

# ADA FOR PUBLIC SECTOR WEBSITES

---

Why Compliance is  
Essential, and What is  
Required to Achieve It

---

---

# ADA for Public Sector Websites: Why Compliance is Essential, and What is Required to Achieve It

**Presented by: 360Civic**

## **Intended Audience**

Web managers, designers, communication officers and managers responsible for public websites.

## **INTRODUCTION**

ADA compliance — or compliance with Section 508 of the Rehabilitation Act of 1973, as amended in 1998 and 2017 — is generally regarded as a box on a checklist in the design and creation of many websites. Rare is the RFP that does not include some ADA provision, and rare is the vendor presentation that does not promise ADA compliance. But this is not a simple, one-size-fits-all concern, nor is ADA compliance ever achieved without changes to design and functionality. This process, however, invariably leads to a better and more usable website for all visitors.

This topic should not be taken lightly as the stakes (especially for public sector sites) are extremely high in terms of civil liability and consequences for users. ADA compliance is not just a requirement: it is a civil right. Very few facilities managers would sanction a public building without accommodations for the disabled, not just because it is the law, but because it is not fair to not provide equal access to essential facilities. A public sector website must be approached with the same consideration: not providing access to people with disabilities is just as harmful.

ADA-compliance stipulates that websites allow everyone — even those with visual, auditory, learning or physical impairments — to experience the full range of services and experience provided. As more functions move online as part of a digital front door or even smart city strategy, the need to serve these citizens with an accessible website becomes more crucial.

This whitepaper will focus on the strategy of ADA compliance, usability and related laws, and how they apply to design and user experience. It is not intended as a legal document, but as a design strategy and primer to help its audience understand the issues and possibilities inherent in implementing a compliant site.

## **THE LETTER OF THE LAW**

When most entities and web companies talk about ADA

compliance, they really are talking about multiple laws, sections and court cases surrounding the accessibility of public entities and places of public accommodation

The Rehabilitation Act of 1973 prohibited discrimination on the basis of disability in federal programs. In 1998 the United States Congress amended the Rehabilitation Act to include Section 508 Standards, which required federal agencies and federally funded organizations to make electronic information accessible in line with Title II and III of the Americans with Disabilities Act of 1990.

Simply put this law states:

*“All persons shall be entitled to the full and equal enjoyment of the goods, services, facilities, and privileges, advantages, and accommodations of any place of public accommodation, as defined in this section, without discrimination or segregation on the grounds of race, color, religion, or national origin.”*

In addition, the California State Department of Rehabilitation incorporated the amended U.S. Rehabilitation Act of 1973 with Section 508 into California state accessibility law, and via California Government Code Section 11135(d)(2) required development of websites using state funds to meet accessibility standards of Section 508. This also allows California to take action on non-compliant sites, without waiting for federal action.

In March 2017, the United States Access Board, a federal agency that promotes equality for people with disabilities, published the current 508 Standards which requires that all guidelines for federal websites be updated to align with WCAG 2.0 Level A and AA standards.

WCAG 2.0 is the latest version of the accessibility standards developed by the Web Accessibility Initiative (WAI) of the World Wide Web Consortium (W3C), the main international standards organization for the Internet. WCAG 2.0 serves as the most current, advanced, and comprehensive guidelines. California is expected to adopt these updated Section 508 standards to California Law as it did with the initial legislation.

Section 508 of the Rehabilitation Act of 1973 (commonly known as Section 508) was amended in 1998, and several times thereafter, to specifically eliminate internet discrimination issues as previously defined by the ADA. Through updates, administrative action and case law, the DOJ expanded the definition of discrimination to include website access. Congress, aware of the rapid changes in technology, specifically gave the DOJ the authority to expand the scope of the laws to fulfill their original intent. Later expansions moved enforcement from strictly public sector sites to the private sector for sites that were deemed essential to the general public.

A legal interpretation is beyond the scope of Section 508, but a basic interpretation is not: if your site is open to the public, it should be accessible to the public and be usable regardless of race, creed, religion, national origin or physical or mental disabilities. As it pertains to the Web, sites are public spaces, and the same considerations apply.

### THE NEED FOR ADA COMPLIANCE

As stated before, the real need and promise of ADA-compliant websites is to allow all visitors equal access to the information, experience and convenience of a public access site. But too often the impetus for tracking equal access is an article about a site being fined (heavily) or disciplined for lack of compliance. Once the cost for lack of compliance becomes more substantial than the cost of compliance, organizations tend to pay attention and strive to be reassured that their sites are not targets for enforcement.

### Two avenues for enforcement of ADA regulations

As a civil rights issue, ADA compliance can be exercised in one of two ways, which are by no means exclusive: enforcement by the Department of Justice, and civil litigation. The cases that gain the most notoriety usually involve large fines or judgments, as when Target was sued for lack of compliance. The civil suit and subsequent \$6 million settlement resulted from the retailer's site lacking even the most basic accommodations for the blind and visually impaired. Less commonly reported in the popular media is that the changes Target made to its site made it better for all users, although experienced designers were quick to note this.

In addition to high profile lawsuits, DOJ actions have often resulted in actions that have forced the redesign of or radical changes to sites. In 2016, UC Berkeley was cited by the DOJ for content on their YouTube and iTunes channels. The absence of captioning on the videos rendered the content unusable for the hearing impaired.

As a result of the DOJ findings, UC Berkeley took the dramatic step of removing more than 20,000 videos, rather than simply fixing the issue. Some argued this revealed a basic flaw of ADA's reach; rather than a relatively small audience not having access to free content, now it was gone for everyone. But the University was not compelled by ADA compliance to remove the content, and in fact it is now expanding its free content to

be compliant, and finding better ways to be more compliant. Expanding the audience is the goal of all ADA actions, rather than limiting content (and arguably, the University was withdrawing the content because of other non-ADA related issues with use of the content by questionable outside parties). The net effect of this and related DOJ actions are to enhance the online experience for users with disabilities, not to remove, penalize or limit sites.

Any ADA compliance-driven redesign or corrective action should keep that goal and these objectives in mind:

- Many public entities are using the web to provide access to public programs, services, and activities.
- For individuals with disabilities who might have challenges with mobility, the Internet may be the only way of accessing some government services.
- Public entities have to provide "program accessibility" which means that all services, programs, and activities must be readily accessible to and usable by people with disabilities.

### A RENEWED SENSE OF URGENCY

In addition to more active enforcement of the statutes and laws surrounding accessibility resulting from the explosion of Web usage (particularly mobile access), Section 508 was updated in March of 2017, and its full scope of requirements will become active in 2018. With no grandfather clause provided, all content – it deserves to be repeated, all content – on affected sites must be brought into compliance.

At the same time, other entities that govern sites are not just following ADA and Section 508, they are further expanding on these requirements. These include Web Content Accessibility Guidelines (WCAG) standards 2.1 that will come online in 2018. The European Union has its own standards in place and will publish updated requirements soon. Thus it is unlikely that any significant public sector site (and even most private sector sites) can afford to ignore accessibility guidelines.

### BRASS TACKS: WHAT ADA COMPLIANCE MEANS

There are basically three levels of ADA compliance, called (appropriately enough) Level A, Level AA and Level AAA. They specify accessibility range from the most basic (Level A) to accommodations for the most severe disability levels (Level AAA). If you are unable to use a mouse, and if a keyboard is difficult to navigate, then special care must be taken to ensure that a visitor can access content on your site despite these challenges.

Are all three levels of compliance necessary? Yes. And no. Ideally, all three levels should be implemented, but there are exceptions, and even the 508 guidelines acknowledge that full Level AAA implementation site-wide is not always a feasible strategy for everyone. Level AAA is by far the most expensive to implement (especially when retrofitting a site), and the most often ignored by designers and webmasters.

But if the reader views the site from the perspective of the user, it becomes easier to identify strategies and tactics to improve accessibility.

Some sites may not have to address all Level A or AA requirements. In theory, these include:

1. When the audience can reasonably be assumed to not expect complete accommodation. For example, a flight training school's website, with the inherent legal requirements for visual acuity to become a pilot, can argue that its audience is exempt from the most stringent visual and physical conditions of accessibility.
2. When a section of a site is less critical or important than another. For example, while it may not be crucial for a crossword puzzle page on a fire authority site to be Level AAA compliant, it would be essential for that site's fire safety, CPR and 911 information pages to be fully compliant. In general, the more important the pages or section, the more care should be given to achieving the highest possible level of compliance. But in order to be compliant to a specific level, all pages have to be 100% compliant with all elements for that level.

Notwithstanding these two examples, the objective should always be reasonable care to accommodate as broad an audience as possible. If your site does not have even the basic fundamentals of Level A compliance, such as avoiding using color as the sole means to communicate critical information, it would be hard to argue that you are implementing a reasonable effort. Even pages that cannot be compliant can link to other pages that have similar or alternative content in a more accessible format. In the crossword example above, a link to the results of the crossword solution can be provided.

For private entities and companies, understanding compliance starts with identifying if your company falls under one of the categories defined by statute as "public accommodations," (see appendix). If so, you can expect the same level of scrutiny and expectation as any public sector site. If you don't belong in one of those categories, you have a little more latitude. Public sector sites, however, are held to a higher standard because their services and content are generally more critical to the public by their very nature. Thus, while many smaller, private sites not deemed public accommodations can reasonably aim for being Level A compliant, public sector sites must attain the highest compliance level possible.

To meet Level A compliance, you must be compliant on all of its requirements; the same for Level AA and Level AAA.

Before we delve more into assessing your site, let's look at three common scenarios for determining your preferred level of compliance.

### Three basic scenarios

Understanding where you may fit in the ADA-compliance spectrum will help you develop a strategy for implementation and budget, both addressed in later sections of this document. We will use three common scenarios to help you identify your situation. But first, a couple of caveats:

1. As stated before, this whitepaper is not designed to provide legal advice and should be used as a guide to start a more informed conversation with your stakeholders and legal counsel.
2. If you want to better accomplish your mission, have a more effective site and maximize your resources, understand that ADA compliance works with a good user interface (UI), user experience (UX), and solid structure and content. When you have a clear direction on the identity of your audience and what you want to accomplish, then compliance flows more naturally through the site.

### A school district site

It is hard to think of a public sector site on which more demands will be made than a school district or school site. As the intersection of parents, children and society at large, schools must communicate mission critical information to and about all types of groups, and often are a repository of resources for special needs children and their parents. As such, schools are usually held to the highest ADA standards. Design and functionality considerations are prioritized less than consistent compliance, typically all the way to Level AAA. Anything short of full compliance would likely cause some children or parents to be excluded from information and resources they require to be successful at school. Unless there are extraordinary reasons for a specific page to not be fully ADA-compliant, a school site (and likely a municipal site, court site and federal site addressing subjects like immigration, medical, veteran and emergency services) must plan on implementing an ongoing and rigorous ADA compliance program.

### A public sector microsite

Sometimes a public sector agency may employ microsites to help communicate a specific message for a program or temporary event that links from its main site, or even has a standalone URL. In cases like these, internal users may argue that ADA-compliance may become more of a sliding scale than an absolute rule. A microsite that is temporary, has a limited audience and is not considered critical to the full endowment of civil rights may find that Level A or Level AA is sufficient. Unfortunately, this is not the case. In fact, by asking yourself the following questions, you can see why:

- Would adhering to lower levels of ADA-compliance still serve the needs of my audience?
- Are critical pages available in one form or another to my audience in ways that address the accessibility needs of disabled users?

Experienced compliance officers don't allow wording like "microsite" or "temporary site" to lower the bar for a public accommodation entity.

### A small scale private sector site

It should now be obvious that a large site — even a private sector site — that interacts with the public would be held to virtually the same accessibility standards as a public sector site. However, what about sites produced by smaller companies with fewer resources?

In the appendix, you will find the wording from the relevant ADA statutes that define "public accommodations" categories. If your business falls under one of these categories, you are subject to greater scrutiny and must be compliant. If you fall outside the categories listed, you may have more flexibility. Again, the reasonable accommodation factor comes into play. Some questions to address include:

- How critical is your website to the experience of working with your company? An ecommerce-only website might be held to a higher standard since interacting with the company necessitates using the site.
- Is your audience the general public?
- Is there a good reason not to be ADA-compliant at Level A or AA? Cost alone may not qualify as an answer. Think of a physical retail location not making reasonable accommodations for access (such as having steps in front of an entrance but not a ramp for wheelchairs). Would cost alone be enough to protect the owner from litigation or enforcement?
- Would ADA-compliance help you design a better site and make it more successful for all of your visitors?

These questions should help you ascertain the extent of your compliance requirements. One final note: with the new changes in the law enacted in March of 2017, simply maintaining your current site will not excuse you from being ADA-compliant. As mentioned before, there is no grandfather clause, and most organizations will need to be compliant within a year.

## ASSESSING AND IMPLEMENTING YOUR ADA-COMPLIANCE PROGRAM

Achieving ADA compliance is easier when you begin with a clean slate. If you are starting your design from scratch, using a company that understands ADA compliance is essential. Review the sections that follow on PDF documents (since you may be transferring existing documents) and hiring an outside company.

Altering an existing site for compliance is more time-consuming but also more common. To assess an existing site, you may wish to consider the following steps:

### Identify how visitors use your site

In addition to determining if your site must comply with ADA

requirements, it is important to understand how visitors use it. This will help you assess if visitors with disabilities can understand its key pages and objectives. For example, if the main purpose of your site is to educate people on signing up for services in your city, can a person with disabilities successfully complete the registration forms? Are the forms compliant? Is the information they need to obtain and understand the forms accessible? If not, this is a good place to start.

### Run an automated analysis

Websites can have hundreds or thousands of pages, images and documents, all of which can be instrumental in assessing your site's compliance. Since this would be a daunting task to do manually, there are free or low-cost automated tools that can help you assess your site and identify problem areas. But keep in mind that an automated tool is only the first step. Because these tools can find many issues that may not be a problem — or skip entire sections of your website — the findings should be reviewed by an individual or professional familiar with your site.

Basically, an automated tool checks for such elements as:

1. HTML coding standards, including meta and alt tags;
2. The color contrast of key elements.
3. Adherence to the WCAG or Section 508 standard, as well as broken links.

Color Contrast Analyzer by the Palio Group (<https://www.paciologroup.com/resources/contrastanalyser/>) will review your website pages and compare them with the WCAG 2.0 color contrast success criteria, with a simple pass/fail result. In addition, this free tool can simulate what your site's visual elements would look like to someone with color blindness, cataracts or less than 20/20 vision.

The Web Accessibility Initiative (<https://www.w3.org/WAI/ER/tools/>) provides an updated list of tools for validating your HTML code for WCAG 2.0, Section 508 and ADA compliance.

If you prefer one comprehensive tool, Powermapper (<https://www.powermapper.com/buy/all/mapper/>) offers a wide variety of features, albeit at a cost. The tool can export exceptions found to an Excel spreadsheet, making it easier to analyze them manually.

Regardless of the tool you utilize, an automated analysis will provide a starting point to identify areas that need attention. Now you can prioritize the assessment, starting with the more severe issues and the most important pages.

### Determining the scope of changes

An automated report can be daunting, and may flag hundreds of thousands of errors per site. This may seem overwhelming,

but an expert review of the findings may reveal one issue that repeats on multiple pages. For example, if your logo offers poor color contrast, then every page of your site that contains your logo may report an error, resulting in hundreds of offending pages, when the fix is relatively easy. Logos, by the way, are listed as an exception to the color contrast standards, but only if it is paired with a text name logo.

If you are using a content management system (CMS) or make extensive use of CSS styles and templates, then making changes to templates might fix errors across scores of pages. If the analysis identifies issues with forms, calendars, content and even modules, then making the changes may be more difficult and time consuming. In general, common ADA-based changes fall into the following categories:

- Structural design changes, including background colors, text colors, and selection of palette colors, especially as it pertains to color combinations and low contrast text/background combinations.
- HTML code issues, including missing Alt tags and headings, incorrectly constructed tables, and forms with missing field information.
- Issues with PDFs, including color contrast issues and lack of image tag information (yes, PDFs can have alt tags embedded).
- Pages where pertinent information is included in the graphic, but not explained in the Alt tag, or where too much information is included in the image, rather than the body of the content.
- Issues with ecommerce pages and submission pages where the layout of the page makes it difficult for an automated reader to read the text in a correct fashion. This also affects pages where columns are set up incorrectly. Default timeouts may also be an issue, since users with a disability often need more time to complete the tasks on a website. Extending default timeouts to as much as 20 minutes – and providing prompts that warn of impending timeouts and allow the user to extend the window – are typically needed for task-intensive pages like shopping carts and check-out pages.
- Pages with functionality where the interaction on the page makes it difficult for someone with physical or visual limitations to participate.
- Videos that lack subtitles and descriptions.

Creating a scope of work (SOW) to address these issues would prioritize the most important pages first (for example, a page with poor contrast issues that included information on how to vote would be a higher priority than a list of contributors). Conversely, simple template, CSS and footer or header changes that would affect issues on multiple pages might have priority over fixing single pages. These types of changes would have a significant impact while being easy and inexpensive to adopt.

### **Creating a budget**

Once you have prioritized your changes, review the hours necessary to implement. If you are working with an outside company, requesting an estimate of time for each set of changes rather than an overall price may help with this. Even if your changes are being done in house, determining the time necessary will allow you to develop a reasonable budget and schedule. ADA compliance can get expensive; it is unwise to start a project lightly and then find out that you have identified issues you have no time or money to fix. This is especially true since there is legislation that regulates procurement processes and specifically limits the time entities have to complete fixes.

After determining hours and costs, you will have a better idea of what it will take to make your site compliant. Working with an experienced design and compliance company in conjunction with your internal resources may help extend your options and optimize your budget and resources.

### **Training as part of your strategy and budget**

There are typically two types of issues that occur in these situations: structural changes as outlined previously, and content-based changes. With the former, your initial design, color scheme and functionality may have caused your issues. Once fixed, they tend to “stay fixed” over time. But content changes – those introduced by website admins and content managers who create and upload new content – may occur over and over again. Even if you are using a CMS, with its more structured workflow for changes and adding content, users may be able to add images, videos, and content without tags, that “breaks” your site in terms of compliance. If you find many pages where this is the case, training your content management staff on staying compliant is as important as making site changes. Otherwise, compliance issues will resurface with each new update. The cost of training and education should be part of your budget.

### **Reviewing changes**

This last point – the fact that your site can go out of compliance when new content is added – is a reason why monthly monitoring and review is part of any sound ADA-compliance program. A monthly review using the same tools you used to create your initial compliance check allows you to identify issues, make changes and initiate training as needed. Reviews can be performed internally or, depending on your budget, with an outside company.

### **Using an outside company**

Given the complexity and importance of getting ADA compliance correct, many organizations – private and public sector – are looking to have outside companies assist with reviews and implementation. Unfortunately, while this delivers a strong ROI given the legal, regulatory and user satisfaction issues of being non-compliant, the cost is not inconsequential and can run \$20-30k for the initial review, expert analysis, changes needed, implementation plan, training sessions

for content managers and monthly reviews and changes for a year. While not minimizing the cost, the value is there in helping your site avoid legal and regulatory issues, and ensuring that your visitors have a successful experience with your site. And not just your disabled visitors: compliance, as noted above, helps the user experience for all visitors.

Hiring a company can be daunting, because ADA compliance has become a buzzword. Virtually every web design company can claim to provide ADA, WCAG 2.0- and 508-compliance. The issue is that assessing the level of compliance needed for a specific site, and ensuring compliance across all items at their respective levels, is more than just adjusting color contrast. As such, utilizing an outside company takes some research on the buyer's part to ensure you are selecting a partner than can deliver. Look for a company that:

1. Comprehends the WCAG 2.0 success criteria. WCAG 2.0 was designed with ADA compliance in mind, so it is written for the web and UX/UI designer.
2. Employs a robust UX Design team and Code Development team working in unison. It's important to understand UX principles and best coding practices in order to masterfully employ sufficient techniques for WCAG, and explore alternatives to new technologies when the sufficient techniques may not be the best solution in a specific circumstance. Without solid integration across design and development teams, compliance becomes a tug-of-war between designers, programmers and clients, instead of a cooperative process for finding the best solutions.
3. Has the tools necessary to efficiently quantify and prioritize your compliance issues, both for the initial review and then on a monthly basis.
4. Employs highly trained, experienced personnel who understand the relevant laws and which companies they apply to, and can offer guidance on an implementation strategy. Also, no automated review should be considered complete without an expert's review. An apt analogy is that an automated review is to an expert ADA review what Google translate is to professional translators. Automation can do a lot of the heavy lifting, but no important document or web page that has to be coherent and well-written would be trusted to Google translate. No solid strategy for compliance should be based solely on automated tools.
5. Has the ability to both identify and fix issues within 30 days of notice for Federal agencies.
6. Section 508 of the Rehabilitation Act of 1973 requires that all Federal agencies' electronic and information technologies (EIT) can be easily accessed by people with disabilities as part of the procurement process.

The Federal Acquisition Regulations (FAR) requires procurement process to consider Section 508. These regulations are also known as the Electronic and Information Technology Accessibility Standards (36 Code of Federal Regulations (CFR) part 1194).

7. Thus Federal agencies looking to update or redesign their websites are required by Section 508 and FAR to make their websites or any other electronic and information technologies product compliant from the start.
8. The contracted company has 30 days to make every effort to replace or upgrade with a compliant equivalent. (For more information, see <https://www.accessibilityonline.org/cioc-508/archives/110489>)

## CONCLUSION

For websites in the public sector, as well as many in the private sector, ADA compliance is not an option: it is a necessity. Laws and regulations at both the federal and state level require that websites serve every member of the online community, regardless of their physical challenges or limitations.

But determining the level to which a site must be brought into compliance may require experienced insight from an individual or department that comprehends current and future guidelines. This is not a one-time fix but an ongoing concern, especially for websites that are updated frequently with new content and audio/visual offerings.

Automated analyses are available to flag many potential trouble spots, but they may not be up to the task of bringing every aspect of a site into compliance. For some entities, doing so may require seeking consultation from an outside company. When that happens, choosing the right firm is critical for optimal results.

---

## Appendix

### AMERICANS WITH DISABILITIES ACT: TITLE III - PUBLIC ACCOMMODATIONS

The section § 36.104 of Title III - public accommodations provides a list of key definitions to help private entities and non-profits understand how the provisions apply to them.

*Private entity* means a person or entity other than a public entity.

*Public accommodation* means a private entity that owns, leases (or leases to), or operates a place of public accommodation.

*Place of public accommodation* means a facility operated by a private entity whose operations affect commerce.

The Act provides the following list of 12 general categories of places of public accommodation:

- (1) Place of lodging, except for an establishment located within a facility that contains not more than five rooms for rent or hire and that actually is occupied by the proprietor of the establishment as the residence of the proprietor. For purposes of this part, a facility is a "place of lodging" if it is –
  - (i) An inn, hotel, or motel; or
  - (ii) A facility that –
    - (A) Provides guest rooms for sleeping for stays that primarily are short-term in nature (generally 30 days or less) where the occupant does not have the right to return to a specific room or unit after the conclusion of his or her stay; and
    - (B) Provides guest rooms under conditions and with amenities similar to a hotel, motel, or inn, including the following –
      - (1) On- or off-site management and reservations service;
      - (2) Rooms available on a walk-up or call-in basis;
      - (3) Availability of housekeeping or linen service; and
      - (4) Acceptance of reservations for a guest room type without

guaranteeing a particular unit or room until check-in, and without a prior lease or security deposit.

- (5) A restaurant, bar, or other establishment serving food or drink;
- (6) A motion picture house, theater, concert hall, stadium, or other place of exhibition or entertainment;
- (7) An auditorium, convention center, lecture hall, or other place of public gathering;
- (8) A bakery, grocery store, clothing store, hardware store, shopping center, or other sales or rental establishment;
- (9) A laundromat, dry-cleaner, bank, barber shop, beauty shop, travel service, shoe repair service, funeral parlor, gas station, office of an accountant or lawyer, pharmacy, insurance office, professional office of a health care provider, hospital, or other service establishment;
- (10) A terminal, depot, or other station used for specified public transportation;
- (11) A museum, library, gallery, or other place of public display or collection;
- (12) A park, zoo, amusement park, or other place of recreation;
- (13) A nursery, elementary, secondary, undergraduate, or postgraduate private school, or other place of education;
- (14) A day care center, senior citizen center, homeless shelter, food bank, adoption agency, or other social service center establishment; and
- (15) A gymnasium, health spa, bowling alley, golf course, or other place of exercise or recreation.

The Act also defines two exceptions: private club and religious entity. *Private club* means a private club or establishment exempted from coverage under title II of the Civil Rights Act of 1964 (42 U.S.C. 2000a(e)). *Religious entity* means a religious organization, including a place of worship.

For more information on Title III please visit: [https://www.ada.gov/regs2010/titleIII\\_2010/titleIII\\_2010\\_regulations.htm#a104](https://www.ada.gov/regs2010/titleIII_2010/titleIII_2010_regulations.htm#a104)

---

## References & Resources

### **ACQUISITION.GOV - GENERAL SERVICES ADMINISTRATION**

The official U.S. General Services Administration (GSA) site for the Complete Federal Acquisition Regulation (FAR). Provides detailed information on procurement processes and requirements that govern each basic acquisition phase for ADA: Need [FAR 7.103(q)], Requirement [FAR 11.002 (f) and FAR 12.202 (d)], Research [FAR 10.002 (a)(3)(vii)] and Solicitation [FAR 39.203].

<http://www.acquisition.gov/>

### **LETTER FROM THE DEPARTMENT OF JUSTICE AND LETTER FROM UC BERKLEY IN RESPONSE TO DOJ CAPTIONING DEMAND.**

Statement on UC Berkeley News on online course content and accessibility by UC Berkeley Vice Chancellor for Undergraduate Education Cathy Koshland in response to the Department of Justice's Investigation Under Title II of the Americans with Disabilities Act. Title II applies to public entities.

Provides a detail course of action on Behalf of UC Berkeley on the DJ No. 204-11-309 case and a copy of the letter sent by the Department of Justice, Civil Rights Division at the end of the news entry.

<http://news.berkeley.edu/2016/09/13/a-statement-on-online-course-content-and-accessibility/>

### **SECTION 508.GOV - GENERAL SERVICES ADMINISTRATION**

The official U.S. General Services Administration (GSA) site for Section 508. Provides resources to understand the new and improved Section 508 Law and Standards as well as guidance documentation for 508 coordinator and federal acquisition requirements.

<http://www.section508.gov>

### **TITLE III - PUBLIC ACCOMMODATIONS AMERICANS WITH DISABILITIES ACT**

Title III - Public accommodations provides a list of key definitions and provisions both private entities and non-profits need to follow to avoid discriminating against people with disabilities.

[http://www.ada.gov/regs2010/titleIII\\_2010/titleIII\\_2010\\_regulations.htm#a104](http://www.ada.gov/regs2010/titleIII_2010/titleIII_2010_regulations.htm#a104)

### **WEB CONTENT ACCESSIBILITY GUIDELINES 2.0 BY THE WEB ACCESSIBILITY INITIATIVE (WAI) OF THE WORLD WIDE WEB CONSORTIUM (W3C)**

*The Web Content Accessibility Guidelines (WCAG 2.0) provides an overview of the tested technical criterias organized under the principles of perceivable, operable, understandable and robust to make web content more accessible for people with disabilities. These standards have been incorporated by reference into the recently published Section 508 Refresh.*

*The website for the WCAG 2.0 provides an overview of each standard, the respective tecniques, planning tools, evaluation forms and tutorials to achieve compliancy,*

<https://www.w3.org/WAI/intro/wcag>