



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 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 ecode360 working toward?

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 team is targeting the completion of its accessibility enhancement work in 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 should clients 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 should clients 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.
- Always seek client approval for interpretive content.

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.

Prepare to Support *ecode360* Clients

How can I prepare for customer's *ecode360* Accessibility questions?

A great way to start is to become familiar with the latest Conformance Statement [here](#). This statement, often referred to as a VPAT (i.e., Voluntary Product Accessibility Template), offers readers a summary of different Accessibility aspects of a website and the degree to which the application adheres to the stated guideline. This adherence is noted by the words “Supports”, “Partially Supports”, “Does Not Support”, or “Not Applicable”.

Next, review and become familiar with the different aspects of drafting legislation in an accessible way by reviewing General Code's [General Code's Legislative Drafting for Web](#)

[Accessibility Guidelines](#). This document goes into more detail about the different accessibility considerations when drafting and publishing municipal codes to a website like *ecode360*.

Supplementary accessibility resources are provided at the end of this document under the “[Additional Resources](#)” section.

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.

What kind of general accessibility advice can we offer clients using *ecode360*?

Staff should be prepared to explain the regulatory environment surrounding digital accessibility, including WCAG 2.1 AA guidelines. They should also understand how these regulations apply specifically to code content, such as municipal codes and legislative documents.

Other Customer-Specific Questions

My customer is requesting an *ecode360* conformance statement from General Code. Where can I go to retrieve this?

When customers are looking for a conformance statement, or proof of conformance, from a software vendor, the customer is typically looking for a Voluntary Product Accessibility Template (VPAT) document, also known as an “Accessibility Conformance Report.” A revised version of the *ecode360* VPAT is [\[available here\]](#). Revisions of this document are expected in the future as additional conformance issues are addressed in *ecode360*.

My customer is raising *Code360* accessibility issues identified by a consultant. Where can I go for help?

Individual users, clients, or their contractors, are urged to contact *ecode360* Support at eCodeHelp@generalcode.com. Doing so will ensure identified issues and related information to reproduce, is captured in our tracking systems and escalated and addressed by the appropriate group. Reported issues include accessibility bugs found in *ecode360* web interface, drafting advice, or encoding images or tables.

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](#)