

City of Sacramento
Disabilities Advisory Commission Report
915 I Street Sacramento, CA 95814
www.cityofsacramento.org

File ID: 2026-01429

8/5/2026

Digital Accessibility Compliance Roadmap

File ID: 2026-01429

Location: Citywide

Recommendation: Review and comment.

Contact: IT Service Desk (Website accessibility and remediation support)
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Information Technology Department

Attachments:

- 1-Description/Analysis
- 2-Presentation

Description/Analysis

Issue Detail:

The City is actively working toward compliance with the U.S. Department of Justice (DOJ) digital accessibility rule that requires state and local governments to ensure that public-facing digital content complies with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA. This includes websites, mobile applications, online documents, forms, and videos. These standards help ensure people with disabilities can access City services and information online.

Significant progress toward compliance has been made, and multiple coordinated efforts are underway across departments to improve accessibility of our digital services and information.

While much of this work involves staff who manage websites or digital content, accessibility is a citywide responsibility because all employees contribute to how the public receives information and services online.

This presentation outlines the work that the City has done to ensure compliance from an IT project management standpoint. Any information regarding specific coursework is handled by Human

Resources.

Policy Considerations: Not applicable.

Economic Impacts: Not applicable.

Environmental Considerations: Not applicable.

Sustainability: Not applicable.

Commission/Committee Action: None.

Rationale for Recommendation: Information Only.

Financial Considerations: Not applicable.

Public/Neighborhood Outreach and Comments: Not applicable.

City of Sacramento

Digital Accessibility Compliance Roadmap

What the City is doing to work toward
compliance with the DOJ Web Content
Accessibility Guidelines (WCAG) 2.1 Level AA.

Natasha Greer, PMP
Program Specialist
Information Technology Department



Title II of the ADA: Key Compliance Points

- Title II of the ADA mandates that state and local governments ensure their services, programs, and activities are accessible to individuals with disabilities.
- Vendors contracted by the City are also required to adhere to Title II standards
- This compliance encompasses all web content and mobile applications
- The compliance deadline for Title II has been extended to April 26, 2027



Digital Accessibility Training Project Background



- City lacked a standardized, comprehensive training program for staff on ADA Title II requirements
- Project ensures employees understand and meet digital accessibility requirements while mitigating risk of noncompliance, legal exposure, and public dissatisfaction
- Project covered the procurement of digital accessibility training software, creation of internal resource website, and establishment of classification - based courses

Current IT Efforts

Web Team Site Audit

The Web Team is auditing and remediating the City's primary website to meet accessibility standards.



Accessibility Reports

Rolled out a weekly City website content accessibility report to make web authors aware of any accessibility issues in their webpage or PDF content



Microsite Reviews

IT is working with departments to review microsites and department-managed web content for accessibility compliance.

Resource Website

Created an intranet portal with modules that showcase foundational digital accessibility concepts and best practices.

Vendor Compliance

IT is coordinating with software vendors to obtain accessibility certifications and documentation for systems that provide City services.



Digital Accessibility Training Completions

as of 7/28/26

ADA Digital Accessibility	
Activity Name	Total Activity Completions
Accessibility Fundamentals - Disabilities, Guidelines, and Laws	4,068
Accessibility Program Management	190
Disability Etiquette Basics	2,135
Effective Communication, Part 1: Communicating in Person	158
Effective Communication, Part 2: Remote Communication	158
Fast Track to Accessibility for Any Role (Non-Technical)	431
Fast Track to Accessibility for Designers	45
Fast Track to Accessibility for Web Developers, Part 1: Core Techniques	44
Fast Track to Accessibility for Web Developers, Part 2: Advanced Techniques	44
Overview of the ADA: Basic Concepts	189
Responsible AI for Public Professionals: Understanding Risks and Building Resilience	1
Section 508: Fundamentals of the Law and Technical Standards	155
Serving Customers with Disabilities	2,139
Grand Total	9,757

Questions or Support



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Website accessibility and
remediation support

KBlackman@cityofsacramento.org

ADA training questions:
Khyra R. Blackman