



## ***Website Accessibility Statement***

updated March 7, 2019

The City of Temple Terrace is committed to ensuring that all visitors and residents, including visitors and residents with disabilities, are able to access and use all of our programs, services, and activities. We recognize that many visitors and residents are increasingly using our website to access information about what the City offers and to obtain services.

We also recognize that users who have disabilities may use the website with the assistance of technology, including screen readers, as well as with captioning, transcripts, and the use of other auxiliary aids and services. As outlined below, we want to provide users of our website with information about what we offer, ways to inform us of any difficulties encountered, alternative ways we can offer the information, the time frame for doing so, who to contact, and information about our ADA Grievance Procedure.

Our website offers a wide range of information and services, and we recognize that for users with disabilities some material on our site may pose challenges. Therefore, we are interested in hearing from users with disabilities, we want to know about your experiences, and want to address the challenges you identify.

### **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. We will respond within one and a half (1.5) business days.

Email: [Click here to submit a Accessibility Feedback form](#)

Direct Phone Number: 813-506-6404

Mail to: Attn: ADA Coordinator, City of Temple Terrace, 11250 N. 56<sup>th</sup> Street, Temple Terrace, Florida, 33617

Please provide the following information:

Your name:

Your phone number:

Your email address:

The date 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 ensure that our website will comply with WCAG 2.0 AA, but recognize that alternatives to using the website should be available if a user with a disability encounters a problem using our website. Should you encounter such a problem, we urge you to contact our ADA Coordinator, who will provide an alternative avenue to quickly obtain the information you are seeking through the website. In addition, should you wish to file an ADA Grievance to alert us to any problems you may be experiencing, you may also file an ADA Grievance with us.

### **Ongoing Website Accessibility Efforts:**

We are in the process of engaging an ADA Accessibility firm to assess our website's accessibility and will be undertaking efforts to identify and address areas needing improvement. We will be establishing a schedule for enhancing accessible features of the website and welcome your comments and insights. Please contact our ADA Coordinator at [lhayes@templeterrace.com](mailto:lhayes@templeterrace.com) or 813-506-6404.

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

The City has designated an ADA Coordinator and 504 Coordinator and will be engaging the services of a website compliance firm. We have also developed and published an ADA Grievance Procedure and designated a Web Accessibility Response Team to address website accessibility concerns.

We are in the process of completing a comprehensive review of our policies and practices for ADA compliance, and are working to enhance our services to the disability community. We have also developed and published an ADA Grievance Procedure by which the City can be informed of and respond to any ADA or Section 504 concerns.

We are in the process of assessing our website's accessibility with the assistance of experts in web accessibility and in the mandates of WCAG 2.0. We will be engaging in efforts to identify and correct issues and developing a schedule for this effort.

### **For Users with Hearing Loss or Vision Loss - Policy and Time Frame for Responses to Requests for Accommodations:**

All Temple Terrace City Council meeting videos posted on YouTube after November 1, 2018 will be captioned. Other videos posted on-line will be described, and agendas of meetings will be posted. We will caption or transcribe these videos, upon request, free of charge, and will provide the requested material within three to five (3-5) business days of receiving the request. Videos will be retained for a period of 5 years but may not remain on-line.

In the event captioning or a transcript is requested, absent a determination that a more timely response is appropriate, the following timeframe for responses shall apply:

Captioning of videos: three to five (3-5) business days turnaround

Transcripts of videos: five (5) business days turnaround

If printed materials in alternative formats are requested:

Requests for printed material in alternative formats, sign language interpreters, and CART services: Requests should be made to the ADA Coordinator no later than five (5) days before the event. You may also wish to share your concerns with us through our ADA Grievance Procedure.

We welcome you to our website and we look forward to assisting you with accessibility concerns.

The City of Temple Terrace is committed to ensuring that all visitors and residents with disabilities are able to access and use our programs, services, and activities. Our website offers a wide range of information and services. We are interested in hearing from users with disabilities, we want to know about your experiences, and want to address the challenges you identify. Please contact [lhayes@templeterrace.com](mailto:lhayes@templeterrace.com) to provide input or to request that information be provided to you in an alternative format.

## **Americans with Disabilities Act Grievance Procedure**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. 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 of Temple Terrace. The City of Temple Terrace's Personnel Policy governs employment-related complaints of disability discrimination.

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

The complaint should be submitted by the grievant or designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Laurie Hayes, ADA Coordinator**  
**City of Temple Terrace**  
**11250 N. 56<sup>th</sup> Street**  
**Temple Terrace, FL 33617**  
**813-506-6430 (711 Florida Relay)**  
**[lhayes@templeterrace.com](mailto:lhayes@templeterrace.com)**

Within 15 calendar days after receipt of the complaint, Laurie Hayes, ADA Coordinator, or her designee, will meet with the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of the meeting, Laurie Hayes, ADA Coordinator, or her designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Temple Terrace and offer options for substantive resolution of the complaint.

If the response from the ADA Coordinator or her designee does not satisfactorily resolve the issue, the complainant or designee may submit a written appeal to the City Manager within 15 calendar days.

Within 15 calendar days after receipt of the appeal, the City Manager will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager 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 Laurie Hayes, ADA Coordinator, or her designee, appeals to the City Manager or his designee, and responses from these two offices will be retained by the City of Temple Terrace for at least three years.

## **Website Accessibility**

The City of Temple Terrace is committed to facilitating the accessibility and usability of its Website, templeterrace.com, for all people with disabilities. If you use assistive technology (such as a Braille reader, a screen reader, or TTY) and the format of any material on this website interferes with your ability to access information, or you encounter an accessibility issue, please contact us and be sure to specify the Web page in your email, and we will make all reasonable efforts to make the page accessible for you.

If any record, document, electronic file or other material published on [www.templeterrace.com](http://www.templeterrace.com) is not compatible with screen reader software and is required to be compatible, the City offers, as an alternative to making a particular record, document, electronic file or other material compatible with screen reader software, to read such document to a visually-impaired individual within 5 business days of a request. Such requests should be made to the ADA Compliance Officer at 813-506-6406 or by emailing [lhayes@templeterrace.com](mailto:lhayes@templeterrace.com).

Users who need accessibility assistance can also contact us by phone through the Federal Information Relay Service at 1-800-877-8339 for TTY/Voice communication. Our Website will be reviewed and tested on an ongoing basis, utilizing assistive technologies by users who have knowledge of and depend on the performance of these technologies.

## **Accessibility Design Guidelines**

Our website has been designed with the following accessibility guidelines in mind:

- The applicable elements of the World Wide Web Consortium's Web Content Accessibility Guidelines 2.0 Level AA (WCAG 2.0 AA) as our web accessibility standard and other standards to the extent required by the American with Disabilities Act (ADA).
- If you have difficulty accessing the site or have any comments or feedback, please do not hesitate to [contact us](#). Any issue with accessibility will be corrected.

## **Browser Accessibility Information**

Many popular browsers contain built-in accessibility tools.

- [Internet Explorer Accessibility Information](#)
- [Firefox Accessibility Information](#)
- [Chrome Accessibility Information](#)

## **Additional Plug-ins**

Adobe Reader is required to view and print PDF documents that appear on this website.

- To download this program for free, visit the [Adobe website](#).
- To read PDF documents with a screen reader, please visit the [Adobe Reader Accessibility website](#) which provides useful tools and resources.

Adobe Flash is required to view certain videos that appear on this website.

- To download this program for free, visit the [Adobe website](#).
- To access flash content using a screen reader, please visit the [Adobe Flash Player Accessibility website](#) which provides useful tools and resources.

## **Supported Assistive Technology**

- Latest Version of [JAWS](#) for Windows
- Latest Version of [NVDA](#) for Windows
- Latest Version of [VoiceOver](#) for Mac OS X
- Keyboard-Only Navigation