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The Impact of the ADA Title II Updates on Website Architecture and Content Design

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ADA Title II overview

Digital Accessibility – A Strategic Priority

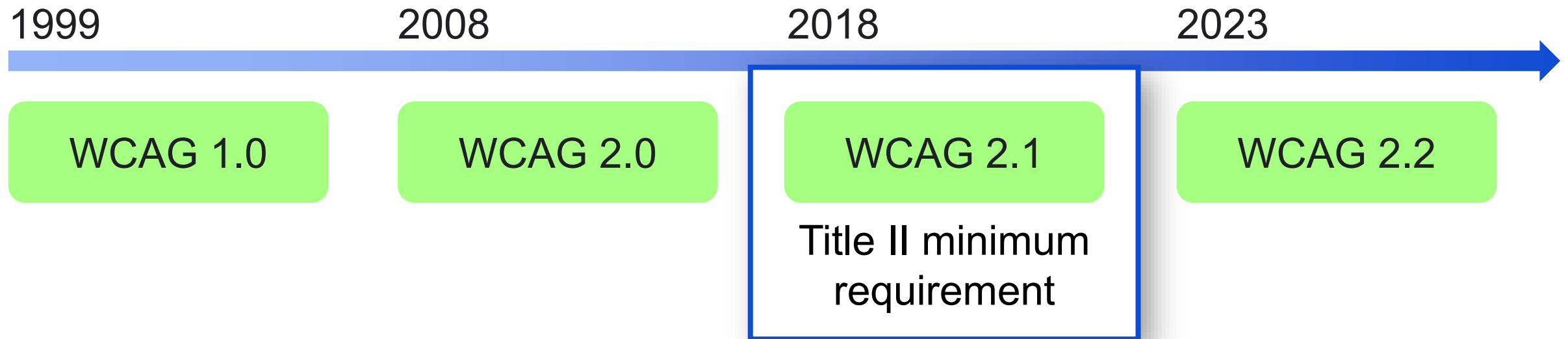**1 in 4**

People in the U.S. have a disability (CDC)

Digital-first government

OMB Memorandum for Building a 21st Century Platform to Better Serve the American People

Title II

Update to the Americans with Disabilities Act (ADA) for state and local government to better serve their communities

Web Content Accessibility Guidelines (WCAG)

1999   2008   2018   2023

| WCAG 1.0 | | WCAG 2.0 | | WCAG 2.1 | | WCAG 2.2 |

Title II minimum requirement

WCAG 3.0 is in the works – will **not** be usable for **many years**

WCAG Levels

A
Issues that block a user from content or tasks

AA
Issues that create a negative or inefficient experience, often leading to confusion

AAA
Issues that are above and beyond minimum legal standard but benefit comprehension and usability

Title II minimum requirement

Impact Areas

Website Architecture

Remediation Governance

Content Development

Archival Content & Documents

Archived web content and documents do not require remediation if:

- Created before the rule compliance date

- Reproduces paper or physical media

- Kept for reference only

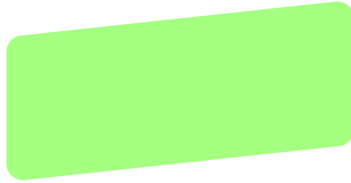- Located in a special area for archived content

- Content has not been changed

ADA.gov fact sheet: <u>New rule on the accessibility of web content and mobile apps provided by state and local governments</u>

Located in a special area for archived content

domain/**archive**/page

This page has been archived and will not be updated.

This site was created and archived before the ADA Title II mandate for WCAG 2.1 Level AA compliant content.

Documents **<u>cannot</u>** be considered archival
if used to apply for, access, or participate
in services, programs or activities.

ADA.gov fact sheet: <u>New rule on the accessibility of web content and mobile apps provided by state and local governments</u>

Password-protected documents do not require remediation

- Document is about a specific person, property, or account

- Are password-protected or otherwise secured

ADA.gov fact sheet: New rule on the accessibility of web content and mobile apps provided by state and local governments

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Remediation Strategies

PDF Remediation Strategy

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Remove the outdated & unnecessary	Identify archivable	Convert to HTML	Remediate

- Outdated or inaccurate
- No longer needed
- Redundant

- No updates
- Process for someone to request an accessible version
- If updated needs to be brought into compliance

- "Does this need to be a document?"

- Highest impact first
- Most utilized

Hybrid testing methodology

Automated testing for scale

Manual testing for depth

Prioritizing existing issues

1 High traffic pages

2 Dynamic or interactive pages

3 WCAG level (A first, AA next)

4 Templated components

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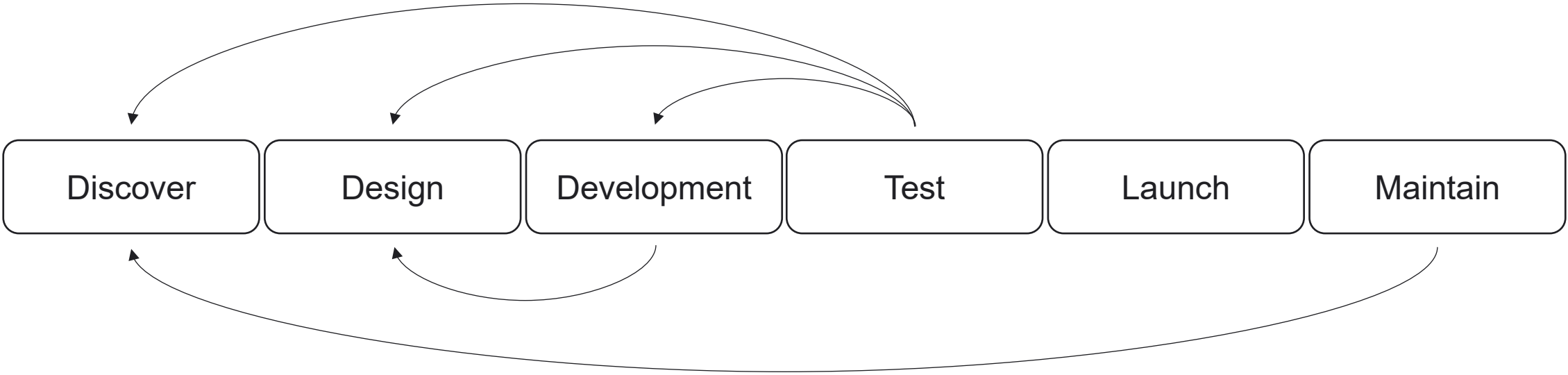
Content Development

Remediation efforts will not reduce if we continue to create inaccessible content!

Content development lifecycle

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Discover → Design → Development → Test → Launch → Maintain
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Become proactive

Educate your teams

Build process to govern

Use technology to monitor

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Questions?

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