

York County: Electronic and Information Technology Accessibility Policy
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Revisions Dates:

I. Purpose

To establish guidelines for website accessibility according to state and federal laws regarding equal access to websites and digital content for individuals with disabilities. York County is committed to ensuring that county websites are accessible to people with disabilities. Therefore, York County is actively working to increase the accessibility and usability of our websites to offer equitable access to all of our users.

II. Background

ADA Title II Federal Regulation: State & Local Governments:

...prohibits discrimination based on disability in all services, programs, and activities provided by state and local governments.

The Department of Justice (DOJ) says that ADA requires any person, business, or organization covered under the Act to communicate effectively about their programs, services, and activities. This includes information provided through websites.

ADA Title III Federal Regulation: Public Accommodations

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

The ADA standards apply to commercial and public entities that have “places of public accommodation” which includes the internet and websites.

The Department of Justice (DOJ) published the Americans with Disabilities Act (ADA) Standards for Accessible Design in September 2010. These standards state that all electronic and information technology must be accessible to people with disabilities.

The World Wide Web Consortium (W3C) sets the main international standards (WCAG 2.0 & 2.1) for the World Wide Web and its accessibility.

III. Policy

The county seeks to deploy information technology that has been designed, developed, or procured to ensure the county’s external websites are accessible to people with disabilities, including those who use assistive technology.

Website accessibility is not a one-time countywide effort. York County will continually strive toward achieving more accessible websites that ensure equitable access.

York County will work towards the County’s websites meeting the Web Content Accessibility Guidelines (WCAG) version 2.0 level AA conformance published by the World Wide Web Consortium

(W3C). This policy applies to all departments and divisions who provide services to the public via websites or other digital means.

IV: Accessibility statement

The below statement is on all York County website pages and is provided by the County's website provider CivicPlus:

If you use assistive technology (such as a Braille reader, a screen reader, or TTY) and the format of any material on this website interferes with your ability to access information, please [contact us](#). To enable us to respond in a manner most helpful to you, please indicate the nature of your accessibility problem, the preferred format in which to receive the material, the web address of the requested material, and your contact information. Users who need accessibility assistance can also contact us by phone through the Federal Information Relay Service at 1-800-877-8339 for TTY/Voice communication.

Accessibility Design Guidelines

Our website has been designed with the following accessibility guidelines in mind:

We work to comply with [Section 508](#) as well as [2.0 A and AA](#) referring to website accessibility standards.

If you have difficulty accessing the site or have any comments or feedback, please do not hesitate to [contact us](#).

Browser Accessibility Information

Many popular browsers contain built-in accessibility tools.

[Internet Explorer Accessibility Information](#)

[Firefox Accessibility Information](#)

[Chrome Accessibility Information](#)

Additional Plug-ins

Adobe Reader is required to view and print PDF documents that appear on this website.

To download this program free, visit the [Adobe website](#).

To read PDF documents with a screen reader, please visit the [Adobe Reader Accessibility website](#), which provides useful tools and resources.

Adobe Flash may be required to view certain videos that appear on this website.

To download this program free, visit the [Adobe website](#).

To access flash content using a screen reader, please visit the [Adobe Flash Player Accessibility website](#) which provides useful tools and resources.

Supported Assistive Technology

Latest Version of [JAWS](#) for Windows; Latest Version of [NVDA](#) for Windows; Latest Version of [VoiceOver](#) for Mac OS X; Keyboard-Only Navigation

IV. Remediation Plan

- A. In September 2019, York County website administrators attended a Website Accessibility Optimization Webinar conducted by CivicPlus. This three hour session covered the following topics:
- a. Accessibility Basics
 - b. Laws, Guidelines & Enforcement
 - c. Plans, Policies & Best Practices
 - d. Accessible Content
- B. In Fall 2019, CivicPlus conducted Accessibility Audits using AudioEye software (<https://www.civicplus.com/accessibility>) on the following York County websites:
- www.yorkcountygov.com
 - www.yorkcountysheriff.com
 - www.penniesforprogress.net
- C. On Monday, Oct. 14, 2019, County website administrators set through a training/presentation from CivicPlus regarding the ADA Accessibility Audits. CivicPlus representatives reviewed errors, risks, themes and document spot check summary of each website. AudioEye also fixed errors meaning, “an element in which they can accurately detect a failure to fulfill a WCAG 2.0 Success Criteria.”

V. Maintenance Plan

- a. Training:
- i. York County Web Administrators will provide an annual ADA website accessibility training to York County employees who are Authors, Publishers and/or Owners for all York County websites. During this training, employees will learn what makes a website accessible according to law and be provided time to edit their website pages.
 - ii. The County will request monies each year in the budget for ADA webinars/trainings from CivicPlus and/or other accredited organizations.
- b. Procure AudioEye:
- i. In the 2020-2021 budget year, York County IT Department will request monies to purchase AudioEye’s patented technology to run in the background of the county’s website to automatically detect Web Content Accessibility Guidelines (WCAG) 2.0 Level AA and Section 508 issues of accessibility; as well as, resolve those issues. In doing so, York County will be collaborating with a scan provider

to frequently perform scans and audits to ensure consistent accessibility for all website users.

- c. Closed Captioning:
 - i. November 4, 2019, Council Meetings streamed through the York County website (www.yorkcountygov.com) became closed-captioned.
- d. Review of Policy:
 - i. York County Website Administrators and the IT Department will review the county's website ADA policy every year; as well as, review the CivicPlus Accessibility checklist. (See attachment).
- e. GIS:
 - i. York County GIS will continue to offer ADA Accessibility through the Geocortex software.
- f. Website Upgrades:
 - i. CivicPlus Website provider is responsible for any new accessibility regulations that require code changes to the websites.

Please be patient as the county upgrades older pages and documents on our websites to conform to our commitment to provide accessibility to all users.

VI. Website Accessibility Contact

York County is continually seeking out solutions and trainings that will enhance website accessibility. In the interim, should you have trouble in accessing information on any York County websites, please contact the County Manager's Office at 803-684-8511 or email accessibility@yorkcountygov.com.



How Accessible is Your Website?

According to the most recent U.S. census, nearly 20% of Americans have some type of disability that impairs online access.

As an organization that serves citizens, it's especially important to offer an accessible website – one that provides equal opportunity for everyone to get information, learn, work, and communicate. The first step to a more accessibility compliant website is to evaluate your site referencing Web Content Accessibility Guidelines (WCAG) A and AA. We've provided a handy checklist to help.

Please use the following WCAG 2.0 checklist to gage your current accessibility level:

Yes No Unsure

Web Accessibility provides an equal opportunity for everyone to, get information, learn, work and communicate.

Perceivable

1.1 Text alternatives: Our images, videos (and other non-text content) includes or links to a text description that can be converted into large print, braille, speech, symbols, or simpler language. A text transcript is required for audio content.

1.2 Time-based media (Video/Audio alternatives): We provide closed captions, transcripts, audio descriptions, and links to audio tracks for time-synced video.

1.3 Adaptable: We create content that can be visually styled or presented in different ways without loss to the meaning of the information, sequence, or structure.

1.4 Distinguishable: We make content easy to see and hear. We clearly separate foreground from background; don't rely solely on color cues (e.g., use asterisk to indicated required form fields); avoid use of automatic audio; and use scalable text rather than images of text when possible.



Did You Know...

The Web Content Accessibility Guidelines (WCAG) is an international standard that is backed by the World Wide Web Consortium (W3C) and the Web Accessibility Initiative (WAI).

Yes No Unsure

Operable

2.1 Keyboard accessible: We make all functionality available from a keyboard, including navigation, using appropriate labels whenever possible. We make sure that pages relying on plugins return to parent page or offer exit instructions.

2.2 Enough time: We provide users ample time to read and interact with content (on animated graphics, video, etc.)

2.3 Seizures: We avoid designing content in a way that is known to cause seizures (flashing more than three times per second, etc.)

2.4 Navigable: We provide links that allow users to easily find and skip to desired content; make proper use of page titles to help users know where they are; design pages using logical order; clearly describe links, headings, and labels; provide multiple ways of navigating content.

Understandable

3.1 Readable: We make text content easy to read and understand by avoiding unusual words, italic text, and by using the native language.

3.2 Predictable: We design pages that operate in predictable ways. We employ user action and input to move to the next step. Our navigation and labeling is consistent.

3.3 Input Assistance: We help users avoid errors, alert them when something is wrong, and offer easy suggestions to fix mistakes. We provide descriptive form labels and instructions.

Robust

4.1 Compatible: We maximize compatibility for users with respect to assistive technologies.

We Can Help

If you answered "no" or "unsure" to six or more items, it may be time to take a deeper look. [Contact Us](#) to learn how CivicPlus can help you improve your website compliance. We'll get you pointed in the right direction!

