

CIVICENGAGE[®]

Guide to Accessible Content

Table of Contents

- Resources 3
 - Americans with Disabilities Act (ADA) 3
 - Section 508..... 3
 - Web Content Accessibility Guidelines (WCAG) 3
- Americans with Disabilities Act (ADA) Compliance 4
 - Tables – Rows & Column Headers 4
- Web Content Accessibility Guidelines (WCAG) 4
 - Guideline 1.1 – Text Alternatives..... 4
 - Guideline 1.4.1 – Use of Color 4
 - Guideline 1.4.9 – Images of Text (No Exception)..... 4
 - Guideline 2.2.2 – Pause, Stop, Hide 4
 - Guideline 2.4.2 – Page Titles..... 4
 - Guideline 2.4.4 – Link Purpose (In Context) 5
 - Guideline 2.4.6 – Headings & Labels 5
 - Guideline 2.4.9 – Link Purpose (Link Only) 5
 - Guideline 2.4.10 – Section Headings 5
 - Guideline 3.1.4 – Abbreviations..... 5
 - Guideline 3.2.3 – Consistent Navigation..... 5



Resources

Americans with Disabilities Act (ADA)

The [Americans with Disabilities Act \(ADA\)](#) is a civil rights legislation that was created to ensure people with disabilities have equal access to commercial, state and local government facilities; it does not define technical standards for web accessibility. Website based ADA lawsuits, complaints, and Department of Justice settlements reference WCAG 2.0 Level A and AA compliance.

Section 508

[Section 508](#) requires electronic and information technology of Federal agencies is accessible to people with disabilities. To be compliant with Section 508 electronic content must conform to WCAG 2.0 Level A and AA.

Web Content Accessibility Guidelines (WCAG)

The [Web Content Accessibility Guidelines \(WCAG\)](#) were developed to make content accessible to people with disabilities and users in general. WCAG accounts for accessibility on various devices and considers many different disabilities. Three levels of conformance are used in WCAG:

- A – ensures users can access web content
- AA – ensures users can easily access web content
- AAA – ensures easy access to web content for specific users (not applicable to all content)

WCAG is based on four principles of web accessibility: accessible content must be perceivable, operable, understandable, and robust.

Americans with Disabilities Act (ADA) Compliance

Tables – [Rows & Column Headers](#)

- Row and column headers shall be identified for data tables.
 - [CivicPlus Recommendation](#): All columns must have intuitively named headings.
 - Note: Also a [WCAG 1.3.1](#) compliance issue

Web Content Accessibility Guidelines (WCAG)

[Guideline 1.1](#) – Text Alternatives

- Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.
 - [CivicPlus Recommendation](#): Provide alternative text for all images.
 - Note: Also an ADA compliance issue

[Guideline 1.4.1](#) – Use of Color

- Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A).
 - CivicPlus Recommendation: Don't use color in tables.
 - Note: Also an ADA compliance issue

[Guideline 1.4.9](#) – Images of Text (No Exception)

- Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed. (Level AAA)
 - CivicPlus Recommendation: Place content on the page instead of in images.

[Guideline 2.2.2](#) – Pause, Stop, Hide

- For moving, blinking, scrolling, or auto-updating information, all of the following are true (Level A):
 - Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and
 - Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.
 - CivicPlus Recommendation: Use pagination on slideshows.

[Guideline 2.4.2](#) – Page Titles

- Web pages have titles that describe topic or purpose. (Level A)
 - CivicPlus Recommendation: Use intuitively named page titles.

[Guideline 2.4.4](#) – Link Purpose (In Context)

- The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)
 - CivicPlus Recommendation: Use intuitively named links, including the file extension.
 - Good Example: “For information on water bills, visit the [Water Department](#).”
 - Bad Example: “For information on water bills, visit [this page](#).”
 - Good Example: “To obtain more information [email John Doe](#).”
 - Bad Example: “To obtain more information [email jdoe@civicplus.com](#).”

[Guideline 2.4.6](#) – Headings & Labels

- Headings and labels describe topic or purpose. (Level AA)
 - CivicPlus Recommendation: Use intuitively named subheads.

[Guideline 2.4.9](#) – Link Purpose (Link Only)

- A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general. (Level AAA)
 - CivicPlus Recommendation: Links that are not in sentences should also be named intuitively.

[Guideline 2.4.10](#) – Section Headings

- Section headings are used to organize the content. (Level AAA)
 - CivicPlus Recommendation: Use subhead1, subhead2, and bolding in a hierarchical manner.

[Guideline 3.1.4](#) – Abbreviations

- A mechanism for identifying the expanded form or meaning of abbreviations is available. (Level AAA)
 - CivicPlus Recommendation: Write out acronyms on their first instance. Also, do not use symbols and abbreviations (including symbols like ‘ for “foot” or x for “by” or a dash for “through”) that will not translate. Exceptions:
 - Staff Directory module and widget formats for times and days may use the dash.
 - The percent symbol should be used instead of writing out “percent” within content.
 - Fractions may use the slash symbol: 1/3

[Guideline 3.2.3](#) – Consistent Navigation

- Navigational mechanisms that are repeated on multiple web pages within a set of web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)
 - CivicPlus Recommendation: Always place the Staff Directory widget on the right side at the top of the Feature Column. This is navigational in nature as we generally place mapping and directory links in this location.