by the Communications Dept.
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, If yes, please describe the training process and the most recent training date: This is handled by the Communications Dept.

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? Other,
Other (Please List):
Don't know--this is not handled by W/WW Systems.

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? No,
If yes, please describe the equipment the public is allowed to use:
Guests are not permitted to access GRU W/WW Systems network for security reasons. If access was needed to provide reasonable accommodations for a guest with a disability, a secured copy machine or computer terminal could be made available.

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.
Guests are not permitted to access GRU W/WW Systems network for security reasons. If access was needed to provide reasonable accommodations for a guest with a disability, a secured copy machine or computer terminal could be made available.

Q64: Are auxiliary aids (such as a moveable light source, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities? Yes,
If yes, please describe:
Reasonable accommodations can be made for guests at the W/WW Facilities.

PAGE 10: I. Public Meetings

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? 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? No

ADA Self-Evaluation

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

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?	No

PAGE 12: K. Tours and Trips

Q73: Does the program provide facility tours or organize trips for members of the public?	Yes, If yes, please list the tours and trips offered: Upon request, customers can schedule a tour of W/WW facilities.
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, If yes, please identify the disability and procedures to make the transportation accessible: GRU W/WW Systems makes reasonable accommodations on a case by case basis; however, I am not aware of specific procedures.

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: I am not sure--this is handled by the Purchasing Dept.
Q76: Does program staff monitor consultants or contractors obligations to facilitate participation of individuals with disabilities?	Don't Know, Other (please specify) I am not sure--this is handled by the Purchasing Dept.
Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability?	Don't Know, If yes, please describe: I am not sure--this is handled by the Purchasing Dept.

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

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? No

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?

GRU's water and wastewater treatment plants are industrial facilities that are not open to the public. As such, these facilities were not built for and are not operated for public access. In an effort to educate our customers and to promote GRU's dedication to safe and sustainable resources, the public can make a special request to tour the water and wastewater facilities. Tours are scheduled on a case by case basis and GRU makes reasonable accommodations to provide for any needs our guests may have.

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,
If yes, please list staff/positions that would benefit from additional training:
W/WW would be open to receiving training for specific individuals.

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.)
,
Other (Please list):
W/WW Systems would welcome training to better serve our customers.

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.

- Eastside Operations Center - home base for W/WW systems support staff (crews, technical specialists, engineers, managers, etc). Public workshops or meetings are sometimes held here.
- Murphree Water Treatment Plant - industrial facility that treats water - not open to the public, but upon request, can accommodate tours on a case by case basis
- Main Street Water Reclamation Facility - industrial facility that treats wastewater - not open to the public, but upon request, can accommodate tours on a case by case basis
- Kanapaha Water Reclamation Facility - industrial facility that treats wastewater - not open to the public, but upon request, can accommodate tours on a case by case basis

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.

GRU W/WW Systems would be very receptive to training to help make us more accessible to our customers.