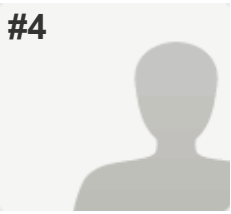


#4



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, August 22, 2016 3:39:29 PM
Last Modified: Monday, August 22, 2016 5:14:10 PM
Time Spent: 01:34:40
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 General Manager for Utilities

Q3: Please enter your contact information:

Name	Robin Baxley
Title	Office Coordinator
Email	baxleyrl@gru.com
Phone Number	x1023

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".

Provides staff liaison to Utility Advisory Board (the UAB works on a variety of utility-related issues, all of which have an effect on the 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

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

NA

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: This hasn't arisen for me but I would follow the same policy set forth by the Clerk's office for City Commission meetings
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?	No
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.)?	Yes, If yes, please list the forms: Applications for board membership
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?	No
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. The UAB is recruited by the Clerk's office and chosen by the City Commission so any standards would be set by them.
Q19: Are individuals with disabilities currently serving on any of the program's advisory boards or committees?	No

ADA Self-Evaluation

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?

No,
If yes, please list all locations where it is available:
Since this is an advisory board to the Commission, I looked at the clerk's webpage and didn't see any notices about the ADA.

Q21: Does the non-discrimination statement include information about the City's ADA Coordinator and how to contact them or file a grievance?

Respondent skipped this question

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?

No

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.
There is a note on the front of the meeting agenda that states

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.
I'm sure the Clerk's office has one in place. I'm realizing from this survey that as a liaison I need to take it on myself to learn about the policy.

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.
Agendas, minutes

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?

No

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):
The survey will only allow me to check one. Upon request, I will email or US mail an agenda or make a hard copy available for review or pick-up.

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

ADA Self-Evaluation

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?

Do not include any photos of people in print material/publications

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:
Audio and video recordings of the meetings are posted on the City's website

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,

If yes, please describe and list the written policy:
There's no written policy, but upon request I will provide copies by file drop or on a CD.

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

Captioning,

Please list the other formats:
The meetings are televised and closed captioning is available. The recordings of the meeting are posted on the City's website along with transcripts and audio recordings.

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

24 hours or less (not including weekends/holidays)

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?

Respondent skipped this question

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.cityofgainesville.org

ADA Self-Evaluation

Q41: What information is provided on the internet?

Please describe briefly:

The Utility Advisory Board is listed on the City's website under Boards and Committees with information about membership and how to apply

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?

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?

No

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

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?

Yes

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

ADA Self-Evaluation

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? Don't Know

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...)? No

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? Text-telephone (TTY/TTD)

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

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

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.
NA

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: NA

ADA Self-Evaluation

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?	Yes, If yes, please describe the instructions provided and how much advance notice is required to provide accommodations: The info is listed on the front of the meeting agenda. Two business days notice is required
Q68: If yes, what types of accommodations can the program provide to the public when requested?	Other (please list) I don't know.
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?	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?	If yes, please identify the disability and procedures to make the transportation accessible: NA

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? N/A

Q76: Does program staff monitor consultants or contractors obligations to facilitate participation of individuals with disabilities? Other (please specify) NA

Q77: When selecting contractors or vendors, does the program use criteria that does not discriminate based on ability? 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? 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? Other (please specify)
As a staff liaison, I was trained by the liaison before me. I've never received any training from the Clerk's office. They will answer specific questions if I ask, but the questions in this survey have not arisen in my experience and it didn't occur to me to ask them.

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?

See my answer to question 81.

Q84: Does the program staff who maintain contact with the public receive training on interacting with people with disabilities? No, staff did not receive training

ADA Self-Evaluation

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:
As the staff liaison, I would be able to communicate better with training if the need arose.

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 ,

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?

If yes, please describe the staff training process: NA

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.

UAB meetings are held City Hall Auditorium, City Hall Room 16

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

No,

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

The UAB was established less than one year ago.

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.

I would love to receive formal training in my liaison duties from the Clerk's office. I haven't had to provide any services for persons with disabilities, but the situation could arise at any time.