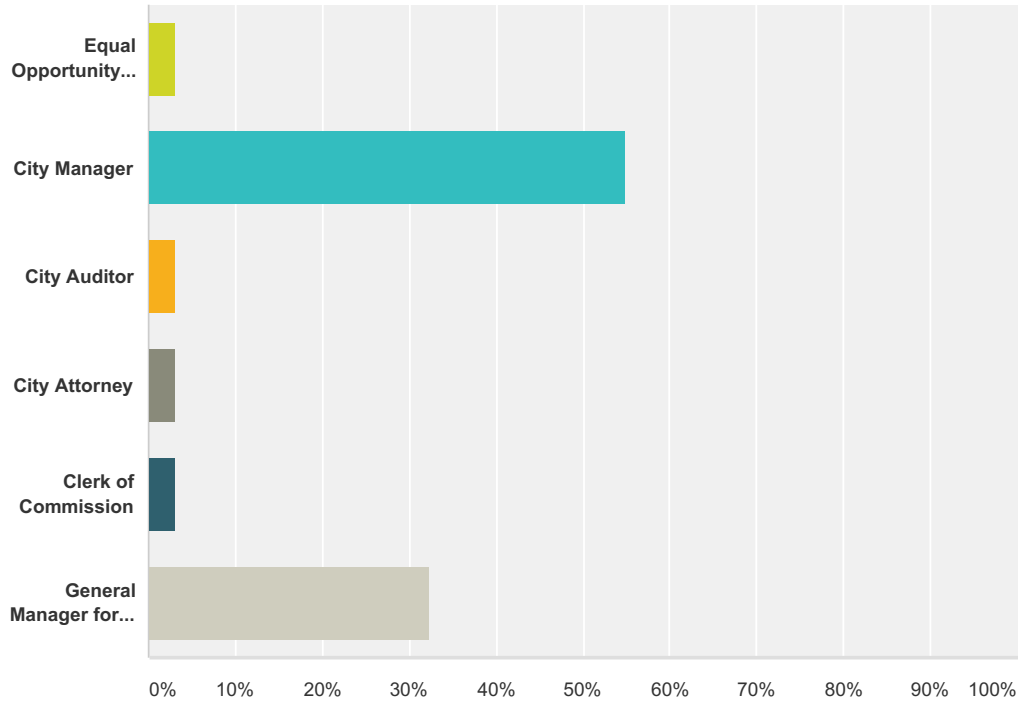


Q1 Select your Charter Officer

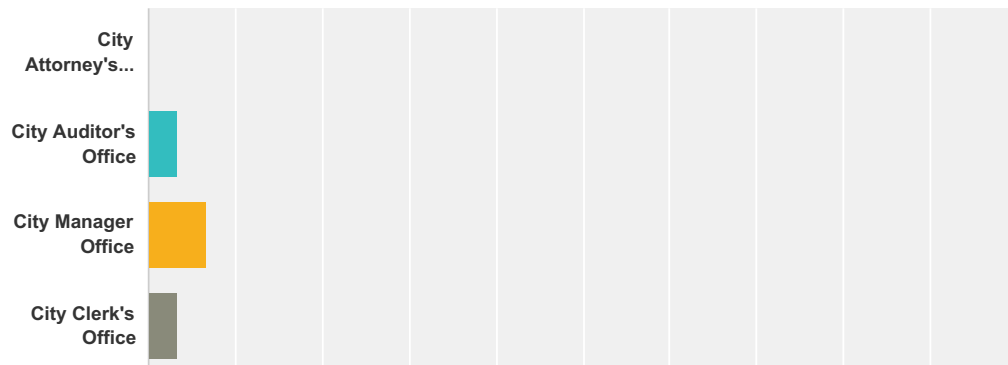
Answered: 31 Skipped: 0



| Answer Choices | Responses |
|-------------------------------|-----------|
| Equal Opportunity Director | 3.23% 1 |
| City Manager | 54.84% 17 |
| City Auditor | 3.23% 1 |
| City Attorney | 3.23% 1 |
| Clerk of Commission | 3.23% 1 |
| General Manager for Utilities | 32.26% 10 |
| Total | 31 |

Q2 Select your Department

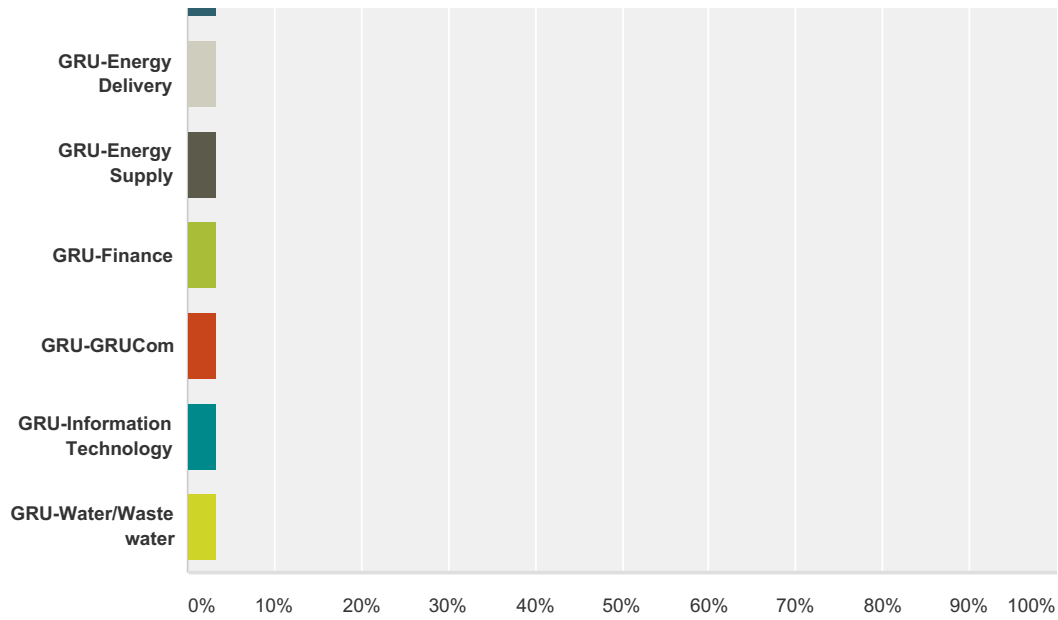
Answered: 30 Skipped: 1



ADA Self-Evaluation

| Department | Column 1 | Column 2 | Column 3 | Column 4 | Column 5 | Column 6 | Column 7 | Column 8 | Column 9 | Column 10 |
|--------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| General Manager for... | █ | | | | | | | | | |
| Office of Equal... | █ | | | | | | | | | |
| GG-Budget & Finance | █ | | | | | | | | | |
| GG-Communications | █ | | | | | | | | | |
| GG-Community Redevelopment... | █ | | | | | | | | | |
| GG-Economic Development ... | █ | | | | | | | | | |
| GG-Facilities Management | █ | | | | | | | | | |
| GG-Fleet Management | █ | | | | | | | | | |
| GG-Gainesville Fire Rescue | █ | | | | | | | | | |
| GG-Gainesville Police... | █ | | | | | | | | | |
| GG-Neighborhood Improvement... | █ | | | | | | | | | |
| GG-Neighborhood Improvement... | █ | | | | | | | | | |
| GG-Parks, Recreation a... | █ | | | | | | | | | |
| GG-Planning and Developm... | █ | | | | | | | | | |
| GG-Public Works | █ | | | | | | | | | |
| GG-Regional Transit System | █ | | | | | | | | | |
| GG-Risk Management | █ | | | | | | | | | |
| GRU-Administration | | | | | | | | | | |
| GRU-Communications | █ | | | | | | | | | |
| GRU-Community Relations | █ | | | | | | | | | |
| GRU-Customer Support... | █ | | | | | | | | | |

ADA Self-Evaluation



| Answer Choices | Responses |
|---|-----------|
| City Attorney's Office | 0.00% 0 |
| City Auditor's Office | 3.33% 1 |
| City Manager Office | 6.67% 2 |
| City Clerk's Office | 3.33% 1 |
| General Manager for Utilities | 3.33% 1 |
| Office of Equal Opportunity | 3.33% 1 |
| GG-Budget & Finance | 3.33% 1 |
| GG-Communications | 3.33% 1 |
| GG-Community Redevelopment Agency | 3.33% 1 |
| GG-Economic Development & Innovation | 3.33% 1 |
| GG-Facilities Management | 3.33% 1 |
| GG-Fleet Management | 3.33% 1 |
| GG-Gainesville Fire Rescue | 3.33% 1 |
| GG-Gainesville Police Department | 3.33% 1 |
| GG-Neighborhood Improvement-Code Enforcement | 3.33% 1 |
| GG-Neighborhood Improvement-Housing and Community Development | 3.33% 1 |
| GG-Parks, Recreation and Cultural Affairs | 3.33% 1 |
| GG-Planning and Development Services | 3.33% 1 |
| GG-Public Works | 3.33% 1 |
| GG-Regional Transit System | 3.33% 1 |
| GG-Risk Management | 3.33% 1 |

ADA Self-Evaluation

| | | |
|-------------------------------|-------|-----------|
| GRU-Administration | 0.00% | 0 |
| GRU-Communications | 3.33% | 1 |
| GRU-Community Relations | 3.33% | 1 |
| GRU-Customer Support Services | 3.33% | 1 |
| GRU-Energy Delivery | 3.33% | 1 |
| GRU-Energy Supply | 3.33% | 1 |
| GRU-Finance | 3.33% | 1 |
| GRU-GRUCom | 3.33% | 1 |
| GRU-Information Technology | 3.33% | 1 |
| GRU-Water/Wastewater | 3.33% | 1 |
| Total | | 30 |

Q3 Please enter your contact information:

Answered: 31 Skipped: 0

| Answer Choices | Responses | |
|-----------------|-----------|----|
| Name | 100.00% | 31 |
| Title | 100.00% | 31 |
| Address | 0.00% | 0 |
| Address 2 | 0.00% | 0 |
| City/Town | 0.00% | 0 |
| State/Province | 0.00% | 0 |
| ZIP/Postal Code | 0.00% | 0 |
| Country | 0.00% | 0 |
| Email | 100.00% | 31 |
| Phone Number | 96.77% | 30 |

Q4 Date questionnaire completed:

Answered: 31 Skipped: 0

| Answer Choices | Responses | |
|----------------|-----------|----|
| Date / Time | 100.00% | 31 |

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

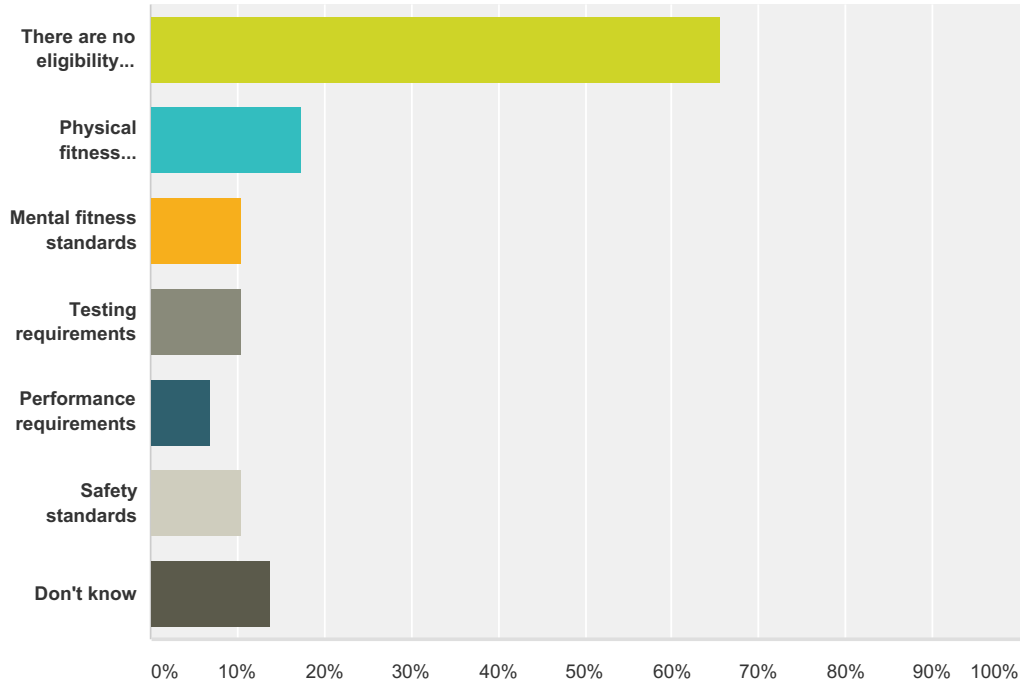
employee recruitment and hiring and provides ongoing salary and benefits support to City employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program).IMPORTANT-PLEASE NOTE:Any services, programs or 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".

Answered: 30 Skipped: 1

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.)

Answered: 29 Skipped: 2

ADA Self-Evaluation



| Answer Choices | Responses |
|---|-----------|
| There are no eligibility requirements for participation | 65.52% 19 |
| Physical fitness standards | 17.24% 5 |
| Mental fitness standards | 10.34% 3 |
| Testing requirements | 10.34% 3 |
| Performance requirements | 6.90% 2 |
| Safety standards | 10.34% 3 |
| Don't know | 13.79% 4 |
| Total Respondents: 29 | |

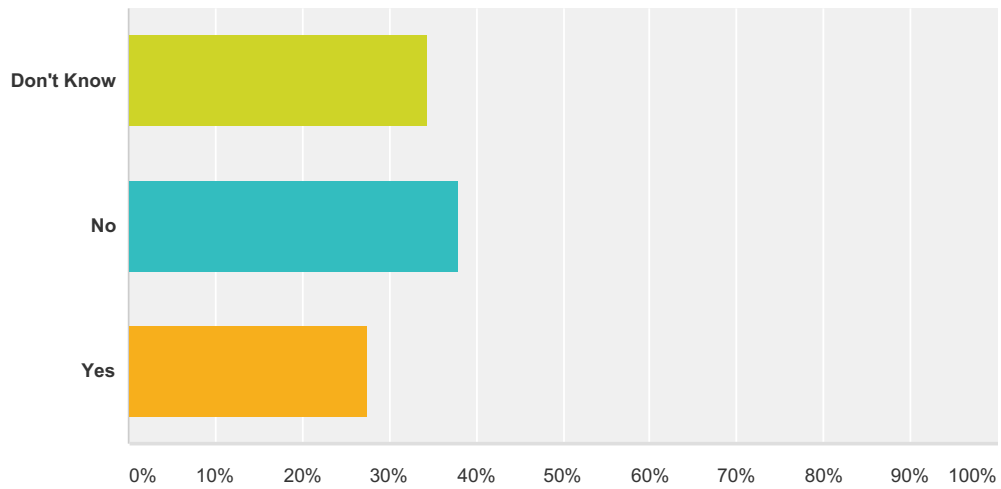
Q7 If there are applicable policies, how does the program ensure that these policies do not discriminate against people with disabilities?

Answered: 19 Skipped: 12

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?

Answered: 29 Skipped: 2

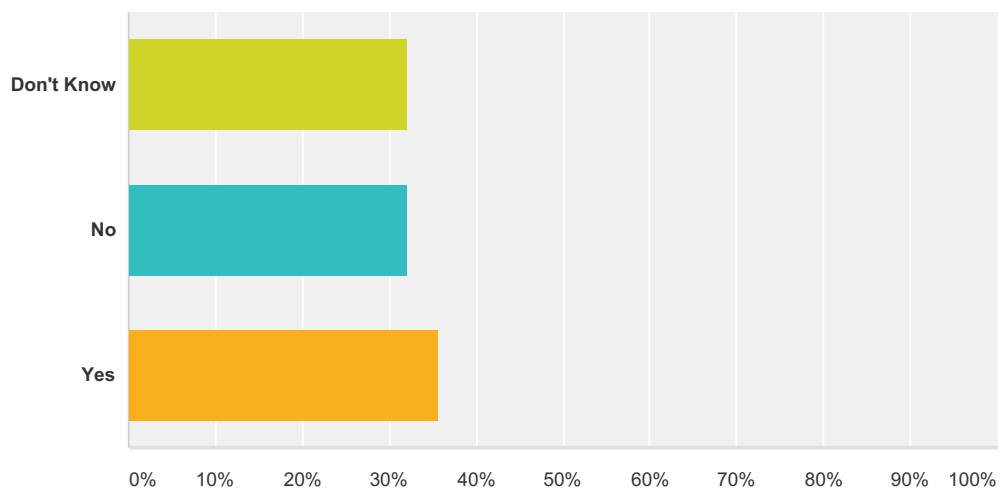
ADA Self-Evaluation



| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 34.48% 10 |
| No | 37.93% 11 |
| Yes | 27.59% 8 |
| Total | 29 |

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]

Answered: 28 Skipped: 3



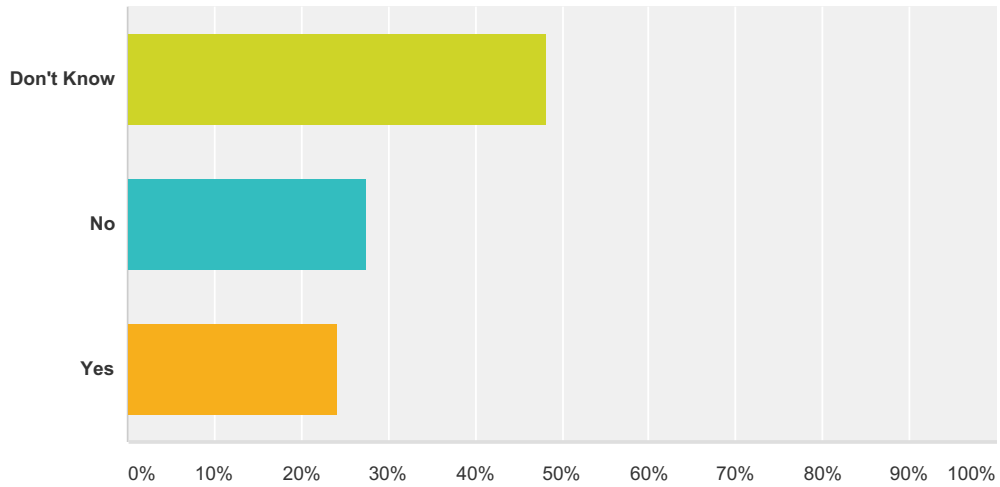
| Answer Choices | Responses |
|----------------|-----------|
|----------------|-----------|

ADA Self-Evaluation

| | | |
|--------------|--------|-----------|
| Don't Know | 32.14% | 9 |
| No | 32.14% | 9 |
| Yes | 35.71% | 10 |
| Total | | 28 |

Q10 Is the program staff that interacts with the public trained on the correct procedures to follow when a person requests an interpreter?

Answered: 29 Skipped: 2

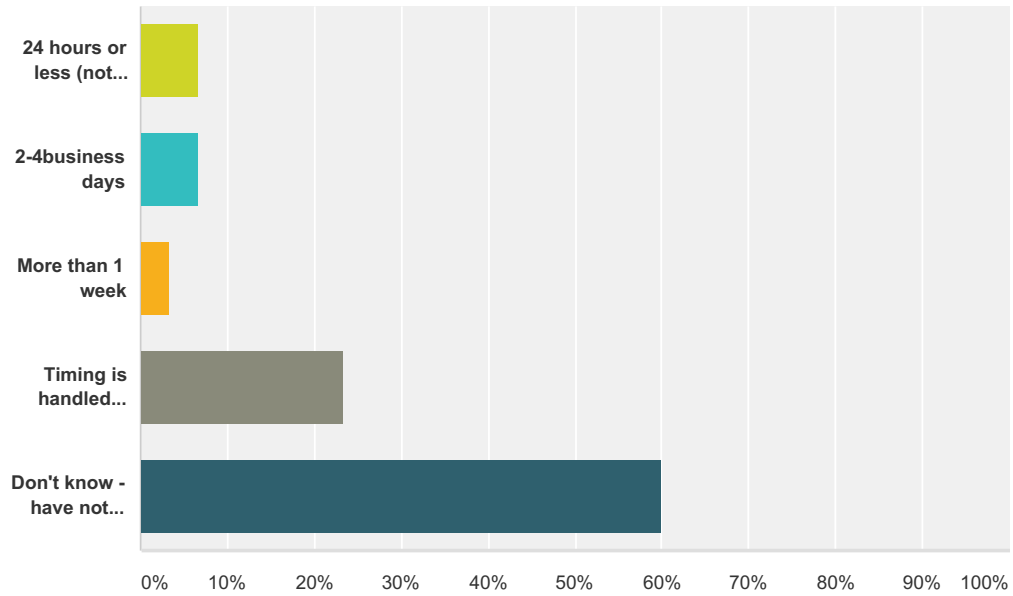


| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 48.28% 14 |
| No | 27.59% 8 |
| Yes | 24.14% 7 |
| Total | 29 |

Q11 How much notice is required to provide an accommodation request?

Answered: 30 Skipped: 1

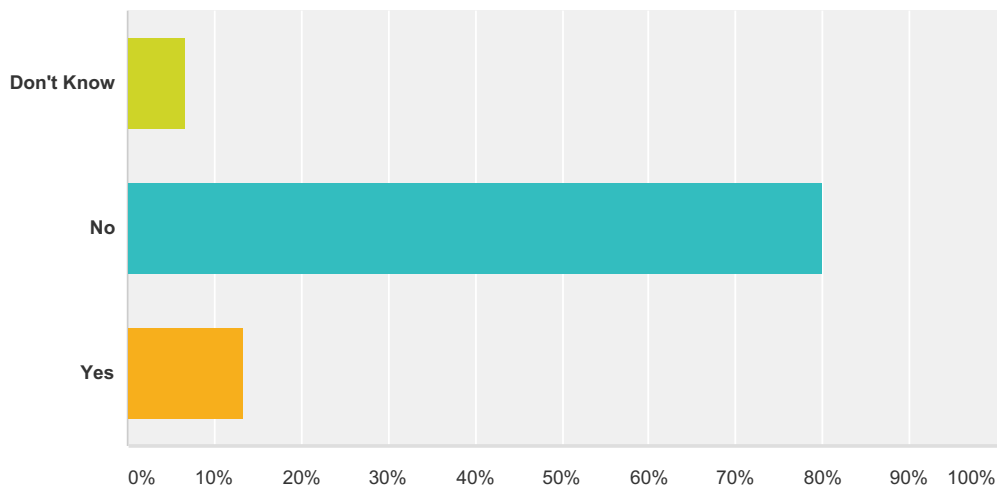
ADA Self-Evaluation



| Answer Choices | Responses |
|---|-----------|
| 24 hours or less (not including weekends/holidays) | 6.67% 2 |
| 2-4business days | 6.67% 2 |
| More than 1 week | 3.33% 1 |
| Timing is handled case-by-case depending on nature of request | 23.33% 7 |
| Don't know - have not completed such a request | 60.00% 18 |
| Total | 30 |

Q12 Do you track accessibility requests for the program?

Answered: 30 Skipped: 1



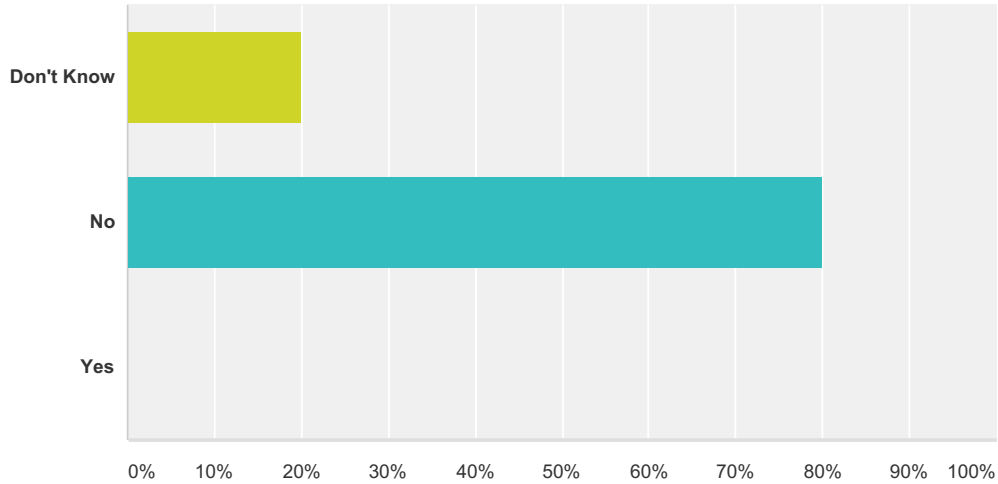
| Answer Choices | Responses |
|----------------|-----------|
|----------------|-----------|

ADA Self-Evaluation

| | | |
|--------------|--------|-----------|
| Don't Know | 6.67% | 2 |
| No | 80.00% | 24 |
| Yes | 13.33% | 4 |
| Total | | 30 |

Q13 Does the program charge an additional fee for modifying the program for a person with disabilities?

Answered: 30 Skipped: 1

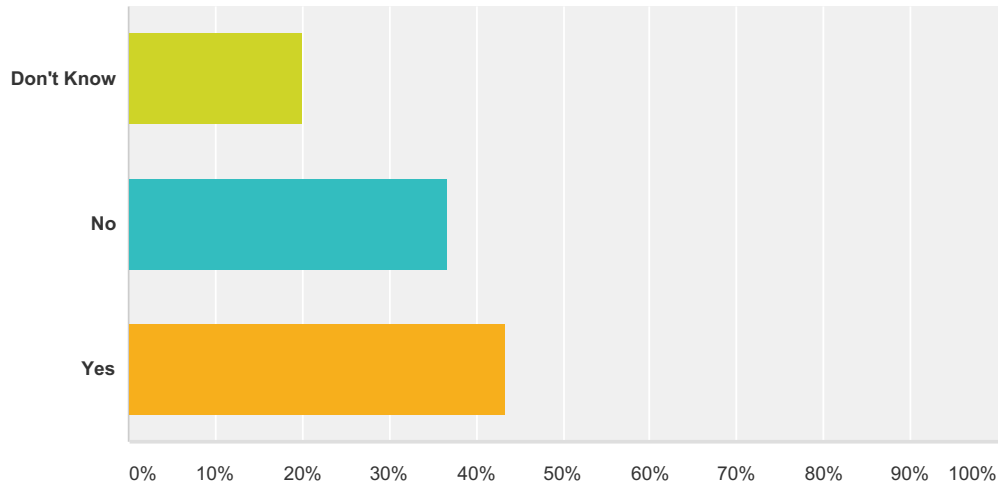


| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 20.00% 6 |
| No | 80.00% 24 |
| Yes | 0.00% 0 |
| Total | 30 |

Q14 Are there any hard copy or digital forms required for admission or participation in the program (i.e. tests, applications, registration forms, etc.)?

Answered: 30 Skipped: 1

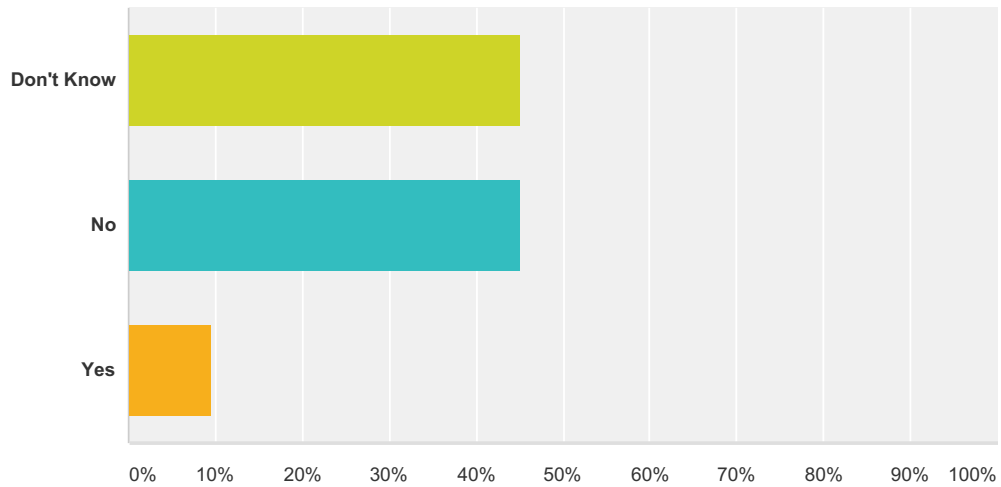
ADA Self-Evaluation



| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 20.00% 6 |
| No | 36.67% 11 |
| Yes | 43.33% 13 |
| Total | 30 |

Q15 Do the forms contain a notice that the City does not discriminate against people with disabilities?

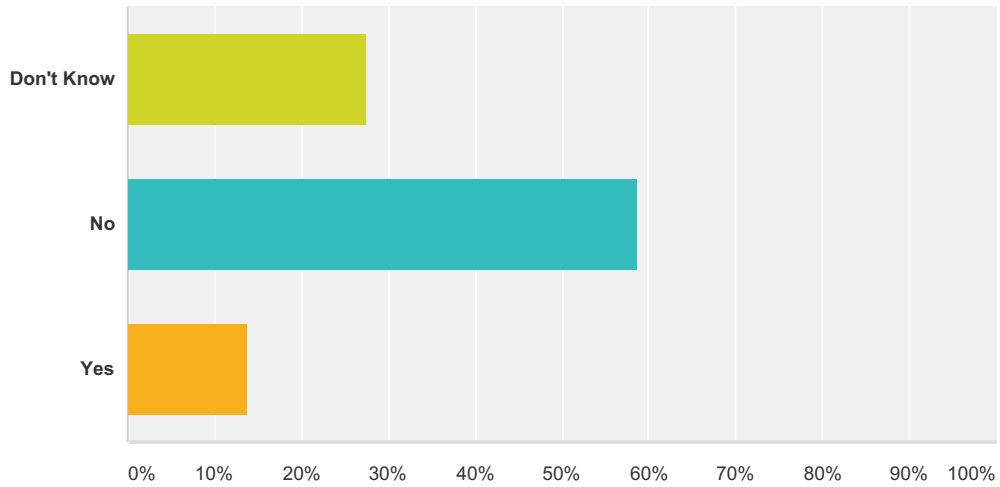
Answered: 31 Skipped: 0



| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 45.16% 14 |
| No | 45.16% 14 |
| Yes | 9.68% 3 |
| Total | 31 |

Q16 Is an interview required prior to an applicant's admission to the program?

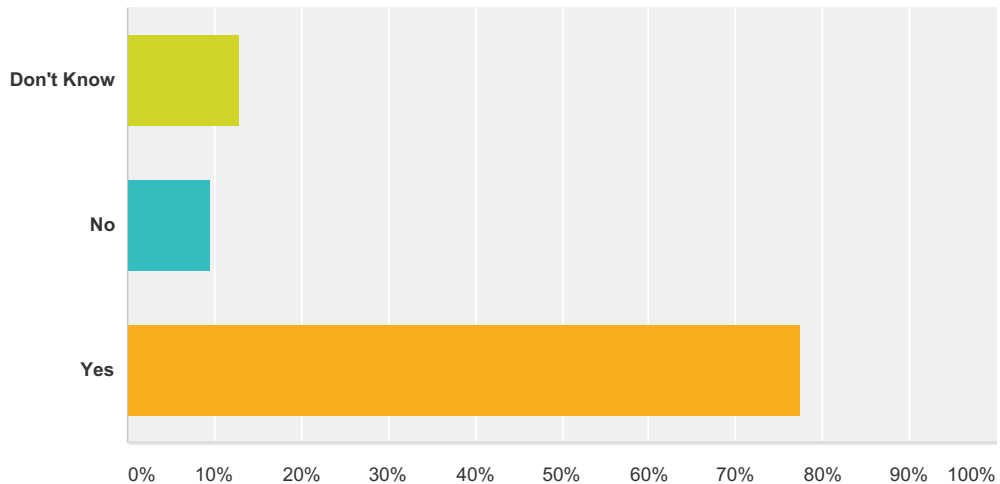
Answered: 29 Skipped: 2



| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 27.59% 8 |
| No | 58.62% 17 |
| Yes | 13.79% 4 |
| Total | 29 |

Q17 When hiring temporary or permanent employees, does the program consistently use selection criteria that does not discriminate based on disability?

Answered: 31 Skipped: 0

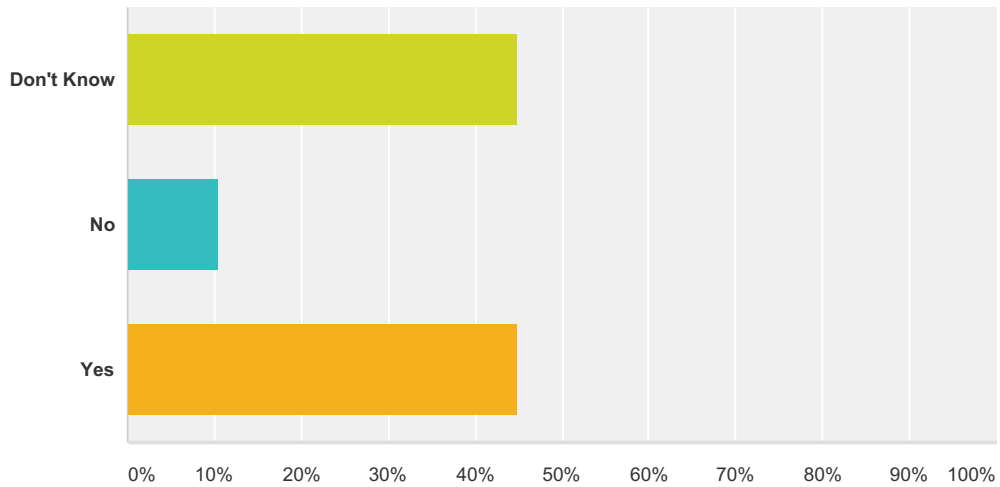


ADA Self-Evaluation

| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 12.90% 4 |
| No | 9.68% 3 |
| Yes | 77.42% 24 |
| Total | 31 |

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?

Answered: 29 Skipped: 2

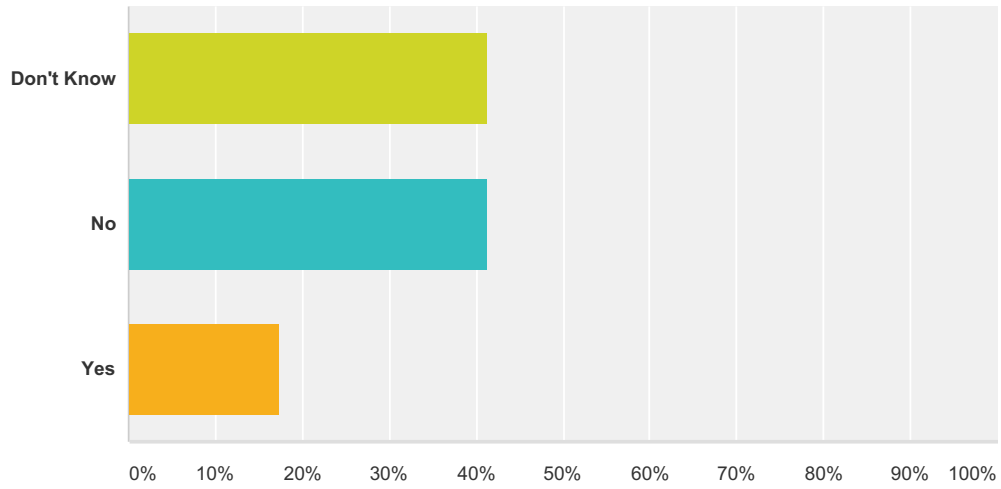


| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 44.83% 13 |
| No | 10.34% 3 |
| Yes | 44.83% 13 |
| Total | 29 |

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

Answered: 29 Skipped: 2

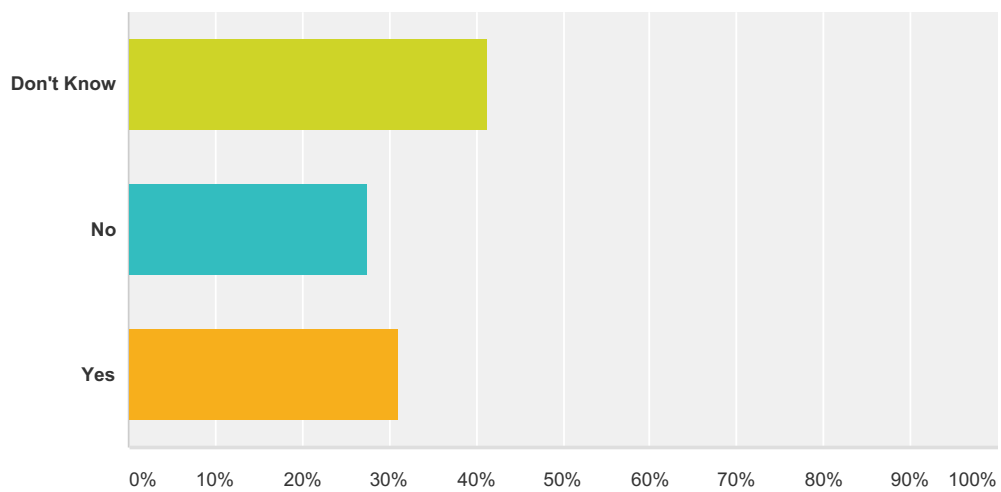
ADA Self-Evaluation



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Don't Know | 41.38% | 12 |
| No | 41.38% | 12 |
| Yes | 17.24% | 5 |
| Total | | 29 |

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?

Answered: 29 Skipped: 2



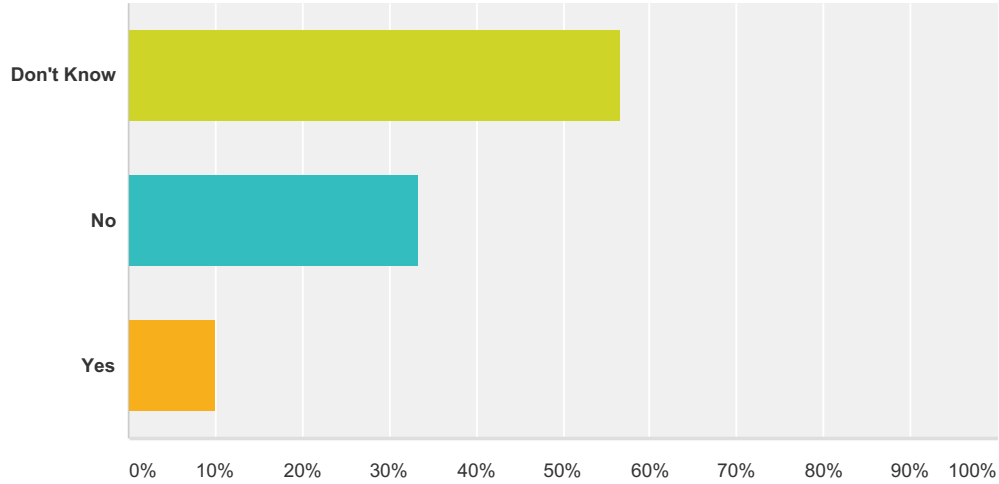
| Answer Choices | Responses | |
|----------------|-----------|----|
| Don't Know | 41.38% | 12 |

ADA Self-Evaluation

| | | |
|--------------|--------|-----------|
| No | 27.59% | 8 |
| Yes | 31.03% | 9 |
| Total | | 29 |

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

Answered: 30 Skipped: 1

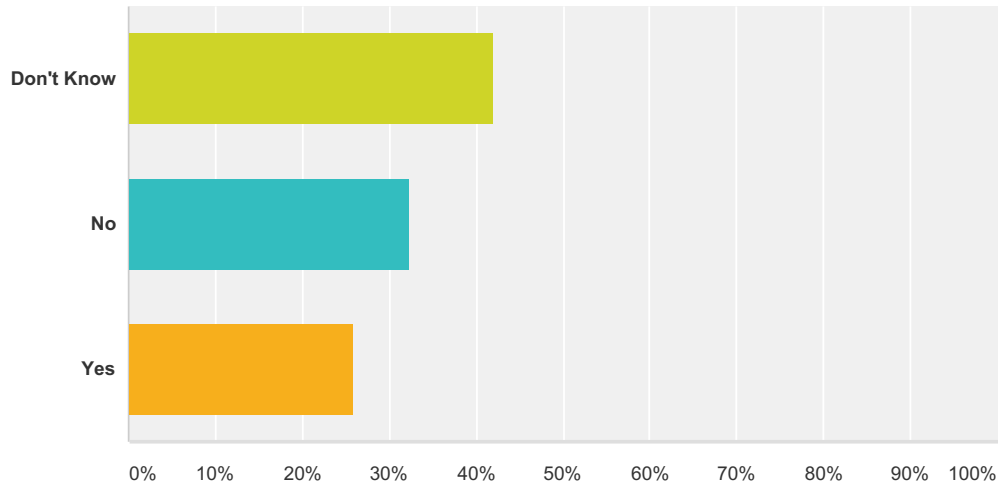


| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 56.67% 17 |
| No | 33.33% 10 |
| Yes | 10.00% 3 |
| Total | 30 |

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?

Answered: 31 Skipped: 0

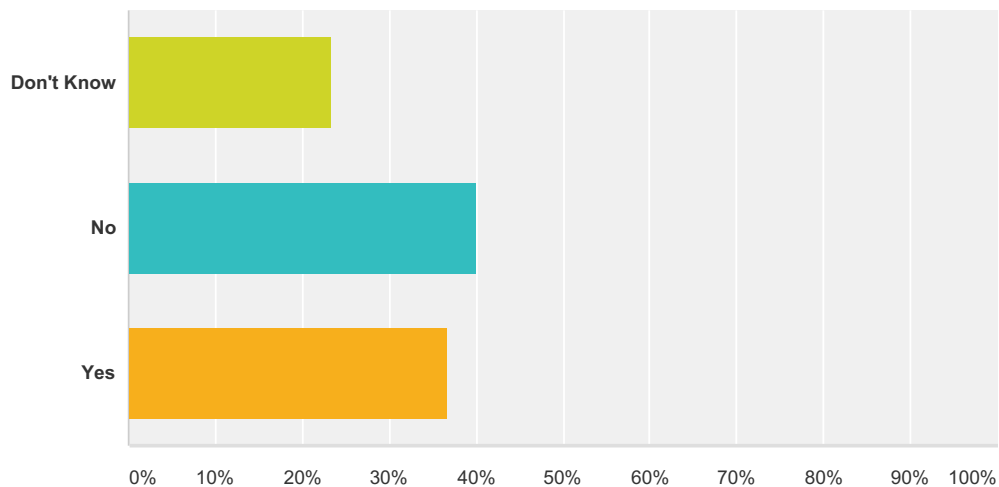
ADA Self-Evaluation



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Don't Know | 41.94% | 13 |
| No | 32.26% | 10 |
| Yes | 25.81% | 8 |
| Total | | 31 |

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?

Answered: 30 Skipped: 1

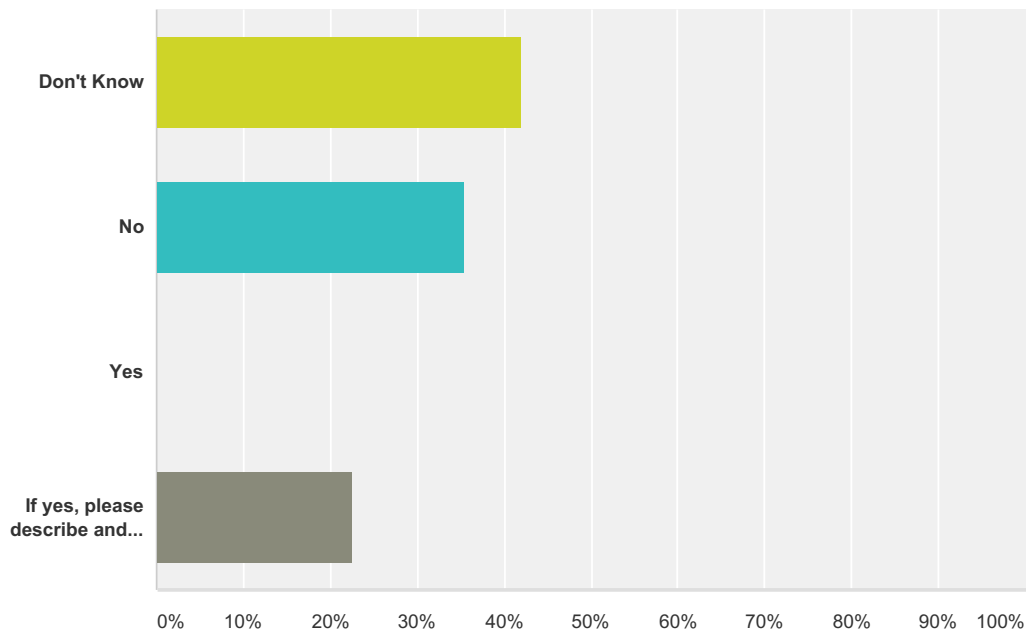


ADA Self-Evaluation

| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 23.33% 7 |
| No | 40.00% 12 |
| Yes | 36.67% 11 |
| Total | 30 |

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?

Answered: 31 Skipped: 0

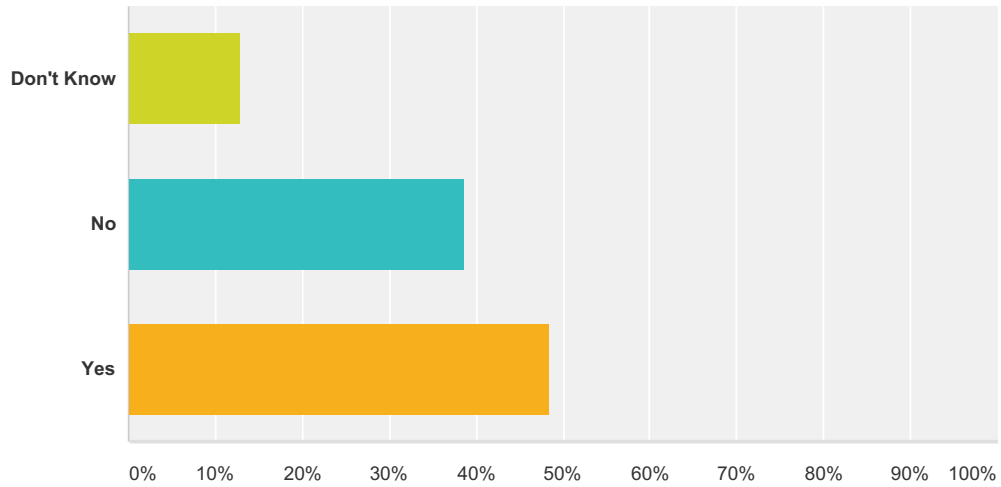


| Answer Choices | Responses |
|--|-----------|
| Don't Know | 41.94% 13 |
| No | 35.48% 11 |
| Yes | 0.00% 0 |
| If yes, please describe and list the written policy. | 22.58% 7 |
| Total | 31 |

Q25 Does the program have printed materials (i.e. forms, newsletters, brochures, calendars, fact sheets) that are made available to the public?

ADA Self-Evaluation

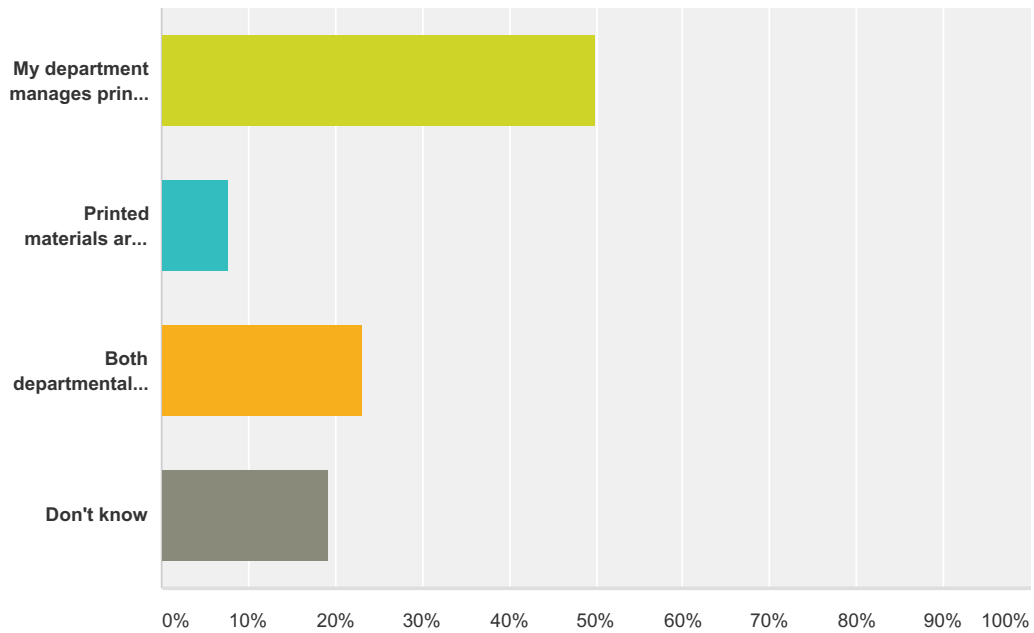
Answered: 31 Skipped: 0



| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 12.90% 4 |
| No | 38.71% 12 |
| Yes | 48.39% 15 |
| Total | 31 |

Q26 Who manages the printed materials?

Answered: 26 Skipped: 5



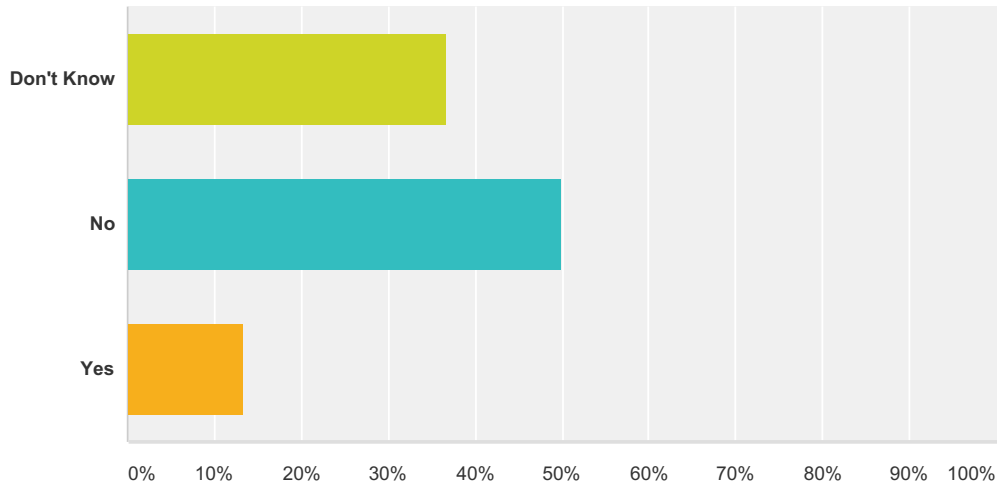
| Answer Choices | Responses |
|--|-----------|
| My department manages printed material | 50.00% 13 |

ADA Self-Evaluation

| | | |
|---|--------|-----------|
| Printed materials are managed centrally | 7.69% | 2 |
| Both departmentally and centrally managed | 23.08% | 6 |
| Don't know | 19.23% | 5 |
| Total | | 26 |

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?

Answered: 30 Skipped: 1

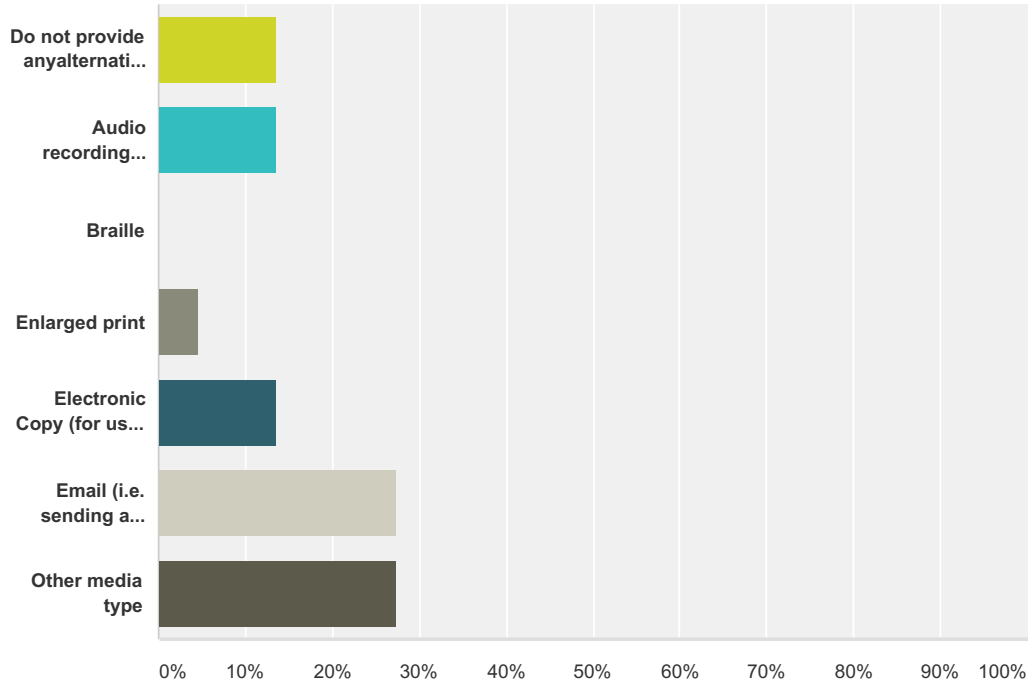


| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Don't Know | 36.67% | 11 |
| No | 50.00% | 15 |
| Yes | 13.33% | 4 |
| Total | | 30 |

Q28 What types of alternate document formats does the program make available when requested? (Check all that apply)

Answered: 22 Skipped: 9

ADA Self-Evaluation

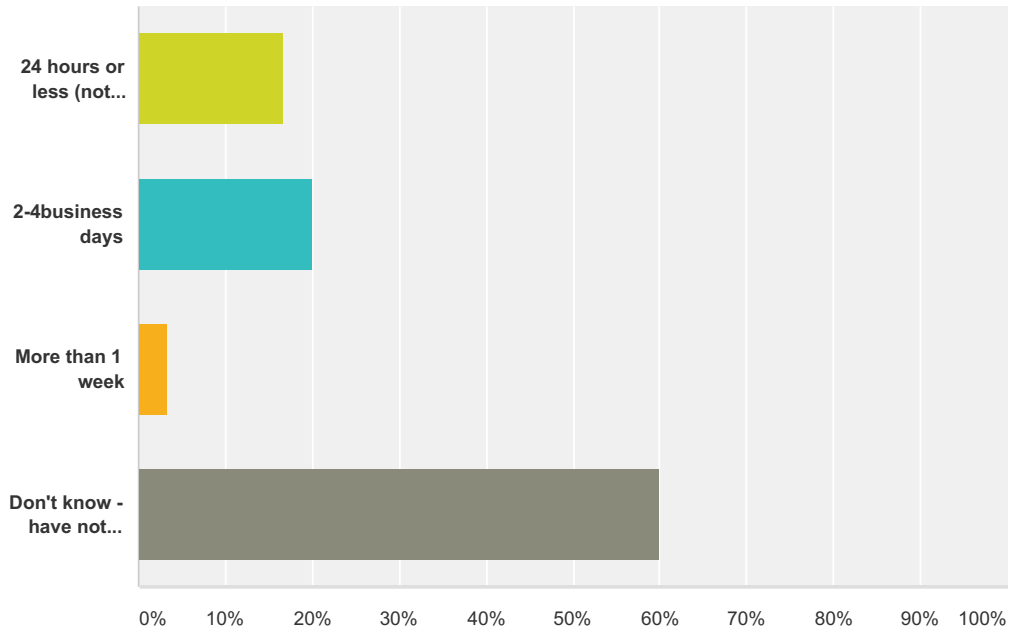


| Answer Choices | Responses | |
|---|-----------|-----------|
| Do not provide any alternative formats | 13.64% | 3 |
| Audio recording (cassette or digital) | 13.64% | 3 |
| Braille | 0.00% | 0 |
| Enlarged print | 4.55% | 1 |
| Electronic Copy (for use with a screen reader) | 13.64% | 3 |
| Email (i.e. sending a document to a person directly who cannot access it on the web or in person) | 27.27% | 6 |
| Other media type | 27.27% | 6 |
| Total | | 22 |

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

Answered: 30 Skipped: 1

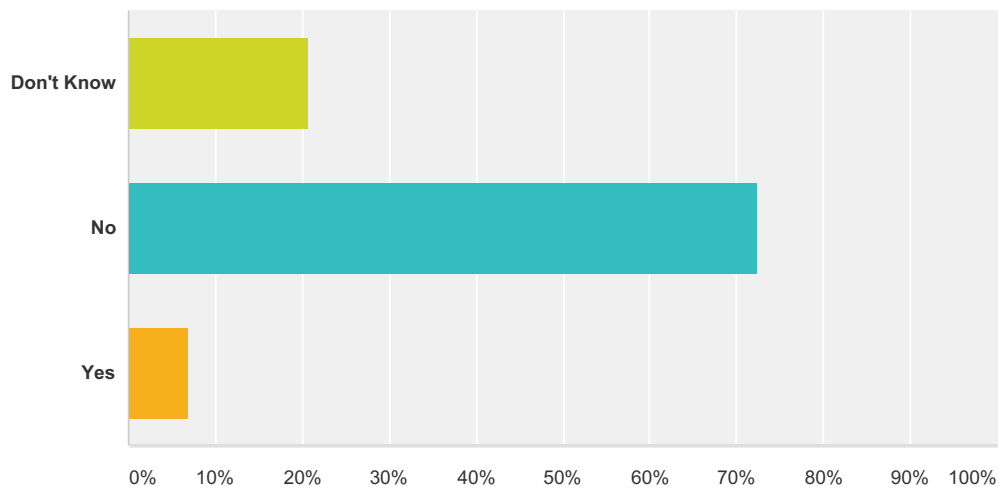
ADA Self-Evaluation



| Answer Choices | Responses |
|--|-----------|
| 24 hours or less (not including weekends/holidays) | 16.67% 5 |
| 2-4business days | 20.00% 6 |
| More than 1 week | 3.33% 1 |
| Don't know - have not completed such a request | 60.00% 18 |
| Total | 30 |

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

Answered: 29 Skipped: 2



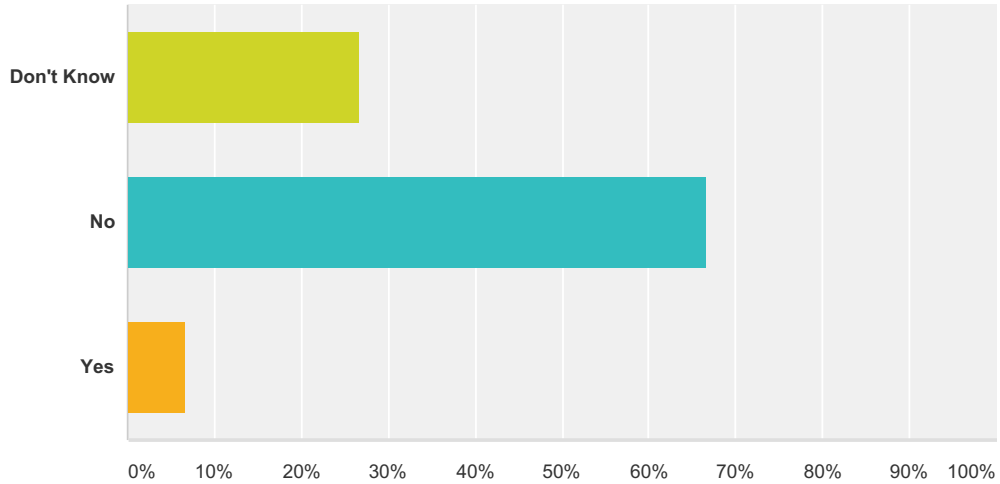
| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 20.69% 6 |

ADA Self-Evaluation

| | | |
|--------------|--------|-----------|
| No | 72.41% | 21 |
| Yes | 6.90% | 2 |
| Total | | 29 |

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

Answered: 30 Skipped: 1

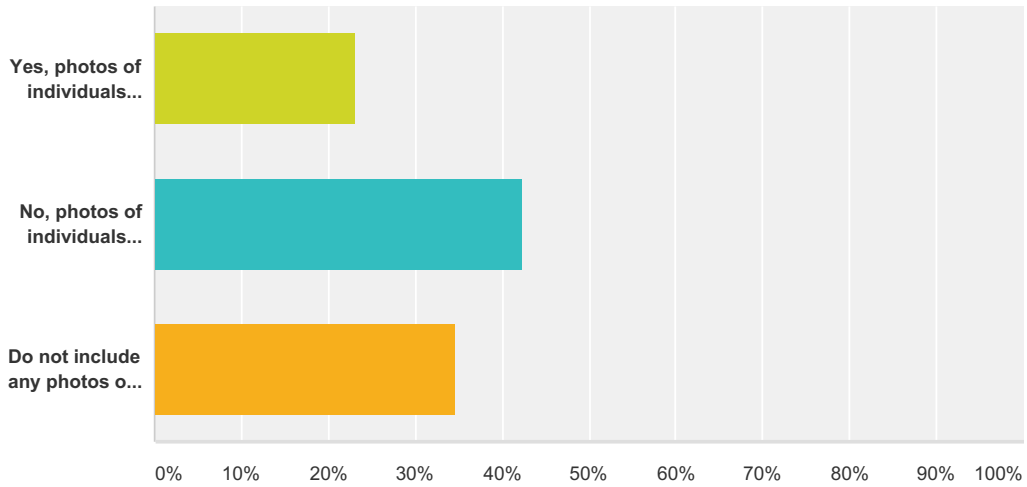


| Answer Choices | Responses | Count |
|----------------|-----------|-----------|
| Don't Know | 26.67% | 8 |
| No | 66.67% | 20 |
| Yes | 6.67% | 2 |
| Total | | 30 |

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

Answered: 26 Skipped: 5

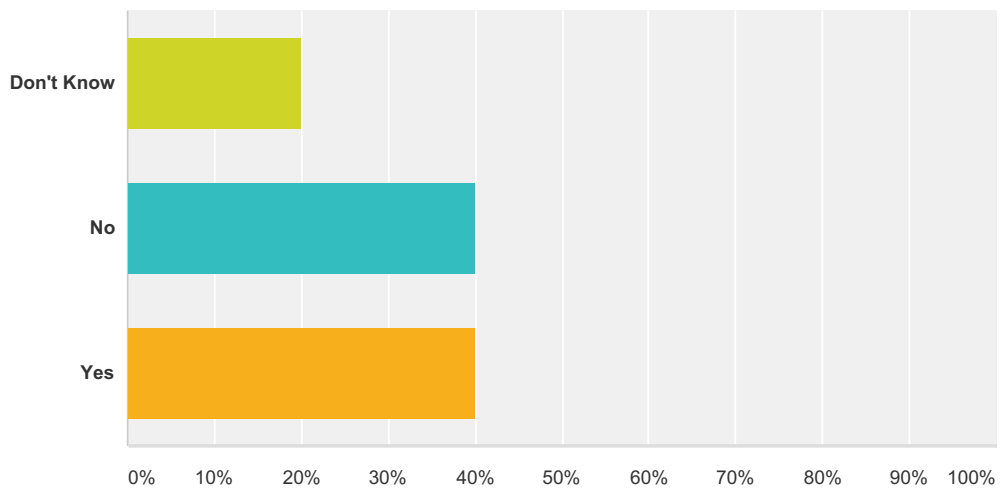
ADA Self-Evaluation



| Answer Choices | Responses | Count |
|--|-----------|-----------|
| Yes, photos of individuals with disabilities are included | 23.08% | 6 |
| No, photos of individuals with disabilities are NOT included | 42.31% | 11 |
| Do not include any photos of people in print material/publications | 34.62% | 9 |
| Total | | 26 |

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?

Answered: 30 Skipped: 1



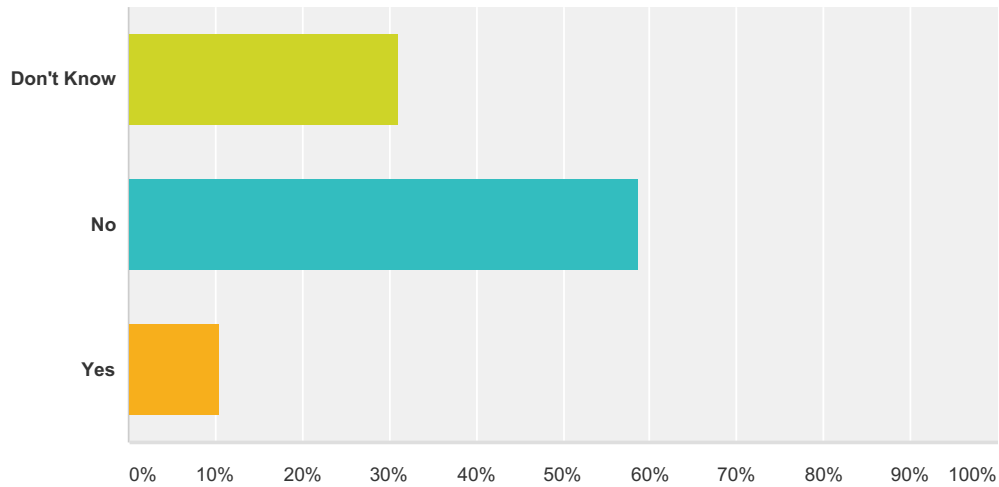
| Answer Choices | Responses | Count |
|----------------|-----------|-------|
| Don't Know | 20.00% | 6 |

ADA Self-Evaluation

| | | |
|--------------|--------|-----------|
| No | 40.00% | 12 |
| Yes | 40.00% | 12 |
| Total | | 30 |

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?

Answered: 29 Skipped: 2

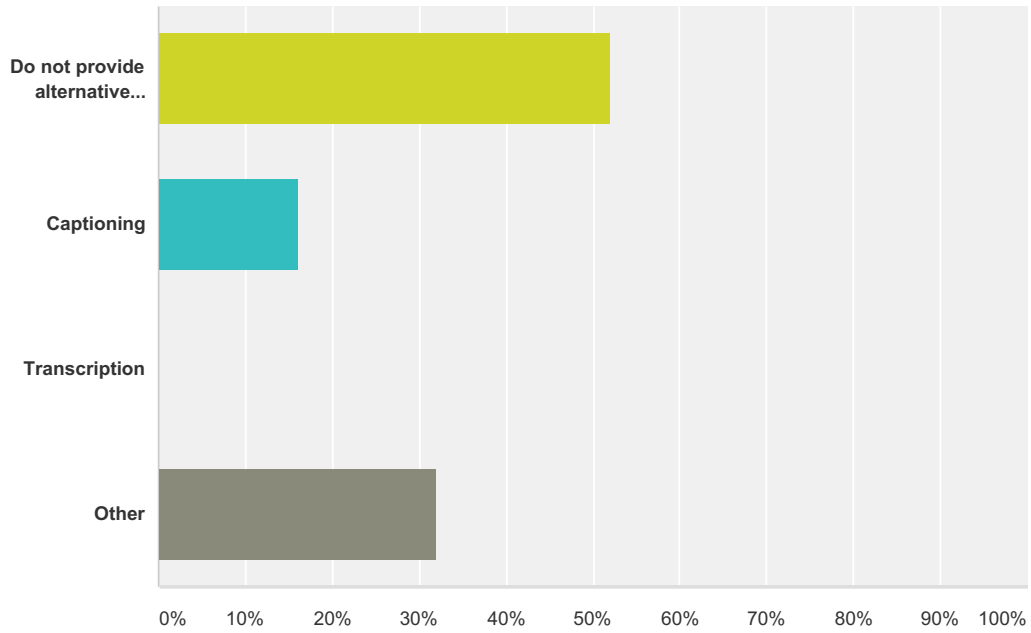


| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 31.03% 9 |
| No | 58.62% 17 |
| Yes | 10.34% 3 |
| Total | 29 |

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

Answered: 25 Skipped: 6

ADA Self-Evaluation

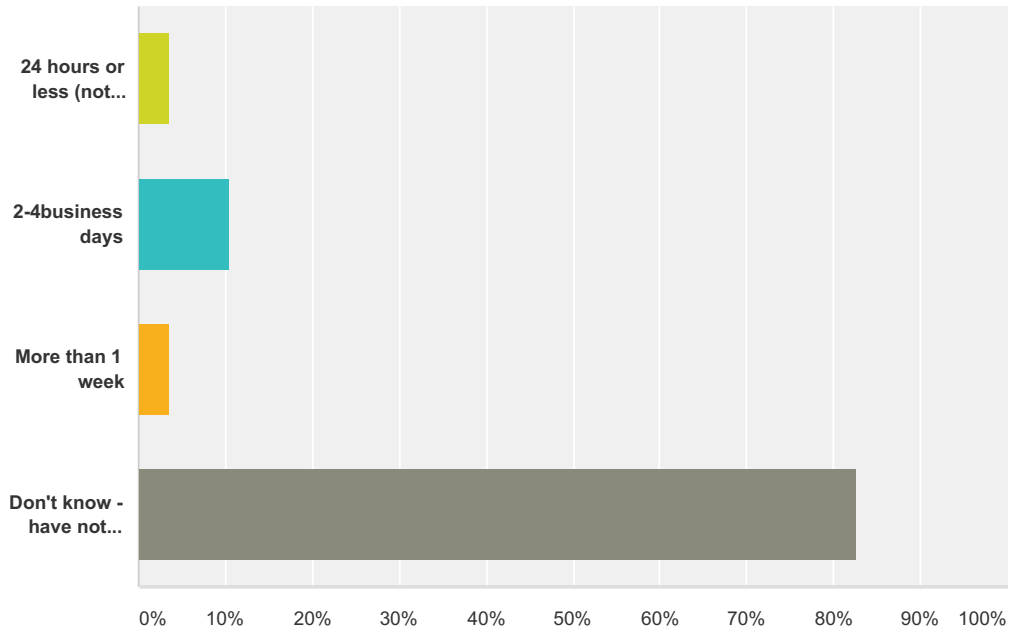


| Answer Choices | Responses |
|------------------------------------|-----------|
| Do not provide alternative formats | 52.00% 13 |
| Captioning | 16.00% 4 |
| Transcription | 0.00% 0 |
| Other | 32.00% 8 |
| Total | 25 |

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

Answered: 29 Skipped: 2

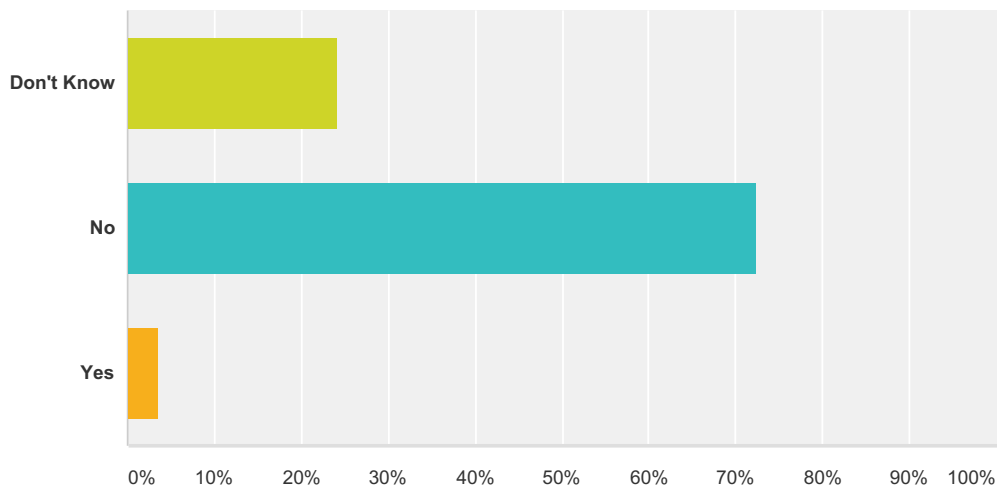
ADA Self-Evaluation



| Answer Choices | Responses |
|--|-----------|
| 24 hours or less (not including weekends/holidays) | 3.45% 1 |
| 2-4business days | 10.34% 3 |
| More than 1 week | 3.45% 1 |
| Don't know - have not completed such a request | 82.76% 24 |
| Total | 29 |

Q37 Do you track accessibility requests for accessible presentation formats?

Answered: 29 Skipped: 2



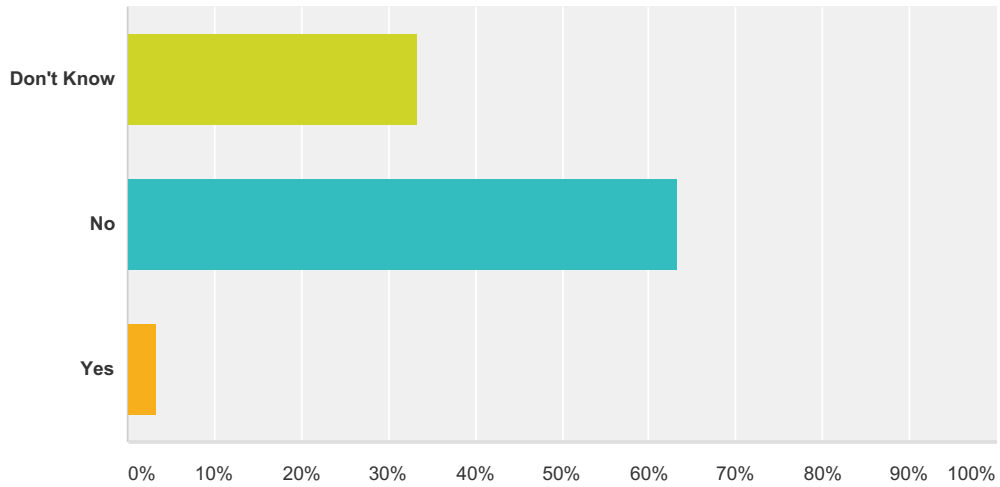
| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 24.14% 7 |

ADA Self-Evaluation

| | | |
|--------------|--------|-----------|
| No | 72.41% | 21 |
| Yes | 3.45% | 1 |
| Total | | 29 |

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

Answered: 30 Skipped: 1

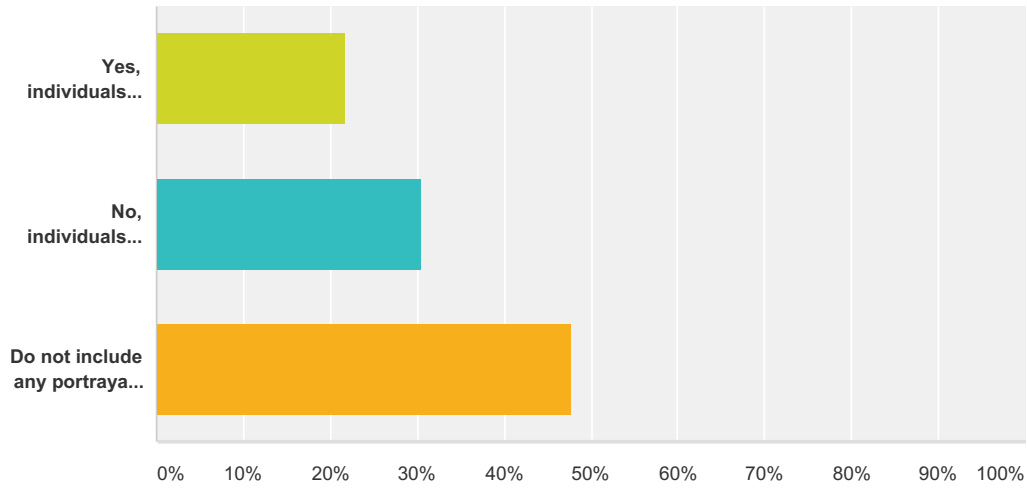


| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 33.33% 10 |
| No | 63.33% 19 |
| Yes | 3.33% 1 |
| Total | 30 |

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

Answered: 23 Skipped: 8

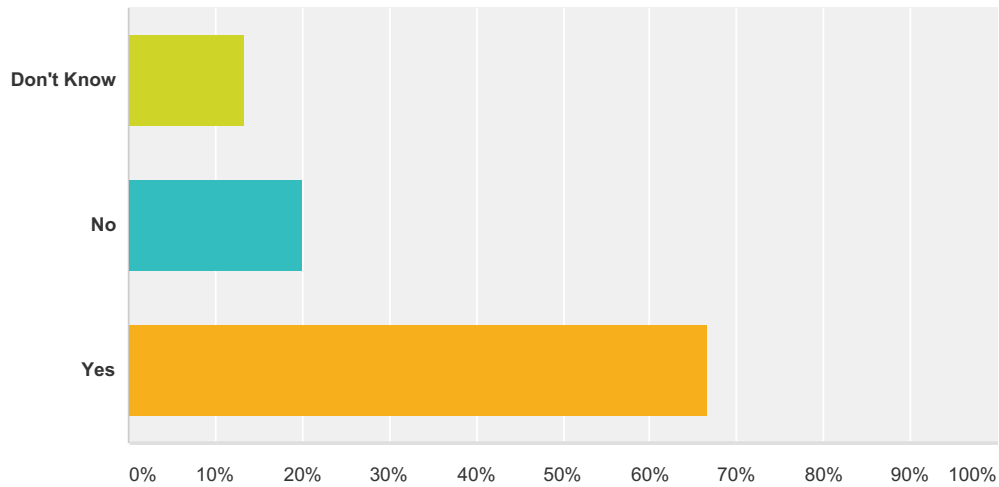
ADA Self-Evaluation



| Answer Choices | Responses |
|---|-----------|
| Yes, individuals with disabilities are portrayed | 21.74% 5 |
| No, individuals with disabilities are NOT portrayed | 30.43% 7 |
| Do not include any portrayals of people in audio/visual presentations | 47.83% 11 |
| Total | 23 |

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

Answered: 30 Skipped: 1



| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 13.33% 4 |
| No | 20.00% 6 |
| Yes | 66.67% 20 |

| | |
|-------|----|
| Total | 30 |
|-------|----|

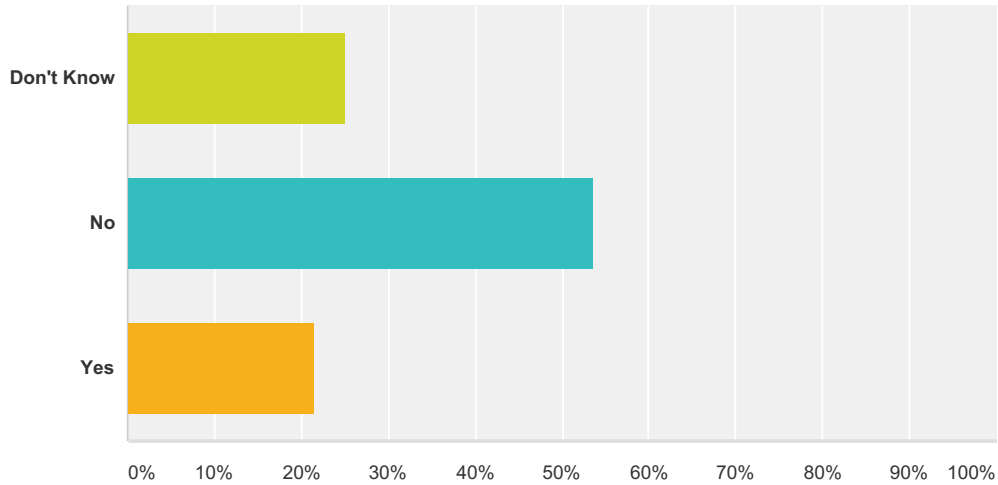
Q41 What information is provided on the internet?

Answered: 25 Skipped: 6

| Answer Choices | Responses |
|--------------------------|------------|
| Please describe briefly: | 100.00% 25 |

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

Answered: 28 Skipped: 3

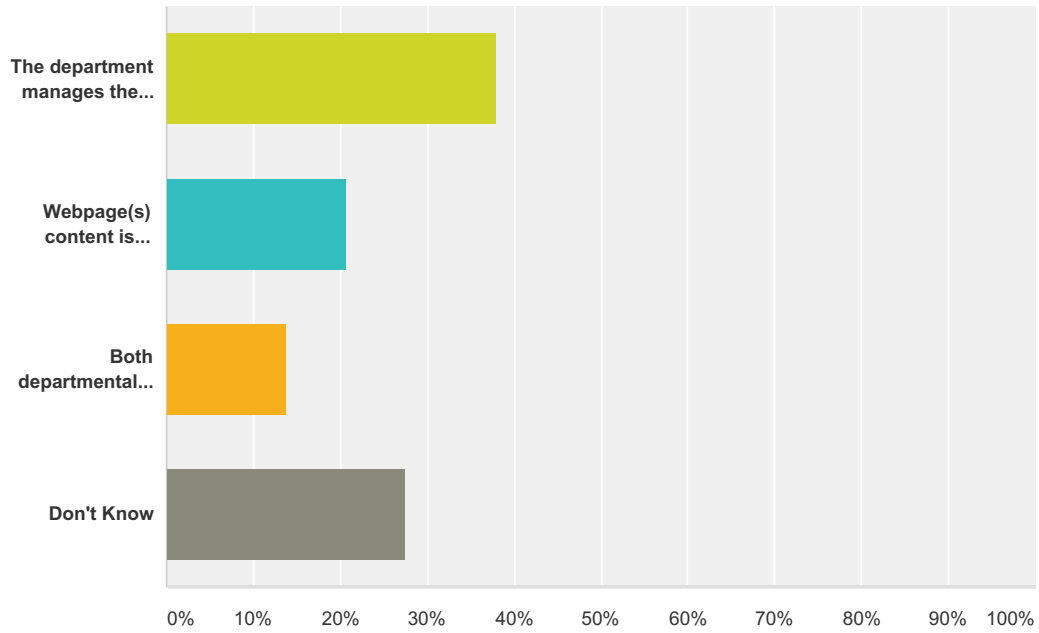


| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 25.00% 7 |
| No | 53.57% 15 |
| Yes | 21.43% 6 |
| Total | 28 |

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

Answered: 29 Skipped: 2

ADA Self-Evaluation

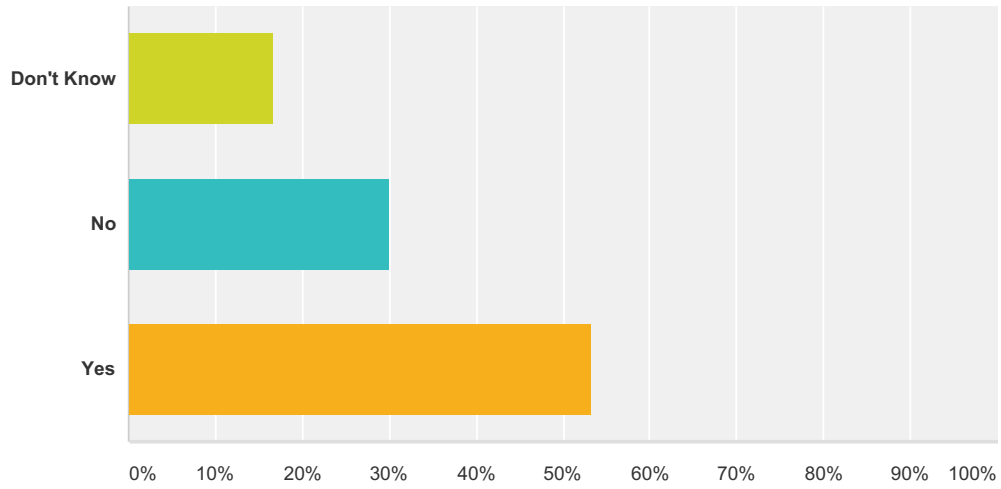


| Answer Choices | Responses |
|---|-----------|
| The department manages the webpage(s) content | 37.93% 11 |
| Webpage(s) content is managed centrally | 20.69% 6 |
| Both departmentally and centrally managed | 13.79% 4 |
| Don't Know | 27.59% 8 |
| Total | 29 |

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?

Answered: 30 Skipped: 1

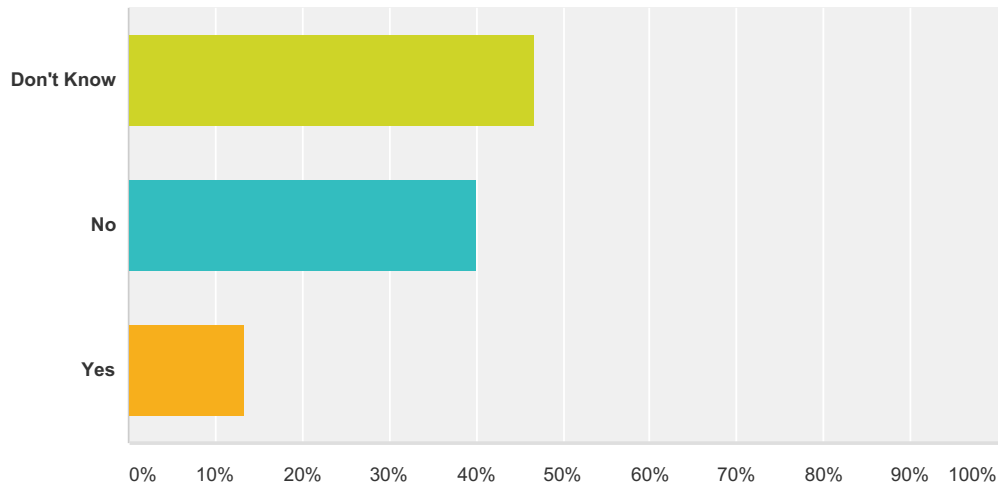
ADA Self-Evaluation



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Don't Know | 16.67% | 5 |
| No | 30.00% | 9 |
| Yes | 53.33% | 16 |
| Total | | 30 |

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

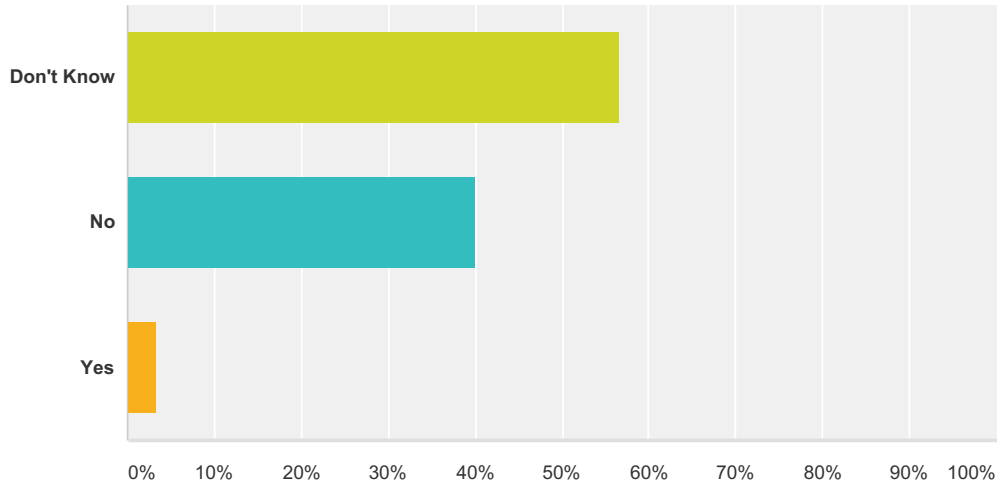
Answered: 30 Skipped: 1



| Answer Choices | Responses | |
|----------------|-----------|----|
| Don't Know | 46.67% | 14 |
| No | 40.00% | 12 |
| Yes | 13.33% | 4 |

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?

Answered: 30 Skipped: 1

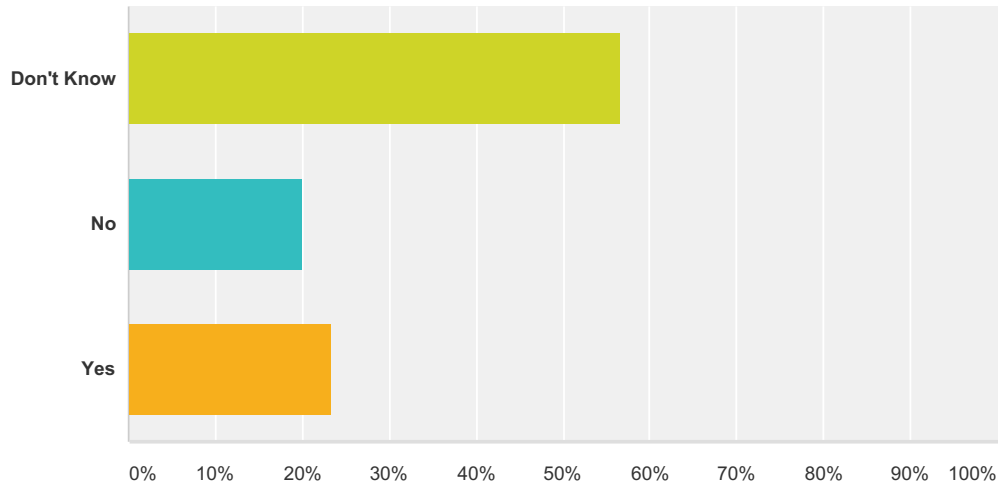


| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 56.67% 17 |
| No | 40.00% 12 |
| Yes | 3.33% 1 |
| Total | 30 |

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)?

Answered: 30 Skipped: 1

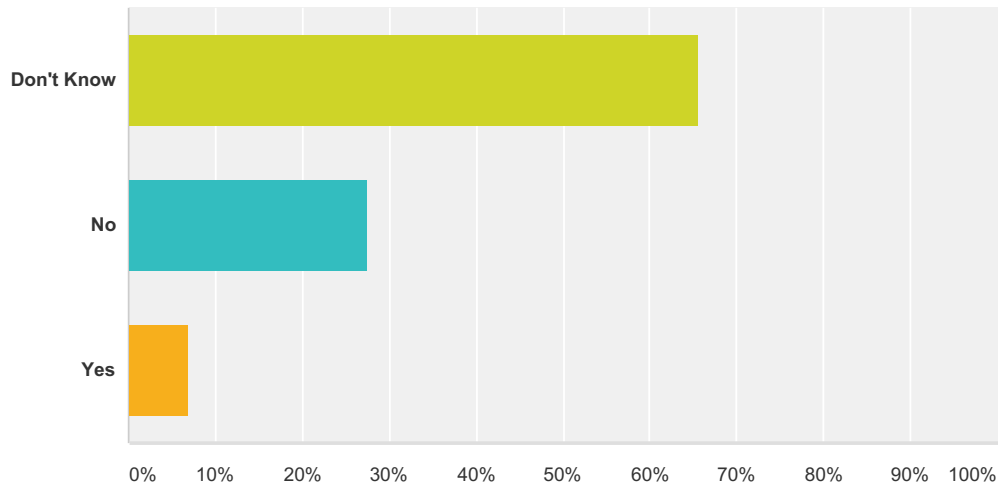
ADA Self-Evaluation



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Don't Know | 56.67% | 17 |
| No | 20.00% | 6 |
| Yes | 23.33% | 7 |
| Total | | 30 |

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

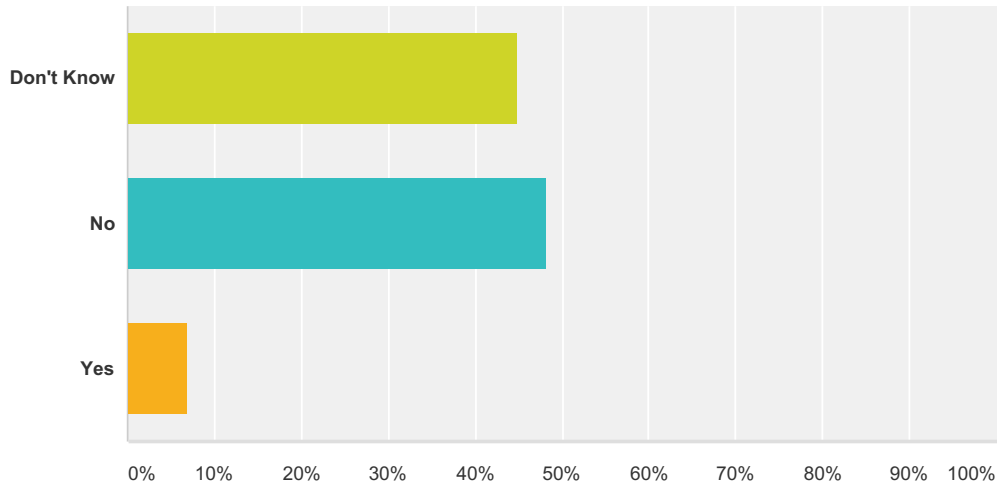
Answered: 29 Skipped: 2



| Answer Choices | Responses | |
|----------------|-----------|----|
| Don't Know | 65.52% | 19 |
| No | 27.59% | 8 |
| Yes | 6.90% | 2 |

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?

Answered: 29 Skipped: 2

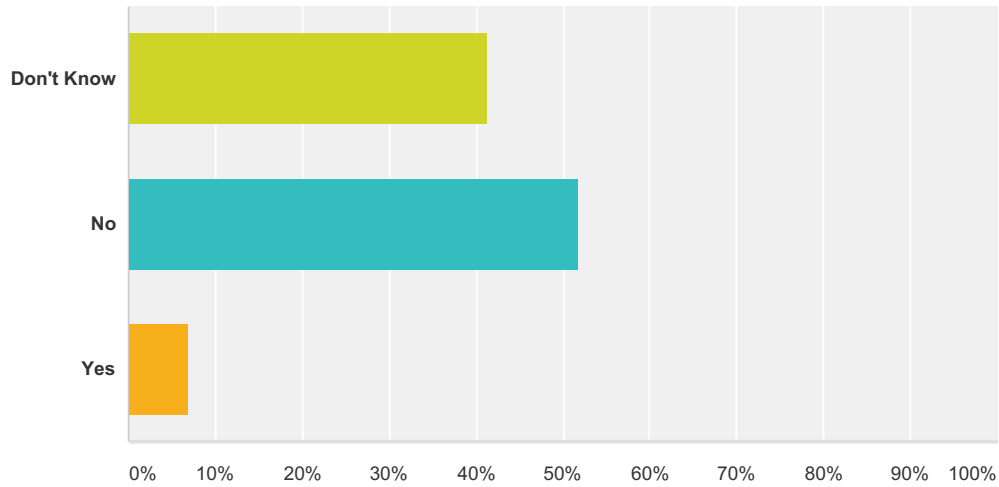


| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 44.83% 13 |
| No | 48.28% 14 |
| Yes | 6.90% 2 |
| Total | 29 |

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?

Answered: 29 Skipped: 2

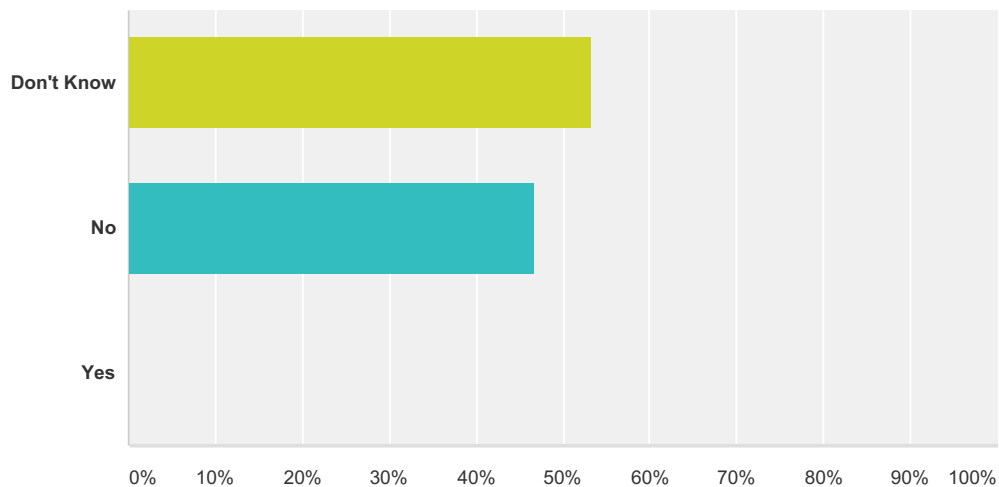
ADA Self-Evaluation



| Answer Choices | Responses | Count |
|----------------|-----------|-----------|
| Don't Know | 41.38% | 12 |
| No | 51.72% | 15 |
| Yes | 6.90% | 2 |
| Total | | 29 |

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.]

Answered: 30 Skipped: 1

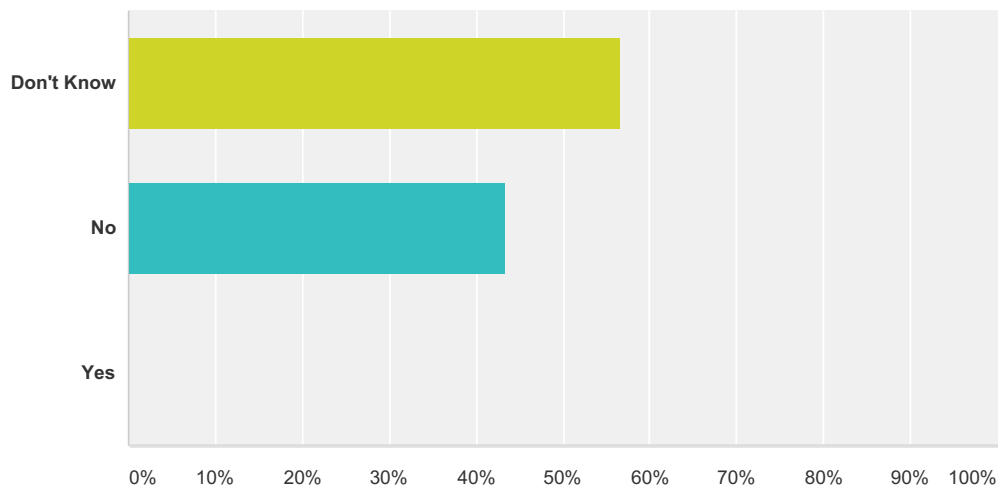


ADA Self-Evaluation

| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 53.33% 16 |
| No | 46.67% 14 |
| Yes | 0.00% 0 |
| Total | 30 |

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?

Answered: 30 Skipped: 1

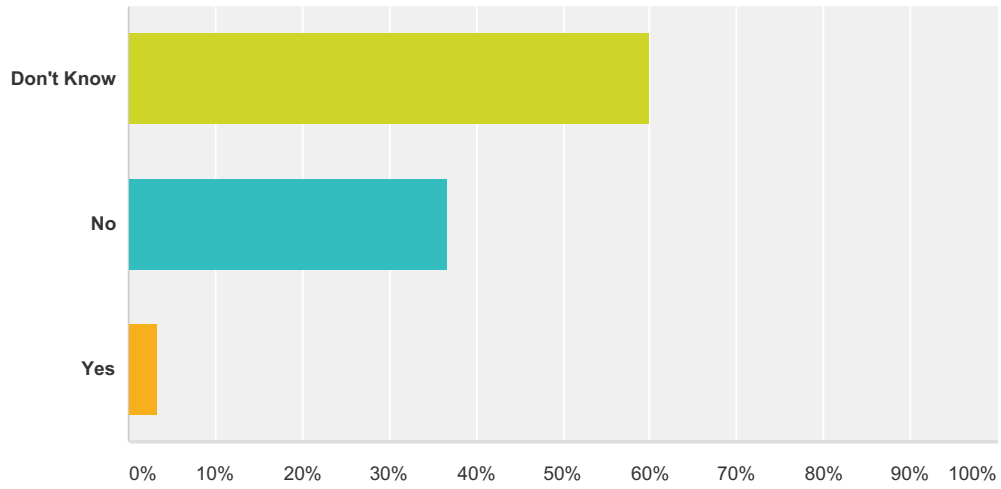


| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 56.67% 17 |
| No | 43.33% 13 |
| Yes | 0.00% 0 |
| Total | 30 |

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

Answered: 30 Skipped: 1

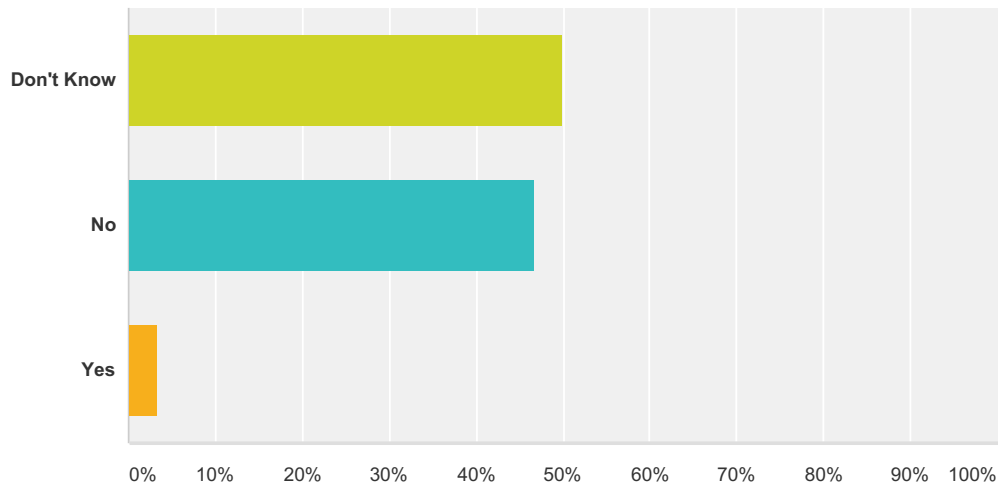
ADA Self-Evaluation



| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 60.00% 18 |
| No | 36.67% 11 |
| Yes | 3.33% 1 |
| Total | 30 |

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

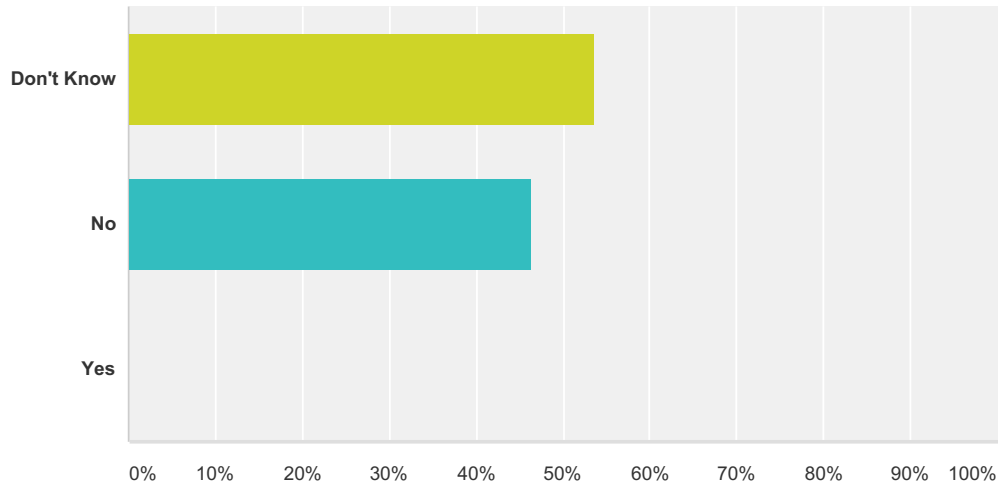
Answered: 30 Skipped: 1



| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 50.00% 15 |
| No | 46.67% 14 |
| Yes | 3.33% 1 |
| Total | 30 |

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

Answered: 28 Skipped: 3

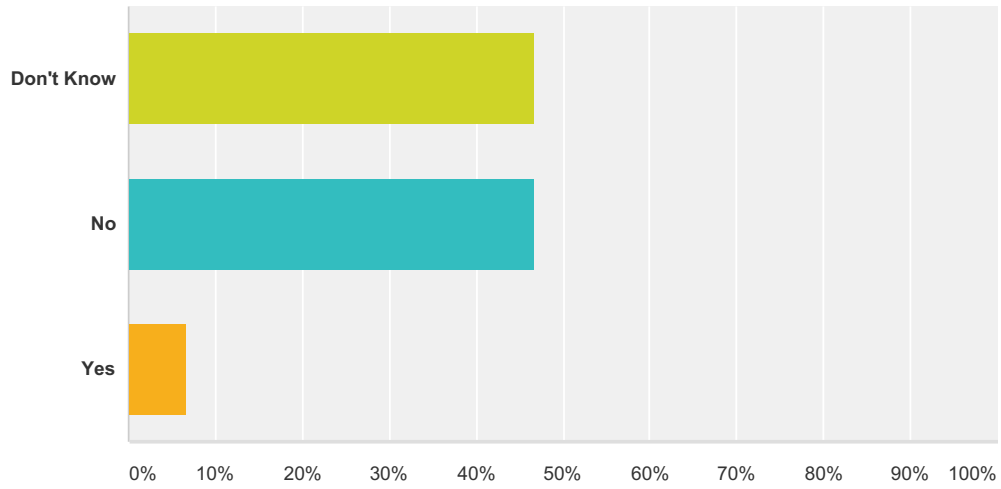


| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 53.57% 15 |
| No | 46.43% 13 |
| Yes | 0.00% 0 |
| Total | 28 |

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

Answered: 30 Skipped: 1

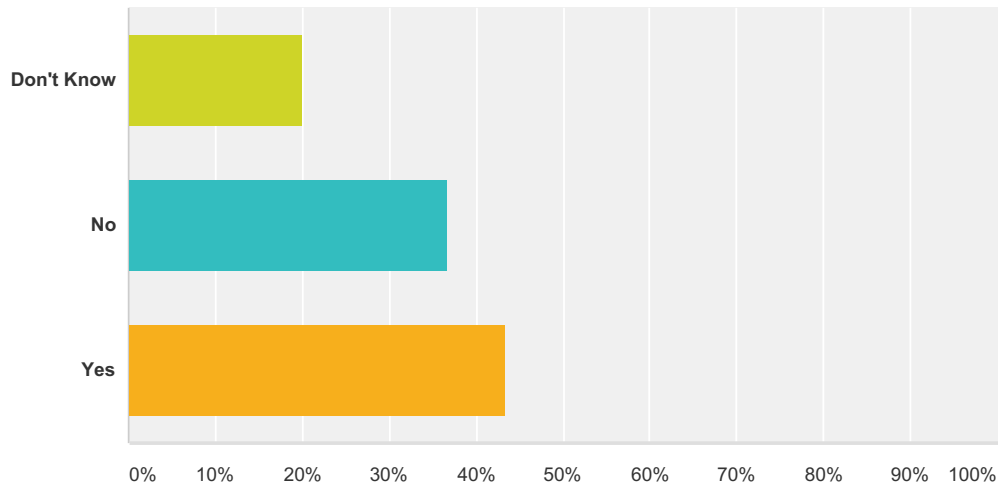
ADA Self-Evaluation



| Answer Choices | Responses | Count |
|----------------|-----------|-----------|
| Don't Know | 46.67% | 14 |
| No | 46.67% | 14 |
| Yes | 6.67% | 2 |
| Total | | 30 |

Q57 Does the program's main public access number have an automated phone menu service (i.e. press 1 for ..., press 2 for...)?

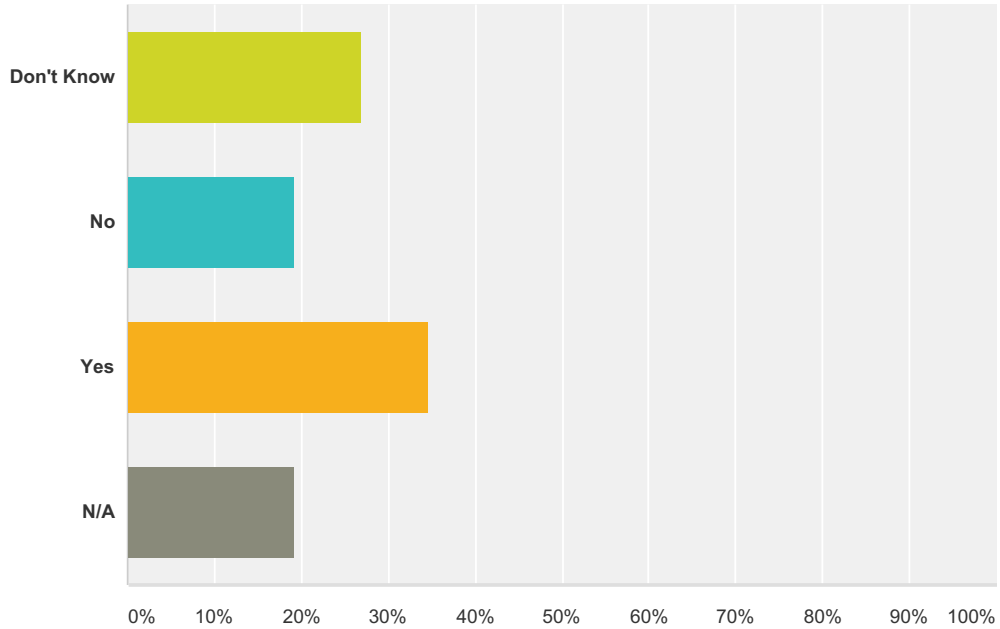
Answered: 30 Skipped: 1



| Answer Choices | Responses | Count |
|----------------|-----------|-----------|
| Don't Know | 20.00% | 6 |
| No | 36.67% | 11 |
| Yes | 43.33% | 13 |
| Total | | 30 |

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?

Answered: 26 Skipped: 5

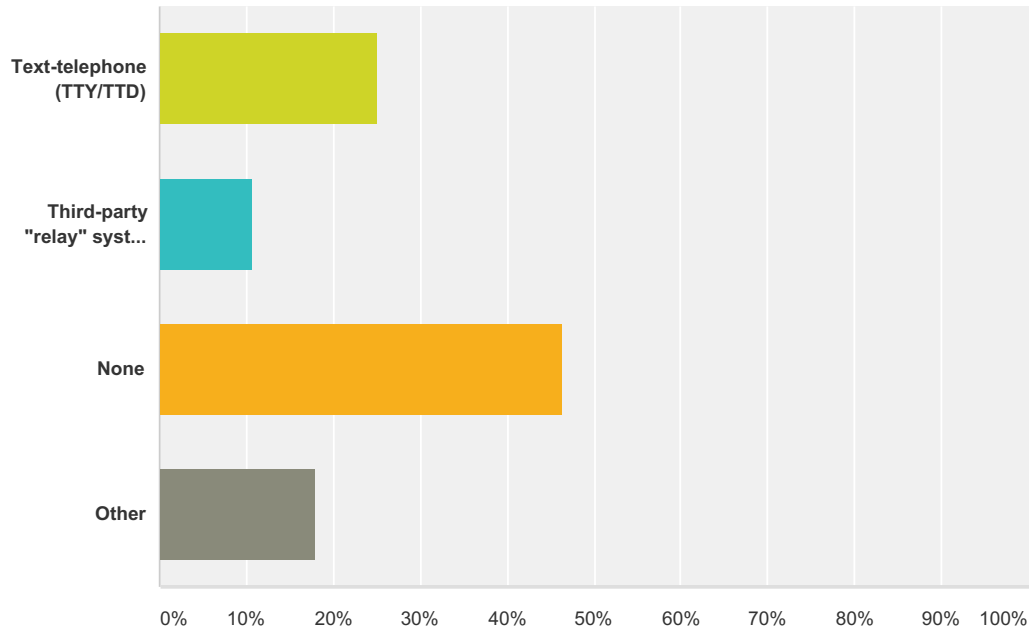


| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 26.92% 7 |
| No | 19.23% 5 |
| Yes | 34.62% 9 |
| N/A | 19.23% 5 |
| Total | 26 |

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

Answered: 28 Skipped: 3

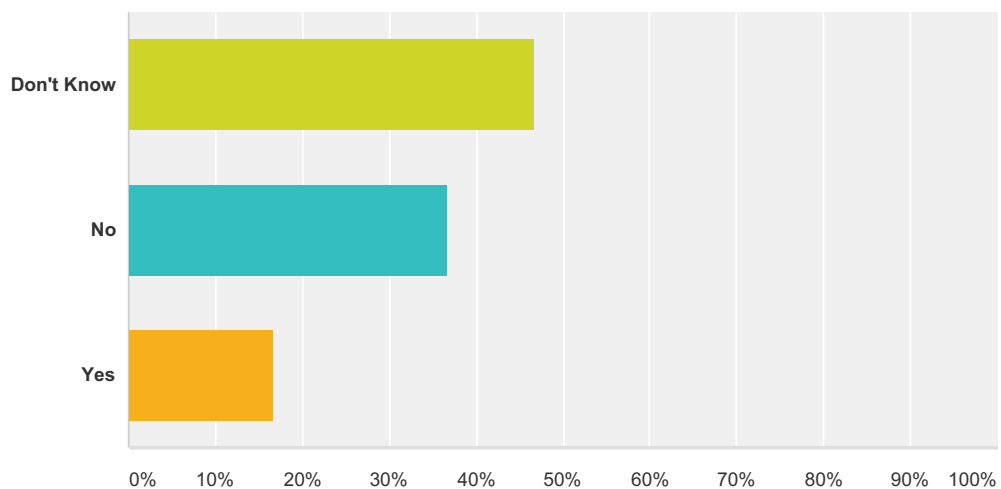
ADA Self-Evaluation



| Answer Choices | Responses |
|---|-----------|
| Text-telephone (TTY/TTD) | 25.00% 7 |
| Third-party "relay" system where a trained operator facilitates a conversation between staff and the caller | 10.71% 3 |
| None | 46.43% 13 |
| Other | 17.86% 5 |
| Total | 28 |

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

Answered: 30 Skipped: 1



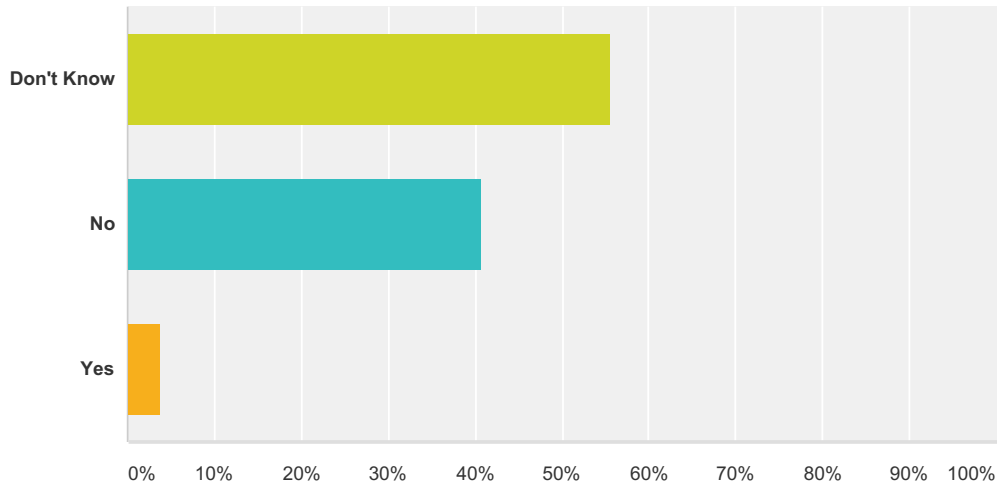
| Answer Choices | Responses |
|----------------|-----------|
|----------------|-----------|

ADA Self-Evaluation

| | | |
|--------------|--------|-----------|
| Don't Know | 46.67% | 14 |
| No | 36.67% | 11 |
| Yes | 16.67% | 5 |
| Total | | 30 |

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?

Answered: 27 Skipped: 4

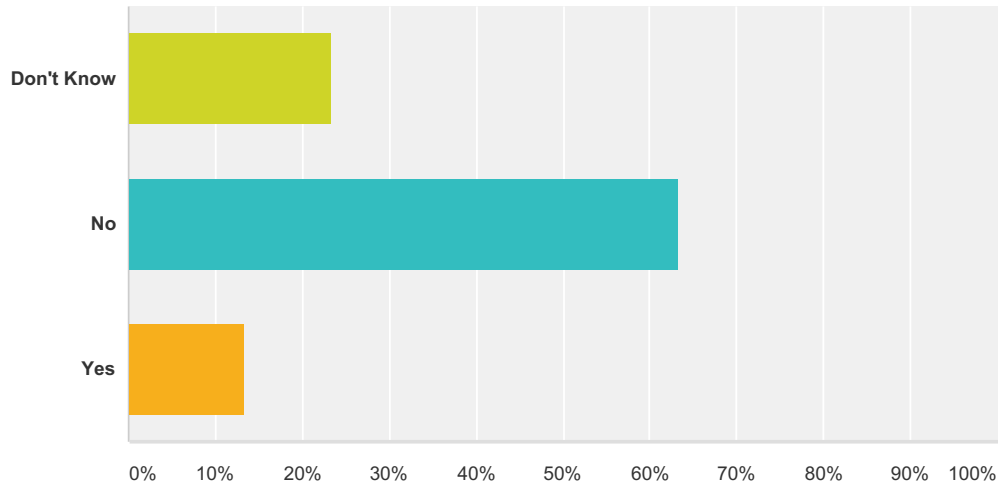


| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 55.56% 15 |
| No | 40.74% 11 |
| Yes | 3.70% 1 |
| Total | 27 |

Q62 Does the program allow members of the public to use electronic equipment such as copy machines or computer terminals?

Answered: 30 Skipped: 1

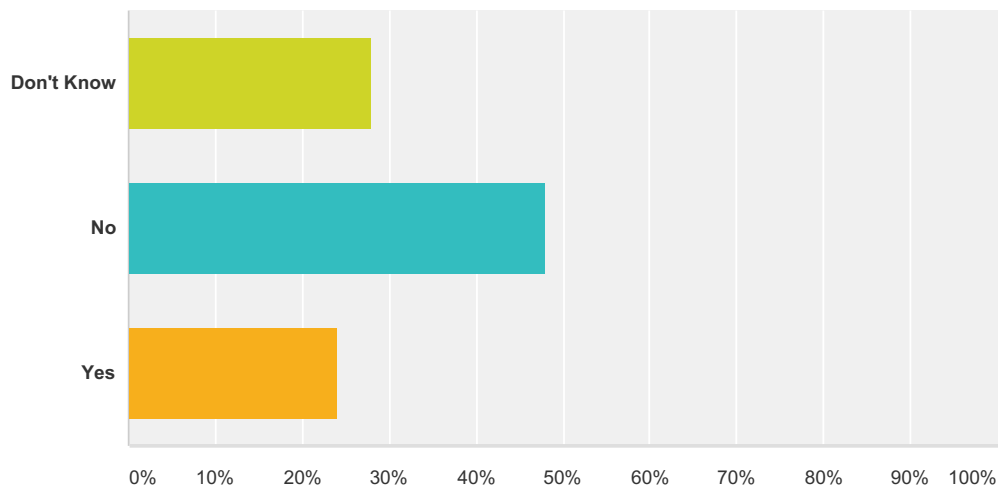
ADA Self-Evaluation



| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 23.33% 7 |
| No | 63.33% 19 |
| Yes | 13.33% 4 |
| Total | 30 |

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)?

Answered: 25 Skipped: 6



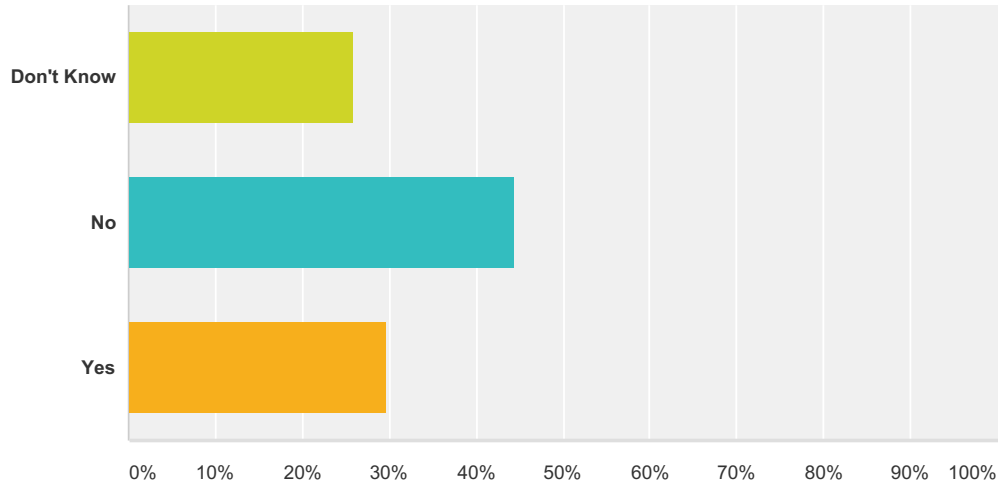
| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 28.00% 7 |

ADA Self-Evaluation

| | | |
|--------------|--------|-----------|
| No | 48.00% | 12 |
| Yes | 24.00% | 6 |
| Total | | 25 |

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

Answered: 27 Skipped: 4

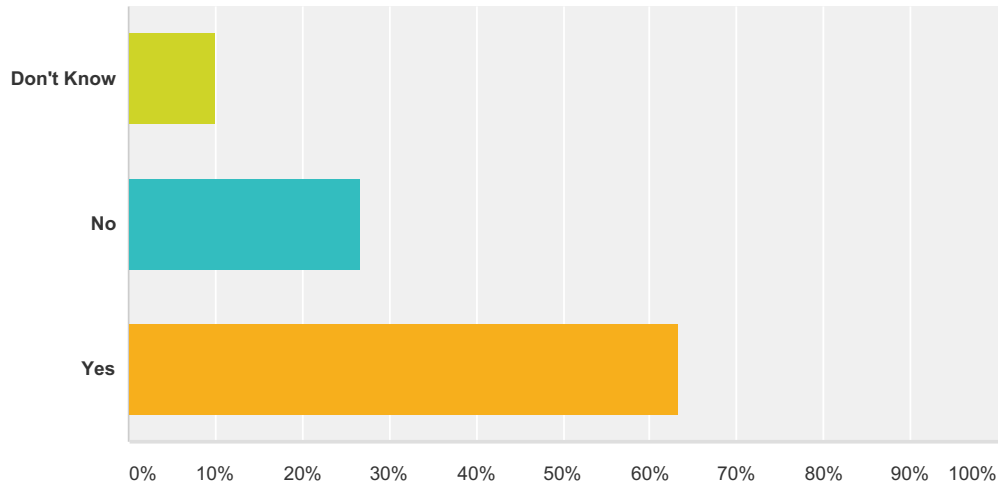


| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 25.93% 7 |
| No | 44.44% 12 |
| Yes | 29.63% 8 |
| Total | 27 |

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

Answered: 30 Skipped: 1

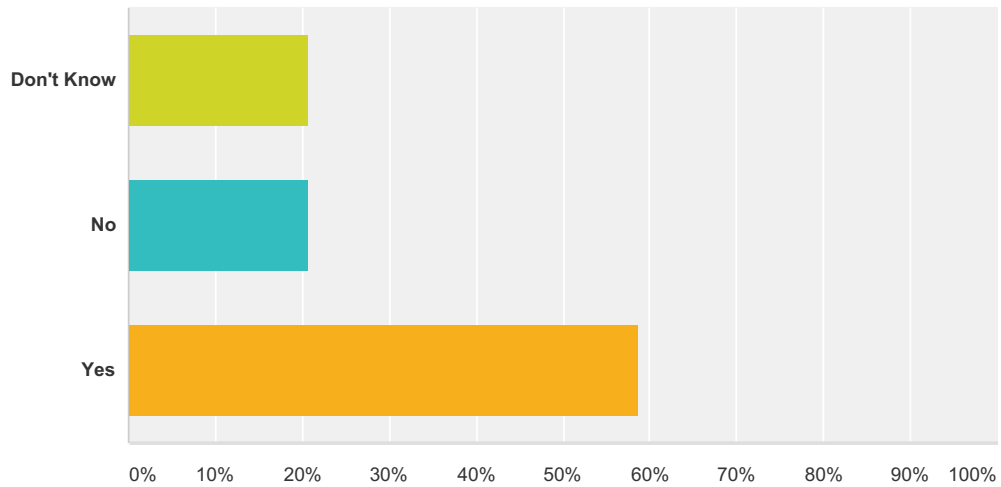
ADA Self-Evaluation



| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 10.00% 3 |
| No | 26.67% 8 |
| Yes | 63.33% 19 |
| Total | 30 |

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

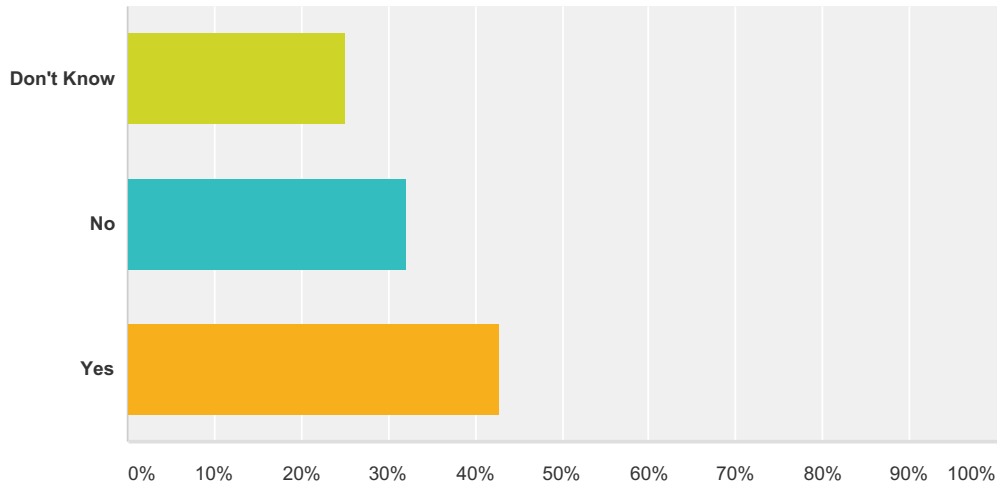
Answered: 29 Skipped: 2



| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 20.69% 6 |
| No | 20.69% 6 |
| Yes | 58.62% 17 |
| Total | 29 |

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?

Answered: 28 Skipped: 3

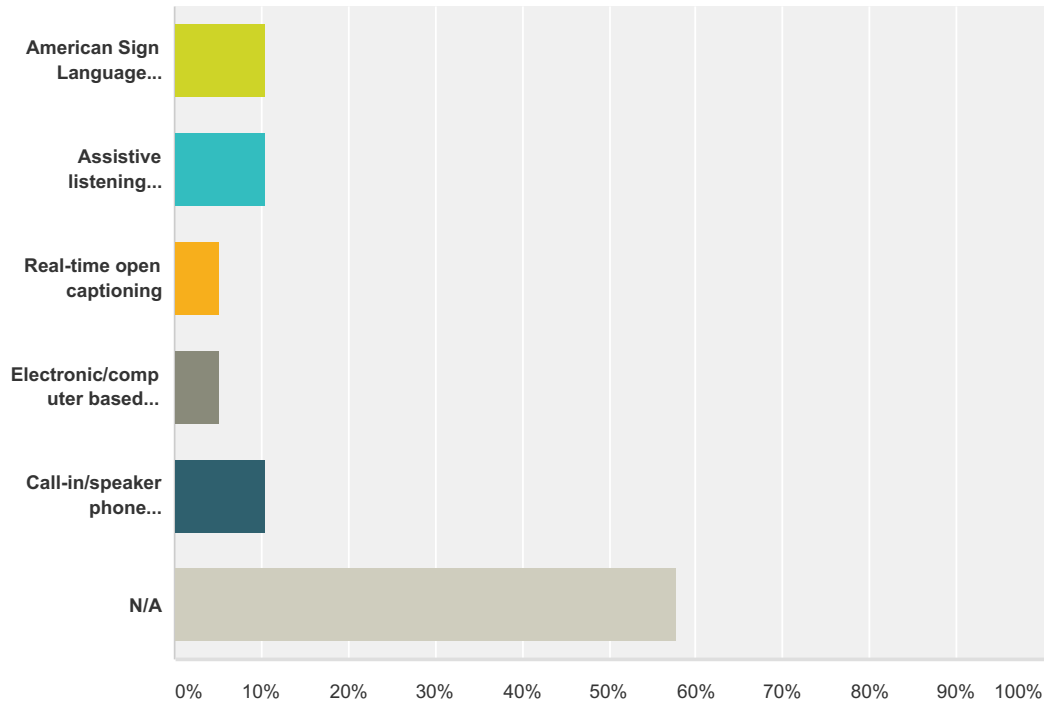


| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 25.00% 7 |
| No | 32.14% 9 |
| Yes | 42.86% 12 |
| Total | 28 |

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

Answered: 19 Skipped: 12

ADA Self-Evaluation

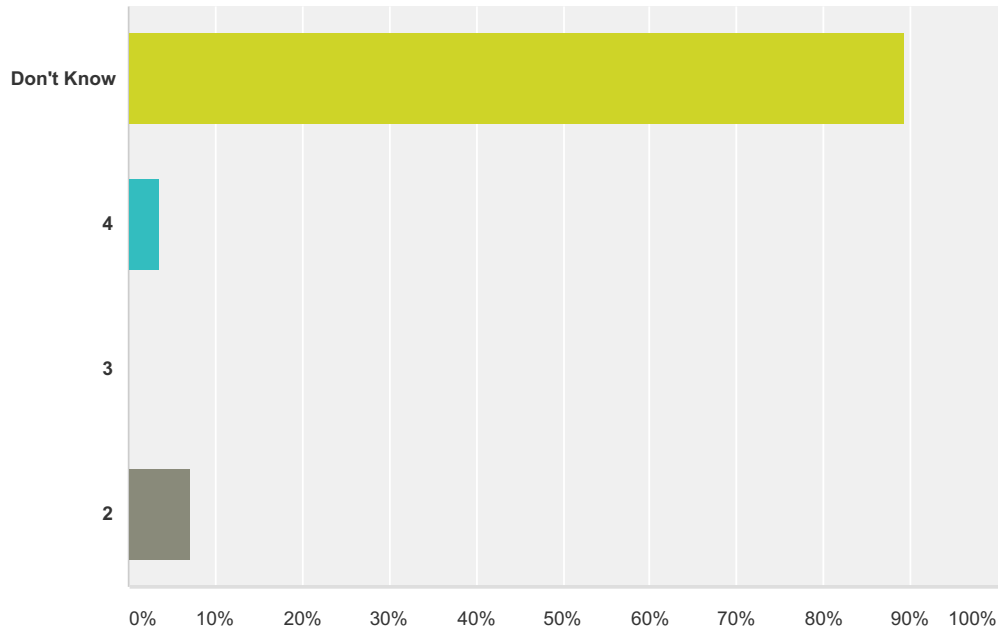


| Answer Choices | Responses |
|--|-----------|
| American Sign Language Intepreters | 10.53% 2 |
| Assistive listening devices (like FM transmitters) | 10.53% 2 |
| Real-time open captioning | 5.26% 1 |
| Electronic/computer based document readers | 5.26% 1 |
| Call-in/speakerphone capability during meetings | 10.53% 2 |
| N/A | 57.89% 11 |
| Total | 19 |

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

Answered: 28 Skipped: 3

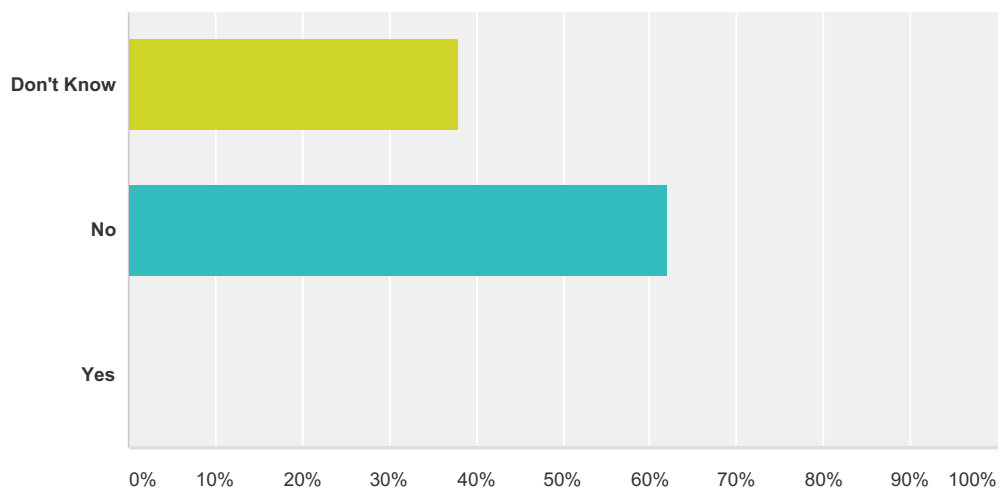
ADA Self-Evaluation



| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 89.29% 25 |
| 4 | 3.57% 1 |
| 3 | 0.00% 0 |
| 2 | 7.14% 2 |
| Total | 28 |

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

Answered: 29 Skipped: 2



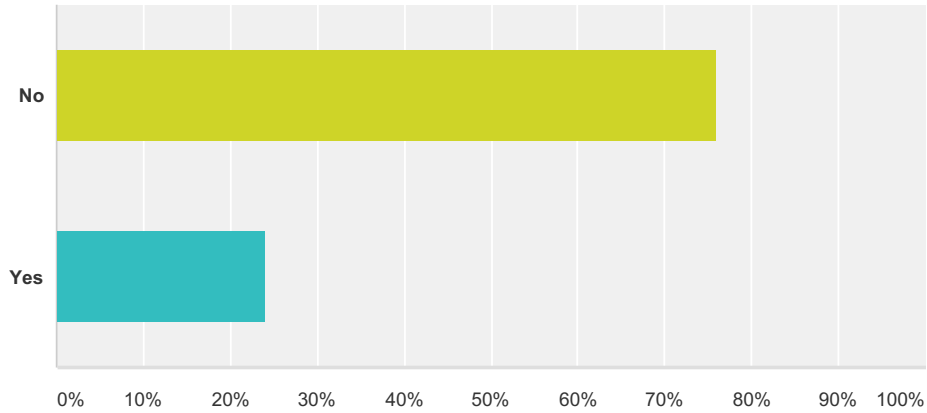
| Answer Choices | Responses |
|----------------|-----------|
|----------------|-----------|

ADA Self-Evaluation

| | | |
|--------------|--------|-----------|
| Don't Know | 37.93% | 11 |
| No | 62.07% | 18 |
| Yes | 0.00% | 0 |
| Total | | 29 |

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

Answered: 25 Skipped: 6

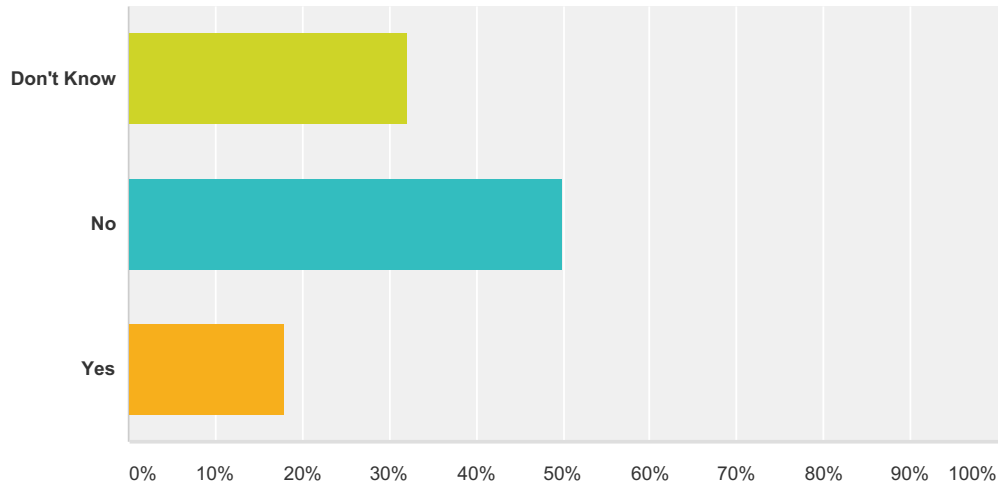


| Answer Choices | Responses |
|----------------|-----------|
| No | 76.00% 19 |
| Yes | 24.00% 6 |
| Total | 25 |

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

Answered: 28 Skipped: 3

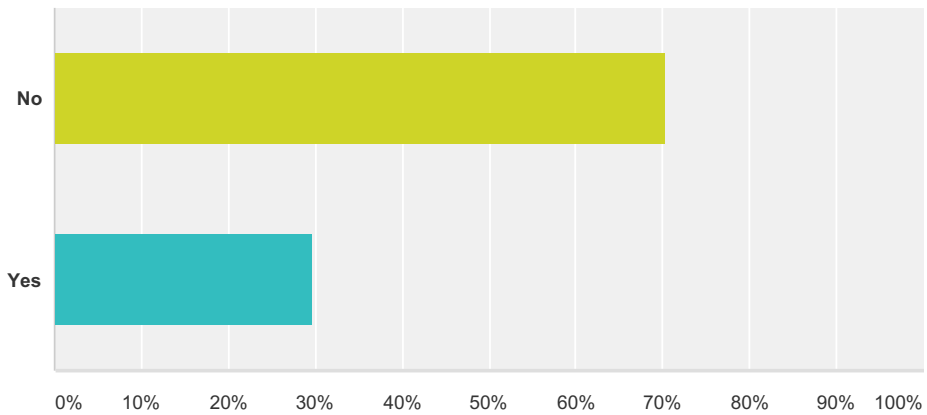
ADA Self-Evaluation



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Don't Know | 32.14% | 9 |
| No | 50.00% | 14 |
| Yes | 17.86% | 5 |
| Total | | 28 |

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

Answered: 27 Skipped: 4



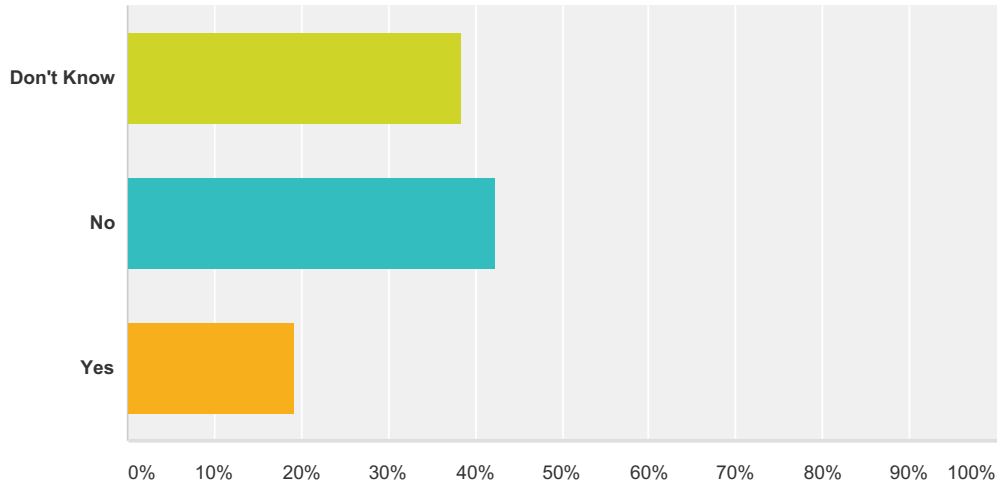
| Answer Choices | Responses | |
|----------------|-----------|-----------|
| No | 70.37% | 19 |
| Yes | 29.63% | 8 |
| Total | | 27 |

Q74 Does the program have procedures to make the tours and trips accessible to individuals who have visual, hearing,

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mobility and learning disabilities?

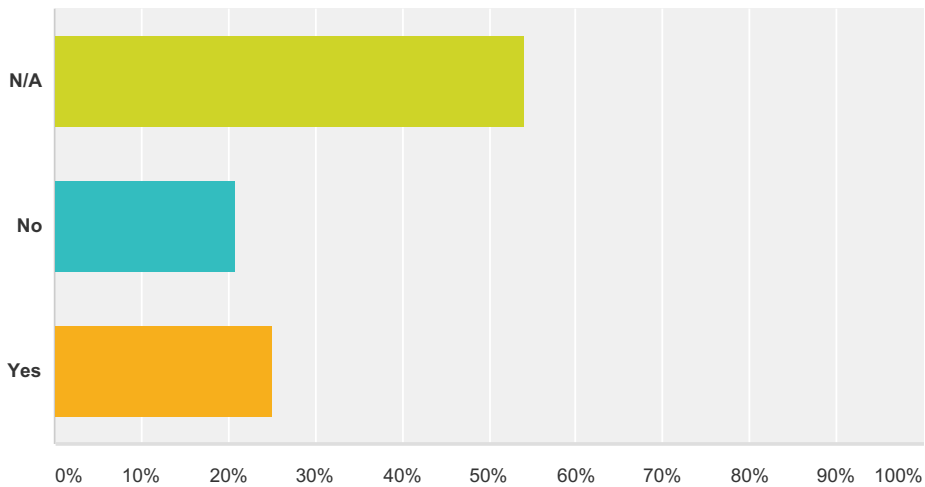
Answered: 26 Skipped: 5



| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 38.46% 10 |
| No | 42.31% 11 |
| Yes | 19.23% 5 |
| Total | 26 |

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?

Answered: 24 Skipped: 7

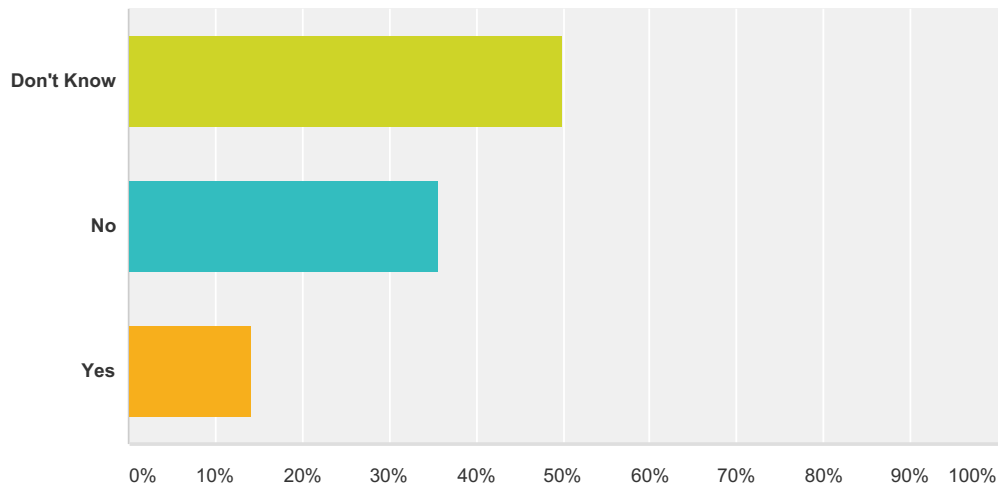


ADA Self-Evaluation

| Answer Choices | Responses |
|----------------|-----------|
| N/A | 54.17% 13 |
| No | 20.83% 5 |
| Yes | 25.00% 6 |
| Total | 24 |

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

Answered: 28 Skipped: 3

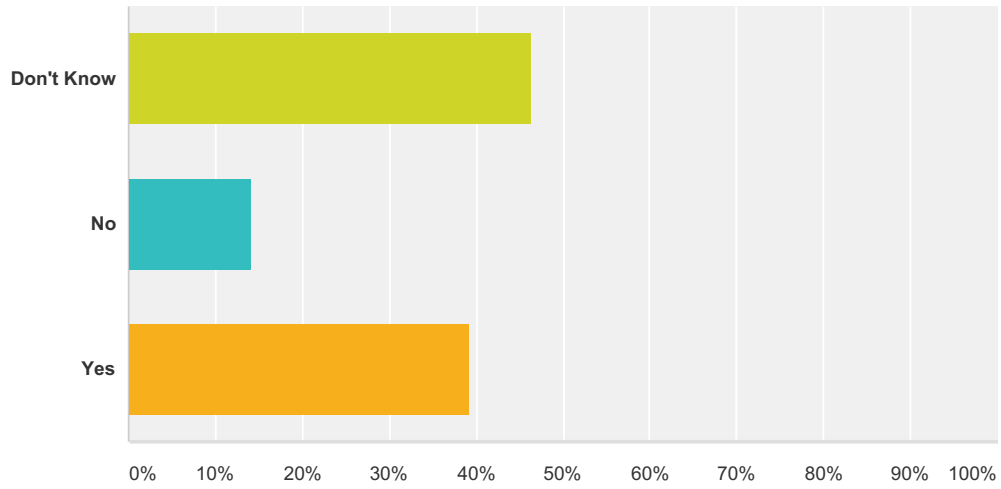


| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 50.00% 14 |
| No | 35.71% 10 |
| Yes | 14.29% 4 |
| Total | 28 |

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

Answered: 28 Skipped: 3

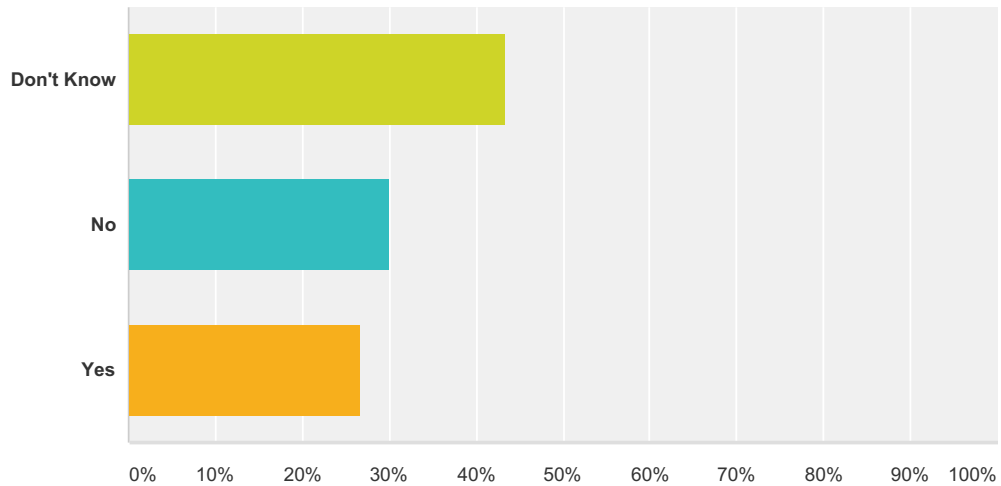
ADA Self-Evaluation



| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 46.43% 13 |
| No | 14.29% 4 |
| Yes | 39.29% 11 |
| Total | 28 |

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?

Answered: 30 Skipped: 1



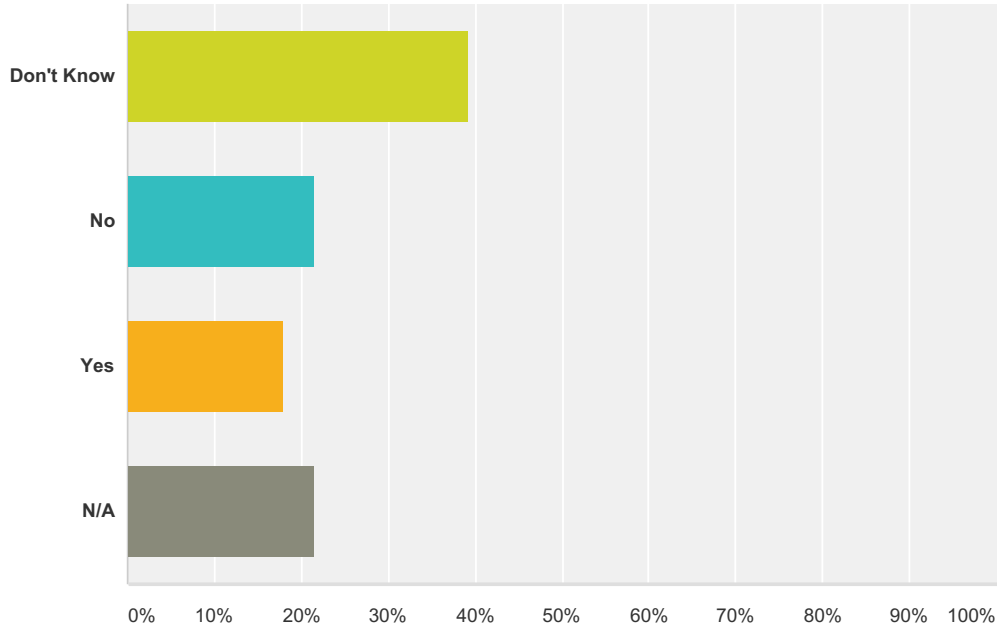
| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 43.33% 13 |
| No | 30.00% 9 |

ADA Self-Evaluation

| | | |
|--------------|--------|-----------|
| Yes | 26.67% | 8 |
| Total | | 30 |

Q79 If yes, is staff at each program facility trained to carry out the instructions of the plan or procedures?

Answered: 28 Skipped: 3

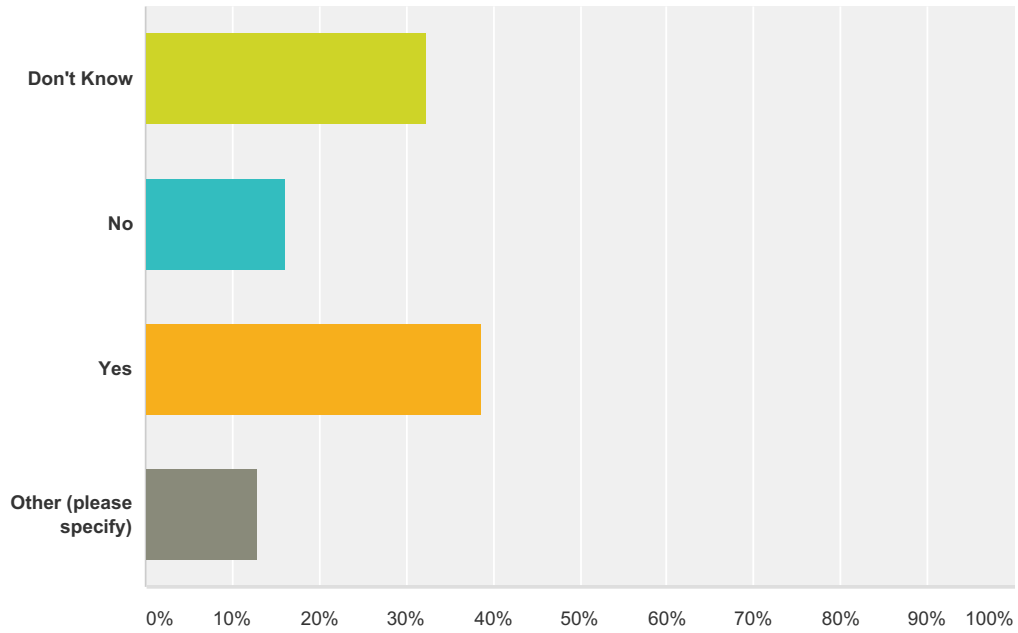


| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Don't Know | 39.29% | 11 |
| No | 21.43% | 6 |
| Yes | 17.86% | 5 |
| N/A | 21.43% | 6 |
| Total | | 28 |

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

Answered: 31 Skipped: 0

ADA Self-Evaluation

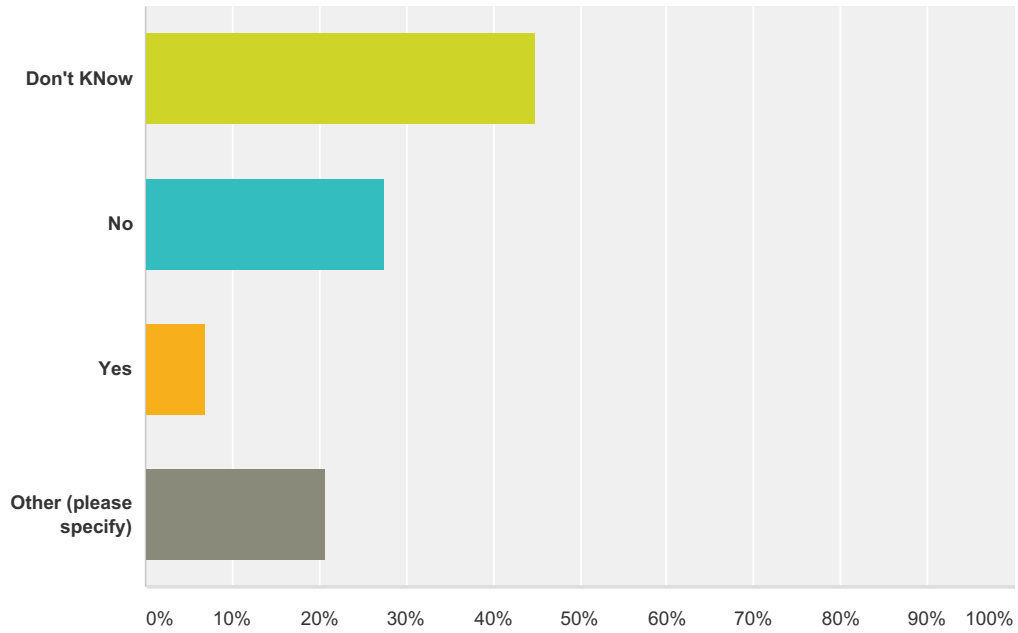


| Answer Choices | Responses | |
|------------------------|-----------|-----------|
| Don't Know | 32.26% | 10 |
| No | 16.13% | 5 |
| Yes | 38.71% | 12 |
| Other (please specify) | 12.90% | 4 |
| Total | | 31 |

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?

Answered: 29 Skipped: 2

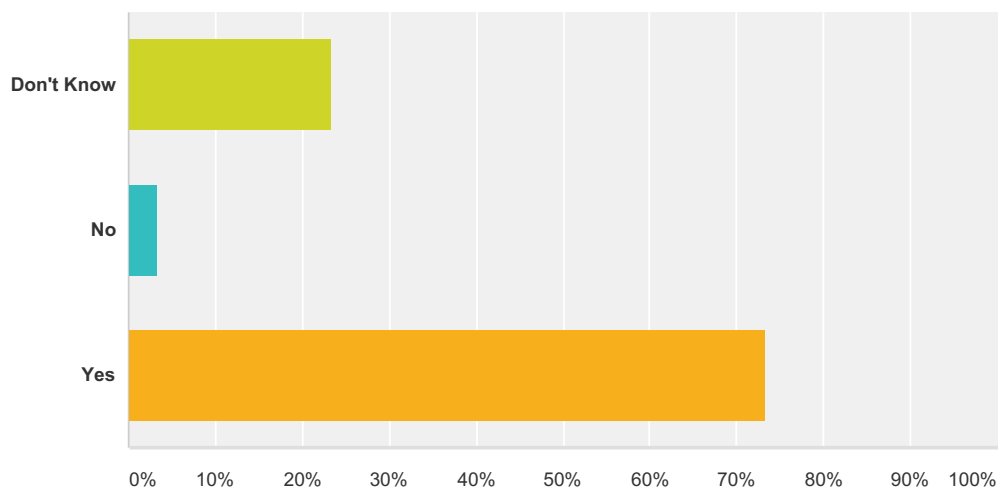
ADA Self-Evaluation



| Answer Choices | Responses |
|------------------------|-----------|
| Don't KNow | 44.83% 13 |
| No | 27.59% 8 |
| Yes | 6.90% 2 |
| Other (please specify) | 20.69% 6 |
| Total | 29 |

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

Answered: 30 Skipped: 1



| Answer Choices | Responses |
|----------------|-----------|
|----------------|-----------|

ADA Self-Evaluation

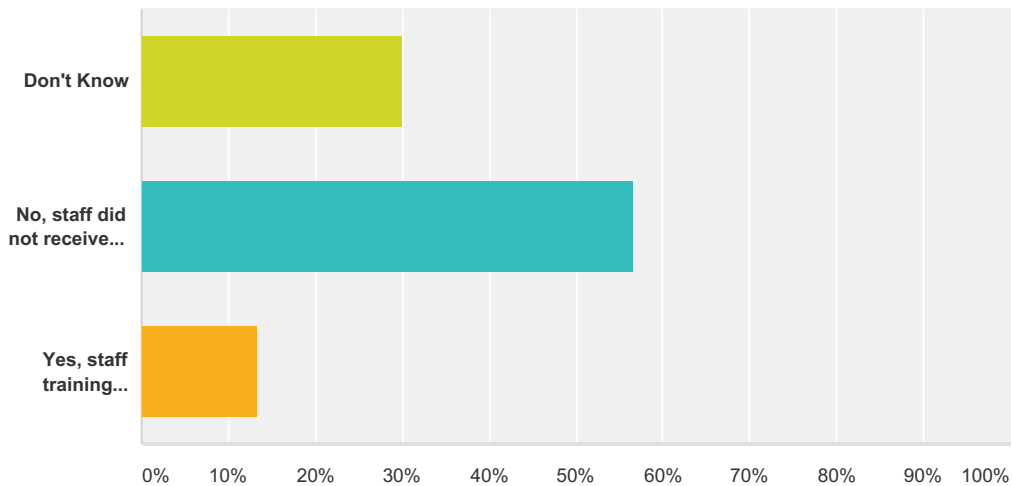
| | | |
|--------------|--------|-----------|
| Don't Know | 23.33% | 7 |
| No | 3.33% | 1 |
| Yes | 73.33% | 22 |
| Total | | 30 |

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?

Answered: 20 Skipped: 11

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

Answered: 30 Skipped: 1



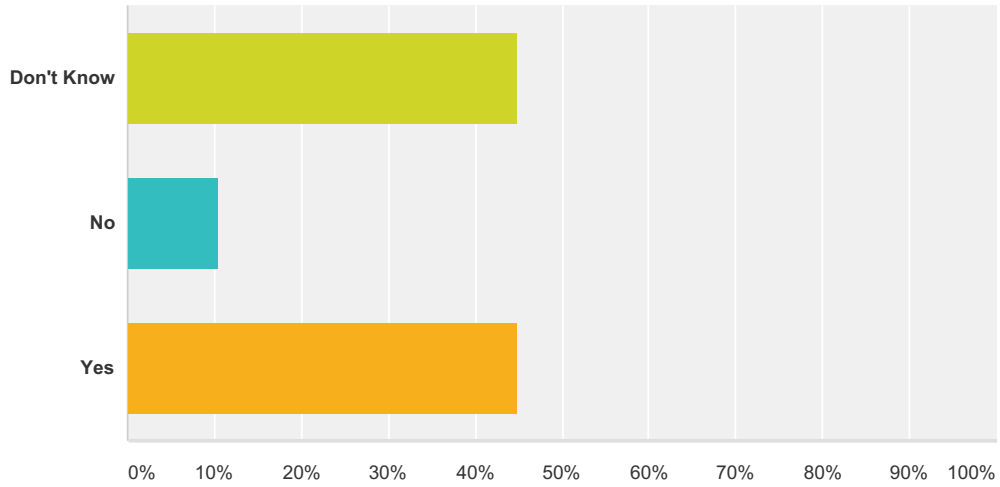
| Answer Choices | Responses | Count |
|------------------------------------|-----------|-----------|
| Don't Know | 30.00% | 9 |
| No, staff did not receive training | 56.67% | 17 |
| Yes, staff training provided | 13.33% | 4 |
| Total | | 30 |

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

ADA Self-Evaluation

hearing or speech difficulties?

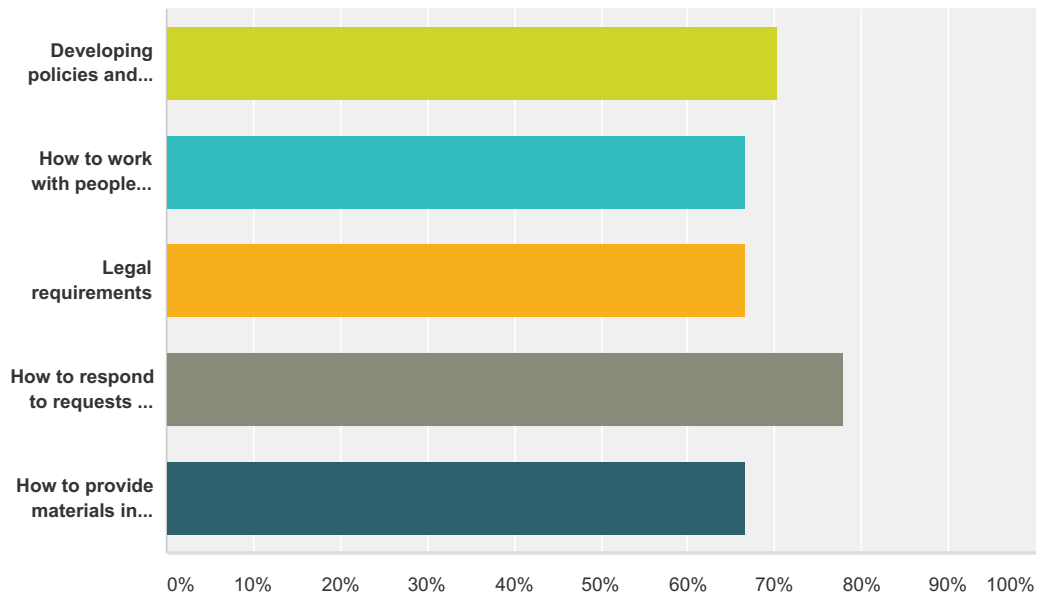
Answered: 29 Skipped: 2



| Answer Choices | Responses |
|----------------|-----------|
| Don't Know | 44.83% 13 |
| No | 10.34% 3 |
| Yes | 44.83% 13 |
| Total | 29 |

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

Answered: 27 Skipped: 4

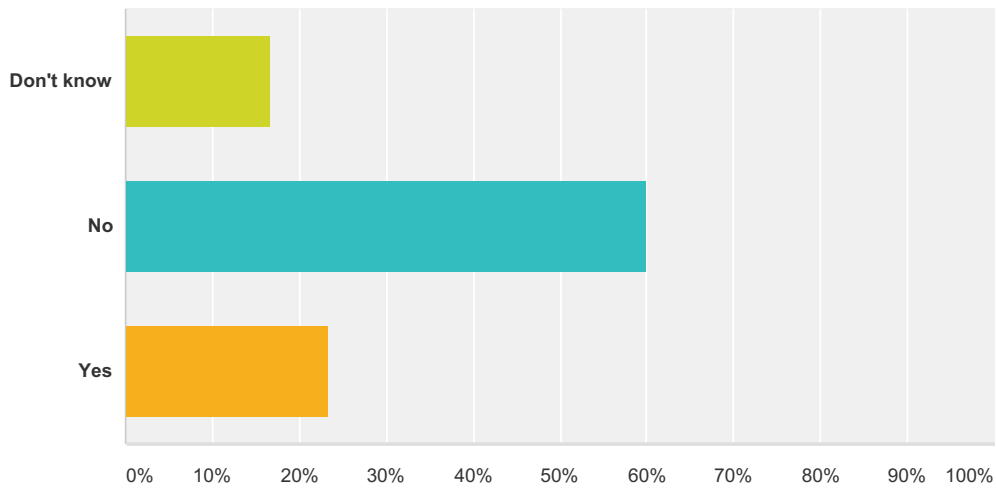


ADA Self-Evaluation

| Answer Choices | Responses |
|---|-----------|
| Developing policies and procedures | 70.37% 19 |
| How to work with people with disabilities | 66.67% 18 |
| Legal requirements | 66.67% 18 |
| How to respond to requests for accommodation (i.e. American Sign Language interpreters, assisted listening devices, etc.) | 77.78% 21 |
| How to provide materials in alternate formats (i.e. Braille, audio recordings, etc.) | 66.67% 18 |
| Total Respondents: 27 | |

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

Answered: 30 Skipped: 1

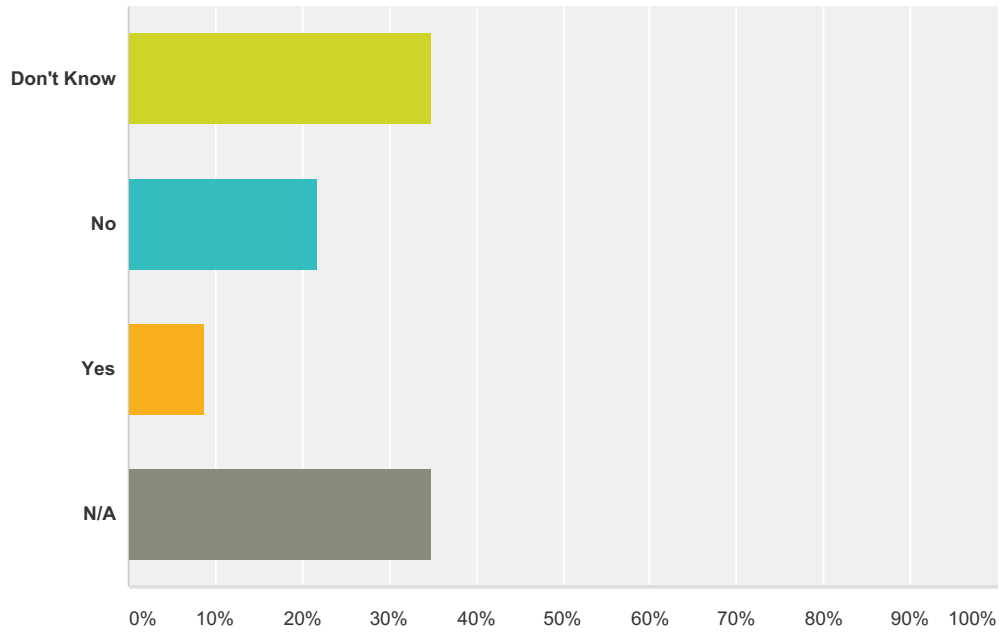


| Answer Choices | Responses |
|----------------|-----------|
| Don't know | 16.67% 5 |
| No | 60.00% 18 |
| Yes | 23.33% 7 |
| Total | 30 |

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?

Answered: 23 Skipped: 8

ADA Self-Evaluation



| Answer Choices | Responses | Count |
|----------------|-----------|-----------|
| Don't Know | 34.78% | 8 |
| No | 21.74% | 5 |
| Yes | 8.70% | 2 |
| N/A | 34.78% | 8 |
| Total | | 23 |

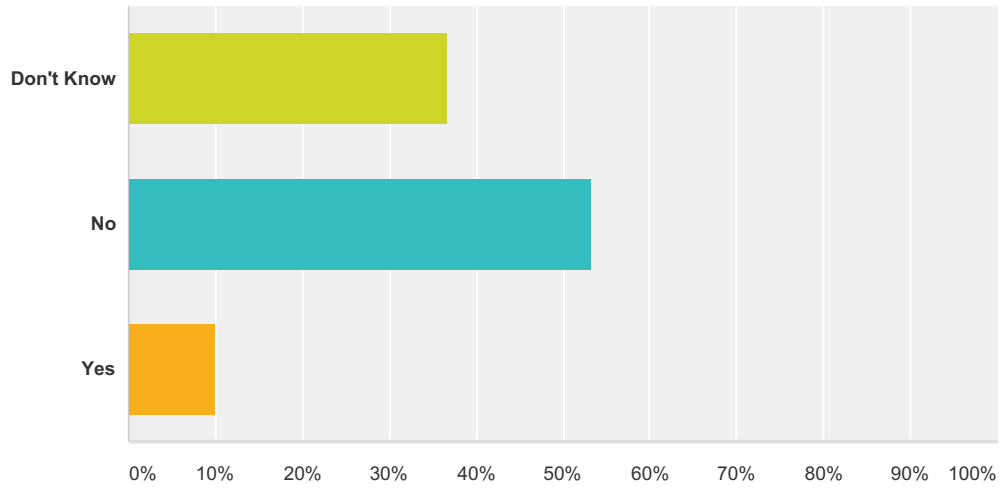
Q89 List all facilities, or portions of facilities, used for department or division programs. For each facility, designate the activity for which it is used. A separate sheet of paper can be included to list the facilities.

Answered: 27 Skipped: 4

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

Answered: 30 Skipped: 1

ADA Self-Evaluation



| Answer Choices | Responses | |
|----------------|-----------|-----------|
| Don't Know | 36.67% | 11 |
| No | 53.33% | 16 |
| Yes | 10.00% | 3 |
| Total | | 30 |

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.

Answered: 15 Skipped: 16