

ADMINISTRATIVE ORDER NUMBER 8-16

SUBJECT: ACCESSIBILITY OF INFORMATION ON CITY WEBSITE

Responsible Department: Information Services

Date Issued: 11-18-2014

Date Revised: 7-19-2022

Approved: *(Signature on file)*

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 508 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 documents are those created so that they are compatible for use with assistive technology and screen readers. This is usually achieved through the use of tags, or a structured, textual representation of the document that is presented to screen readers but have no visible effect on the document 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, including PDFs and other document file types, that are posted on the City of Fresno website will, to the extent possible, be accessible documents or available in another alternate accessible format.

Documents older than three years will be removed from the website in order to reduce the quantity of old, inaccessible, and non-compliant documents posted online, unless necessary for compliance with other state or federal requirements.

Procedures

1. Departments shall prepare documents for public distribution in accessible formats. 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 document 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.
5. Annually, each department shall review documents posted on their webpages and remove outdated documents. The public facing website is not intended for document retention or storage of legacy information; such documents should be retained internal utilizing existing document management systems.
6. Documents older than three years may be removed by the Webmaster. Two weeks prior to removal of the documents the Webmaster will provide notification to the department. Departments wishing to keep documents older than three years publicly available online shall:
 - a. Provide written justification for the retention of the document online; and
 - b. Provide an updated accessible version of the document.
 - c. The City Attorney shall retain discretion to maintain for public access legal documents and memoranda on the City Attorney's page of the City website.