

## Making Municipal Websites & Mobile Apps ADA Accessible – What You Need to Know

The Americans with Disabilities Act (ADA) is a federal civil rights law that requires state and local governments to provide people with disabilities equal access to programs, services and activities.

A recent U.S. Department of Justice ruling has clarified that municipal websites and mobile applications must comply with ADA accessibility requirements. This means online services must be accessible to people with disabilities.

To meet this requirement, municipalities must ensure their digital content meets specific, technical accessibility standards. These standards are called the [Web Content Accessibility Guidelines \(WCAG\)](#). WCAG is developed by the World Wide Web Consortium (W3C).

### What does accessibility mean in practice?

Accessible digital content allows people who use assistive technologies, including screen readers, captioning tools, keyboard navigation, etc., to access online services.

Examples include:

- Photos with text descriptions (alt text)
- Videos with captions
- Online forms that can be completed using a keyboard
- Clear headings and readable color contrast

### Why is accessibility important?

Citizens use municipal websites to access services like paying utility bills, applying for permits, accessing public notices, participating in community events and more. ADA compliance ensures equal access for all residents in your community, reduces legal risk and supports inclusive local government. When these websites and mobile apps are not accessible, they can create barriers for people with disabilities.

### Deadline for Making Websites & Mobile Apps Accessible:

- Municipalities serving **50,000 or more** residents must comply by **April 26, 2027**.
- Municipalities serving **less than 50,000** residents must comply by **April 26, 2028**.