

THE AMERICANS WITH DISABILITIES ACT (ADA)



The Americans with Disabilities Act (ADA) is a federal civil rights law that prohibits discrimination against people with disabilities in everyday activities. The ADA prohibits discrimination on the basis of disability just as other civil rights laws prohibit discrimination on the basis of race, color, sex, national origin, age, and religion. The ADA guarantees that people with disabilities have the same opportunities as everyone else to purchase goods and services and participate in state and local government programs.

www.ada.gov



TABLE OF CONTENT

ACCESSIBLE DOCUMENT GUIDE	<u>2</u>
ADA COMPLIANCE CHECKLIST	<u>3</u>
1 Level A Compliance	<u>3</u>
2 Level AA Compliance	<u>5</u>
Typography	<u>7</u>
Colors	<u>8</u>
AUXILIARY AIDS AND SERVICES	<u>9</u>
Documents	<u>10</u>
Document Format Considerations	<u>11</u>
Resources	<u>12</u>

ACCESSIBLE DOCUMENT GUIDE

This document serves as a supportive tool for City of Dallas staff to increase accessibility through key ADA (Americans with Disabilities Act) guiding principles. While the document does not cover every consideration to an accessible document, the information provided will help staff be in ADA compliance when creating digital content, including documents.

This guide can help:

- 01 Increase Inclusive and Equitable Access:**
 - In alignment with Dallas' core values of service increasing the accessibility of documents promotes equity so that all individuals, regardless of their abilities, can access vital City information.
- 02 Align with Legal Compliance:**
 - ADA requires that public entities and businesses make their services, including digital content, accessible to people with disabilities.
- 03 Forward Thinking:**
 - As technology evolves, the importance of accessibility will increase. Designing documents with accessibility in mind helps future-proof your content against changes in technology and standards.

ADA COMPLIANCE CHECKLIST

1 Level A Compliance

Level A provides the basic requirements and minimum standards for website accessibility. The requirements to attain Level A compliance are as follows:

01 Navigation

- Users should be able to navigate using screen readers and keyboard.
- Use skip navigation links.
- Proper labeling and logical naming on links and buttons.
- Page language should be identifiable in code.
- Bad form input should notify users.
- Forms should be labeled properly and have legends.

02 Hyperlinks

- Ensure link text makes sense out of context.
- Include the full URL when hyperlink text isn't sufficient.
- Use descriptive hyperlink text (avoid "click here" or "read more").

03 Headings and Titles

- Headings and titles must be readable and have a hierarchy.
- No empty links or heading tags.
- Use descriptive and concise titles.
- Avoid using formatting (bold, larger font) for headings.

04 Language and Text

- Text captions for videos. Videos and audio should have a transcript or audio description
- Avoid shortcuts that screen readers may confuse: For example, replace 'b' and 'i' HTML tags with 'strong' and 'em'.

05 Media and Color

- Text captions for videos.
- Use of alt text for non-text content. Adding alternative text to elements such as images ensures screen readers can provide a website visitor with more context.
- Time limit functions. Designing functions that are not time-dependent helps people with disabilities complete these functions.
- Audio should not use Autoplay and can be stopped by the user.
- No strobing and flashing lights. Seizures are identified as a disability, which means any strobing or flashing visuals on your website could negatively impact certain visitors.
- Website visitors should be able to stop automatic scrolling and blinking content

06 Design and Aesthetics

- There should be no major validation errors on the website design. Validation errors can cause difficulties for disabled users to navigate through the content.
- Elements in focus should remain unchanged on website content: Many of your website visitors will need to zoom in on content to see it more clearly.
- Accessible Emoji Use: Use emoji sparingly. Some people with disabilities may not be able to understand.

07 Lists and Tables

- Use proper HTML lists for bulleted or numbered lists.
- Make tables simple, with clear row and column headers.
- Define table headers for data tables to aid screen readers.
- Use alt text to add a short summary of the information provided in the table.
- Avoid using tables for layout purposes.

2 Level AA Compliance

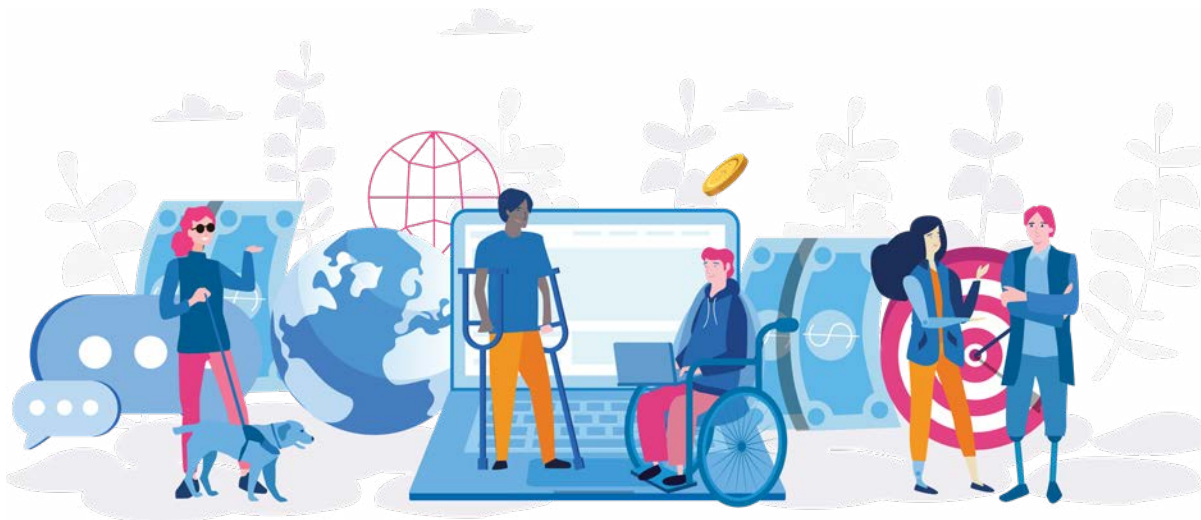
Level AA requirements refine your website's accessibility standards even further. It takes a little extra effort to implement and bumps you to an advanced accessibility standard qualification. The requirements include:



- Video and audio content must have text captions.
- Websites should keep the color contrast ratio at a level for visually impaired users.
- Underlined text should lead to a link.
- Users should be able to resize text to 200% without changing the form.
- Websites should not use images where text has the same effect.
- Redundant links should be removed.
- Language should be identifiable in code even with language changes.
- Users must receive suggestions on how to solve input errors
- The contrast ratio for page backgrounds and text should be at least 4.5 to 1.
- Use tools to check contrast ratios (e.g., WebAIM's Contrast Checker).
- Pages should be accessible in several ways
- Proper role must be defined for each interactive element.
- Reading order should match with presentation order ie. from top to bottom and from left to right.
- Multiple ways of navigation must be provided.
- No information should be conveyed in the form of symbols.
- No information should be conveyed through color.

2 Level AA Compliance

- Pause, stop and hide mechanism should be provided for moving content such as carousels.
- Expanded/ collapsed or selected state of element such as accordions, buttons, combo boxes should be defined.
- Descriptive and unique page titles should be provided for all pages in the application.
- Visual label matches with the accessible or programmatic name for the elements.
- Application does not have any feature / functionality, which triggers automatically on receiving the focus.
- Change of context does not happen anywhere in the application when changing the setting of any UI component.
- A tooltip should be provided for icons.
- Tab focus indicator must be visible on each and every interactive element.
- Repeated components are occurring in the same order on every page of the application, which helps the screen reader and cognitive user to predict the location of different web elements on each page.
- Elements that have the same functionality across multiple pages in the application have same labels or same name.



TYPOGRAPHY

ADA

ADA compliance ensures non-discrimination for people with disabilities, including in digital content by making it accessible with assistive technologies.



Font Size

To ensure ADA compliance and to reach a wide audience, font size should be at least 12pt. We recommend using 14pt for optimal readability.



Fonts

Use proper font styles and sizes for readability (e.g., sans-serif fonts). Our recommended fonts include Roboto, Lato, Calibri, Century Gothic, and Microsoft Word friendly fonts.



Fonts Color

Full black (100K) is recommended for small fonts when printing because it ensures that the text will be crisp and clear, and it minimizes the risk of blurring or bleeding.



COLORS

Using consistent colors in branding helps create a strong visual identity and recognition for the City of Dallas. The City of Dallas has chosen specific colors for its branding, which help to build trust and recognition with its audience. It is important to follow our branding guidelines and 1 Primary Palette use the recommended colors consistently to strengthen our identity, increase recognition, and build trust with our audience.

cityofdallas.frontify.com/d/SjRBA4GEQCYH/dallas-city-hall-style-guide#/basics/colors

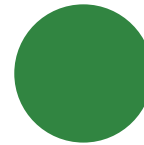


1

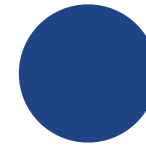
Primary Palette



#0157B1
RGB
1, 87, 177



#2E8540
RGB
46, 133, 64



#003F88
RGB
0, 63, 136



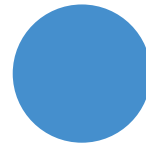
#EBF6FF
RGB
235, 246, 255



#001B3B
RGB
0, 27, 59

2

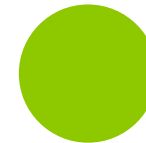
Secondary Palette



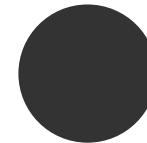
#2196F3
RGB
33, 150, 243



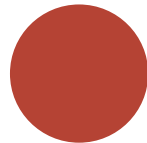
#FFA000
RGB
255, 160, 0



#8EC900
RGB
142, 201, 0



#333333
RGB
51, 51, 51



#B54334
RGB
181, 67, 52



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AUXILIARY AIDS AND SERVICES

The ADA uses the term “auxiliary aids and services” to refer to ways to communicate with people who have communication disabilities.

Auxiliary aids are provided for those who are blind and/or visually impaired and need readers, large print/Braille/electronic information, or audio recordings.

The ADA aids people who are deaf and hard-of-hearing with notetakers, sign language/oral/cued-speech/tactile interpreters, real-time captioning, written materials, or printed scripts.

The ADA aids those with speech impairments with transliterator or paper/pencil for equal communication access.

Disability aids and services offer technology such as assistive listening devices, captioning, screen readers, and more for accessibility.

DOCUMENTS



Plain Language:

Use clear and simple language.
Avoid jargon and technical terms without explanations.



Reading Order:

Ensure the logical reading order of content, especially in complex documents like PDFs.



Accessibility Features in Document Software:

Use the Accessibility Checker feature in Word, Excel, Outlook, OneNote, PowerPoint, and Visio. The checker can find errors to accessibility and can provide solutions to resolve issues.



Semantic Elements:

Use built-in semantic elements (headings, lists, paragraphs) instead of manual formatting.



Styles and Tags:

Assign appropriate styles or tags (such as heading styles) instead of manual formatting.

DOCUMENT FORMAT CONSIDERATIONS

PDF Accessibility:

The PDF Accessibility makes it seem like it's very simple to make an accessible PDF but it's often difficult to make sure these are fully compliant and requires more than just the items listed to be fully compliant.

Word Processing Documents:

Use proper headings and styles.
Provide alt text for images.
Use hyperlinks with meaningful text.

Slide Presentations:

Use built-in slide layouts.
Add alt text to images and describe content in speaker notes.

Screen Reader Testing:

Use screen reader software to test document accessibility. Ensure the document is navigable and understandable.

Accessibility Checkers:

Use accessibility checker tools available in document software. Correct issues identified by the checker.

These are common issues only and are not a comprehensive list.



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RESOURCES

- www.accessibilitychecker.org/blog/ada-compliance-checklist/
- accessibility.digital.gov/
- www.section508.gov/create/documents/
- www.w3.org/WAI/standards-guidelines/wcag/glance/
- webaim.org/resources/contrastchecker/
- support.microsoft.com/en-gb/office/video-check-the-accessibility-of-your-document-9d660cba-1fcd-45ad-a9d1-c4f4b5eb5b7d
- support.microsoft.com/en-us/office/improve-accessibility-with-the-accessibility-checker-a16f-6de0-2f39-4a2b-8bd8-5ad801426c7f
- helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html

