



Accelerate Indiana
Municipalities

MINI QUICK GUIDE: WEB CONTENT ACCESSIBILITY GUIDELINES (WCAG) 2.1 & 2.2

PURPOSE

Ensure digital accessibility for individuals with disabilities under Title II ADA using WCAG 2.1 Level AA standards and recommended WCAG 2.2 enhancements.

LEGAL REQUIREMENTS

- DOJ Final Rule (2024): Public entities must comply with WCAG 2.1 Level AA.
- Compliance Deadlines:
 - April 24, 2026 - Communities with 50,000+ population
 - April 26, 2027 - Communities with under 50,000 population
- These deadlines apply to WCAG 2.1 Level AA.
- WCAG 2.2 is coming soon, so plan for compliance efforts that are flexible and sustainable. Think of them as living, breathing documents.
- The legal requirements apply to websites, mobile apps, PDFs and digital documents, videos, online forms, and social media content.

WCAG AT A GLANCE

Accessibility standards are built around four core principles:

- **Perceivable:** Text alternatives, captions, sufficient color contrast.
- **Operable:** Keyboard navigation, visible focus indicators.
- **Understandable:** Clear instructions, error identification.
- **Robust:** Content works with assistive technologies (screen readers, etc.).

ACTION CHECKLIST

1. Audit Your Digital Content

- Review websites, mobile apps, and social media for WCAG 2.1 AA compliance.
- Coordinate with in-house IT staff and external vendors to ensure they understand:
 - Your legal responsibilities
 - Applicable deadlines
 - Ongoing compliance expectations
- Helpful Audit Tools
 - Lighthouse Accessibility Tool: developer.chrome.com/docs/lighthouse/
 - Siteimprove / Udemy accessibility courses: [udemy.com](https://www.udemy.com/)

2. Prioritize High-Impact Content

- Focus first on pages and tools residents rely on most, such as online bill pay, meeting schedules and agendas, public notices, and forms and applications.

3. Establish an Accessibility Process

- Publish an Accessibility Statement on your website.
- Provide a clear method for residents to submit feedback or request accommodations.
- Create a plan for addressing issues as they are identified.

4. Train staff and vendors on accessibility standards.

- Provide basic accessibility training to staff responsible for digital content.
- Ensure vendors understand and follow accessibility standards.
- Implement a remediation plan for non-compliant content.

Tip: Document everything, such as audits, trainings, vendor communications, and fixes. This record can be invaluable if questions arise later.

RESOURCES

- DOJ Fact Sheet: [ada.gov/resources/2024-03-08-web-rule/](https://www.ada.gov/resources/2024-03-08-web-rule/)
- Web Content Accessibility Guidelines (WCAG) 2.1: [w3.org/TR/WCAG21/](https://www.w3.org/TR/WCAG21/)
- Web Content Accessibility Guidelines (WCAG) 2.2: [w3.org/TR/WCAG22/](https://www.w3.org/TR/WCAG22/)
- IN Office of Technology: Brett Edstene, Local Government Program Director (bedstene@iot.IN.gov)
- IN Department of Transportation: Taffanee Keys, Contract Compliance Attorney (tkeys@indot.in.gov)
- Indiana ADA/Title VI Coordinators' Association: Ben Merida, Association President & Martinsville Clerk-Treasurer (bmerida@martinsville.in.gov) or Cathy Gross (cgross@aimindiana.org)