



## City of Tampa Website Accessibility Statement

The City of Tampa, Florida (City) is committed to serving the needs of all our residents and visitors. We recognize that our website is commonly used to access information on programs and services; also, people with disabilities may be accessing the website with assistive-technology.

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. We are incorporating W3C Guidelines and ADA Accessibility requirements into our website accessibility design and will be WCAG2.1 AA compliant prior to April 24, 2026.

### **Measures to support accessibility**

The City of Tampa takes the following measures to ensure accessibility to our website:

- Include accessibility as part of our mission statement.
- Integrate accessibility into our procurement practices.
- Appoint an accessibility officer and/or ombudsperson.
- Provide continual accessibility training for our staff.
- Include people with disabilities in our design formulation.

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

We strive for website compliance according to WCAG 2.1 Level AA. Our website offers a wide range of information and services. Some information is submitted directly by third parties or residents, these documents may not be accessible. Other information may be generated or archived using legacy systems that might not work with current assistive technologies.

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

to a disability limitation, we urge you to contact our ADA Coordinator at [TampaADA@tampagov.net](mailto:TampaADA@tampagov.net) or 813-274-3964.

In addition, if you wish to file an ADA Grievance on the problems you are experiencing, you may do so via the City's Customer Service Portal at [ADA Accommodation / ADA Grievance](#) or via email, phone or US Mail.

Phone: 813-274-3964

Email: [TampaADA@tampagov.net](mailto:TampaADA@tampagov.net)

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

Please provide the following information:

1. Your name:
2. Your phone number:
3. Your email address:
4. The date and time you encountered a problem using our website:
5. The web page/web address on which the problem occurred:
6. What occurred/what were you unable to do:
7. Any error messages you received:

Additional information on the ADA Grievance Procedure can be found on this link: [ADA Grievance Procedure](#)

#### **Ongoing ADA Compliance Efforts:**

The City's ADA Coordinator is responsible for coordinating City policies and procedures relating to persons with disabilities and tracking the City's progress as well as state and federal laws. We continuously review our policies and practices for ADA compliance and are working to enhance our services to the disability community. Recommendations improvements in disability access or questions should be shared with our ADA Coordinator at [TampaADA@tampagov.net](mailto:TampaADA@tampagov.net) or 813-274-3964.