



## Key Accessibility Measures

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### Visual Accessibility

- Sufficient color contrast for text and interface elements
- Scalable text that remains readable when enlarged
- Avoidance of flashing or motion elements that may trigger seizures

### Screen Reader Compatibility

- Proper use of semantic HTML and heading structures
- Descriptive alternative text for images and icons
- Logical reading order and navigation

### Keyboard Navigation

- Full website functionality accessible via keyboard
- Visible focus indicators for navigation elements
- Accessible menus, forms, and buttons

### Forms & Interactive Elements

- Clearly labeled form fields and instructions
- Error identification and guidance
- Accessible permit and application forms

### Responsive & Cross-Device Accessibility

- Accessibility maintained across desktop, tablet, and mobile devices
- Consistent user experience regardless of screen size or assistive technology

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### Accessibility Testing & Validation

- Accessibility scans against WCAG 2.1 AA criteria
- Manual testing of navigation, forms, and document downloads
- Remediation of identified accessibility issues prior to launch

## Ongoing Accessibility Support Services:

- Periodic accessibility audits
  - Review of newly added pages and documents
  - Guidance for City staff on creating accessible content
  - Support responding to accessibility-related complaints or requests
  - Recommendations for continuous improvement as standards evolve
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## Accessibility Statement & Risk Mitigation

Developing or maintaining an Accessibility Statement outlining the City's commitment to digital accessibility and providing a method for residents to report accessibility concerns.

This proactive approach helps reduce legal risk, demonstrates good-faith compliance, and supports inclusive public service delivery.

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## Archived Web Content

State and local governments' websites often include a lot of content that is not currently used. This information may be outdated, not needed, or repeated somewhere else. Sometimes, this information is archived on the website.

- Web content that meets **all four** of the following points would not need to meet WCAG 2.1, Level AA:
  1. The content was created before the date the state or local government must comply with this rule, or reproduces paper documents or the contents of other physical media (audiotapes, film negatives, and CD-ROMs for example) that were created before the government must comply with this rule, **AND**
  2. The content is kept only for reference, research, or recordkeeping, **AND**
  3. The content is kept in a special area for archived content, **AND**
  4. The content has not been changed since it was archived.
- **Example:** A water quality report from 1998 that a state has stored in an "archive" section of its website and has not updated would probably fall under the exception. The exception would also probably apply to handwritten research notes or photos that go with the 1998 water quality report that the state scans and posts to its website in the archive section.

Some state and local governments have a lot of old documents, like PDFs, on their website. It can sometimes be hard to make these documents meet WCAG 2.1, Level AA.

- Documents that meet **both** of the following points usually do not need to meet WCAG 2.1, Level AA, except in some situations:
  1. The documents are word processing, presentation, PDF, or spreadsheet files; **AND**
  2. They were available on the state or local government's website or mobile app **before** the date the state or local government must comply with this rule.

**When the exception does not apply:** Documents that are currently being used to apply for, access, or participate in a state or local government’s services, programs, or activities do not fall under the exception even if the documents were posted before the date the government has to comply with the rule.

- **Example:** A state posted a PDF version of a business license application on its website in 2020. Members of the public still use that PDF to apply for a business license after the date the state has to comply with the rule. The exception would **not** apply to the application and it would usually need to meet WCAG 2.1, Level AA.

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PDFs are still used across government, but they are often not the most accessible or mobile-friendly option. Federal policy requires agencies to prioritize HTML and use PDFs only when necessary. Choose formats that support accessibility, responsiveness, mobile-friendliness, and a digital-first user experience.

#### How to Test and Remediate PDFs for Accessibility Using Adobe Acrobat DC

The Accessible Electronic Document Community of Practice (AED CoP) created this series of videos to explain and demonstrate the minimum steps needed to ensure your PDF is Section 508 conformant.

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### **Agency-Developed Guidance**

The resources in this section were developed by Federal agencies, and shared here for your convenience. Note, much of this guidance predates the Revised 508 Standards.

- Resources for Developers and Document Authors - Guidance on how to develop and author accessible electronic content
- Alternate Text for Images - Developed by SSA
- Making a diagram screen reader friendly - ONRR.gov

### **Related Resources**

- Create Accessible Digital Products
- Review WebAIM Alternative Text for appropriate use of alternative text.
- Review W3C’s Alt Decision Tree for guidance on how to describe images.
- Adobe Acrobat accessibility support
- Web Accessibility Tutorials and Presentations - Guidance from the World Wide Web Consortium (W3C)

<https://www.w3.org/WAI/test-evaluate/tools/list/>

<https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html>

<https://www.section508.gov/create/pdfs/>

<https://www.w3.org/WAI/fundamentals/accessibility-principles/>

<https://wave.webaim.org/> (Evaluation Tool)