ADA Transition Action Plan

Background

The Village's website (Village of Tequesta Website) is the primary source of information regarding the Village's departments, services, programs and facilities. This communication tool had close to 111,000 visitors last year an increase of 38% over the prior year. We understand that accessibility is not about technology, but about people.

What we are doing Right

- The Village of Tequesta Clerk's Office initiated a third-party audit of the Village's website who identified numerous issues. Civic Plus reviewed the audit and ran four compliancy checks of our site using software such as Audio Eye and WAVE. Each scan provided different ADA error results, however, overall we were advised the Village has a high quality site that was not riddled with errors and that it was easy to navigate.
- The Village has an ADA Statement, as required and additional information regarding website accessibility that references accessibility design guidelines, browser accessibility information, additional plug-ins and supported assistive technology.
- The Village has provided a way for visitors to request accessible information or services by posting a telephone number or email address on the Village's homepage under "I'd Like To" and selecting ADA Statement.
- The Village of Tequesta Clerk's Office has established the following plan to address website compliancy.

Current Issues/Problems

Accessibility is not about technology, it is about people. 56.7 million Americans have some type of disability, either visual, hearing, motor or cognitive. Federal law under Title II specifically applies to state and local governments and protects qualified individuals with disabilities from discrimination based on disability in services, programs, and activities provided by state, and local entities; and Title III extends protections to public accommodations, including the internet.

Per ADA (Section 508) our website is expected to conform to WCAG 2.0 Level AA. In order to conform, our site must POUR – perceivable, operable, understandable and robust.

1. **Perceivable**
   a. Provide text alternatives for non-text content
   b. Provide captions and other alternatives for multi-media
   c. Create content that can be presented in different ways, including by assistive technologies, without losing meaning
   d. Make it easier for users to see and hear content
2. **Operable**
   a. Make all functionality available from a keyboard
   b. Give users enough time to read and use content
   c. Do not use content that causes seizures
   d. Help users navigate and find content
3. **Understandable**
   a. Make text readable and understandable

b. Make content appear and operate in predictable ways
c. Help users avoid and correct mistakes
4. **Robust**
a. Maximize compatibility with browsers and user tools

The steps to website accessibility include:
1. Adopt a visible accessibility policy (completed)
2. Provide an accessibility contact (completed)
3. Establish an Audit Priority Plan (transition plan)
4. Implementation Plan (transition plan)
5. Remediation Plan (transition plan)
6. Engage and enlist our disabled community (transition plan)
7. Provide accessibility support resources for end users (transition plan)

The Clerk's Office is working towards compliance to ensure our disabled residents and visitors are able to access our content without issue.

Goals and Objectives

To increase the extent to which disabled users can participate in the Village's website. Our key objective is to reduce and eliminate barriers to access to the website and ensure full participation for those who have a disability, medical condition or other access needs. The Village goal is the meet the A/AA WCAG compliancy standards. There are accessibility issues on most websites that are out of our control due to the limitations of third-party vendors and our current content management system.

Planned Initiatives

1. Continue maintaining the current level of access on the Village's website
2. Set up a procedure to assure a quick response to users with disabilities who try to obtain information or services as per our ADA Statement.
3. Provide training to staff responsible for maintaining the website, ensuring all are aware of Section 508 of the Rehabilitation Act. This requirement would apply to any person in any department with authority to update any Village maintained webpage.
4. Solicit feedback from the disabled community
   a. Ask our focus group to test the accessibility of our site and report back on ease of use and any errors or warnings they encounter
   b. Encourage input improvements
   c. Encourage input on which pages should be given high priority for change
   d. As issues are discovered, add them to our ADA Transition Plan
5. PDF files
   a. Review and remove all PDF files that are not ADA A/AA compliant
   b. Rebuild files to ensure compliancy
   c. Repost files to website
6. Scan website quarterly using a website scanner (Audioeye or WAVE) to determine errors or warnings
   a. Remove all files or pages that are not ADA A/AA compliant
   b. Rebuild files and pages to ensure compliancy
   c. Repost files and pages
7. Continue to work with third-party vendors encouraging them to offer ADA A/AA compliant sites
8. Ensure that all links are kept current and working

9. Make sure alternate tags, long descriptions and captions are used on pictures and videos
10. Make sure all online forms and tables are accessible
11. Communicate to residents about the standards or guidelines that are being used

Initiative	Timeline	Affected Users	Initiative Notes
1. Set up a procedure to assure a quick response to users with disabilities who try to obtain information or services as per our ADA Statement.	April 2019	All Departments	
2. Provide training to staff responsible for maintaining the website, ensuring all are aware of Section 508 of the Rehabilitation Act. This requirement would apply to any person in any department with authority to update any Village maintained webpage.	December 2019	Any person in any department with authority to update any Village maintained webpage and any person who submits documents to the Clerk's Office for inclusion on the website.	Bring in an ADA expert – there will be a cost for this
3. Solicit feedback from the disabled community	July 2019	Village Clerk	Send out call for disabled focus group via Smoke Signals, social media and web
a. Establish a focus group to test the accessibility of our site and report back on ease of use and any errors or warnings they encounter	September 2019	Village Clerk	
b. Focus group to report back on ease of use, any errors they encounter	March 2020	Village Clerk	
c. Focus group to provide input on which pages should be given high priority for change	March 2020	Village Clerk	
d. As issues are discovered, add them to our ADA Transition Plan for action	Ongoing	Village Clerk	
4. PDF files		Village Clerk	
a. Review and remove all PDF files that are not ADA A/AA compliant	July 2019 until complete • **Village Clerk** • **Building** • **Community Development** • **Parks and Recreation**	• **Boater's Guide** • **Village Map** • **Senior Citizen Services** • **Community Calendar** • **Government Links Local / State** • **Pay Your Water Bill** • **Traffic Information** • **Water Restrictions**	• **Apply for a Job** • **Apply for a Permit** • **Beach Access** • **Browse Bids and RFPS** • **Council Contact** • **Contact Staff** • **Emergency Alerts** • **Employees Only** • **Hurricane Information**

Initiative	Timeline	Affected Users	Initiative Notes
	• Human Resources • Police • Fire Rescue • Finance • Public Works • Water Utilities • Water Distribution • Manager • Legal • Residents – Tequesta Businesses • Emergency Notifications • Resident Services • Smoke Signals	• Council Member Bios • Council Procedures • Document Center • Ethics • Mayor Communications • US 1 Improvements • Budget • Tastes of Tequesta Tour • ADA Statement • Access Records • Apply for Business License	• Pay Water Bill • Reserve a Park/Pavilion • Search Code • Smoke Signals • Submit Fix-it Form • Submit Record Request • View Budget • View Email Disclosure • Volunteer
b. Rebuild files to ensure compliancy	July 2019 until complete	Village Clerk	
c. Repost files to website	July 2019 until complete	Village Clerk	
5. Remove and relink all "Click Here" references	July 2019 until complete	Village Clerk	
6. Scan website quarterly using a website scanner (Audioeye or WAVE) to determine errors or warnings	Quarterly – January, April, July, October	Village Clerk	
a. Remove all files or pages that are not ADA A/AA compliant	Quarterly – January, April, July, October	Village Clerk	

Initiative	Timeline	Affected Users	Initiative Notes
b. Rebuild files and pages to ensure compliancy	Quarterly – January, April, July, October	Village Clerk	
c. Repost files and pages	Quarterly – January, April, July, October	Village Clerk	
7. Continue to work with third-party vendors encouraging them to offer ADA A/AA compliant sites	Ongoing	Village Clerk	
8. Ensure that all links are kept current and working	July 2019 until complete	Village Clerk	
9. Make sure alternate tags, long descriptions and captions are used on pictures and videos	July 2019 until complete	Village Clerk	
10. Make sure all online forms and tables are accessible	July 2019 until complete	Village Clerk	
11. Communicate to residents about the standards or guidelines that are being used	May 2019 November 2019 May 2020 November 2020 Via Smoke Signals	Village Clerk	
12. Build out all webpages going forward to ADA A/AA compliancy standards	All sites from here on	Village Clerk	
13. Review website for videos and remove as they are not closed captioned	December 2019	Village Clerk	
14. Create transcripts for all videos that are to be placed online	All videos from here on	Village Clerk	
15. Amend the Transition Plan to include the "Website Accessibility Conformance Evaluation Methodology" as timing and staffing allows. A recommended procedure to evaluate websites and includes considerations to guide evaluators and to promote good practice. (Website for Accessibility Conformance Evaluation Methodology)	Following completion of Items 1-11	Village Clerk	