

City of Tampa Website Accessibility Statement

Updated August 18, 2019

The City of Tampa, Florida (City) is committed to serving the needs of all our residents and visitors. We recognize that our website is increasingly being used to access information about what we offer and to obtain services; also, that users of our website who have disabilities may be accessing the website with the assistance of technology, including screen readers, and the use of other auxiliary aids and services.

Our goal is to provide access to all of our programs, services, and activities regardless of background or ability. To that end, we are continually improving the user experience for everyone and incorporating into our website accessibility design standards concepts supported by the W3C Guidelines and the ADA Accessibility Requirements.

We want to provide all users of our website with information about what we offer, ways to inform us of any difficulties encountered, alternative ways we can offer the services, the time frame for doing so, who to contact, and information about our ADA Grievance Procedure. We are interested in hearing from users within the disability community about your experiences with our website so we may improve its accessibility.

What to Do If You Encounter a Problem Using Our Website:

Web accessibility concerns, or any other accessibility concerns, should be brought to the attention of our ADA Coordinator, who will endeavor to respond within 48 hours.

Email: TampaADA@tampagov.net

Phone: 813-274-3964

US Mail: City of Tampa ADA Coordinator, 306 E. Jackson Street, Tampa, Florida 33602

Please provide the following information:

Your name:

Your phone number:

Your email address:

The date and time you encountered a problem using our website:

The web page/web address on which the problem occurred:

What occurred/what were you unable to do:

Any error messages you received:

We strive to see our website is compliant with WCAG 2.1 Level AA, but recognize that alternatives to using the website should be available in the event that a user with a disability encounters a problem using our website. Should you run into such an issue, we urge you to contact our ADA Coordinator, who will work with you to provide an alternative way to quickly obtain the information you are seeking through the website. In addition, if

you should you wish to file an ADA Grievance to alert us to any problems you may be experiencing, you may do so by following the grievance procedure found below.

Ongoing Website Accessibility Efforts:

We are in the process of assessing our website's accessibility, and will be undertaking efforts to identify and address areas needing improvement. We welcome your feedback and suggestions on how we can improve the accessible features of our website. Please contact our ADA Coordinator at TampaADA@tampagov.net or 813-274-3964.

Limitations and alternatives:

Our website offers a wide range of information and services. Sometimes information may be submitted directly by third parties or residents, who may not understand or have experience generating accessible material. Other information may be generated or archived using legacy systems that might not work with current assistive technologies. While we are working to address these issues as part of our ongoing ADA compliance efforts and by educating and providing additional tools to our visitors and submitters, should you encounter any issues, we urge you to contact our ADA Coordinator who will work with you to provide an alternative way to quickly obtain the information you are seeking through our website. You may contact our ADA Coordinator at TampaADA@tampagov.net or 813-274-3964.

Ongoing ADA Compliance Efforts:

The City of Tampa has designated an ADA Coordinator, whose responsibilities include coordinating City policies and procedures relating to persons with disabilities and tracking the City's progress relating to its policies and procedures as well as state and federal laws.

We are in the process of reviewing of our policies and practices for ADA compliance, and are working to enhance our services to the disability community. We have developed and published an ADA Grievance Procedure by which the City can be informed of and respond to any ADA concerns.

With the assistance of experts in web accessibility and the mandates of WCAG 2.1, we are in the process of assessing our website's accessibility. We will be engaging in efforts to identify and correct issues, and developing a schedule for this effort.

Grievance Procedure under The Americans with Disabilities Act:

This ADA Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City. The City's Personnel Policy governs employment-related complaints of disability discrimination.

A complaint should be in writing and contain information about the alleged discrimination such as the name, address, phone number of complainant together with the location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or the complainant's designee (Complainant) as soon as possible but no later than 60 calendar days after the alleged violation to the City of Tampa's ADA Coordinator:

Raquel Pancho
ADA Coordinator
306 E. Jackson Street
Tampa, FL 33602

Within 15 calendar days after receipt of a complaint, the ADA Coordinator or designee will meet with the Complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, ADA Coordinator or designee will respond to the Complaint in writing and, where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City and offer options for substantive resolution of the Complaint.

If the response by ADA Coordinator or designee does not satisfactorily resolve the issue, the Complainant may appeal the decision within 15 calendar days after receipt of the response to the Mayor's Chief of Staff or designee.

Within 15 calendar days after receipt of the appeal, the Mayor's Chief of Staff or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Mayor's Chief of Staff or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by ADA Coordinator or designee, appeals to the Mayor's Chief of Staff designee, and responses from these two offices will be retained by the City for at least three years.

Click here for our [Reasonable Accommodation Form \(pdf\)](#)