



General Self-Help Resource Guide on Information Regarding Accessible Document Preparation and Website Accessibility

*Sponsored by the Department of Education/Division of Vocational
Rehabilitation and the State of Florida*

This self-help resource guide is not a substitute for legal advice

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INTRODUCTION

In light of the requirement to provide documents in compliance with the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act, and under §282.601 - .606, Florida Statutes respectively, the Florida Alliance for Assistive Services and Technology, Inc. (FAAST) offers this self-help resource guide for individuals with disabilities, document developers, writers, information technology professionals and web administrators.

To find a resource refer to the Table of Contents for topics, subject matter, and page numbers.

Providing website accessibility means reaching the broadest range of users regardless of age or disability. Web accessibility must be a process of continuous improvement that focuses on individual's ability to access technology, not just compliance with law, regulation, or guidelines.

Websites need to be periodically monitored and reviewed for accessibility. It is important that guidelines, policies and procedures be developed to provide measures for accessibility as well as to establish goals to evaluate accessibility to comply with federal/state laws and regulations.

Technology holds tremendous promise for increasing access to state programs. While these advances offer great potential, citizens with disabilities will encounter insurmountable obstacles if proper techniques are not used to ensure accessibility.

This self-help resource guide provides links to informative websites, videos, articles, and other information to help you with document preparation and website accessibility.

Why provide accessible electronic information through information technologies?

Equitable access for participants with disabilities to federal/state government and public websites, e-government applications, automated forms and instructions for public assistance programs, and other automated materials is essential to the right of access to state programs, services, and activities. If federal/state governmental and public electronic information and information technologies are not designed properly, those who use AT as well as other individuals with disabilities may be disenfranchised and cut off from important information.

Providing accessibility demonstrates good customer service, is necessary for managing a diverse workforce and is required by federal/state laws and regulations. Therefore, we must strive to eliminate technology barriers much the same way we continue to work toward the elimination of architectural obstacles and communication impediments to access.

ASSISTIVE TECHNOLOGIES

Assistive technologies (AT) help reasonably accommodate individuals with disabilities. For a website to be accessible, the website must be compatible with varying AT devices. AT includes, but is not limited to, software and hardware that can range from screen readers which convey information audibly to those who have visual, learning or cognitive disabilities, to

captioning for individuals who are deaf or hard-of-hearing, to electronic Braille devices which present content to those who are blind or deaf-blind, to screen enlargers for those with low vision, to physical devices to assist those with varying levels and types of motor function.

To review the definition for assistive technology, assistive technology device and assistive technology services, go to the Assistive Technology Act of 2004, Section 3, (3), (4), and (5): http://www.rehabnetwork.org/assistive_tech_Act/atact04_pass_senate.htm

FEDERAL ACTS RELATED TO ACCESS TO ELECTRONIC AND INFORMATION TECHNOLOGIES

Assistive Technology Act of 2004

The Assistive Technology Act of 2004 (Public Law 108-364), “Purposes—The purposes of this Act are—to support State efforts to improve the provision of assistive technology to individuals with disabilities through comprehensive statewide programs of technology-related assistance, for individuals with disabilities of all ages...” For more information, go to: http://www.rehabnetwork.org/assistive_tech_Act/atact04_pass_senate.htm

21st Century Communications and Video Accessibility Act of 2010

The purpose of the Twenty-First Century Communications and Video Accessibility Act of 2010 (Public Law 111-260) is to “increase the access of persons with disabilities to modern communications...” The goal of the Act is to establish new safeguards for disability access to ensure that people with disabilities are not left behind as technology changes and the United States migrates to the next generation of Internet-based and digital communication technologies. For more information, go to: <http://www.gpo.gov/fdsys/pkg/PLAW-111publ260/html/PLAW-111publ260.htm>

Telecommunications Act of 1996

The Telecommunications Act of 1996 (Public Law 104-104) is the first major overhaul of telecommunications law in almost 62 years. The goal of this new law is to let anyone enter any communications business—to let any communications business compete in any market against any other. The Telecommunications Act of 1996 has the potential to change the way we work, live and learn. It will affect telephone service—local and long distance, cable programming and other video services, broadcast services and services provided to schools. For more information, go to: <http://transition.fcc.gov/telecom.html>.

THE AMERICANS WITH DISABILITIES ACT OF 1990 (ADA)

The Americans with Disabilities Act of 1990 (ADA) is a federal civil rights law enacted by Congress to ensure that qualified individuals with disabilities are afforded the same opportunities that are available to persons without disabilities. Title I of the ADA requires state

agencies to provide reasonable accommodations for qualified employees with disabilities, and this requirement extends to technologies used in the workplace. Title II of the ADA applies to state and local government entities—including state agencies—and requires them to remove communication barriers and afford accessibility for all their services, programs, or activities.¹ In regard to communications, “a public entity shall take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others.”²

The general prohibitions against discrimination in the federal regulations indicate that, among other things, a public entity may not:³

- Deny a qualified individual with a disability the opportunity to participate in or benefit from the service;
- Afford a qualified individual with a disability a service or an opportunity to participate that is not equal to that afforded others;
- Provide a qualified individual with a disability with a service that is not as effective in affording equal opportunity to obtain the same result, to gain the same benefit, or reach the same level of achievement as that provided to others;
- Provide different or separate services to individuals with disabilities or any class of individuals with disabilities than is provided to others (except under specific circumstances); or
- Otherwise limit a qualified individual with a disability in the enjoyment of any right, privilege, advantage, or opportunity enjoyed by others receiving the service.

With the advent of the Internet, explosion of websites, personal computers, iPhones, and iPads, and the continuous change of other technologies, the concept of accessibility has taken on a new meaning since the enactment of the ADA. For example, the United States Department of Justice has articulated the position that Title II of the ADA extends to state and local government websites as follows:⁴

Covered entities under the ADA are required to provide effective communication, regardless of whether they generally communicate through telecommunication devices, print media, audio media, or computerized media such as the Internet. Covered entities that use the Internet for communications regarding their programs, goods, or services must be prepared to offer those communications through accessible means as well.

¹ Title II, Pub. Law 101-336 (42 U.S.C. 12131 et seq.).

² 28 C.F.R. Section 35.160.

³ 28 C.F.R. Section 35.130.

⁴ 10 NDLR 240.

Further, on May 7, 2007, the United States Department of Justice released *Chapter 5, Website Accessibility Under Title II of the ADA*, as a component of their *ADA Best Practices Tool Kit for State and Local Governments*.⁵

Additionally, federal, state and local agencies, programs, projects and facilities receiving federal funds are subject to Section 504 of the Rehabilitation Act of 1973, as amended,⁶ which prohibits discrimination on the basis of handicap in federally assisted programs and activities.

FLORIDA'S ACCESSIBILITY REQUIREMENTS

Florida is obligated to provide access to electronic information technologies and equipment under the ADA, Section 508 and §282.601 - .606, Florida Statutes.

With the explosion of computer technologies in schools, homes, and workplaces, access to electronic information and information technologies has become essential to meaningful participation in American society. In 2006, the Florida Legislature enacted a law that requires state government entities to ensure that electronic information and technology are accessible to persons with disabilities. The law applies to electronic information or information technology developed, competitively procured, maintained, or used by state entities on or after July 1, 2006.

The Florida Accessible Electronic and Information Technology Act⁷ requires that all three branches of state government make their electronic information and data accessible. The law provides that state entities shall develop, procure, maintain, and use accessible electronic information and information technology acquired on or after July 1, 2006, that conforms to Section 508 standards.

The Florida Act applies prospectively to software applications and operating systems, Web-based Intranet and Internet information and applications, telecommunications products, video and multimedia products, self-contained closed products, and desktop and portable computers. For example, if a state office or program provides information in multimedia formats—streaming media, CD-ROMs, etc.—this information must be accessible: videos should include captioning; video descriptions and a text transcript should be available and assistive technology should be able to navigate the multimedia application without using a mouse.

The Florida law provided the Department of Management Services with rulemaking authority,⁸ and the Department's final rule⁹ basically adopts the Federal 508 standards.

⁵ Available online at <http://www.ada.gov/pcatoolkit/toolkitmain.htm>.

⁶ 29 U.S.C. 794.

⁷ Sections 282.601 - 282.606, Fla.Stat.

⁸ Section 282.604, Fla.Stat.

⁹ Rules 60-8001 through 60-8004, Florida Administrative Code.

What are the 508 standards?

In 1998 Congress enacted the Workforce Investment Act, which contained new language in Section 508 of the Rehabilitation Act of 1973, as amended. Section 508 applies to all federal agencies when they develop, procure, maintain, or use electronic and information technology. Federal agencies must ensure that technology is accessible to employees and members of the public with disabilities to the extent it does not pose an undue burden. The United States Architectural and Transportation Barriers Compliance Board subsequently developed standards for complying with Section 508. Those standards are set forth in 36 CFR Part 1194. Section 508 applies only to the Federal government, and unlike Section 504 of the Rehabilitation Act (see above), does not extend to entities that receive federal funding. However, Florida law now specifically requires all three branches of state government to adhere to the Section 508 standards, and the 508 standards also serve as a means by which the state can ensure compliance with the ADA as it relates to effective communication via electronic formats.

The ADA prohibits discrimination on the basis of disability, and Florida law now requires state government to adhere to the Section 508 standards. Given the acceleration of information that is distributed through technology, the State is coming under increased scrutiny to ensure that their electronic information and information technology is accessible. A proactive approach to the accessibility of websites, documents, spreadsheets, videos, and other electronic information can afford access for all Floridians.

Advance Notice of Proposed Rulemaking (ANPRM)

On July 26, 2010, the United States Department of Justice (U.S. DOJ) published four advance notices of proposed rulemaking (ANPRMs) in the Federal Register seeking public comment on the topics addressed by these fact sheets:

Accessibility of Web Information and Services Provided by Entities Covered by the ADA

Fact Sheet (HTML): http://www.ada.gov/anprm2010/factsht_web_anrpm_2010.htm

PDF: http://www.ada.gov/anprm2010/factsht_web_anrpm_2010.pdf

Movie Captioning and Video Description

Fact Sheet (HTML): http://www.ada.gov/anprm2010/factshtcrt_movie_captions_anprm_2010.htm

PDF: http://www.ada.gov/anprm2010/factshtcrt_movie_captions_anprm_2010.pdf

Accessibility of Next Generation 9-1-1

Fact Sheet (HTML): http://www.ada.gov/anprm2010/factsht_nextgen_9-1-1_anprm_2010.htm

PDF: http://www.ada.gov/anprm2010/factsht_nextgen_9-1-1_anprm_2010.pdf

Equipment and Furniture

Fact Sheet (HTML): http://www.ada.gov/anprm2010/factsht_equipment_anprm_2010.htm

PDF: http://www.ada.gov/anprm2010/factsht_equipment_anprm_2010.pdf

Links to helpful websites, videos, articles, tutorials, and other information to assist with accessible document preparation and website accessibility.

FEDERAL GOVERNMENT RESOURCES

ADA Best Practices Tool Kit for State and Local Governments, *Chapter 5: Website Accessibility Under Title II of the ADA*

<http://www.ada.gov/pcatoolkit/chap5toolkit.htm>

Accessibility of State and Local Government Websites to People with Disabilities

<http://www.ada.gov/websites2.htm>

United States Department of Justice ADA Homepage

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

United States Access Board Section 508 Homepage on Electronic and Information Technology

<http://www.access-board.gov/508.htm>

Standards issued by the Board under Section 508 of the Rehabilitation Act cover access to electronic and information technology procured by Federal agencies. These standards are part of the Federal government's procurement regulations. The Board is conducting a joint update of these standards and its [guidelines](http://www.access-board.gov/telecomm) (<http://www.access-board.gov/telecomm>) for telecommunications products.

These provisions of the standards provide the requirements that must be followed by Federal agencies when producing web pages.

<http://www.access-board.gov/sec508/guide/1194.22.htm>

United States Department of Justice Section 508 Homepage

<http://www.usdoj.gov/crt/508/508home.php>

Section 508 of the Rehabilitation of 1973, as amended

Section 508 (<http://www.justice.gov/crt/508/508law.php> HTML, or

<http://www.justice.gov/crt/508/508law.pdf> PDF) requires that Federal agencies' electronic and information technology is accessible to people with disabilities, including employees and members of the public.

Section 508 establishes requirements for any electronic and information technology developed, maintained, procured, or used by the Federal government. The term "electronic and information technology" has been defined by the Access Board (<http://www.access-board.gov>) in regulations (<http://www.access-board.gov/sec508/standards.htm>) published December 21, 2000. Section 508 exempts national security systems from its requirements.

Information regarding all aspects of assistive technologies and accessibility under Section 508 is available at the federal government's official website: <http://www.section508.gov/>.

The following standards are excerpted from Section 508 of the Rehabilitation Act, §1194.22. The pass/fail criteria in this document represent an interpretation of Section 508 web standards. This checklist is NOT official Section 508 documentation.

508 Checklist (WEBAIM) <http://www.webaim.org/standards/508/checklist>

For the full text of Section 508, please see the Official government 508 web site — external link: <http://www.section508.gov/index.cfm?&FuseAction=Content&ID=12>.

Federal Information Technology Accessibility Initiative <http://www.section508.gov/>

Disability.gov Technology Page: <http://www.disability.gov/technology>

This section of **Disability.gov** has information about assistive and accessible technologies such as communication devices, screen readers, equipment to improve mobility and other technologies that can help people live independently. You'll also find information about the accessibility features of new technologies like digital books and smart phones. There is also information about paying for assistive technology and organizations and programs where you can find the technology you need.

Disability.gov offers many webinars and links that provide user-friendly instruction on creating accessible documents, website accessibility and much more.

https://www.disability.gov/technology/accessible_technology

Southeast Disability and Business Technical Assistance Center (SEDBTAC) has information regarding Accessibility & Usability in Website Design

<http://www.sedbtac.org/thissite.php>

ADA National Network by Disability and Business and Technical Assistance Centers (DBTACs) Page:

<http://www.adata.org/>

The ADA National Network provides information, guidance and training on the Americans with Disabilities Act (ADA), tailored to meet the needs of business, government and individuals at local, regional and national levels. The ADA National Network consists of ten Regional ADA National Network Centers located throughout the United States that provides personalized, local assistance to ensure that the ADA is implemented wherever possible. We are not an

enforcement or regulatory agency, but a helpful resource supporting the ADA's mission to "make it possible for everyone with a disability to live a life of freedom and equality."

ADA Document Portal

<http://www.adaportal.org/>

The ADA Document Portal allows you to search a collection of ADA-related documents that have been produced by federal agencies and organizations receiving federal funds. This portal has been developed and is being maintained by the ADA National Network by DBTAC.

United States Department of Commerce Web Advisory Council Standards for Web Site Accessibility

http://www.osec.doc.gov/webresources/Accessibility/Policy6_WebSiteRules.htm

Information provided for Web site managers as resource material to assist in meeting the U.S. Department of Commerce policy on web site accessibility for persons with disabilities.

National Oceanic and Atmospheric Administration

http://www.nws.noaa.gov/cio/accessibility/section508_web_tools_guide.htm

With the publication of the Section 508 Standards on December 21, 2000, all government Websites, i.e., intranet and internet information and applications, developed after June 21, 2001, are required to be Subsection 1194.22-compliant. This document describes a core set of tools that can assist Web authors in meeting the accessibility requirement of Section 508 Amendments of 1998.

Association of Assistive Technology Act Programs (ATAP) offer Web Accessibility Tips

<http://www.ataporg.org/atap/WebAccessibilityTips.pdf>

United States Department of Justice

Section 508 Survey Questions FY 2010 <https://www.section508.gov/508survey2010/2010-Survey-all-sections.pdf>

United States Access Board: <http://www.access-board.gov/sec508/software-tutorial.htm>.

Instructions/training on Creating An Accessible Program, SFCalculator, Creating the Graphical User Interface (GUI), Creating the Input/Output Fields, Creating the Command Buttons, Creating the Menu, and more.

Federal Communications Commission

Section 255 of the Telecommunications Act of 1996: <http://www.fcc.gov/cib/dro/section255.html>

Here you can read the final version of the law and gain understanding of how Section 508 and the Telecommunications Act interact with and complement each other for promoting accessibility.

U.S. Census Bureau

Section 508 Acquisition FAQs: <http://www.census.gov/procur/www/508-faq.html>. This document is a consolidation of acquisition-related questions that have been posed by

agencies, contractors, and members of the disability community regarding section 508 of the Rehabilitation Act. The responses to these questions are intended to promote a better understanding of the requirements of section 508 and its implementing regulations, including the collaboration that is anticipated within agencies in the acquisition of EIT.

Department of Defense

Defense Information Systems Agency (DISA) Section 508 Compliance. DISA has published the following documents to establish interim acquisition policy and procedures to implement Section 508 and FAR Subpart 39.2 requirements for acquisitions of Electronic and Information Technology (EIT). http://www.ditco.disa.mil/asp/news/ntc_05_01.asp

DISA Procurement - Acquisition Policy and Guidance: <http://www.ditco.disa.mil/hq/aqinfo.asp>

Department of Agriculture: <http://www.usda.gov/>

Office of the Chief Information Officer, Section 508 Home Page:

<http://www.ocio.usda.gov/508/index.html>

The TARGET Center - Programs and Services <http://www.usda.gov/oo/target>

The Center provides needs assessment, accessible computer workstations, and demonstrations.

Agency Policy/ USDA 508 Reference Manual [Section 508 Reference Manual.pdf](#)

Interim guidance on section 508 for department of agriculture [USDA Interim Guidance](#)

USDA Acquisition Advisories Specific to EIT Acquisitions

<http://www.da.usda.gov/procurement/policy/advisories.html>

Vendor Registration Information http://www.da.usda.gov/procurement/business/ccr_orca.htm

Agar Advisory. This Agriculture Acquisition Regulation (AGAR) Advisory provides information regarding implementation of Section 508 of the Rehabilitation Act of 1973, as amended:

http://www.usda.gov/procurement/policy/advisories_x/AGARAD49.HTM

U.S. Department of Education: <http://www.ed.gov/>

National Center for Education Statistics (IES) Section 508 Accessibility Working Group:

<http://nces.ed.gov/forum/section508.asp>

Requirements For Accessible Electronic And Information Technology Design:

<http://www.ed.gov/fund/contract/apply/clibrary/software.html>

Assistive Technology: <http://www.ed.gov/policy/gen/guid/assistivetech.html>

U.S. Department Of Energy: <http://www.energy.gov/>

Department of Energy Section 508 Home Page: <http://www.cio.energy.gov/services/897.htm>

DOE Headquarters Assistive Technologies Program:

<http://cio.energy.gov/services/assistive.htm> Implemented in 1992, the DOE Headquarters Assistive Technologies Program mission rapidly evolved from a reactive support effort for several existing "adaptive" workstations into a valued proactive Department resource for hundreds of DOE employees with a diverse collection of disabilities and impairments.

U.S. Department Of Health and Human Services: <http://www.hhs.gov/>

Office on Disability: <http://www.hhs.gov/od/index.html>

Includes information on 508, procurement and training.

Usability.Gov: <http://www.usability.gov/about/index.html>

Your guide for developing usable and useful Web sites A Resource for Designing Usable, Useful, and Accessible Interfaces. Usability.gov is the primary government source for information on usability and user-centered design. It provides guidance and tools on how to make Web sites and other communication systems more usable and useful.

Accessibility & Section 508 FAQs <http://www.hhs.gov/webrequestfaq/accessibility> HHS Section 508 Evaluation Template Product Accessibility Template (PAT) <http://www.hhs.gov/od/vendors/index.html>

Authoring Techniques for Accessible Office Documents. HHS acceptance criteria for different electronic document formats - these are 'desk reference' - type guides that are intended to help users create accessible office documents using their existing office applications

<http://www.hhs.gov/web/508/checklists/>

U.S. Department of Labor: <http://www.dol.gov/>

DOL Section 508 Home Page: <http://www.dol.gov/cio/regs/Section508.htm>

U.S. Department of the Interior: <http://www.doi.gov/>

Accessible Technology Center: <http://www.doi.gov/atc>

Their mission is to support employees with disabilities by determining the appropriate assistive technology and ergonomic solutions tailored to the needs of each individual. They offer classes in effective web design under Section 508.

DOI OCIO Section 508 Home Page <http://www.doi.gov/ocio/section508>

U.S. Department of Transportation: <http://www.dot.gov/new/>

Section 508 DOT Disability Resource Center: <http://drc.dot.gov/508.html>

DOT OCIO IT Accessibility – Section 508:

http://www.dot.gov/citizen_services/disability/disability.html

Hosted by the Chief Information Officer, this site describes the DOT's efforts towards Section 508 compliance.

U.S. Department of Veterans Affairs: <http://www.va.gov/>

Adaptive Training Program <http://www.va.gov/oirm/itss/itc/brochsb.htm>

Provides PC-based adaptive equipment training, consultations and technical support to veterans and government employees with disabilities. Serving Veterans and Employees with Accessible Electronic and Information Technology, this VA page is hosted by the Chief Information Office and provides helpful resources and describes VA's commitment for universal design in compliance with Section 508 requirements. See VA's process for testing and evaluation of VA web pages at: <http://www.va.gov/accessible/va508eval/508evaluation-L.asp>

Federal Aviation Administration: <http://www.faa.gov/>

OCIO Section 508:

http://www.faa.gov/about/office_org/headquarters_offices/aio/programs/ites/sec_508

Office of Compliance. The Office of Compliance (OOC) is an independent, non-partisan agency established to administer and enforce the Congressional Accountability Act (CAA).

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

Questions and Answers about Section 508

http://www.compliance.gov/specialfeature/feature_sec508.html

U.S. General Services Administration: <http://www.gsa.gov/>

Section 508.gov <http://www.section508.gov>

The OGP, IT Accommodation and Workforce Division manages (Under mandates through the Department of Justice) this one-stop website on 508 law, including information on 508 events, training, agency coordinators and frequently asked questions.

Center for IT Accommodation (CITA) Assistive Technology Office:

<http://www.section508.gov/index.cfm?FuseAction=AssistiveTechDevices>

GSA's central resource for assistive technology consultations, demonstrations, training and more.

GSA Section 508 and Accessibility: <http://www.gsa.gov/portal/content/105254>

This page provides a wealth of information on GSA's roles and responsibilities, and provides tutorials, guidelines and checklists for web developers and content providers.

GSA Information Technology Acquisition Center (ITAC) IT Access for Persons with Disabilities:
<http://www.gsa.gov/portal/content/104530>

GSA 508 Tutorials, Guidance , Checklists: <http://www.gsa.gov/portal/content/103565> Lots of "How to" guidance for making documents accessible.

INFORMATION FROM SOFTWARE MANUFACTURERS

Microsoft Quick Reference Card—Create an accessible Office document

<http://office.microsoft.com/en-us/frontpage-help/create-an-accessible-office-document-RZ006380094.aspx?section=25>

Adobe Accessibility Guides

To assist authors who use Adobe Acrobat software to create PDF files that are accessible to people with disabilities, Adobe has created a series of accessibility guides:

<http://www.adobe.com/accessibility/products/acrobat/training.html>

Discover How Built-in Accessibility Compares Between Windows 7 and Mac OS X Part 1: Windows 7

<http://www.disability.gov/clickTrack/confirm/13276546?external=false&parentFolderId=7288&linkId=360027>

Learn about the free, built-in assistive technology and accessibility features in **Windows 7** during this webcast from the USDA TARGET Center Discovery Series

Discover How Built-in Accessibility Compares Between Windows 7 and Mac OS X Part 2: Mac OS X

<http://www.disability.gov/clickTrack/confirm/13276547?external=false&parentFolderId=7288&linkId=360029>

Learn about the free, built-in assistive technology and accessibility features in **Mac OS X** during this webcast from the USDA TARGET Center Discovery Series.

Link to the USDA TARGET Center Discovery Series:

<http://www.disability.gov/clickTrack/confirm/?exitUrl=Zh5G5AlpiTKSVuGHm%2BI6QFZ5zEMMBITyX%2F%2Bj0Sr8ymBnQKJTWJV3QqQlweZd3ZjVea2CmGZ3%2FRk%3D&embedded=true&external=false>

Making Your Work More Accessible by **Freedom Scientific** (makers of JAWS®):

http://www.freedomscientific.com/training/training_Summary.asp

General Tips: http://www.freedomscientific.com/training/training_Summary.asp#gen

Freedom Scientific's site offers suggestions regarding

Microsoft Word: http://www.freedomscientific.com/training/training_Summary.asp#word

Outlook and Outlook Express:

http://www.freedomscientific.com/training/training_Summary.asp#outlook

Excel: http://www.freedomscientific.com/training/training_Summary.asp#excel

Notebook and Plain Text: http://www.freedomscientific.com/training/training_Summary.asp#txt

INFORMATION ON CREATING ACCESSIBLE DOCUMENTS

Tutorials on Accessibility by the University of Wisconsin

<http://www.cew.wisc.edu/accessibility/tutorials/default.htm>

Microsoft Word by WebAIM

<http://www.webaim.org/techniques/word/>

Overview and Tutorial on Creating Accessible Documents, North Carolina State University

<http://www.ncsu.edu/it/access/tutorials/>

Creating Accessible Word Documents, North Carolina State University

<http://www.ncsu.edu/it/access/tutorials/word/index.php>

Best Practices for Creating Accessible Microsoft Office Documents by California Polytechnic State University

http://accessibility.calpoly.edu/instmaterials/document_creation/best_practices.html

Creating Accessible Documents by San José State University

http://www.sjsu.edu/cfd/resources/instructional/accessibility/accessible_docs.html

Creating Accessible Documents with Microsoft Word 2003 by California State University

www.calstate.edu/.../Creating_Accessible_MS_Word_Documents.doc

Creating Accessible Documents with Microsoft Word 2007 by California State University

http://www.csus.edu/training/handouts/workshops/creating_accessible_word_documents_vers2007.pdf

The **Florida State Court System** has a user-friendly document posted on their website that provides information on creating accessible documents titled ***Creating Accessible Documents Using Microsoft Word***

Documents Using Microsoft Word

http://www.flcourts.org/gen_public/pubs/bin/CreatingAccessibleDocuments.rtf

A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired

by Jennifer Sutton, published by American Council of the Blind:

<http://www.acb.org/accessible-formats.html>

A 6-minute video demonstrating how screen readers assist people who are blind navigate the web, access the electronic page and more. A [transcript](#) of this video is also available.

<http://www.doit.wisc.edu/accessibility/video/intro.asp>

INFORMATION ON CREATING ACCESSIBLE PDF FILES, FORMS, TABLES

Article on Converting Documents to PDF by WebAIM

<http://www.webaim.org/techniques/acrobat/converting.php>

Tutorial on Learning about PDF Accessibility by Web Accessibility for All, Center on Education and Work. The University of Wisconsin-Madison

<http://www.cew.wisc.edu/accessibility/tutorials/accessiblePdfs.htm>

Article on Creating Accessible Forms by WebAIM

<http://www.webaim.org/techniques/forms/>

Creating Accessible Forms, North Carolina State University

<http://ncsu.edu/it/access/tutorials/forms/>

Article on Creating Accessible Tables by WebAIM

<http://www.webaim.org/techniques/tables/>

TESTING FOR ACCESSIBILITY

W3C provides resource information on testing for electronic accessibility and more. For information, go to **W3C's Web Accessibility Initiative** at: <http://www.w3.org/WAI/>

Evaluating Web Sites for Accessibility is a multi-page resource suite that outlines different approaches for evaluating Web sites for accessibility: <http://www.w3.org/WAI/eval/>

Bobby Accessibility Guidelines

www.BobbyApproved.com : an accessible solutions provider committed to designing websites that are accessible to all users. Websites we create are driven by a content management system which allows you to maintain it without knowing any code.

Accessible web site design is intended to facilitate Web access for people with disabilities. In fact it makes it easier for everyone. Following Bobby accessibility guidelines improves Internet business website performance. <http://www.accessible.org/bobby-approved.html>

JimThatcher.com: Jim Thatcher is an accessibility consultant that offers information and tips on Web Accessibility for Section 508 (<http://www.jimthatcher.com/webcourse1.htm>) and Testing for 508 Web Accessibility (<http://www.jimthatcher.com/testing.htm>).

WEBSITE TIPS AND HELPFUL STEPS

Section 508 and the ADA (Americans with Disabilities Act) establish U.S. requirements for Web accessibility. Annotated resources provide links to official documentation and articles and tutorials about how to follow these guidelines and regulations. For more information, go to: <http://websitetips.com/accessibility/section508/>

IMPORTANT STEPS WE SHOULD ALL TAKE

- Incorporate access to electronic and information technologies into office policy, procedures and practices.
- Ensure that purchasing procedures include the purchase of accessible technologies in compliance.
- Always include standard ADA/508 language in ITNs, RFPs, bids, and contracts as applicable.
- Inform and train all staff on compliance requirements including specialized training for IT and web administrators.
- Regularly review, monitor, and test websites for accessibility.
- Train all employees on how to create accessible documents, spreadsheets, emails, and PDFs.

ADA SETTLEMENT AGREEMENTS AND CASE LAW APPLICABLE TO THE OBLIGATION TO PROVIDE ACCESSIBLE ELECTRONIC INFORMATION AND INFORMATION TECHNOLOGIES

DOJ Enforcement of Equal Access to Website Accessibility and Other Electronic Information Technologies

- Project Civic Access ADA Settlement Agreements in Florida Requiring a County, City, or Town to Ensure that their Website is Accessible:
 - Lafayette County, Florida, DJ 204-17-170
 - Miami, Florida, DJ 204-18-184
 - City of Coral Gables, Florida, DJ 204-18-182

CASE LAW AND SETTLEMENT AGREEMENTS ENFORCED BY THE COURTS REGARDING ACCESS TO WEBSITE ACCESSIBILITY AND OTHER ELECTRONIC INFORMATION TECHNOLOGIES

Martin v. Metropolitan Atlanta Rapid Transit Authority, 255 F. Supp. 2d 1362 (N.D. Georgia, 2002)

- Disabled MARTA users sought injunctive and declaratory relief pursuant to the ADA, alleging among other things that route information was not readily available in accessible format:
 - \$6 million fund from which members of the class can make claims.

- Web site not accessible to screen readers.
- Telephones not timely answered, incorrect information, complex route information (transfers) not available.
- Requests for Braille information took weeks to fulfill.
- Transit authority didn't provide correct accessible text file.
- Title II Case
- ADA is intended to combat not only intentional discrimination, but also benign neglect, apathy and indifference.
- Pursuant to ADA, Plaintiffs are entitled to receive a level of service comparable to that provided to the non-disabled.
- MARTA violated ADA by failing to make available to individuals with disabilities adequate information concerning services through accessible formats and technology.

National Federation of the Blind v. Target Northern District of California, Case No. C06-1802 MHP (N.D. California 2006)

- Class action lawsuit charged that Target's website was inaccessible to the blind, thereby violating the ADA.
- Title III Case
- Denied motion to dismiss and held that federal and state civil rights laws do apply to a website such as target.com.
- Settled in 2008:
 - \$6 million fund from which members of the class can make claims.
 - Target to make web site accessible, as certified by NFB.
 - NFB testing of Target Web site for three years.

Tennessee vs. Lane, 541 U.S. 509 (2004)

- Upheld the constitutionality of the ADA and its requirement that states provide access to the courts for persons with disabilities.
- States are not immune from suit under Title II of the ADA.
- Held that access to the judicial process is a constitutional guarantee and that Congress, when it enacted the ADA, had before it an extensive record of discrimination against persons with disabilities and denial of access to state government.

Access Now, Inc. v. Southwest Airlines, 227 F.Supp. 2d 1312 (S.D. Fla. 2002)

- Involved the application of Title III to the Internet website of Southwest Airlines.
- Dismissed by U.S. District, Southern District of Florida.
- Ruled that a web site was not a place of "public accommodation."
- Reasoned that the ADA only applies to "physical spaces."

Sergio Rendon, et al. v. Valleycrest Productions and ABC Television, 294 F.3d 1279 (11th Circuit 2002)

- Class action lawsuit alleging telephone selection process for “Who Wants to be a Millionaire” screened out hearing-impaired and mobility-impaired contestants.
- District dismissed finding that, because the phone process was not conducted at a physical location, it was not a “place of accommodation.”
- The Appellate Court concluded it was a valid ADA claim in alleging the hotline was a discriminatory procedure that screened out disabled persons.

New York State Settlements with Ramada.com and Priceline.com

- Investigation by the New York Attorney General.
- Portions of websites not accessible to individuals who use assistive technology, such as screen reader software.
- Attorney General alleged violation of the ADA.
- Settlement requires companies to make websites accessible.
- Settlement also requires Ramada.com (\$40,000) and Priceline.com (\$37,500) to pay for costs of investigation and to make improvements to their respective websites.

Sponsored by the Department of Education/Division of Vocational Rehabilitation and the State of Florida

**** This document is not a substitute for legal advice ****