

## Understanding the Scope of Your ADA Web Accessibility Needs

Before beginning updates to adopt accessibility standards, municipalities should understand what digital content exists across all websites, mobile applications and third-party content. This is also the time to begin understanding the DOJ's expectations for the requirement and take inventory of the scope of work. Prioritizing high-impact content improves access quickly, demonstrates good-faith compliance, and makes better use of limited resources. Accessibility improvements should follow a planned, documented approach, not ad-hoc fixes.

### Step 1: Identify all digital assets

- Main municipal website
- Department or sub-sites
- Mobile applications
- Third-party platforms used for services

### Step 2: Identify high-use content & prioritize content

Determine which pages or services residents use most frequently, such as:

- Utility payments
- Permits and licenses
- Public meetings and agendas
- Emergency and public safety information

### Step 3: Review and identify linked content

- PDFs and other documents
- Photos and graphics
- Videos and audio files

### Step 4: Address archived content

Determine what content:

- Is still required for legal or historical reasons
- Can be removed or archived
- Needs accessibility updates if it remains public