

City of Franklin Web Accessibility Policy

Authority

Title II of the Americans with Disabilities Act requires state and local governments to make sure that their services, programs, and activities are accessible to people with disabilities. Title II applies to all services, programs, or activities of state and local governments, from public meetings to zoning regulation. This includes the services, programs, and activities that state and local governments offer online and through mobile apps.

Purpose

The City of Franklin's goal is to provide a website environment that is accessible to individuals with disabilities. The purpose of this Web Accessibility Policy is to establish an accessibility standard for those web resources within the scope of the policy and to identify the key stakeholders and responsibilities as the City strives to achieve improved web accessibility.

Scope

This Web Accessibility Policy applies to the following web-based resources and content:

- City of Franklin website: www.franklintn.gov

Accessibility Standards

The City of Franklin seeks to make its City web content conform to the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.1 Level AA for accessibility. The City acknowledges that, at present, some of the City web content may not meet the WCAG 2.1 Level AA standards. The City strives to reach full compliance with the WCAG 2.1 Level AA standards for the City of Franklin website.

Consistent with this Policy, the City intends for accessibility improvements to be made in the following phases:

- Phase 1 will focus on ensuring that new content added to the City Web Resources conform to the WCAG 2.1 AA standards.
- Phase 2 will focus on ensuring that new content added to the CivicClerk platform for City board meeting agendas conform to the WCAG 2.1 AA standards.

Third-Party Web Services

The City of Franklin utilizes third-party vendors for certain web-based services. These services include:

- Hosting an online version of the City's municipal code through Municipal Code Corporation (MuniCode)
- Utility billing payments through Infor
- Job postings through Cadient
- GIS mapping data through ESRI (ArcGIS)

The City of Franklin does not control the platform or functionality of these websites. However, City staff may consider future engagement with these web-based service stakeholders to address improved accessibility for these services. City staff involved with these third-party vendor websites are encouraged to utilize the accessibility features supported by these third-party platforms and respond to requests for reasonable accommodations regarding these third-party web services.

Social Media Accounts

The City of Franklin uses certain online social media platforms to communicate with the public but does not control the platform design or functionality of these accounts. City staff responsible for posting content on social media platforms are advised to consider accessibility concerns when creating content, use the accessibility features available on the social media platform, and respond to requests for reasonable accommodations related to content posted on the City's social media accounts.

Other Websites Linked from City Web Resources

The City web content may at times provide links to unaffiliated websites to provide visitors with additional information. As the City of Franklin does not control the design, functionality, or content of these websites, this Policy does not apply to such websites.

Internal Stakeholders and Responsibilities

The City Administrator is responsible for establishing and overseeing this Web Accessibility Policy. The City Administrator has identified the following City departments and City staff as being involved with aspects of this Web Accessibility Policy:

- City Administrator's Office
- City Communications Team
- City Attorney's Office
- Information Technology Department
- City Clerk's Office
- Purchasing Department
- City departments and staff that generate or manage content on City Web Resources

Responsibilities

City staff, at the direction of the City Administrator (or designee), are responsible for the following regarding this Web Accessibility Policy:

Audit: Conducting an internal audit, or managing a third-party vendor audit, of the status of accessibility of the City Web Resources. Responsibilities include determining the audit methodology and tools and generating an audit report on the current accessibility status of the City Web Resources. If conducting an internal audit, City staff are encouraged to use automated testing tools known within the industry, such as the WAVE tool by WebAIM, as well as any appropriate additional manual testing protocols. If a third-party vendor is conducting an external audit, City staff shall coordinate with the third-party vendor regarding the testing methodology and audit report.

- **Addressing Accessibility Issues:** Addressing the accessibility deficiencies identified through the audit report, developing and implementing solutions for the identified deficiencies, and coordinating with external stakeholders in developing and implementing accessibility improvements to City website.
- **Staff Training:** Developing and implementing City staff training to ensure future content on City website complies with this Policy.
- **Feedback:** Responding to feedback received regarding accessibility for City website.
- **Reasonable Accommodations:** Assisting with reasonable accommodation requests associated with the City website.
- **Procurement:** Addressing web accessibility in future purchases, licensing agreements, and other procurement activities related to City website or other related information technology resources which may generate content for City website.
- **Continuing Compliance:** Regularly testing new content for compliance, promoting web accessibility awareness, and reviewing and revising this Policy as additional compliance requirements arise.
- **Budget:** Determining the necessary resources and budgeting to carry out the activities set forth in this Web Accessibility Policy.

External Stakeholders

City staff will coordinate with external stakeholders who support, manage, or are otherwise involved with the City Web Resources to accomplish the goals of this Web Accessibility Policy.

Accessibility Statement

The following statement is currently displayed on the City of Franklin website: *“The City of Franklin acknowledges the importance of accessibility for the City’s website and is actively working to increase the accessibility and usability of the City’s website.*

On this site you may find documents in Portable Document Format (PDF) and Word (.docx). If you have difficulty accessing any of these files, please visit the Microsoft Office website and the Adobe website for instructions on how to access Microsoft Office files and Portable Document Format files. If you are using screen-reading software or require alternate versions of Adobe Acrobat, you may find it useful to visit Adobe’s alternate reader page.

Please be aware that the City’s website may contain links to third party websites not controlled by the City of Franklin.

If you have difficulty accessing the site, or if you have suggestions for improving the accessibility of our website, please contact us at cityoffranklin@franklintn.gov

This Website Accessibility Statement will be updated and revised as necessary.

Policy Review, Revisions, and Future Considerations

Review and Revisions

- Review: City staff will review this Web Accessibility Policy at least once a year.
- Accessibility Standards: As the World Wide Web Consortium (W3C) generates newer versions of the WCAG Accessibility Guidelines, City staff should evaluate revising this Policy and consider whether to adopt the updated guidelines.
- Scope: The City will revise the scope of the Policy or definition of City website as appropriate.

Accessibility Road Map

For any WCAG 2.1 AA success criteria which the City website either does not meet, or only partially meets, City staff should document the necessary corrective action and expected timeframe for resolving such accessibility issues.