

Digital Accessibility Compliance Project (DACP)

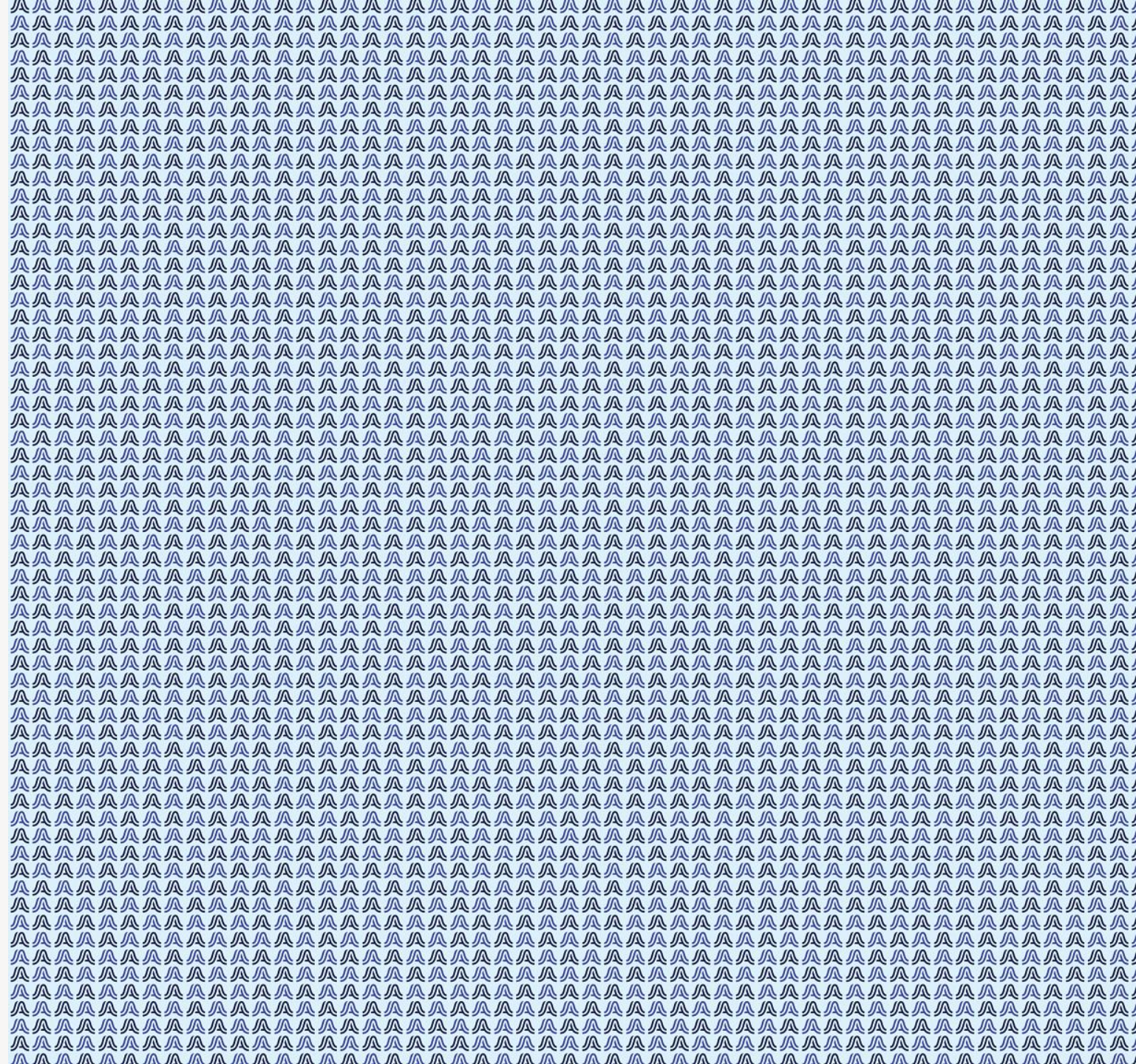
Mayor's Committee for People With Disabilities

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Accessibility

5 Es, Core Value of Service: **Equity**

Through the Americans with Disabilities Act (ADA), Title 2, our responsibility as the City of Austin (CoA) is to provide equal access to information and services regardless of a person's physical or developmental abilities or impairments.



Widespread Disability Population

56.7 million Americans (~20% of the U.S. population) have reported some type of disability.

The actual number is likely to be larger.



Kinds of Disabilities



Visual

- Color blindness
- Low vision
- Degenerative eyesight loss
- Blindness



Auditory

- Conductive hearing loss
- Neural hearing loss
- Deafness



Cognitive

- Memory impairments
- Learning disabilities
- Attention disorders
- Seizure disorders



Physical

- Paralysis
- Muscular and joint conditions
- Reduced dexterity
- Nerve injury



Contextual

- Browsers and devices
- Connectivity
- Language
- Space and context



The Department of Justice (DOJ) Ruling

On April 24, 2024, the DOJ finalized the rule under Title 2 of the Americans with Disabilities Act (ADA), requiring state and local governments to make web content and mobile applications meet **Web Content Accessibility Guidelines (WCAG) 2.1 Level AA**.

By April 24, 2026

As communicated in previous memos, under ADA Title 2, the CoA **must conform all public-facing digital experiences** (websites, apps, attached documents, etc.) to meet DOJ accessibility guidelines.



In Scope to DOJ/ Title II Compliance

The DoJ rule requires the City's digital services and content to meet WCAG 2.1 AA conformance with 50 success criteria (30 from level A, 20 from level AA), across all of the following:

- Public-facing websites and mobile apps the City provides or controls
- Embedded tools and transactions (payments, applications, forms)
- Digital documents presented to the public (HTML pages preferred; PDFs when unavoidable)
- Audio/video provided to the public (captions; audio description when needed)

Out of Scope for DOJ/Title II Compliance

AAA level criteria: 28 AAA success criteria in the WCAG 2.1 are not required for AA conformance, and therefore not required for compliance with the DOJ rule.

- E.g. **Plain language** rewrites of all content: while highly beneficial for equity and usability, plain language is criterion for AAA and not for AA.

Department-by-department mandates to run disability-inclusive design and testing
Instead, COA will recommend the use of testing and leveraging centralized insights within current systems serving the City.

- E.g. Usertesting.com, a current platform to conduct usability testing with specific demographics.

Implementation Structure



- Create timelines and strategy
- Create and manage interdepartmental compliance dashboard
- Provide guidance and oversight

- Answer questions that arise during project
- Share updates and reminders
- Track and report our department's progress towards compliance

- Asset owners will fix (remediate) their assets
- Communicate with the accessibility champion to ask for support

Project Timeline



Track & prioritize all public-facing digital assets* through intake form.

Deadline:
December 1st, 2025

Test assets for accessibility compliance using Siteimprove or other tools.

Deadline:
December 12th, 2025

Fix (or remediate) assets to comply with 2.1 Level AA WCAG guidelines.

Deadline:
April 1st, 2025

Achievements so far...

Training & Resources

Lunch & Learns

#1: How do Austinites who are blind or have low vision experience websites? *Featuring Austin Lighthouse.*

#2: Accessibility PDF Remediation: Step-by-Step. *Featuring Bouton Jones, COA Accessibility Advocate & Expert.*

To be planned...

- Accessibility Etiquette
- AI x Accessibility Tools

Prioritization & Scope Guidance

Prioritization guidance includes help to identify highest legal risk, highest impact on residents with disabilities, highest used services and transactions

Scope guidance includes summary of 50 WCAG 2.1 A/AA success criteria with city-focused examples and methods.

Online Trainings

1. Siteimprove Learning Hub 2. LinkedIn Training

Being discussed...

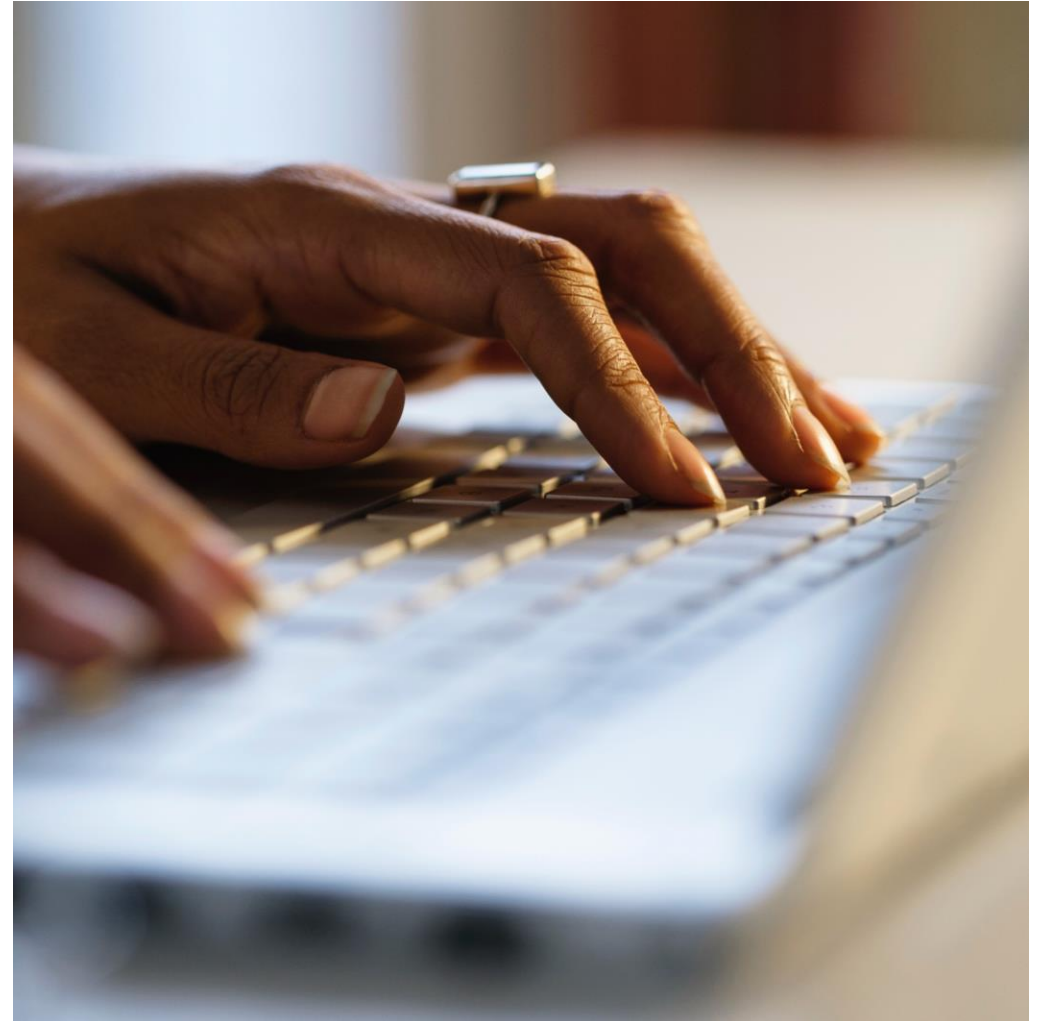
- Custom WCAG training (Learning group within committee)
- HR Mandatory Training for content designers

How can community partners get involved?

1. Meet with us!
2. Give us feedback to help us prioritize remediation.
3. Participate in Lunch & Learns for city staff with your organization.

Questions?

Email digitalaccessibility@austintexas.gov





Thank you!



Appendix

What about Employee Experiences?

Accessibility for employees is still important.

*Title 1 still applies. The CoA must comply with both. Title 1 and Title 2 of the ADA.

*Providing 'reasonable accommodations' for employees is still required for the CoA under Title 1.

*ADA Title 1 is for Employers, ADA Title 2 is for State and Local Government Entities