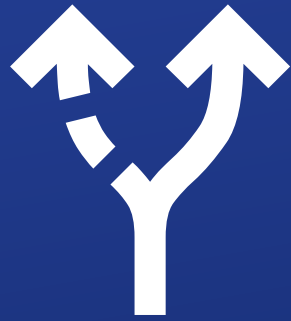


Building Accessible Digital Government

*Standardizing digital experiences for **inclusion**.*



Why Accessibility
Matters



What
Changed?



How Chesterfield
Responded



From Compliance
to Culture



What You Can
Do Next

What is accessibility?

(and why does it matter)





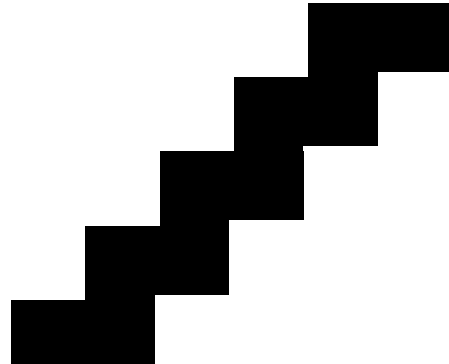
On March 13, 1990, over 1,000 people marched from the White House to the U.S. Capitol to demand that Congress pass the Americans with Disabilities Act (ADA). When they got there, many cast aside their wheelchairs and other mobility aids and crawled up the Capitol steps.

The Capitol Crawl, as it's known, was a physical demonstration of how **inaccessible architecture** impacts people with disabilities. It also highlighted the urgency behind the need to pass the ADA, which was signed into law on July 26, 1990.

What is the ADA?

The Americans with Disabilities Act (ADA) is the nation's first comprehensive **civil rights** law addressing the needs of people with disabilities, prohibiting discrimination in employment, **public services**, public accommodations and telecommunications.

ADA compliance means removing **barriers** that prevent people from using public services.



ADA Title II Federal Regulation: State and Local Governments

(THAT'S US)



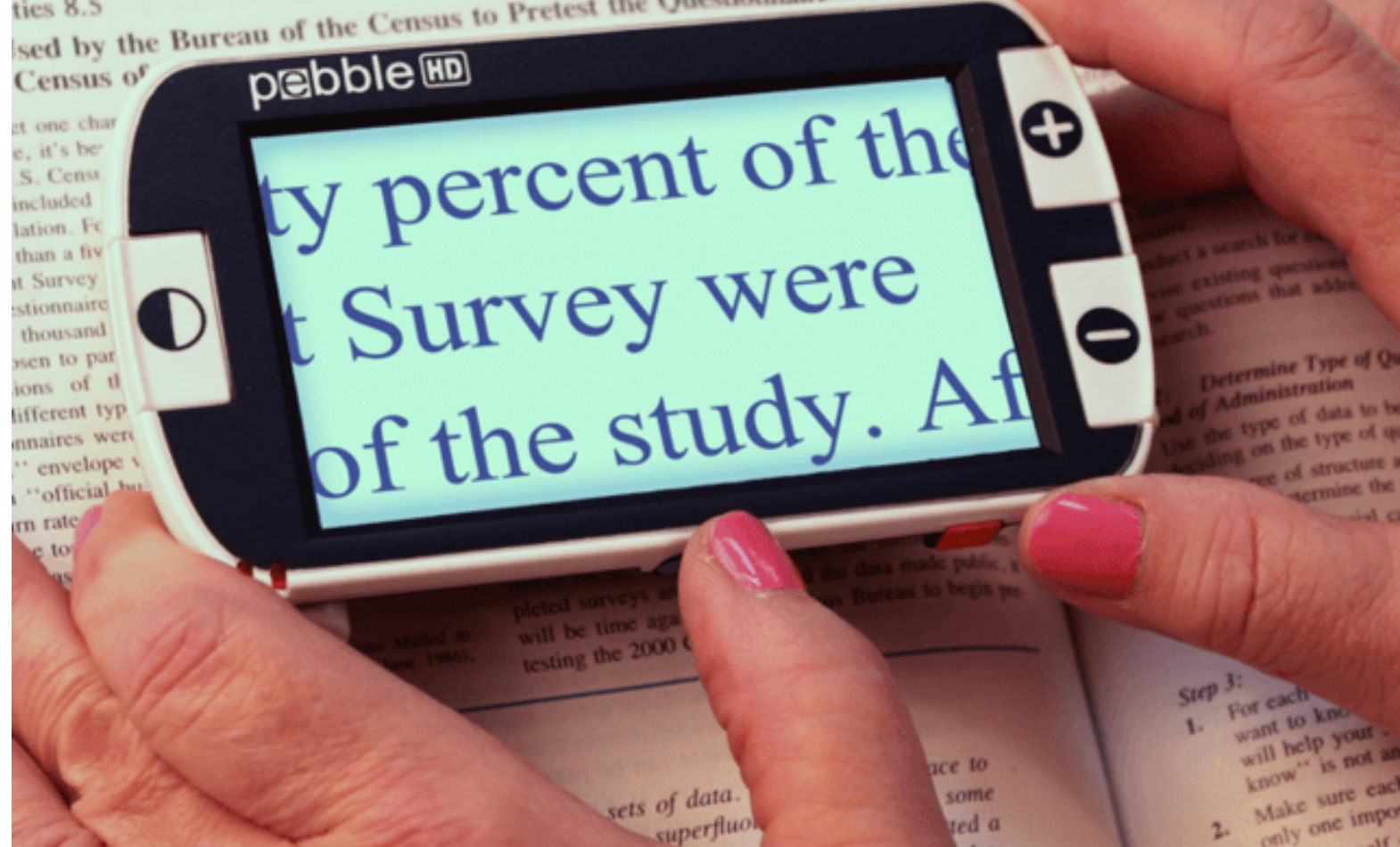
... prohibits discrimination on the basis of disability in all services, programs and activities provided to the public by state and local governments ...

ADA Title III Federal Regulation: Public Accommodations

... prohibits discrimination on the basis of disability in the activities of places of public accommodations ...

**TODAY, THIS INCLUDES
THE INTERNET!**

What is
accessibility
ON THE INTERNET?



Web Content Accessibility Guidelines

WCAG covers a wide range of recommendations for making web content more accessible. **Following these guidelines will make content more usable to everyone.** Not just those with disabilities.



Perceivable



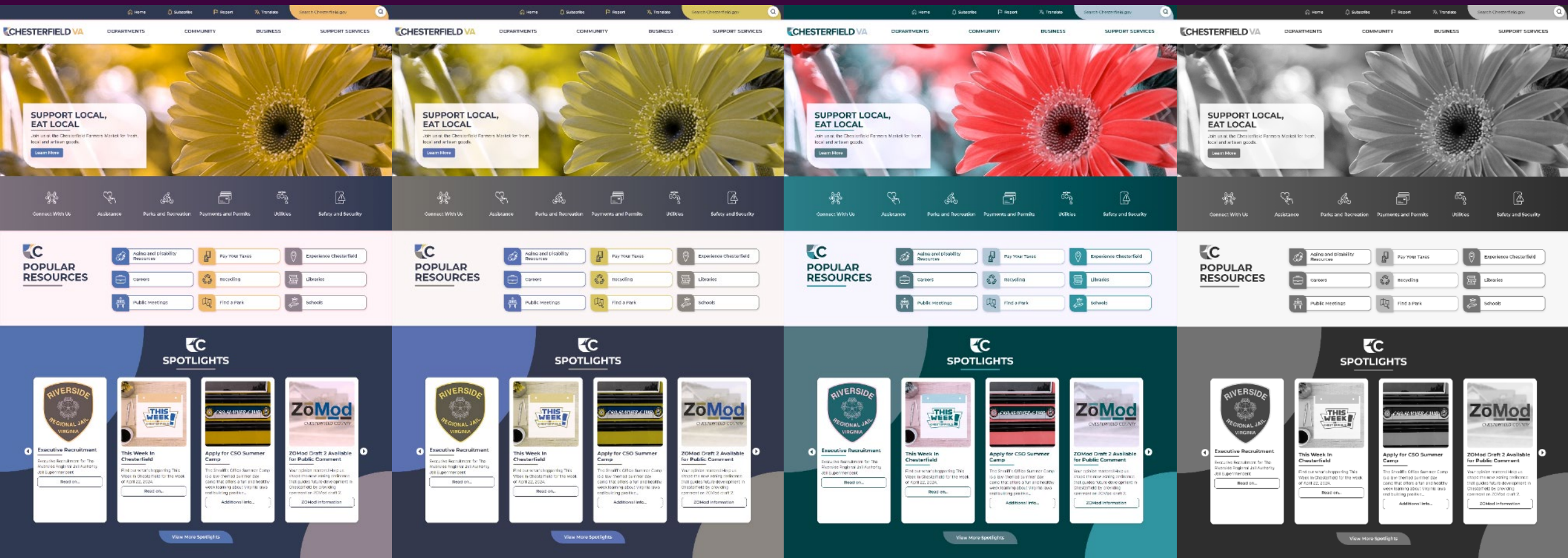
Operable



Understandable



Robust



Deutanopia

Protanopia

Tritanopia

Achromatopsia



History of Henricus

[Home](#) > History of Henricus





[Chesterfield Behind the Mic Podcast](#)[Chesterfield Kindness](#)[Chesterfield on Point Blog](#)[County Social Media Accounts and Comments Policy](#)[Happening In Chesterfield and County Newsletters](#)[WCCT Chesterfield Community Television](#)

CHESTERFIELD ON POINT

POSTED ON: JUNE 7, 2024

CHESTERFIELD OPENS THE DIAMONDS AT IRON BRIDGE, A JEWEL OF A FACILITY FOR RESIDENTS AND VISITORS





RECOGNITION OF PUBLIC SERVICE ANIMALS

During their evening business meeting, the board and County Administrator Dr. Joe Casey held a special recognition for the service dogs and their handlers who are employed by Chesterfield's public safety agencies. Watch the presentation in its entirety below.



Recognition of Chesterfield Public Safety Service Animals - BOS Meeting - Jan...



Watch later



Share

MORE VIDEOS



0:00 / 9:04



YouTube





Headlines

Daily Digest

October 22, 2017 - Report
Hurricane Maria Communications
Status Report for Oct. 22

October 21, 2017 - Report
Hurricane Maria Communications
Status Report for Oct. 21

October 20, 2017 - Report
Hurricane Maria Communications
Status Report for Oct. 20

October 19, 2017 - Report
Hurricane Maria Communications
Status Report for Oct. 19

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Featured

Hurricane Maria

Notices, Reporting, Tips and Resources



Access Now

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47 CFR

Rules & Regulations

ECFS

Electronic Comment
Filing System

EDOCS

Commission
Documents

ULS

Universal Licensing
System

FRN

FCC Registration
Number

Auctions

Spectrum Auctions

File a
Consumer Complaint →

File a
Public Comment →

File a
Public Safety Report →

Events

October 23, 2017

OCT | [October 2017 Open](#)

OCT | [Communications](#)



[Active Development and Zoning Cases](#)[Budget and Strategic Planning](#)[Capital Improvement Program](#)[Community and Cultural Events](#)

+

[Convenience Centers and Recycling](#)[Environmental Stewardship](#)[History](#)

+

[Home](#) > [Community](#) > Living in Chesterfield

Living in Chesterfield

First Choice Community

Chesterfield is a great place to live, work and play. Since our county has so much to offer, we've created this guide to help new and life-long residents alike learn how Chesterfield operates, how to get involved in your government and community and the many resources available to help resident lead fulfilling, informed and healthy lives. Chesterfield's strength is reflected in the insightfulness, generosity and diversity of its community members. Thank you for being a part of the Chesterfield story!

[▶ Get Involved](#)[▶ How We Operate](#)[▶ Around the Community](#)[▶ Community Partners](#)



> 60%

Of all Chesterfield.gov
traffic is from a
mobile device

Let's Talk About PDFs Real Quick

PDFs are not really digital assets:

- Most of the time, the call to action of a PDF is to print it out
- Most items that are uploaded as PDFs were originally physical printed copies
- PDFs are not dynamic or responsive like HTML webpages
- Some PDFs can take several minutes to download and view
- Search engine indexing is less accurate and reliable in PDFs
- Most PDFs are not ADA compliant and cannot be scanned or searched by text recognition devices





Let's Talk About PDFs Real Quick

Despite this, PDFs were the content delivery method of choice for many of our content creators at Chesterfield.

Our goal is to **mitigate and reduce our dependencies on PDFs** as they have become the latest frontier in inaccessible architecture.



The most accessible PDF is
the one you never publish.

Digital Accessibility Best Practices

Text and Links

- No underlines – underlines are just for links
- Links should be descriptive – no “click here”
- No UPPERCASE for emphasis
- No color for emphasis
- Make all content text content– PDFs and images do not count
- Write in plain language – no jargon, aim for 8th grade reading level
- Choose one language, so that translation tools can identify and translate text

Images

- No who/what/when/where/why/how
- Always provide alt text

Videos/Audio

- Always provided closed captioning and transcripts – transcripts need to include any who/what/when/where/why/how information included in video visuals

Tables/Charts/Infographics

- Simple tables, charts and infographics can be built as mobile-friendly web content – do not place screenshot versions on website

Page/Document Design

- Correct use of subheadings for hierarchy – H1, H2, H3, Paragraph, etc.
- Color contrast – text, graphics, etc.

How is the
ADA enforced?

How is ADA Enforced?

- Individuals can bring private lawsuits against public accommodation to get court orders to stop **discrimination**.
- People can also file complaints with the Department of Justice. In these cases, the DOJ may seek monetary damages and **civil penalties**.
- A recent DOJ ruling establishes clear digital accessibility requirements, ensuring compliance and **increasing enforcement actions**.

DOJ Settlement Penalties

- US DOJ v Butler County, MO [ada.gov/butlersa.htm](https://www.justice.gov/ada/cv/rdoj/2016/butlersa.htm)
- US DOJ v Cheshire County, NH [ada.gov/cheshire.htm](https://www.justice.gov/ada/cv/rdoj/2016/cheshire.htm)
- US DOJ v City of Bend, OR [ada.gov/bendor.htm](https://www.justice.gov/ada/cv/rdoj/2016/bendor.htm)
- US DOJ v City of Burton, MI [ada.gov/burtonsa.htm](https://www.justice.gov/ada/cv/rdoj/2016/burtonsa.htm)
- US DOJ v City of Coral Gables [ada.gov/CoralGablesSA.htm](https://www.justice.gov/ada/cv/rdoj/2016/coralgables.htm)
- US DOJ v City of Davenport, IA [ada.gov/DavenportSA.htm](https://www.justice.gov/ada/cv/rdoj/2016/davenportsa.htm)
- US DOJ v City of Frederick, MD [ada.gov/fredericksa.htm](https://www.justice.gov/ada/cv/rdoj/2016/fredericksa.htm)
- US DOJ v City of Gallup, NM [ada.gov/gallupnm.htm](https://www.justice.gov/ada/cv/rdoj/2016/gallupnm.htm)
- US DOJ v City of Green Bay, WI [ada.gov/GreenBaySA.htm](https://www.justice.gov/ada/cv/rdoj/2016/greenbay.htm)
- US DOJ v City of San Luis Obispo [ada.gov/sanluis.htm](https://www.justice.gov/ada/cv/rdoj/2016/sanluis.htm)
- US DOJ v City of San Rafael, CA [ada.gov/SanRafaelSA.htm](https://www.justice.gov/ada/cv/rdoj/2016/sanrafael.htm)
- US DOJ v City of Suffolk, VA [ada.gov/suffolkva.htm](https://www.justice.gov/ada/cv/rdoj/2016/suffolkva.htm)
- US DOJ v County of Cape May, NJ [ada.gov/capemaysa.htm](https://www.justice.gov/ada/cv/rdoj/2016/capemaysa.htm)
- US DOJ v Deschutes County, OR [ada.gov/deschutessa.htm](https://www.justice.gov/ada/cv/rdoj/2016/deschutessa.htm)
- US DOJ v Highland County, OH [ada.gov/highlandsa.htm](https://www.justice.gov/ada/cv/rdoj/2016/highlandsa.htm)
- US DOJ v Jeffersonville, IN [ada.gov/jeffersonvillesa.htm](https://www.justice.gov/ada/cv/rdoj/2016/jeffersonvillesa.htm)
- US DOJ v Lafayette County, FL [ada.gov/lafayettefl.htm](https://www.justice.gov/ada/cv/rdoj/2016/lafayettefl.htm)
- US DOJ v Minnehaha, SD [ada.gov/minnehahasa.htm](https://www.justice.gov/ada/cv/rdoj/2016/minnehahasa.htm)
- US DOJ v Missoula County, MT [ada.gov/missoula.htm](https://www.justice.gov/ada/cv/rdoj/2016/missoula.htm)
- US DOJ v Taos County, NM [ada.gov/TaosSA.htm](https://www.justice.gov/ada/cv/rdoj/2016/taos.htm)
- US DOJ v The City and Borough of Juneau, AK [ada.gov/JuneauSA.htm](https://www.justice.gov/ada/cv/rdoj/2016/juneau.htm)
- US DOJ v Town of Brunswick, ME [ada.gov/BrunswickSA.htm](https://www.justice.gov/ada/cv/rdoj/2016/brunswicksa.htm)
- US DOJ v Town of Fountain Hills, AZ [ada.gov/FountainHillsSA.htm](https://www.justice.gov/ada/cv/rdoj/2016/fountainhills.htm)
- US DOJ v Town of Vail CO [ada.gov/VailSA.htm](https://www.justice.gov/ada/cv/rdoj/2016/vail.htm)
- US DOJ v Vail Recreation District [ada.gov/VailRecSA.htm](https://www.justice.gov/ada/cv/rdoj/2016/vailrec.htm)
- US DOJ v Washington County, UT [ada.gov/washcout.htm](https://www.justice.gov/ada/cv/rdoj/2016/washcout.htm)
- US DOJ v Ada County, ID [ada.gov/adaida.htm](https://www.justice.gov/ada/cv/rdoj/2016/adaidsa.htm)
- US DOJ v Allen County, IN [ada.gov/allensa.htm](https://www.justice.gov/ada/cv/rdoj/2016/allensa.htm)
- US DOJ v Amarillo, TX [ada.gov/amarillotxa.htm](https://www.justice.gov/ada/cv/rdoj/2016/amarillotxa.htm)
- US DOJ v Barnstable County, MA [ada.gov/barnstableMApca.htm](https://www.justice.gov/ada/cv/rdoj/2016/barnstable.htm)
- US DOJ v Billings, MT [ada.gov/BillingsMTpca.htm](https://www.justice.gov/ada/cv/rdoj/2016/billingsmt.htm)
- US DOJ v Birmingham, AL [ada.gov/birminghamals.htm](https://www.justice.gov/ada/cv/rdoj/2016/birmingham.htm)
- US DOJ v City of Durham, NC [ada.gov/DurhamNCpca.htm](https://www.justice.gov/ada/cv/rdoj/2016/durham.htm)
- US DOJ v City of Fontana, CA [ada.gov/FontanaCApca06.htm](https://www.justice.gov/ada/cv/rdoj/2016/fontana.htm)
- US DOJ v City of Gary, IN [ada.gov/garysa.htm](https://www.justice.gov/ada/cv/rdoj/2016/garysa.htm)
- US DOJ v City of Hutchinson, KS [ada.gov/hutchinsonks.htm](https://www.justice.gov/ada/cv/rdoj/2016/hutchinson.htm)
- US DOJ v City of Memphis, TN [ada.gov/memphistnsa.htm](https://www.justice.gov/ada/cv/rdoj/2016/memphistnsa.htm)
- US DOJ v City of North Las Vegas, NV [ada.gov/northlasvegasNMPca....](https://www.justice.gov/ada/cv/rdoj/2016/northlasvegas.htm)
- US DOJ v City of Omaha, NE [ada.gov/omahanesa.htm](https://www.justice.gov/ada/cv/rdoj/2016/omahanesa.htm)
- US DOJ v City of Providence, RI [ada.gov/providencerisa.htm](https://www.justice.gov/ada/cv/rdoj/2016/providencerisa.htm)
- US DOJ v City of Sedona, AZ [ada.gov/sedona.htm](https://www.justice.gov/ada/cv/rdoj/2016/sedona.htm)
- US DOJ v City of Tucson, AZ [ada.gov/tucsonazsa.htm](https://www.justice.gov/ada/cv/rdoj/2016/tucson.htm)
- US DOJ v City of Waukegan, IL [ada.gov/waukegas.htm](https://www.justice.gov/ada/cv/rdoj/2016/waukegas.htm)
- US DOJ v County of Maui, HI [ada.gov/mauisa.htm](https://www.justice.gov/ada/cv/rdoj/2016/mauisa.htm)
- US DOJ v Crittenden County, AR [ada.gov/crittendensa.htm](https://www.justice.gov/ada/cv/rdoj/2016/crittendensa.htm)
- US DOJ v Florence County, SC [ada.gov/florencesc.htm](https://www.justice.gov/ada/cv/rdoj/2016/florencesc.htm)
- US DOJ v Hartford, CT [ada.gov/hartfordc.htm](https://www.justice.gov/ada/cv/rdoj/2016/hartford.htm)
- US DOJ v Laurens County, SC [ada.gov/laurens.htm](https://www.justice.gov/ada/cv/rdoj/2016/laurens.htm)

But wait, there's more!

- US DOJ v Loudoun County, VA ada.gov/loudounvasa.htm
- US DOJ v Madison County, TN ada.gov/madisontnsa.htm
- US DOJ v Miami, FL ada.gov/miamiflsa.htm
- US DOJ v Monroe County, NY ada.gov/monroenysa.htm
- US DOJ v Monroe County, PA ada.gov/monroecountypa.htm
- US DOJ v Paterson, NJ ada.gov/patersonnjsa.htm
- US DOJ v Prince Georges County, MD ada.gov/princegeorgesmdsa.htm
- US DOJ v Springhill, LA ada.gov/SpringhillLApca.htm
- US DOJ v St. Louis County, MN ada.gov/stlouismnsa.htm
- US DOJ v Washington County, ME ada.gov/washingtonmesa.htm
- US DOJ v Webb County, TX ada.gov/webbtxsas.htm
- US DOJ v Will County, IL ada.gov/willilsa.htm
- US DOJ v Arlington County, VA ada.gov/arlingsa.htm
- US DOJ v Daviess County, KY Public Library District ada.gov/DaviessCountyLibKYp...
- US DOJ v Kanawha County, WV ada.gov/kanawhawvsa.htm
- US DOJ v Kanawha Parks and Recreation, West Virginia ada.gov/kanawhawvparkssa.htm
- US DOJ v Metro 911 of Kanawha County, WV ada.gov/kanawhawv911sa.htm
- US DOJ v Newark, NJ ada.gov/NewarkNJpca.htm
- US DOJ v Shreveport, LA ada.gov/shreveportlasa.htm
- US DOJ v Pike County Health Dept. ada.gov/pike_co_health.htm
- US DOJ v Pike County Public Library District ada.gov/pike_co_library.htm
- NFB v State of TX nfb.org/nfb/NewsBot.asp?MOD...
- US DOJ v Gadsden, AL ada.gov/gadsden_pca/gadsden...
- US DOJ v Pike County, KY ada.gov/pike_co_pca/pike_co...
- NFB v State of Arkansas nfb.org/node/1127
- US DOJ v Town of Vian, OK ada.gov/vian/viansa.htm
- US DOJ v Atlanta, GA ada.gov/atlanta_pca/atlanta...
- US DOJ v Chautauqua County, NY ada.gov/chautauqa/chatuagua...
- US DOJ v City of Niagra Falls, NY ada.gov/niagara/niagara_sa.htm
- US DOJ v City of Poplarville, Mississippi ada.gov/poplarville_pca/pop...
- US DOJ v City of Port St. Lucie, FL ada.gov/st_lucie/st_lucie_s...
- US DOJ v Fargo, ND ada.gov/fargo_pca/fargo_sa.htm
- US DOJ v Fayette County, PA ada.gov/fayette_co/fayettes...
- US DOJ v Glynn County, GA ada.gov/glynn_co_pca/glynn...
- US DOJ v Gregg County, TX ada.gov/gregg_co/gregg_co_s...
- US DOJ v LaPorte County, IN ada.gov/laporte_pca/laporte...
- NFB v US Department of Education nfb.org/node/980
- US DOJ v Village of Midlothian, IL ada.gov/midlothian/midlothian...
- US DOJ v Wilmington, NC ada.gov/wilmington_pca/wilm...
- US DOJ v City of Muskegon, MI ada.gov/muskegon_pca/muskeg...
- US DOJ v City of Newport, RI ada.gov/newport_pca/newport...
- US DOJ v County of Wilson, NC ada.gov/wilsonco_pca/wilson...
- US DOJ v Fort Meyers, FL ada.gov/ft_myers_pca/fort_m...
- US DOJ v Lancaster County, PA ada.gov/lancaster_pca/lanca...
- US DOJ v McNeese State University ada.gov/mcneese.htm
- US DOJ v Pearl River County, Mississippi ada.gov/pearl_co_pca/pearl...

And more

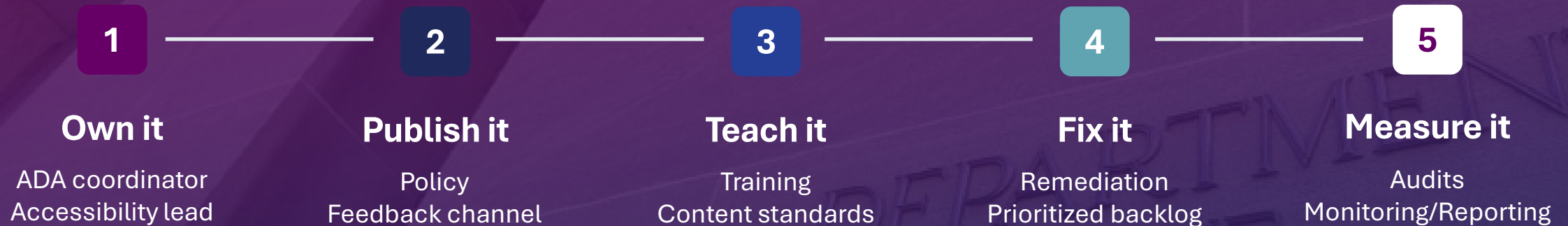
- US DOJ v Smyth County, VA ada.gov/smyth_pca/smyth_sa.htm
- US DOJ v St. Clair County, IL ada.gov/stclare_pca/stclare...
- US DOJ v The Unified Government of Wyandotte County and Kansas City, KS ada.gov/wyandotte_pca/wyand...
- US DOJ v Town of Pomfret ada.gov/pomfret_PCA/pomfret...
- US DOJ v City of Des Moines, IA and City of Des Moines, IA Public Library ada.gov/des_moines_pca/des-...
- US DOJ v City of Independence, KS ada.gov/independence_ks/ind...
- US DOJ v City of Madison, WI ada.gov/madison_pca/madison...
- US DOJ v Daviess County, KY ada.gov/daviess_co_pca/davi...
- US DOJ v Fairfax County, VA ada.gov/fairfax_pca/fairfax...
- NFB, et al. v Florida State University (FSU) nfb.org/node/938
- National Federation of the Blind v Montgomery County, MD nfb.org/node/996
- US DOJ v Montgomery County, MD and Maryland National Capital Park and Planning Commission ada.gov/montgomery_co_pca/m...
- NFB v New York University, NYU nfb.org/NewsBot.asp?MODE=VI...
- US DOJ v Norfolk County, MA ada.gov/norfolk_pca/norfolk...
- NFB v Northwestern University nfb.org/NewsBot.asp?MODE=VI...
- NFB v Penn State nfb.org/node/958
- US DOJ v Town of Swansea, MA ada.gov/swansea_pca/swansea...
- US DOJ v Upshur County, TX ada.gov/upshur_co_tx_pca/up...
- US DOJ v Van Buren County, AR ada.gov/van_buren_pca/van-b...
- US DOJ v Warrenton, VA ada.gov/warrenton_va_pca/wa...
- US DOJ v City of Kansas City, MO ada.gov/Kansas_city_pca/kan...
- US DOJ v City of North Adams, MA ada.gov/fort-morgan-pca/for...
- US DOJ v City of Wills Point, TX ada.gov/wills-point-pca/wil...
- Donna Jodhan v Government of Canada winnipegfreepress.com/canad...
- US DOJ v Humboldt, KS ada.gov/humboldt_KS_pca/hum...
- US DOJ v Providence, RI ada.gov/providence_ri_pca/p...
- US DOJ v Randolph County, GA ada.gov/randolph-co-pca/ran...
- US DOJ v Schuylkill County, PA ada.gov/schuylkill-co-pca/s...
- US DOJ v City of Fort Morgan, CO ada.gov/fort-morgan-pca/for...
- US DOJ v City of West Columbia, SC [ada.gov/west-columbia-](http://ada.gov/west-columbia-...)
- pca/w...
- US DOJ v Jacksonville, FL ada.gov/jacksonville_pca/ja...
- US DOJ v Stewart County, GA ada.gov/stewart-co-pca/stew...
- US DOJ v Town of Poestenkill, NY ada.gov/poestenkill-pca/poe...
- Jaulus, et al. v University of California, Berkeley dralegal.org/sites/dralegal...
- NFB, et al. v US Customs and Border Patrol news.sys-con.com/node/2595251
- US DOJ v Florida State University (FSU) justice.gov/opa/pr/justice-...
- US DOJ v Orange County Clerk of Courts (Florida) justice.gov/opa/pr/justice-...
- US Dept. Of Education v South Carolina Public Charter School District www2.ed.gov/documents/press...
- US Dept. Of Education v University of Cincinnati ed.gov/news/press-releases/...
- US DOJ v University of Colorado Boulder accessinghigherground.org/w...
- US Dept. Of Education v University of Montana nfb.org/national-federation...

...and more!

- US Dept. Of Education v University of Cincinnati ed.gov/news/press-releases/...
- US DOJ v University of Colorado Boulder accessinghigherground.org/w...
- US Dept. Of Education v University of Montana nfb.org/national-federation...
- National Federation of the Blind v US Department of Education nfb.org/national-federation...
- NFB v US Department of Education nfb.org/national-federation...
- US Dept. Of Education v Youngstown State University ed.gov/news/press-releases/...
- NFB, et al. v Atlantic Cape Community College nfb.org/national-federation...
- US DOJ v Champaign County, IL ada.gov/champaign_pca/champ...
- US DOJ v Chaves County, New Mexico ada.gov/chaves_county_pca/c...
- US DOJ v City of Cedar Rapids, IA ada.gov/cedar_rapids_pca/ce...
- US DOJ v City of Dekalb Illinois ada.gov/dekalb_il_sa.html
- US DOJ v City of Fallon, NV ada.gov/fallon_nv_sa.html
- US DOJ v City of Galveston, TX ada.gov/galveston_tx_pca/ga...
- US DOJ v City of Parowan, UT ada.gov/parowan_sa.html
- US DOJ v City of Ruidoso, NM ada.gov/ruidoso_sa.html
- US DOJ v City of the Isle of Palms, SC ada.gov/isle_palms_sa.html
- US DOJ v City of Vero Beach, FL ada.gov/vero_beach_sa.htm
- Ohio Secretary Of State v Disability Rights Ohio dispatch.com/content/storie...
- US Dept. Of Education v Higley Unified School District www2.ed.gov/about/offices/l...
- US DOJ v Lumpkin County, GA ada.gov/lumpkin_co_pca/lump...
- US DOJ v Madison County, NY ada.gov/madison_co_ny_pca/m...
- US DOJ v McClennan County, TX ada.gov/mclennan_pca/mclenn...
- US DOJ v Merced County, CA ada.gov/merced_co/merced_sa...
- Aleeha Dudley v Miami University justice.gov/opa/pr/justice-...
- US DOJ v National Museum of Crime and Punishment ada.gov/crime_punishment_mu...
- US DOJ v Nueces County, TX justice.gov/opa/pr/justice-...
- US DOJ v Pennington County, SD ada.gov/pennington_co/penni...
- US DOJ v Robeson County, NC ada.gov/robeson_co_pca/robe...
- US DOJ v San Juan County, New Mexico ada.gov/san_juan_co_pca/san...
- US DOJ v The cities of DeKalb, Illinois; Vero Beach, Florida; Fallon, Nevada; and Isle of Palms, South Carolina justice.gov/opa/pr/justice-...
- US Dept. Of Education v University of Phoenix www2.ed.gov/about/offices/l...
- US DOJ v Yakima County, WA ada.gov/yakima_co_pca/yakim...

What Enforcement Usually Asks For

Settlements and corrective action plans tend to look less like one fine and more like an accessibility operating model:



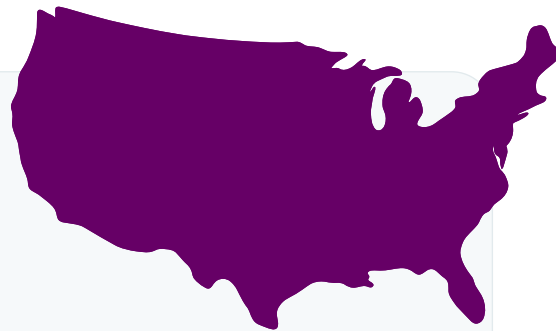
The lesson for localities:

Do not wait until enforcement to build the pieces enforcement will ask for.

The Regulatory Landscape Changed

Two overlapping requirements now shape accessibility for VA localities:

FEDERAL



DOJ Title II Ruling

- WCAG 2.1 Level AA is the technical standard
- Applies to web content, apps, PDFs and social media
- Includes vendor-provided content and services

VIRGINIA



Information Technology Access Act

- Modernizes accessibility expectations for ICT
- Moves accessibility into procurement conversations
- Supports ACR/VPAT review and remediation planning

**Accessibility is no longer a nice-to-have or a “web team issue.”
It is part of how government delivers services and buys technology.**

The Deadline Moved (The Work Didn't)

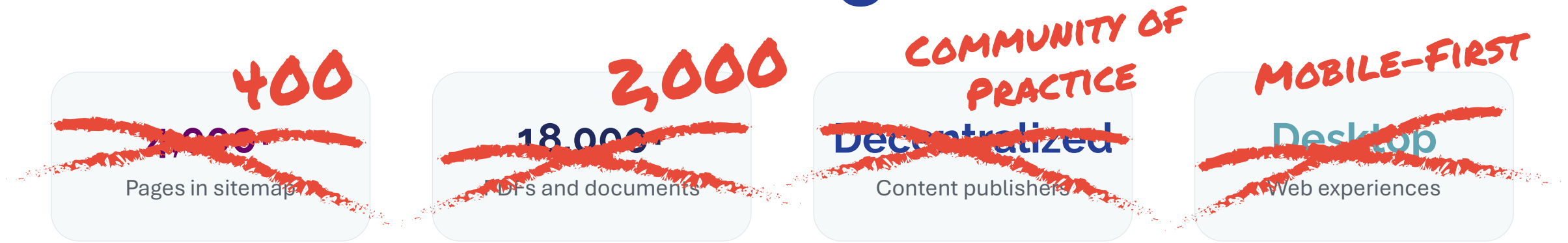
~~APRIL 24, 2026~~

APRIL 26, 2027

Smaller public entities (< 50,000 population): **April 26, 2028**

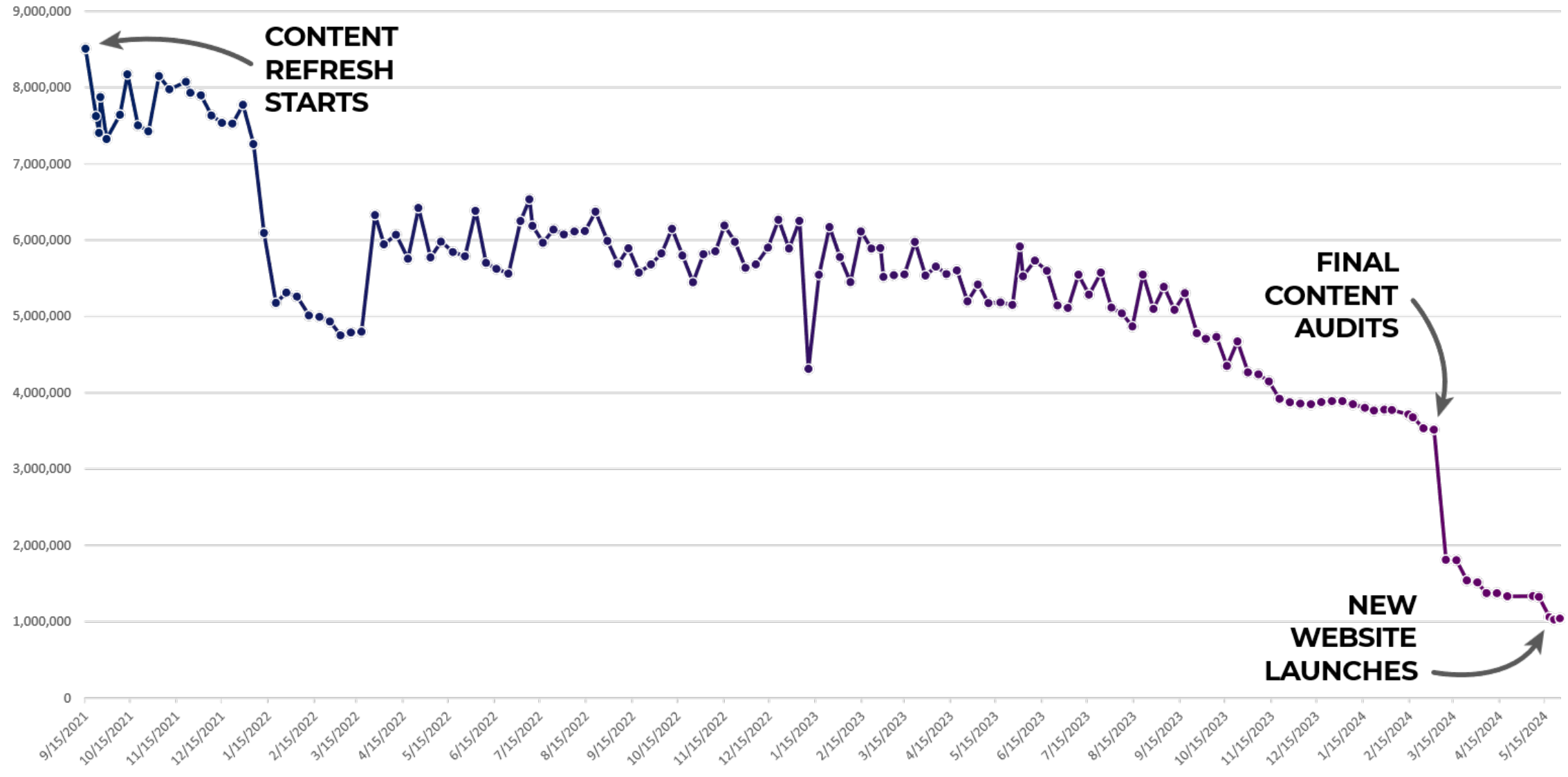
What should we
be doing about
accessibility?

Chesterfield's Starting Point



- We were not solving one accessibility problem.
- We had to change the publishing ecosystem.
- We could not remediate our way out of it--
- We had to **reduce, redesign and govern** the way content was created.

ADA Violations on Chesterfield.gov



A Level A compliance

19 of 35 checks passed

16

19 done 16 to fix

History (last 5 scans) ?

↓ 6.7 %



AA Level AA compliance

2 of 5 checks passed

3

2 done 3 to fix

History (last 5 scans) ?

0 %



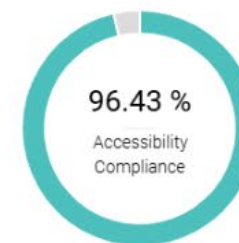
Accessibility checks compliance by level

21 Checks done

19 Checks to fix

Accessibility Diagnostics

Percentage shows the average compliance score across all pages on the domain



Industry average ?



Failing accessibility checks ?

19 / 40

Pages with failing checks

2,076

0 %



Show history

Wednesday: Accessibility Ruling Extended! 🗣️

nt Contributors, breaking news on digital accessibility! A lot has

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means (sho

9

Coleman, Chris 4/8 9:31 AM Edited

Web Wednesday: There's (Usually) a Better Way Than a PDF 📄

Good morning, [Web Content Contributors](#)! With the [April 24 DOJ deadline](#) coming up, we've been having a lot of great conversations with departments recently about PDFs and accessibility, especially as we enter the final stretches of our remediation and compliance work on Chesterfield.gov. We're actively working to improve our existing PDFs, especially where they're necessary. At the same time, one of the things we've been encouraging for a while is taking a step back and asking if a PDF is the best format for sharing information with the public. Because in many cases, the website gives us better, more flexible ways to create and engage with our community.

Think Web First

[see more](#)

5



Mims, Pat 10/8/2025 1:21 PM Edited

Web Wednesday: Accessibility Jo

Good afternoon, Web Content Contributors! We're sharing new accessibility resources with you. If you've taken the [ADA Compliance and Dig](#), please review the following reference materials:

- [Web Content Accessibility Requireme](#)



Coleman, Chris 3/11 12:44 PM

Web Wednesday: PDF Accessibility Update 🗎

Good afternoon, [Web Content Contributors](#)! Last week, IST leadership met with department directors about the upcoming April 24, 2026 ADA compliance deadline. As you help publish documents to Chesterfield.gov, we wanted to take a moment to share some means for our Web Content Contributors community.

As a reminder, the U.S. Department of Justice has established an April 24, 2026 deadline for digital communications and platforms to comply with the Americans with Disabilities Act. As part of our strong partnership across departments, pages on Chesterfield.gov are now more than 95% compliant. While



our final push will be focused on publicly hosted PDFs. We have more than 2,000 PDFs that also must meet these same

ses for Library staff and noticed this one, which felt appropriate:
[Library: PDFs - LibCal - Washington State Library](#)

: PDFs

f the Washington State Library's
will cover PDFs. More details about...

Mask, Iya 5/6 10:33 AM Edited

Web Wednesday: Alt Text f

Web Wednesday: Introducing Our New Allyant C

Good afternoon, [Web Content Contributors](#)! The eGovernment Service Center is excited to introduce CommonLook, a PDF remediation tool that helps ensure documents meet accessibility compliance standards. This tool ensures the structure of PDFs, like alt text, is correct so people using screen readers or other assistive t

CommonLook will primarily be used for documents that need to be accessible, such as reports and printable maps. While you may not notice any visible changes, this tool supports our ongoing commitment to accessibility and inclusive digital co

We're excited to roll this out in the coming weeks to bring more accessibility to our documents. [see more](#)



k ahead to what

As we approach, we're working ahead around accessibility will be required by federal mandates,

What We Wish We'd Known Sooner



Delete first. Remediate second.



Automated scores are useful, not complete.

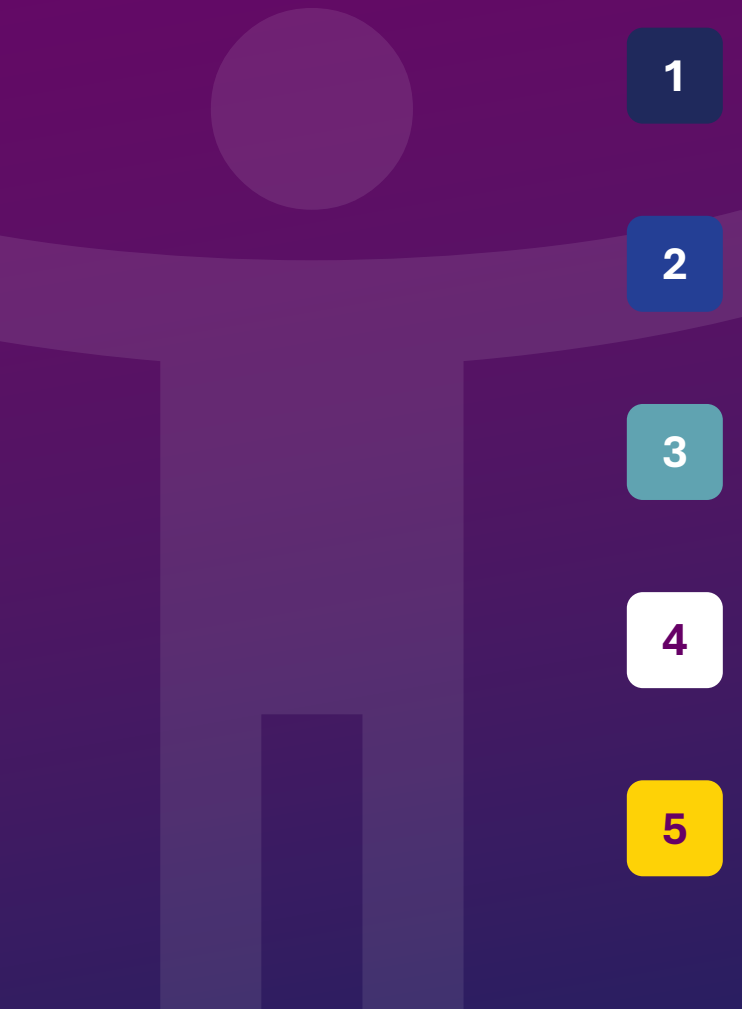


Accessibility is a governance problem.



Make the accessible way the easy way.

What You Can Do Monday Morning

A stylized, semi-transparent human figure in a light purple color is positioned on the left side of the slide. It has a circular head and a rectangular body with arms and legs. The figure's right arm is extended towards the list of tasks.

- 1 Find your highest-use services

- 2 Inventory PDFs and forms

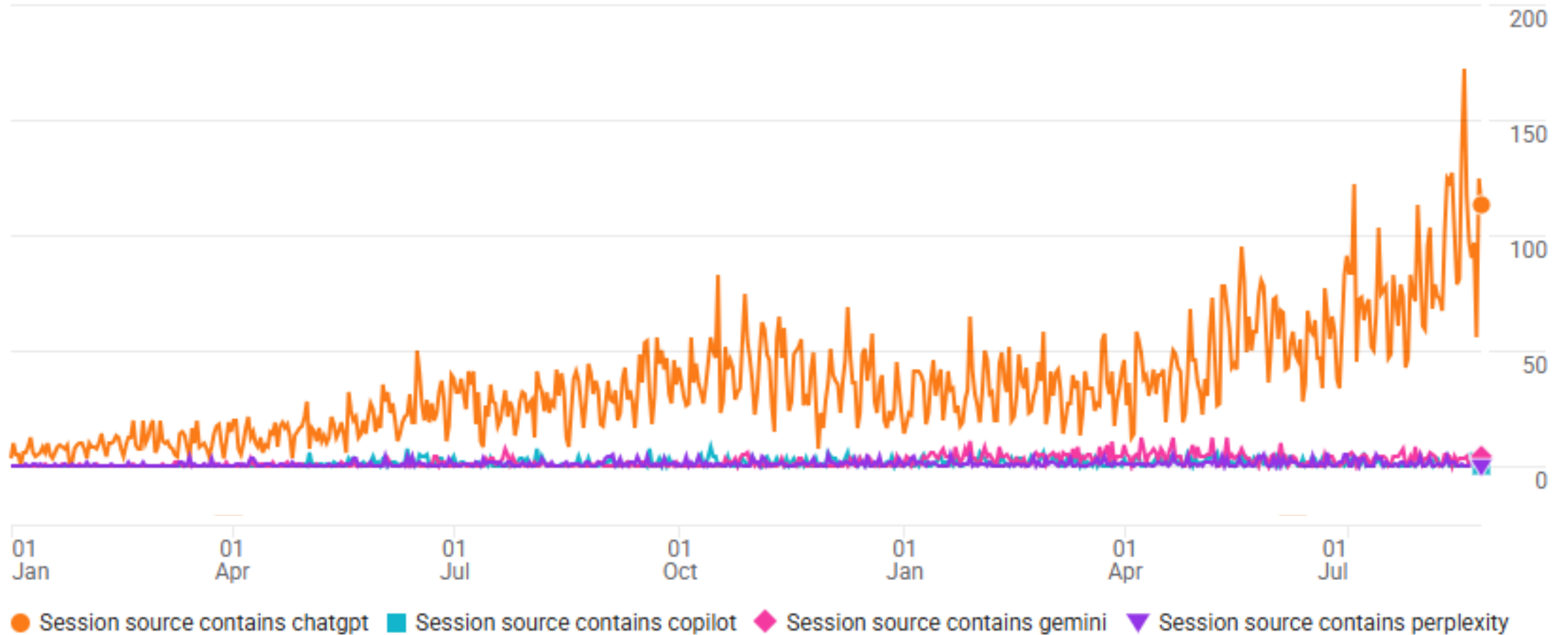
- 3 Review procurement language

- 4 Create a feedback path

- 5 Teach one practical habit

Accessible content is
digital infrastructure.

Website Traffic from AI





Oct. 6-9, 2026

Register today!



Learn more at
NAGW.org



Big Thoughts

Accessibility is not a feature of good digital government.

It's part of what makes digital government good.