

Applying ADA Web Accessibility Requirements in Your Municipality

The Americans with Disabilities Act (ADA) Title II requires municipal web content to comply with ADA accessibility requirements. This means that information and experiences available on all public-facing digital content provided by a municipality must be accessible.

Covered digital content includes:

- Your town's official website
- Department or program webpages
- Online forms and portals
- New documents posted online (PDFs, Word files)
- Photos, videos and audio content
- Mobile applications*
- Websites or tools operated by third-party** vendors on the town's behalf

*Mobile Applications

Software applications that are downloaded and designed to run on mobile devices, such as public parking management and town recreational sports management apps.

**Third-party content still counts

Even if a vendor hosts or manages your town or city's website, application, or payment portal, the municipality remains legally responsible for accessibility.

Digital content as described must address the following standards:

- Perceivable content, meaning can users see or hear it?
- Operable interfaces, meaning can users navigate it?
- Understandable information, meaning is it readable?
- Robust content that is compatible with assistive technology and devices