



Accessibility - Frequently Asked Questions (FAQ)

Why Accessibility Matters

Why is accessibility a priority for eCode360?

Accessibility ensures inclusive access to civic information and services. It reflects our commitment to equitable digital experiences and aligns with the Americans with Disabilities Act's (ADA) goals of full participation, independent living, and economic self-sufficiency.

What are the risks of not addressing accessibility?

Inaccessible content can exclude certain groups of users and lead to legal exposure under the ADA. The [ADA Title II Final Rule](#) for websites emphasizes that equal access must be timely, private, independent, and easy to use.

Recently, the U.S. Department of Justice issued its final ruling on Title II of the ADA, establishing specific requirements and technical standards for accessible digital services provided by state and local governments.

Under the ADA Title II Final Rule, these standards will become enforceable in April 2026 (non-district jurisdictions with 50,000 or more people) or April 2027 (all others) and apply to both web and mobile applications used by public entities. We will also communicate any additional accessibility requirements related to code content as they are identified.

Accessibility Standards and Goals

What accessibility standards is General Code working toward in its eCode360 platform?

eCode360 is actively working toward **WCAG 2.1 Level AA** conformance, the standard referenced in the 2024 ADA Final Rule (28 CFR Part 35, Subpart H). This ensures digital content is perceivable, operable, understandable, and robust for users with disabilities.

Has eCode360 been evaluated for accessibility?

Yes. A comprehensive accessibility audit has been completed by Deque Systems, Inc. Our team is executing a multi-stage remediation plan with a target of full WCAG 2.1 Level AA conformance by April 2026.

Is there documentation available about eCode360's current accessibility status?

We have updated our **Conformance Statement** (i.e., Voluntary Product Accessibility Template (VPAT)) to reflect eCode360's alignment with WCAG 2.1 Level AA. The updated VPAT is available on the [General Code's Accessibility page](#).

Key Accessibility Features (In Progress)

What accessibility improvements are being prioritized?

Our roadmap focuses on achieving WCAG 2.1 Level AA conformance across the eCode360 platform. Key priorities include (but not limited to):

- Consistent structural levels in legislative documents to support screen reader navigation
- Descriptive headings that clearly identify the purpose of each section or grouping
- Accessible tables with clear headers, logical row/column relationships, and non-color-based formatting
- Text alternatives for images, including "alt" text and captions that convey meaningful information
- Keyboard operability for all interactive elements
- Color contrast enhancements to meet minimum readability standards
- Support for accessible document formats, ensuring content is structured for compatibility with screen readers
- Remediation of attachments, such as scanned PDFs and images of text, to ensure they are readable by assistive technologies

Note: General Code's efforts focus on the accessibility and usability of the eCode360 platform which may or may not include customer's code content. Customers should be advised to become familiar with the WCAG 2.1 Level AA guidelines which will become law in April 2026 for many municipalities.

Are mobile experiences included in your accessibility efforts?

Yes. WCAG 2.1 Level AA applies to both web content and mobile applications, and our efforts include ensuring mobile usability and responsiveness.

Accessibility Milestones

What are the key dates for achieving accessibility goals?

Our goal is to complete accessibility enhancements for eCode360 by April, 2026. This date reflects the earliest compliance deadline established by the ADA Title II Final Rule.

Testing and Evaluation

How is accessibility evaluated for eCode360?

Our evaluation process includes automated testing using assistive technology including Axe and WAVE accessibility tools; manual testing with screen readers and keyboard navigation; and user feedback from individuals who rely on assistive technologies.

Exceptions and Alternate Formats

Are there exceptions to accessibility requirements?

Yes. The ADA Final Rule outlines exceptions for archived web content, preexisting conventional electronic documents, third-party content not posted under contract, and password-protected individualized documents.

Legislative Drafting Guidance

How can legislative authors support accessibility in eCode360?

Authors should use consistent heading structures, define unusual terms, ensure tables are logically structured with clear headers, and provide alt text for images. Color should not be the sole method of conveying information, and contrast ratios must meet WCAG standards (4.5:1).

There are more considerations legislative authors should plan for as they draft or amend new legislation. These considerations are highlighted in [General Code's Legislative Drafting for Web Accessibility Guidelines](#).

What can legislative authors do when their code content includes images of text?

Clients should convert images of text into actual text using one of the following methods:

- **Manual data entry:** Accurately transcribe all visible text.
- **OCR software:** Use Optical Character Recognition tools and clean up the output.
- **AI tools:** Prompt AI to extract text and review the results for accuracy.

How can legislative authors write text descriptions for images in code content?

Writing image descriptions is interpretive and should be done carefully:

- Identify the meaningful parts of the image.
- Write clear, concise, and comprehensive descriptions.

Can AI be used to assist with accessibility tasks like image descriptions or text extraction?

Yes, AI can support tasks such as:

- Extracting text from images.
- Generating initial drafts of image descriptions. However, human review is essential to ensure accuracy and appropriateness, especially for interpretive content.

How General Code is Supporting eCode360 Clients

What resources does General Code provide to help municipalities meet digital accessibility requirements for their code content?

General Code is committed to helping municipalities meet the accessibility requirements outlined in the ADA Title II Final Rule. Our eCode360 platform is actively being enhanced to align with WCAG 2.1 Level AA standards, with full conformance targeted by April 2026.

To support your accessibility initiatives, we offer a Conformance Statement (also known as a VPAT), on our [website](#) which outlines how eCode360 currently supports key accessibility criteria. This document provides transparency into our progress and

highlights areas where client-provided code content plays a role in achieving full accessibility.

We also provide [Legislative Drafting for Web Accessibility Guidelines](#) to help municipalities prepare code content that is structured for compatibility with assistive technologies. These guidelines cover best practices for headings, tables, images, and other elements that impact accessibility.

Additional resources are available to help you understand the regulatory landscape and prepare your content accordingly. If you have questions or need assistance, our support team is available at eCodeHelp@generalcode.com.

Who can users contact for accessibility support?

Individual users or clients experiencing issues can contact eCode360 Support at eCodeHelp@generalcode.com. Our technical support team is available to help users access the resources they need.

Additional Resources

[eCode360 Conformance Report](#)

[Legislative Drafting for Web Accessibility Guidelines](#)

[ADA Title II](#)

[Requirements for web and mobile accessibility \(28 CFR 35.200\)](#)

[WCAG 2 Overview](#)

[Web Content Accessibility Guidelines \(WCAG\) 2.1](#)

[WCAG 2.1 Understanding Docs](#)

[ADA: Accessibility of Web Content and Mobile Apps](#)