

**in the loop**

# ADA – Moving Forward











**A Solutions Company.**

- Started in 1995
- Based in Kansas City area
- Have extensive background working for and with cooperatives
- More than 300 utility clients in 33 states
- A services company acting as an extension of our clients' staff





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# ●●●● Americans With Disabilities Act (ADA)



- Justice Department Will Enforce
- Letters have been sent to several cooperatives threatening civil action
- NRECA is still discussing options
- Web Content Accessibility Guidelines (WCAG 2.0)



## ●●●● What Standard does Inside Information use?

Inside Information uses AA conformity level.

Why?

- Because it is what WCAG recommends
- Covers A - AA level conformity issues
- AAA conformity levels are not possible for all content





# Two Major Topics

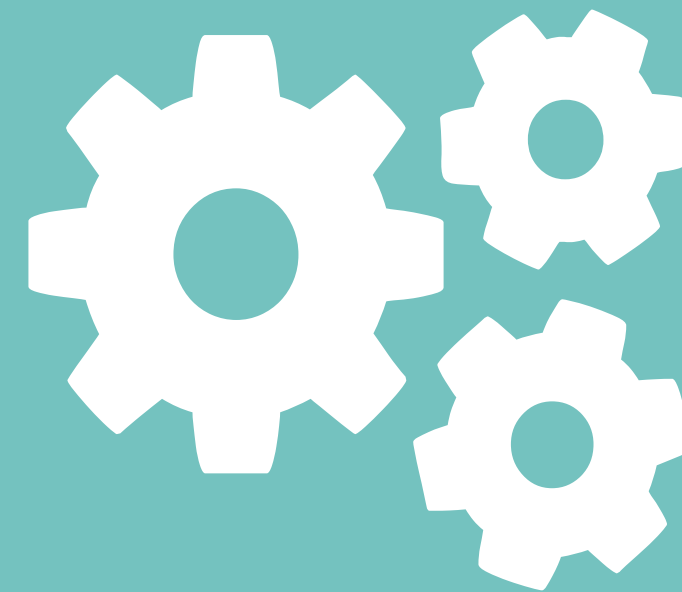
## Identification

Finding and understanding the errors that exist on your website



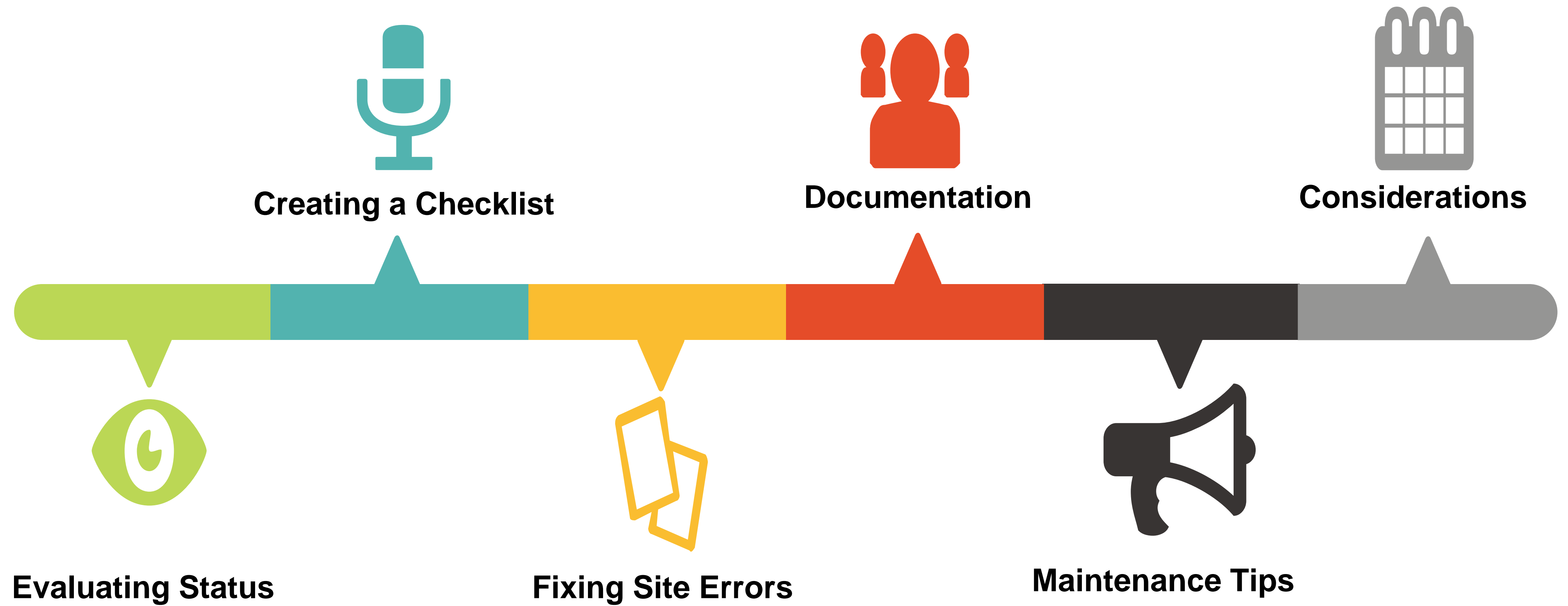
## Correction

Addressing the errors and avoiding future issues





●●●●● Agenda







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# Evaluating Site Status





## ●●●● Evaluating Site Status

Webaim.org: free online ADA resource

Scanner tool: <http://wave.webaim.org>

The online tool can scan WCAG 2.0 (A - AAA) and section 508 for any website





# ●●●● Evaluating Site Status

← → ↻ wave.webaim.org/report#/http://www.ada.gov

The following apply to the entire page:

**WAVE**  
web accessibility evaluation tool

http://www.ada.gov

Styles No Styles Contrast

**Summary**

WAVE has detected the following:

- 37 Errors
- 27 Alerts
- 8 Features
- 16 Structural Elements
- 0 HTML5 and ARIA
- 0 Contrast Errors

**Panel Options**

- DETAILS: A listing of all the WAVE icons in your page.
- DOCUMENTATION: Explanation of the WAVE icons and how you can make your page more accessible.
- OUTLINE: The heading structure of the web page.

**ADA.gov**  
Information and Technical Assistance  
on the Americans with Disabilities Act

United States Department of Justice  
Civil Rights Division

h1 Search ADA.gov

More Search Options

Law / Regulations Design Standards Technical Assistance Materials Enforcement

h1 New on ADA.gov

- Richmond City Sheriff's Office, Richmond, VA**  
Complaint (3/2/16)
- Arlington-Mansfield Area YMCA**  
Settlement Agreement (posted 2/24/16)
- 360 Federal Credit Union**  
Settlement Agreement (posted 2/23/16)
- University of Alabama at Birmingham**  
Settlement Agreement (posted 2/11/16)
- Greyhound Lines, Inc.**  
Complaint and Consent Decree, including compensation information (posted 2/10/16)
- Grady Memorial Hospital**  
Settlement Agreement (posted 2/8/16)
- Gates-Chili Central School District** | PDF  
Opposition to Defendant's Motion for Summary Judgment (posted 2/2/16)
- Two Men and a Truck** | Complaint  
Consent Decree (posted 1/28/16)

**ADA 1990 2015 25**  
Advancing Equal Access!

image reading ADA at 25 1990-2015 Advancing Equal Access\*

The Americans with Disabilities Act celebrates 25 years of removing barriers and empowering people.

**INTRODUCTION TO THE ADA**

Publications and videos that answer these questions and more: What is

h1 Featured Topics

ADA: Know Your Rights  
Returning Service Members with Disabilities

Returning Service Members with Disabilities



# Creating a Checklist





# ●●●● Creating a Checklist

Webaim.org

<http://webaim.org/standards/wcag/checklist>

W3.ORG

<https://www.w3.org/TR/WCAG20>







# Creating a Checklist

The checklist is simply an easy/quick reference of the main WCAG 2.0 and section 508 requirements.

Description	Notes
Alt descriptions describe the purpose of the objects	"Link to " etc.
Every image, video file, audio file, plug-in, etc. has an alt tag	
The <area> tags must contain an alt attribute	
Add audio descriptions	
Complex graphics are accompanied by detailed text descriptions	
Confirm sufficient light contrast between foreground and background images.	Ensure foreground/background contrast ratio passes WCAG 2. A and AA. You can use wave.webaim.org Contrast tab to determine foreground and background contrast ratios that for normal and large text.
Data tables have the column and row headers appropriately identified (using the <th> tag)	
A link is provided to a disability-accessible page where the plug-in can be downloaded	
Decorative graphics with no other function have empty alt descriptions (alt= "")	
Include any special instructions within field labels	
Form fields need to be in a logical tab order	
Site should not contain flashing images	
Use the LABEL element when form controls are text input fields - add title attributes	More info on title at: <a href="http://webaim.org/articles/gonewild/#title">http://webaim.org/articles/gonewild/#title</a>
If an image is also used as a link, make sure the alt tag describes the graphic and the link destination	
Provide alternative links to the image map	
All Java applets, scripts and plug-ins (including Acrobat PDF files and PowerPoint files, etc.) and the content within them are accessible to assistive technologies, or an alternative means of accessing equivalent content is provided	
Tables used strictly for layout purposes do not have header rows or columns	
Add a link to the media player download	"To view PDF files simply download Adobe Acrobat"
When text is not available use the title attribute	If link doesn't contain text simply use title attribute
Redo any flattened PDFs	More info: <a href="https://blog.idrsolutions.com/2011/01/what-is-pdf-form-flattening/">https://blog.idrsolutions.com/2011/01/what-is-pdf-form-flattening/</a> - If site contains flattened PDFs to reduce size OR not permit the fillable fields in the form, consider recreating PDF without flattening it.
Include a ' Skip Navigation' button to help those using text readers	
Static areas (often not accessible through content manager) errors should be fixed - example would be the logo, header and footer images etc.	
Site should not contain a strobe effect	
Table cells are associated with the appropriate headers (e.g. with the id, headers, scope and/or axis HTML attributes)	<a href="http://webaim.org/techniques/tables/data">http://webaim.org/techniques/tables/data</a>
Confirm site permits resizing of text.	On the website, hold Ctrl and use mouse wheel to test resizing of text. Page nseeds to be navigational at 200%
Create text transcript	<a href="https://www.youtube.com/watch?v=5eZJa-iM2Gw">https://www.youtube.com/watch?v=5eZJa-iM2Gw</a>
Add an additional link to the text transcript of video	YouTube
Add captions to videos	YouTube
Create a link to the video rather than embedding	If embed simply offer alternative link to fullscreen of video



# Fixing Site Errors





# ●●●●● Fixing Site Errors

## Some Considerations Before You Begin

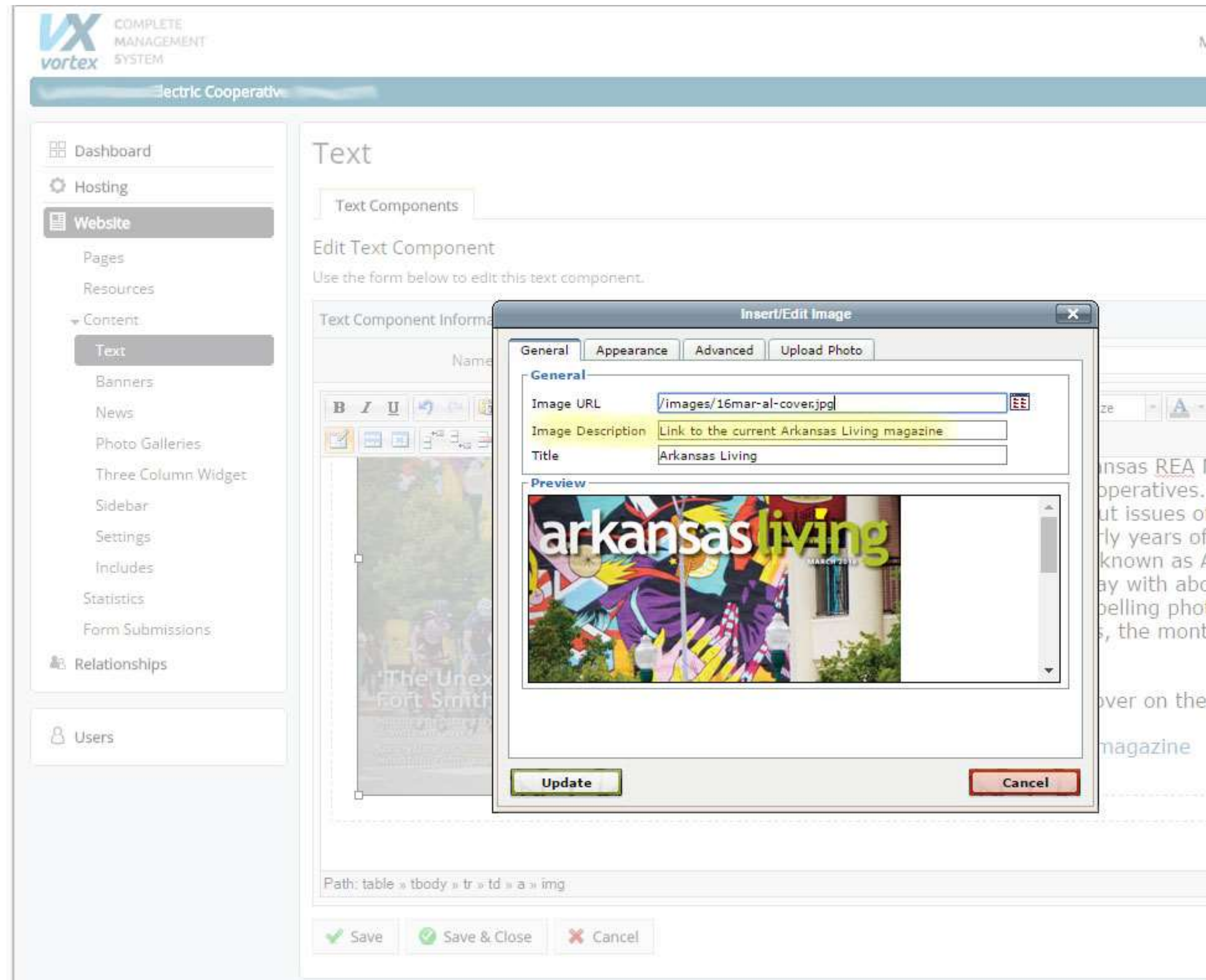
- Do you have access to update your website's content?
- Are there static areas you don't have access to through your CMS?
- Do you have access to create and modifying forms?
- How does your legal department want to handle documentation?



# Fixing Site Errors

Example of our  
Vortex CMS system  
editor

Adding alternative  
tags to an image





# Fixing Site Errors

Prepaid
<a href="http://www.irs.gov/prepaid">http://www.irs.gov/prepaid</a>
*Header needs alt tags
*Social Media icons need alt tags
Automatic Bank Draft
<a href="http://www.irs.gov/automatic-bank-draft">http://www.irs.gov/automatic-bank-draft</a>
*Header needs alt tags
*Social Media icons need alt tags
Capital Credits
<a href="http://www.irs.gov/capital-credits">http://www.irs.gov/capital-credits</a>
*Header needs alt tags
*Social Media icons need alt tags
Home Energy Lending Program
<a href="http://www.irs.gov/help">http://www.irs.gov/help</a>
*Header needs alt tags
*Social Media icons need alt tags
*Youtube Video
*Form
Levelized Billing
<a href="http://www.irs.gov/levelized-billing">http://www.irs.gov/levelized-billing</a>
*Header needs alt tags
*Social Media icons need alt tags

- Create a log file
- Scan every site page using WAVE and log errors
- In my log I list Page Name, Page URL, and objects needing fixed
- Highlight based on roles



# ●●●● Evaluating Site Status

## Common WAVE scan errors



Missing alternative text



Linked image missing alternative text

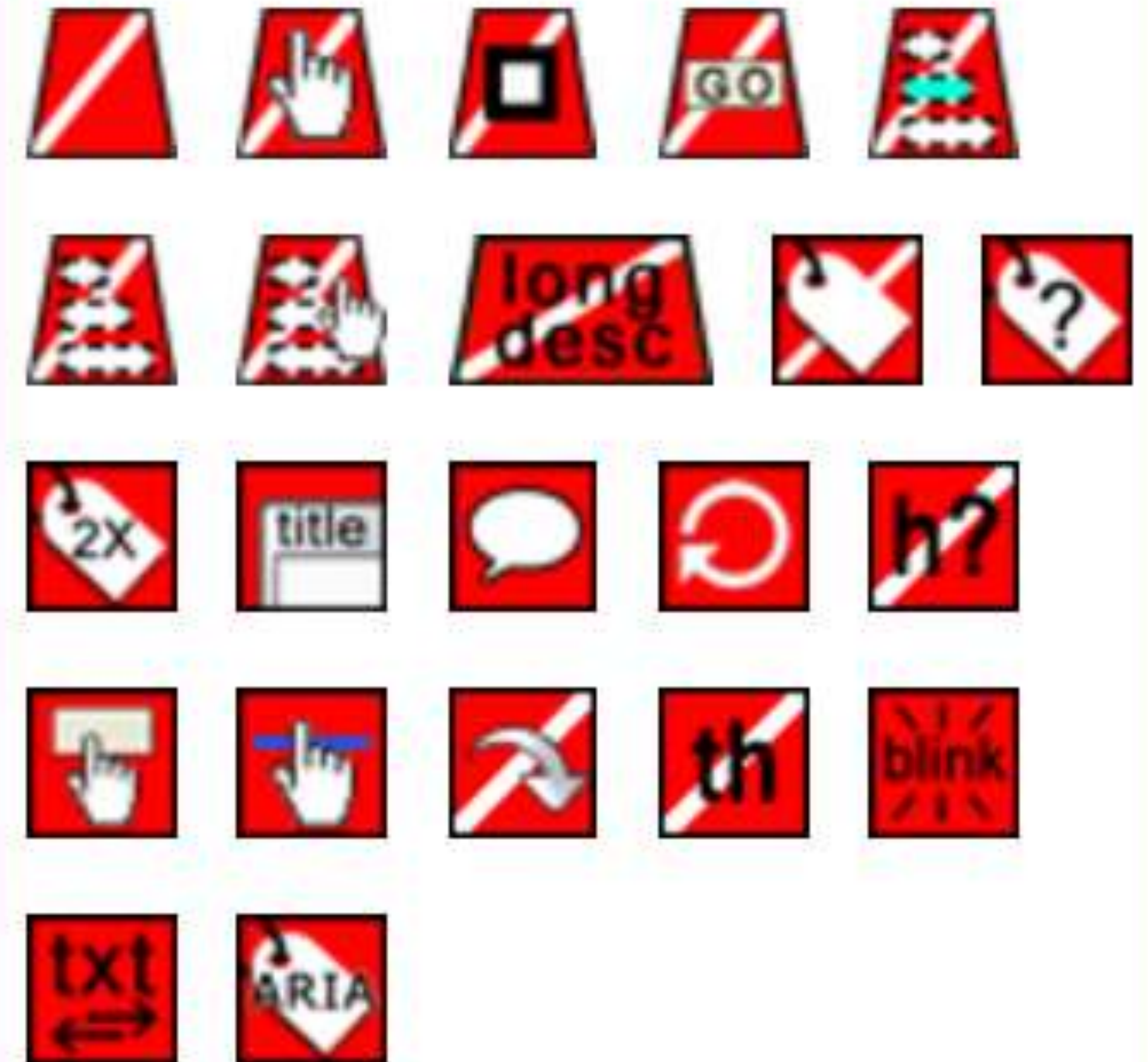


Empty link



Missing form label

### Errors





# Fixing Site Errors

wave.webaim.org/report#/http://www.ada.gov

WAVE web accessibility evaluation tool

http://www.ada.gov

Styles No Styles Contrast

Details

Filter: Full

Errors (37)

- 11 X Missing alternative text
- 12 X Linked image missing alternative text
- 1 X Missing form label
- 1 X Document language missing
- 12 X Empty link
- Alerts (27)
- 1 X Redundant alternative text
- 1 X Broken same-page link
- 4 X Redundant link

The following apply to the entire page:

ADA.gov Information and Technical Assistance on the Americans with Disabilities Act

United States Department of Justice Civil Rights Division

Search ADA.gov

More Search Options

Law / Regulations Design Standards Technical Assistance Materials Enforcement

2010 Regulations 2010 Design Standards Technical Assistance Materials Enforcement

New on ADA.gov

Richmond City Sheriff's Office, Richmond, VA Complaint (3/2/16)

Arlington-Mansfield Area YMCA Settlement Agreement (posted 2/24/16)

360 Federal Credit Union Settlement Agreement (posted 2/23/16)

University of Alabama at Birmingham Settlement Agreement (posted 2/11/16)

Greyhound Lines, Inc. Complaint and Consent Decree, including compensation information (posted 2/10/16)

Grady Memorial Hospital

ADA 1990 2015 25 Advancing Equal Access!

image reading ADA at 25 1990-2015 Advancing Equal Access

Featured Topics

ADA: Know Your Rights Returning Service Members with Disabilities

```
<li>
  <a class="mainLink" href="2010ADAstandards index.htm" title="click to go to 2010 ADA Standards index page"></a>
  
  <span class="title">
    2010 ADA Standards
  </span>
</li>
<li>
  <a class="mainLink" href="olmstead/index.htm" title="click to go to Olmstead Home Page"></a>
  

```



# Fixing Site Errors

wave.webaim.org/report#/http://www.ada.gov

WAVE web accessibility evaluation tool

http://www.ada.gov

Styles No Styles Contrast

### Documentation

#### Errors

##### Empty link

###### What It Means

A link contains no text.

###### Why It Matters

If a link contains no text, the function or purpose of the link will not be presented to the user. This can introduce confusion for keyboard and screen reader users.

###### How to Fix It

Remove the empty link or provide text within the link that describes the functionality and/or target of that link.

###### The Algorithm... in English

An anchor element has an href attribute, but contains no text (or only spaces) and no images with alternative text.

###### Standards and Guidelines

- 2.4.4 Link Purpose (In Context) (Level A)

[Icon index](#)

The following apply to the entire page:

**Empty link**  
A link contains no text.

[More Information](#)

## Shops and Underground

Agreement (posted 1/28/16)

da OB/GYN Associates, P.A.  
Agreement (posted 1/19/16)

ntal School District | PDF  
f Interest (posted 1/5/16)

essional Center Condominium Association  
Agreement (posted 1/5/16)

t State Department on Aging  
Agreement (posted 1/5/16)

[More New](#)

## Items of Interest

um of Understanding Regarding ADA and GINA  
nt Discrimination Charges against State and Local  
its

ment by the Department of Justice and the Equal  
t Opportunity Commission (posted 7/23/15)

## ACTIVITIES

The Department enforces the ADA through complaints, lawsuits, consent decrees, settlement agreements, and alternate dispute resolution (mediation).

## FEDERAL AND ADA DISABILITY RESOURCES

Federal agencies with ADA or Section 504 responsibilities and Federal websites with information related to disability rights issues

## File a Complaint

Instructions for filing a complaint with the Department of Justice and for requesting accommodations for the filing process

## Find Information on ADA.gov

**Topics of Interest on ADA.gov** -- a list of links that lead directly to frequently sought-after ADA.gov information

**Possible Search Terms for ADA.gov** -- common ADA topics of interest that can be used in an ADA search

**Search Page for the ADA** -- options to search other Department pages with information related to disability rights issues

```
</a>  
</strong>  
<a href="briefs/sachem_soi.pdf"></a>  
<br>  
  
Statement of Interest (posted 1/5/16)  
</p>
```



## ●●●● Fixing Site Errors

Some issues will not flag errors but still need to be addressed

- Layout Tables
- Complex Graphics
- Providing Adobe Acrobat download link for pages with PDF links
- Videos with closed captioning and link to audio transcripts
- Providing alternative full page links for videos or IFRAME embeds



# Fixing Site Errors

## Data tables vs. Layout Tables


### Before Compliance

Coverage	Cost
\$1,000 / year	\$3.95 / month
\$2,000 / year	\$5.95 / month
\$3,000 / year	\$7.95 / month
\$4,000 / year	\$9.95 / month
\$5,000 / year	\$11.95 / month

### After Compliance

#### Home Electronics Loss Protection Price List

Coverage	Cost
\$1,000 / year	\$3.95 / month
\$2,000 / year	\$5.95 / month
\$3,000 / year	\$7.95 / month
\$4,000 / year	\$9.95 / month
\$5,000 / year	\$11.95 / month

**WAVE**  
web accessibility evaluation tool

<http://www.wave-evaluation.com/test-table>


**Styles** No Styles Contrast

**Summary**  
WAVE has detected the following:

- 0 Errors
- 10 Alerts
- 7 Features
- 22 Structural Elements
- 0 HTML5 and ARIA
- 0 Contrast Errors

**Panel Options**

- DETAILS:** A listing of all the WAVE icons in your page.
- DOCUMENTATION:** Explanation of the WAVE icons and how you can make your page more accessible.
- OUTLINE:** The heading structure of the web page.

The following apply to the entire page:


Example

From <http://www.wave-evaluation.com/test-table>

Before Compliance

Coverage	Cost
\$1,000 / year	\$3.95 / month
\$2,000 / year	\$5.95 / month
\$3,000 / year	\$7.95 / month
\$4,000 / year	\$9.95 / month
\$5,000 / year	\$11.95 / month

**Data table**  
A data table is present.  
[More Information](#)

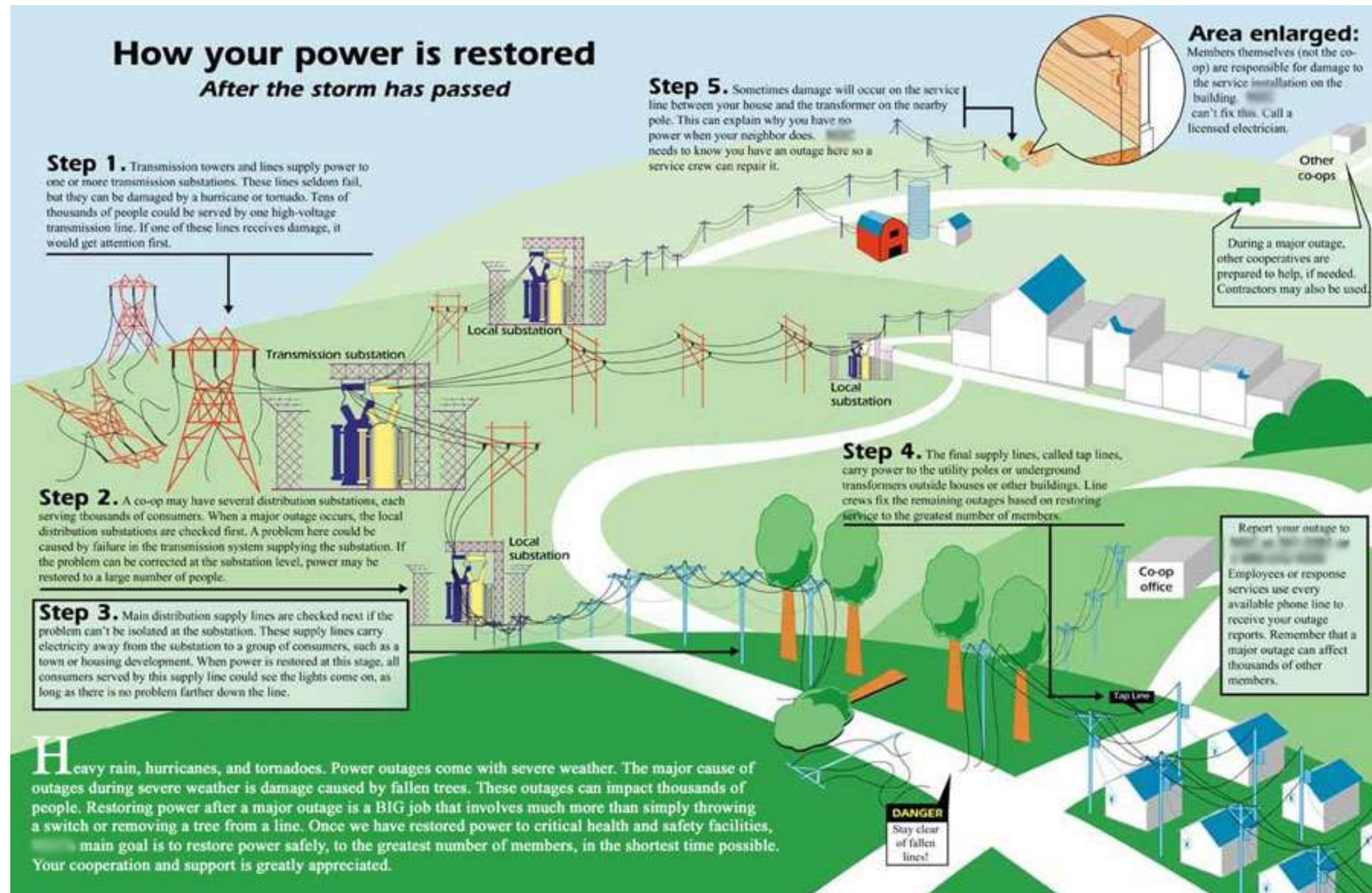


Home Electronics Loss Protection Price List		
col th	Coverage	col th Cost
row th	\$1,000 / year	\$3.95 / month
row th	\$2,000 / year	\$5.95 / month
row th	\$3,000 / year	\$7.95 / month
row th	\$4,000 / year	\$9.95 / month
row th	\$5,000 / year	\$11.95 / month



# Fixing Site Errors

Complex Graphics – graphics outlining processes, charts, etc.





## ●●●● Fixing Site Errors

### Adobe Acrobat download links for PDF files

If you provide links to PDF content, make sure and provide a link to download Adobe Acrobat Reader. Sample text:

---

To view PDF files on your computer, please click the link below to download Adobe Acrobat Reader.





# Fixing Site Errors

## YouTube

For embedded YouTube videos, provide an alternative link to watch the video in a full separate window.



Watch this video on [YouTube](#). Download a [PDF](#) of the captions. 

To view PDF files on your computer, please click the link below to download Adobe Acrobat Reader.





# ●●●●● Fixing Site Errors

## Embedded IFRAMES

If you embed content on your site using IFRAMES simply provide alternative text between the opening and closing IFRAME tags.

```
<iframe src="http://www.w3schools.com">Your browser does not support  
IFRAMES. Click the link below to view in a new window</iframe>
```

[View content in a new window](#)

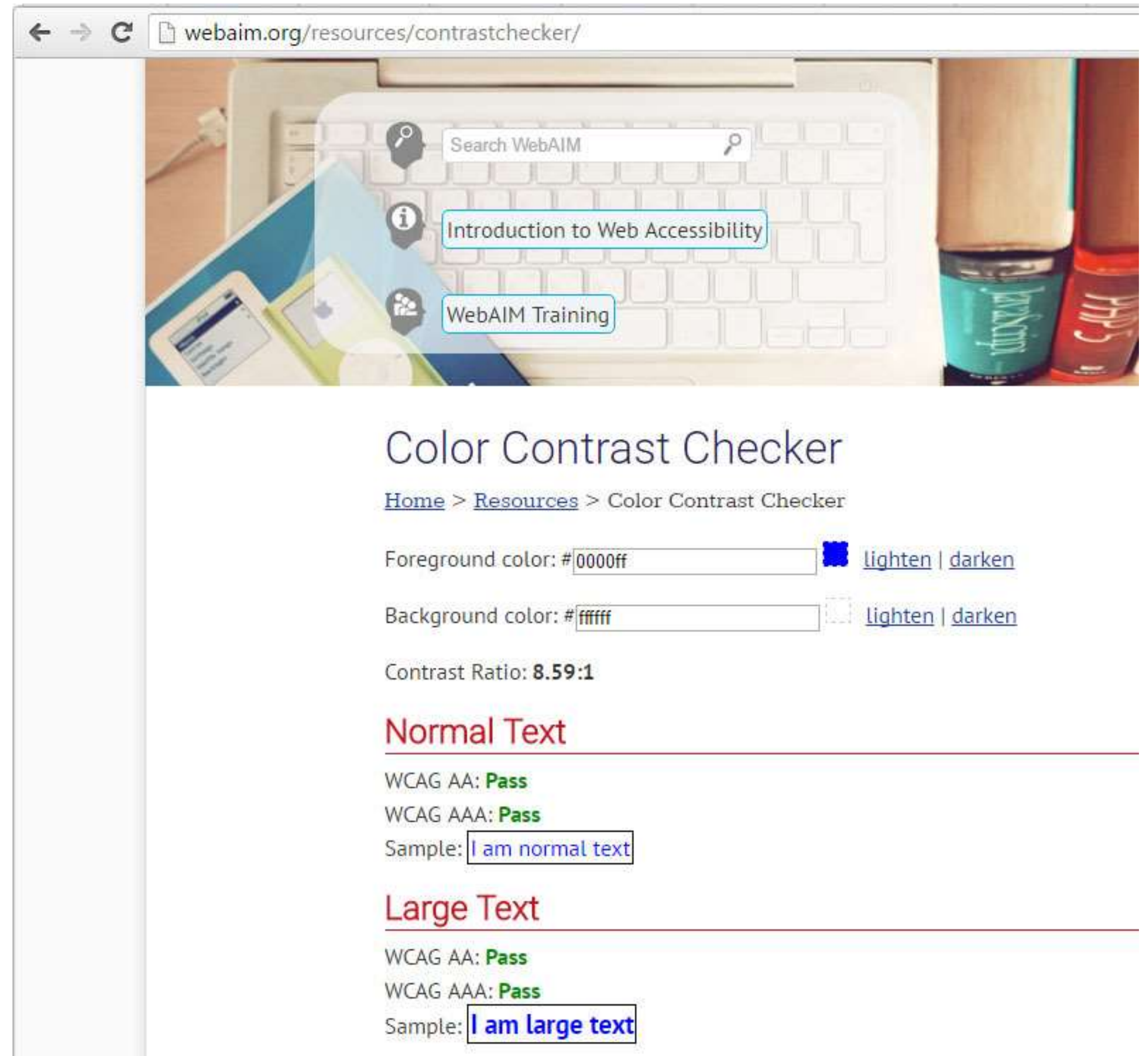


# ●●●●● Fixing Site Errors

## Contrast Errors

Foreground and background colors must fall within the recommended contrast ratio.

[WCAG 2.0](#) level AA requires a contrast ratio of 4.5:1 for normal text and 3:1 for large text (14 point and bold or larger, or 18 point or larger). Level AAA requires a contrast ratio of 7:1 for normal text and 4.5:1 for large text.





# Fixing Site Errors

wave.webaim.org/report#/www.ada.gov

**WAVE**  
web accessibility evaluation tool

www.ada.gov

Styles No Styles **Contrast**

**Details**

**No contrast issues were detected.**

*Does not account for background images, gradients, etc. Ensure fall-back contrast is defined in case images or CSS3 do not display.*

**Contrast Tools**

Foreground color: #d7d7ff

Background color: ffffff

Contrast Ratio: 1.4:1

Normal Text: Sample

AA: **Fail**  
AAA: **Fail**

Large Text: Sample

AA: **Fail**  
AAA: **Fail**

[Desaturate page](#)

**ADA**  
United States Department of Justice  
Civil Rights Division

**Law / Regulation**

**New on ADA.gov**

- Richmond City School Complaint (3/2/16)
- Arlington-Mansfield Settlement Agreement
- 360 Federal Credit Settlement Agreement
- University of Alabama Settlement Agreement
- Greyhound Lines, Complaint and Consent information (posted)
- Grady Memorial Hospital

wave.webaim.org/report#/www.ada.gov

**WAVE**  
web accessibility evaluation tool

www.ada.gov

Styles No Styles **Contrast**

**Details**

**No contrast issues were detected.**

*Does not account for background images, gradients, etc. Ensure fall-back contrast is defined in case images or CSS3 do not display.*

**Contrast Tools**

Foreground color: #5b5bff

Background color: ffffff

Contrast Ratio: 4.8:1

Normal Text: Sample

AA: **Pass**  
AAA: **Fail**

Large Text: Sample

AA: **Pass**  
AAA: **Pass**

[Desaturate page](#)

**ADA**  
United States Department of Justice  
Civil Rights Division

**Law / Regulation**

**New on ADA.gov**

- Richmond City School Complaint (3/2/16)
- Arlington-Mansfield Settlement Agreement
- 360 Federal Credit Settlement Agreement
- University of Alabama Settlement Agreement
- Greyhound Lines, Complaint and Consent information (posted)
- Grady Memorial Hospital



# Documentation Examples





# ●●●● Documentation Examples

## Basic Log

- Outlining overall changes
- Must be ongoing not just during initial review

## Screen Shots

- Image library of before and after
- Combined with basic log

## Site Backup

- Complete archive of the site demonstrating prior state
  - <http://archive.org/web/>
  - <http://wave.webaim.org>

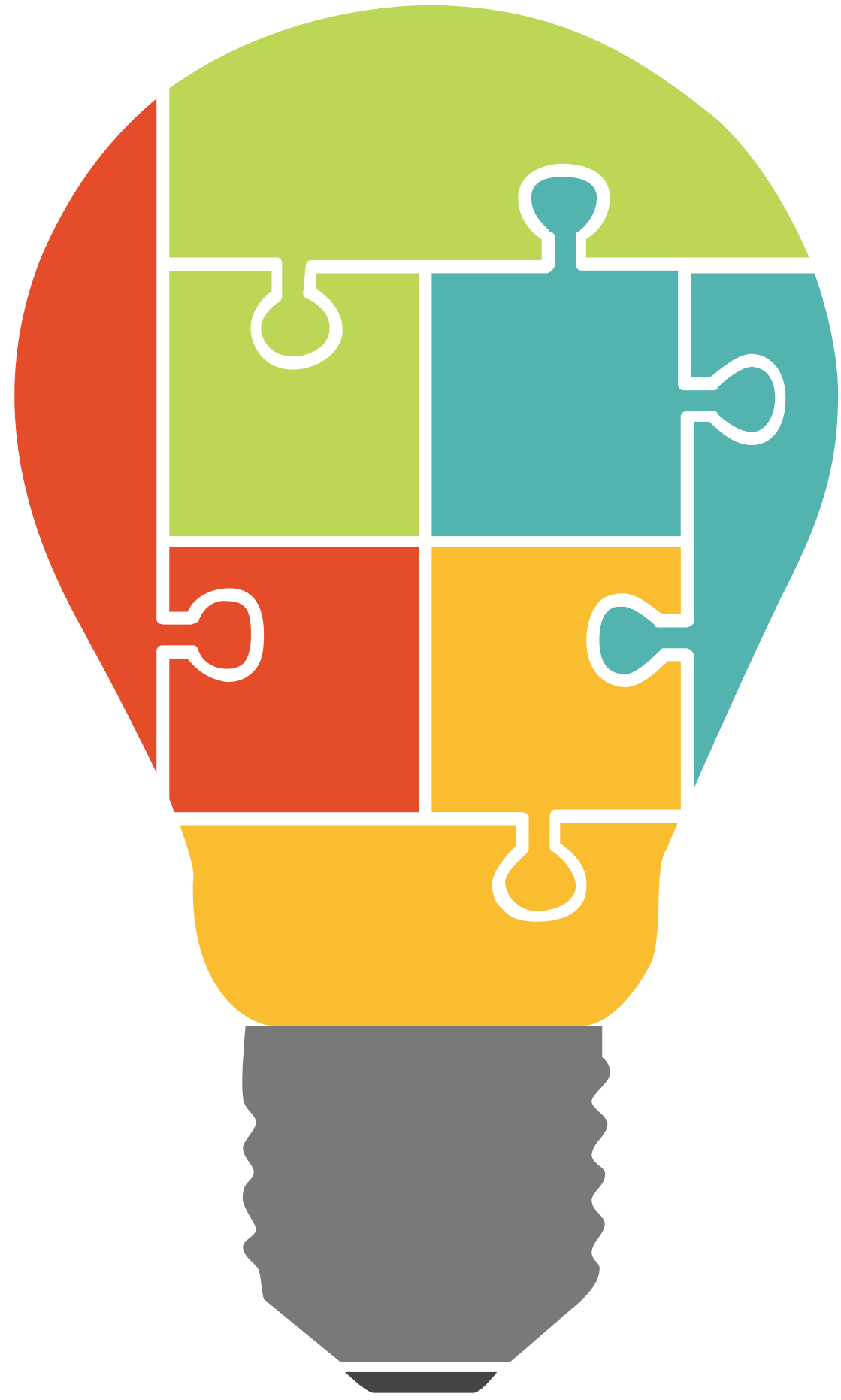


# Maintenance & Other Considerations





## ●●●● Maintenance & Other Considerations



Design with compliance in mind

Create a schedule for periodic scans

Train all staff dealing with website

Check with external site vendors

- Billing
- Outage Management
- Prepay





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