



STATE OF HAWAII
OFFICE OF INFORMATION MANAGEMENT AND TECHNOLOGY

P.O. BOX 119, HONOLULU, HAWAII 96810-0119
www.hawaii.gov/oimt

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MEMORANDUM

June 29, 2015

To: Department Heads

From: Todd Nacapuy
Chief Information Officer

Subject: Web Accessibility Initiative

The Office of Information Management and Technology (OIMT) Program Management Center of Excellence (PMCE) is leading an effort to provide up-to-date information and training to State departments and agencies to help ensure that their respective websites meet federal accessibility guidelines as laid out under Section 508 of the Rehabilitation Act (29 U.S.C. 794.d).

State Comptroller Memorandum 2010-28 (attached) sets forth general compliance guidelines under this Act; however, ongoing rulemaking being conducted by the U.S. Access Board is expected to result in relevant changes, including updates to the Website Accessibility Content Guidelines (WCAG) 2.0 AA level for website accessibility (a national standard to which eHawaii.gov websites strive to conform).

The PMCE-led Web Accessibility Initiative is focused on two main objectives:

- Implement a train-the-trainer program that highlights the importance of website accessibility and how to comply with updated processes and tools by offering online courses in the following areas:
 - Introduction to Content Accessibility
 - Key Practices for Content Accessibility
 - Creating Accessible Microsoft Word Documents
 - Creating Accessible PDF Documents
 - Accessibility Evaluation Tools
- Update policy and procedures to support compliance standards at all departments and agencies

PMCE project managers have already enlisted the assistance of your Departmental Personnel Officers to confirm individuals who serve in any of the following roles:

- Website Accessibility Coordinator
- Americans with Disabilities Act (ADA) Coordinator
- Website Content Manager
- Website Content Editor

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We will also be conducting Web accessibility assessments of all Executive Branch websites. Subsequently, training and documentation will be provided to all stakeholders, and additional technical assistance will be offered, where necessary, to ensure that all State websites are aligned with the most recent compliance updates. Our efforts will be coordinated with the Disability and Communication Access Board (DCAB) to ensure maximum administrative compliance.

Accessibility of official State of Hawai'i websites is of paramount importance to serving all citizens. Quickly addressing accessibility inquiries on our sites will reaffirm Hawai'i's position as a nationwide leader in equality and accessibility. In 2014, Hawai'i earned a high national ranking for overall accessibility of government services. An analysis of disability services in all 50 states and the District of Columbia released by United Cerebral Palsy found Arizona in the number one slot, followed by Michigan, Hawai'i, Georgia, New York, South Carolina, Maine, Massachusetts, Ohio and Missouri in the top ten.

This Web Accessibility Initiative is intended to further enhance Hawai'i's level of service. I would like to express my appreciation to all departments and stakeholders for their cooperation in this initiative. Individuals from the PMCE team will be contacting your key stakeholders in the weeks ahead.

Should your personnel wish to proactively request information, the PMCE team point of contact is Blaine Fergerstrom at (808) 586-0780 or via email at Blaine.C.Fergerstrom@hawaii.gov.

Attachment

c: Deputy Chief of Staff
Department Deputies
F. Wai, DCAB
Department IT Managers
Department Personnel Officers
Department Public Information Officers
Website Content Managers
Website Content Editors

LINDA LINGLE
GOVERNOR



RUSS K. SAITO
COMPTROLLER

DEPUTY COMPTROLLER

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

P.O. BOX 119, HONOLULU, HAWAII 96810-0119

August 25, 2010

COMPTROLLER'S MEMORANDUM 2010-28

TO: Heads of Departments and Agencies

SUBJECT: Policy Guidance on Web Site Accessibility

The State of Hawaii, Department of Accounting and General Services, Information and Communication Services Division (ICSD), has adopted the following policy relating to web site design and access to persons with disabilities.

POLICY

The Americans with Disabilities Act (ADA) of 1990 requires, in part, that state and local government entities ensure that all programs, services, or activities be accessible to persons with disabilities. Web sites are considered to be a program or service of government utilized to disseminate information to the public. Therefore, the State must ensure that these web sites are accessible to persons with disabilities.

Because the ADA does not contain any specific standards for web site accessibility, ICSD has established standards for the departments of the Executive Branch to meet the ADA requirements as set forth in the following technical guidelines.

Each agency's home page should include contact information to allow the public an alternative means to ask questions or request additional information. At a minimum, contact information should include a phone number, fax number and general e-mail address. E-mails received by a state agency should be responded to within two (2) business days.

TECHNICAL GUIDELINES

A previous document from March 2003 to Data Processing Coordinators established the following minimum Section 508 guidelines, which are intended to ease access to State web sites and make them accessible to persons with disabilities.

All web-based intranet and internet information and applications should be designed following standards set forth in Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d):

- (a) A text equivalent for every non-text element shall be provided.
- (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.
- (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.
- (d) Documents shall be organized so they are readable without requiring an associated style sheet.
- (e) Redundant text links shall be provided for each active region of a server-side image map.
- (f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.
- (g) Row and column headers shall be identified for data tables.
- (h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.
- (i) Frames shall be titled with text that facilitates frame identification and navigation.
- (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.
- (k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.
- (l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.

- (m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).
- (n) When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.
- (o) A method shall be provided that permits users to skip repetitive navigation links.
- (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.

Questions about this policy should be directed to the Administrator of Information and Communication Services Division, Department of Accounting and General Services at (808) 586-1910 or by email at debra.a.gagne@hawaii.gov.


RUSS K. SAITO
State Comptroller

c: Debbra Jackson, Planner/ADA Coordinator DCAB
Cindy Omura, Planner/ADA Coordinator DCAB
Francine Wai, DOH/DCAB
Charlotte Townsend, DOH/DCAB
Access Hawaii Committee
State of Hawaii Portal Manager