

Subject: Accessibility of Information on City Website	Number: 8-16
	Date Issued: November 18, 2014 Date Revised:
Responsible Department: Public Works (ADA Office)	Approved: 

Purpose

The purpose of this Administrative Order is to promote the accessibility of information on the City’s website for persons with disabilities, pursuant with Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act.

Definitions:

Portable Document Format (PDF) is a file format that preserves most attributes (including color, formatting, and graphics) of a source document no matter which application, platform, and hardware type was originally used to create it. PDF files can be viewed using Adobe Acrobat Reader, which is a free software application provided by Adobe Systems.

Accessible PDFs are PDF documents created so that they are not read solely as an image by assistive technology and screen readers. This is usually achieved through the use of tags, or a structured, textual representation of the PDF that is presented to screen readers but have no visible effect on the PDF file.

Policy

The City of Fresno website will be accessible to persons with disabilities, including persons using screen readers and other assistive technology. To that end, documents containing text posted on the City of Fresno website will, to the extent possible, be accessible PDFs or in another alternate accessible format.

Procedures

1. Departments generating PDFs from documents in their original formats (e.g. Word, Excel, etc.) will create them as accessible PDFs using Adobe Acrobat Pro or equivalent software if those documents are to be posted on the City website. If a document cannot be made accessible because of its nature (e.g. map, picture, or other graphic), the website will include some indication as to its content through alternative text, plain text formats, or other means.

2. Documents which are posted by department representatives or transmitted to the Information Services Department (ISD) or City Clerk's Office for posting may be removed by a department head at the recommendation of the Webmaster if the content is deemed to be inaccessible.
3. Departments shall request that vendors, consultants and others provide information that will be posted on the website in an accessible format.
4. If a Department is unable to obtain an accessible PDF from a third party, it shall seek to provide a contact number for requestors who seek the information in an alternative format. This information will be provided in a reasonable time period.