



COUNTY OF TULARE

ADMINISTRATIVE REGULATION

County Website Accessibility
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Policy Type	Information Technology
Policy Name	AR 44 – County Website and Software Application Accessibility
Resolution Number	2020-0749, 2026-
Effective Date	October 27, 2020; amended _____, 2026

PURPOSE

This policy provides all members of the public, regardless of disability, equal access to Internet- and software application-based information and services provided by the County and its departments, agencies, and certain external service providers, thereby continuing the County of Tulare's commitment to serving the disabled community.

SCOPE

This policy applies to all County Internet (web) and County-created software application (app) content, whether centrally hosted and managed by Tulare County Information, Communications, and Technology Department (TCiCT), or hosted and managed by County agencies, departments, districts governed by the Tulare County Board of Supervisors, or external service providers, that is available to the public for use in accessing or participating in public services, activities, or information provided by the County or certain external service providers. This policy does not apply to websites and apps of affiliated groups, such as commissions, that the County does not control or host.

POLICY ADMINISTRATOR

The County Public Information Officer shall be responsible for the administration and biennial review of this policy and shall work with TCiCT to ensure technical compliance.

The County Administrative Officer (CAO) or his/her designee shall be the designated decisionmaker in place of the Board of Supervisors for decisions concerning any inability of the County to fully comply with accessibility standards for websites or apps where full compliance would cause undue financial or administrative burdens, or where full compliance would fundamentally alter the nature of a public service, program, or activity provided by or for the County.

A. POLICY

The County of Tulare strives to continually improve web accessibility by complying with the requirements of U.S. Department of Justice regulations concerning website and application accessibility under Title II of the Americans with Disabilities Act (28 C.F.R. Sections 35.160 and 35.200, et seq.) and Section 508 of the Rehabilitation Act of 1973 §1194.22, as amended (29 U.S.C. Section 794d), to the extent applicable. County websites and apps are designed based on standards from the Worldwide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.1, Level AA, whose goal is to make web content accessible to individuals with disabilities. In turn, the County's goal in adopting this Administrative Regulation is to comply with that standard as fully as possible.

B. DIGITAL CONTENT PRACTICES FOR COUNTY STAFF

It is the responsibility of the department and/or web content manager to become familiar with these guidelines and to apply these standards in designing and creating any official County of Tulare website, webpage, or app.



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Staff who update and maintain webpage content, update or maintain County-managed software applications, or submit board agenda items must also ensure they are following these standards. To this end, staff assigned these roles must complete a training program including general information about accessibility standards as well as technical specifics applying to the tools and techniques involved in developing and maintaining the websites and applications and properly formatting conventional documents for accessibility.

Departments that provide services through contracts shall ensure that such contractors deliver their services in compliance with this policy. Every contract with an external service provider involved in creating, managing, or publishing materials, including conventional documents such as portable document format documents (pdfs), that may be hosted on a webpage or app shall require that provider design such materials to be compliant with applicable accessibility standards.

Each County department or agency webpage shall contain a hyperlink to the then-current version of the County Web Accessibility Statement.

C. ISSUES AND ACCOMMODATIONS

Each website must provide a contact method for users to report items or areas that are not accessible and request reasonable accommodations.

Upon receiving a report of an inaccessible item or request for reasonable accommodation, the applicable department or agency and TCiCT shall make every reasonable effort to provide the requested access to the user making the request.

D. POLICY EXCEPTIONS

Pursuant to applicable law, certain exceptions exist to compliance with WCAG 2.1, Level AA standards.

Archives: Webpages and other website content do not need to comply with WCAG standards if they are (i) organized and stored in a dedicated area or areas identified as being "archived," (ii) were created prior to the ADA Title II regulations' compliance deadline or reproduce paper documents or other physical media created prior to the ADA Title II regulations' compliance deadline, (iii) are retained exclusively for reference, research or recordkeeping, and (iv) are not updated after the date of archiving.

Conventional Documents: Conventional electronic documents, such as portable document format (.pdf, .pdfa, .pdfx, and similar), word processor file formats (.doc, .docx, and similar), presentation file formats (.ppt, .pptx, and similar), and spreadsheet file formats (.xls, .xlsx, and similar) that are hosted on websites or apps and were posted prior to the ADA Title II regulations' compliance deadline do not need to comply with WCAG standards, unless the document continues to be used to apply for, gain access to, or participate in any of the County's public services, programs or activities.

Individualized Documents: Conventional electronic documents that are about a specific individual, their property, or their account, and are password-protected or otherwise secured (such as bills), do not need to comply with WCAG standards.

Social Media: Social media posts posted by the County prior to the ADA Title II regulations' compliance deadline do not need to comply with WCAG standards.

Third-Party Content: Content that a third-party posts to County websites and apps does not need to comply with WCAG standards, if the County does not control or influence the third party and does not have any contractual,



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licensing, or other arrangement with the third party related to the posting and that became effective following the ADA Title II regulations' compliance deadline.

Technical or Legal Limitations: When it is not possible to make web content directly accessible due to technical or legal limitations, which determination shall be subject to review and approval by the Office of the County Counsel, a different version of the content that (i) conforms to WCAG standards, (ii) provides the same information and functionality in the same human language, (iii) is as up to date as the original content, and (iv) can be reached from the non-conforming content or from its webpage by an accessibility supported mechanism is acceptable under the WCAG standards.

Undue Burdens: If the CAO determines that making specific content fully conform to WCAG standards would fundamentally alter the nature of a County service, program, or activity or would result in an undue financial and/or administrative burden, then compliance is required only to the extent that it does not result in that undue burden or fundamental alteration. The CAO or designee then shall direct the applicable County department or agency to take such other actions as to ensure that individuals with disabilities receive the benefits or services at issue to the maximum extent possible. The CAO shall make this determination, subject to review and approval by the Office of the County Counsel, in a written statement and shall consider all resources available for funding and operation of the service, program, or activity in making the determination.

E. REFERENCES

1. Americans with Disabilities Act Title II Regulations, Subpart E – Communications, 28 C.F.R. Section 35.160, et seq. and Subpart H – Web and Mobile Accessibility, 28 C.F.R. Section 35.200, et seq.
2. Rehabilitation Act Section 508, 29 U.S.C. Section 794d.
 - a. World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG)