Welcome

This webinar is part of a series showcasing "Best Practices in Federal Section 508 Implementation." Other presentations can be viewed at:

- www.adaconferences.org/CIOC/archives

- A best practice is a policy, process, procedure or technique proven effective over time and repeatable by multiple agencies.

- A best practice is generalized so that diverse agencies may use it in their own organizations but specific enough to provide useful guidance and instruction.

- The CIO Council's Accessibility Community of Practice has published a library of 508 Best Practices at www.Section508.gov.

1

1

Section 508 Best Practices Webinars

Webinars are bi-monthly:

- January, March, May, July, September, November

Next Webinar: January 24, 2023

- Time: 1:00 to 2:30 p.m. Eastern

- Topic: Strengthening and Maturing Accessibility Training and Testing Programs within the Federal Government

This webinar series is a collaborative program between the Accessibility Community of Practice of the CIO Council and The U.S. Access Board.

2

2

**DEIA:
What Does It Mean to Have Accessibility in the Federal Workplace?**

CIOC Section 508 Best Practices Webinar series

November 29, 2022

3

3

Presenters

Bill Botten
Training Coordinator
U.S. Access Board
botten@access-board.gov

Tim Creagan
Senior Accessibility
Specialist
U.S. Access Board
Creagan@access-board.gov

Kathy Eng
Senior ICT Accessibility
Specialist
U.S. Access Board
Eng@access-board.gov

Sarah Presley
Accessibility Specialist
U.S Access Board
presley@access-board.gov

4

4

Agenda

- DEIA
- Architectural Barriers Act Accessibility Standards (ABAAS) Overview
- Section 508 Overview
- Shared Issues
- Questions

5

DEIA Executive Order (#14035)

- To promote Diversity, Equity, Inclusion, and Accessibility in the federal workforce
- Make the Federal Government a model employer of people with disabilities
- Federal workspaces – physical and digital
  - must be accessible
  - required by the ABA and Rehabilitation Act

6

Architectural Barriers Act (ABA)

- First federal law to address access for people with disabilities (1968)
- Covers facilities:
  - constructed or altered by or on behalf of the United States
  - leased, in whole or in part by the United States
  - financed in whole or in part by a grant or loan made by the United States

7

7

ABA Accessibility Standards

- Based on the Access Board's 2004 ABA Accessibility Guidelines
- Issued as enforceable standards by:
  - USPS – 2005
  - GSA – 2005
  - DOD – 2008
  - HUD (uses 1984 UFAS)
- Enforced by the Access Board based on complaints filed

8

8

Section 508 Webinar Series
DEIA: What Does It Mean to Have Accessibility in the Federal Workplace?
November 29, 2022

4

Organization of the ABA Standards

Chapter 1: Application and Administration
Chapter 2: Scoping Requirements

Technical Requirements

Chapter 3: Building Blocks
Chapter 4: Accessible Routes
Chapter 5: General Site and Building Elements
Chapter 6: Plumbing Elements and Facilities
Chapter 7: Communication Elements and Features
Chapter 8: Special Rooms, Spaces, and Elements
Chapter 9: Built-in Elements
Chapter 10: Recreation Facilities

Architectural Barriers Act (ABA) Standards

Note: This edition includes new provisions for outdoor developed areas and emergency transportable housing.

Adopted by the:
Department of Defense (2008)
General Services Administration (2005)
U.S. Postal Service (2005)

GSA

9

9

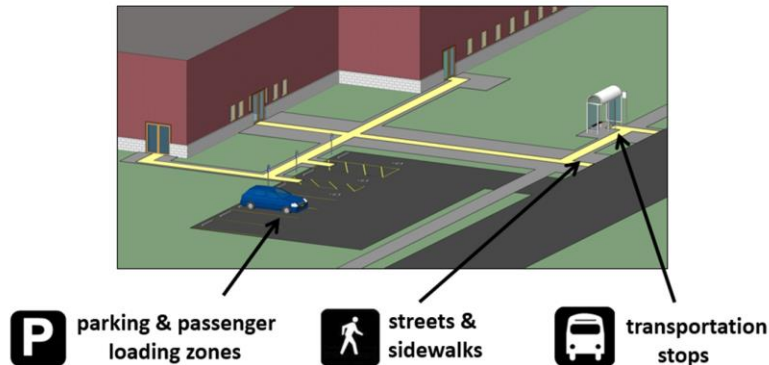# Components of an Accessible Federal Workspace

Doing the Job and Enjoying Other Benefits of Employment

10

10

From Site Arrival to Entrance

Each provided site arrival point must have at least one accessible route to building entrances.

P parking & passenger loading zones

streets & sidewalks

transportation stops

11

11

Parking - Scoping

- Parking not required, but if provided, accessible parking required
- For every 6 or fraction of 6 accessible spaces, one must be a van space.
- Accessible spaces must be on the shortest accessible route to entrances served relative to other spaces.
- Accessible spaces must be dispersed among accessible entrances served.

RESERVED PARKING

60" minimum
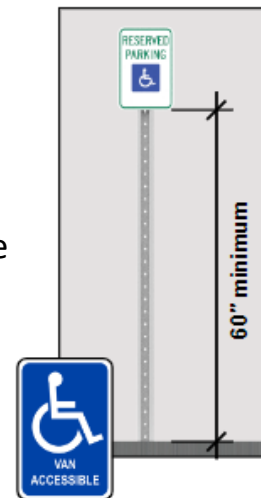
VAN ACCESSIBLE

12

12

Parking & Passenger Loading

- Space and access aisle width
  - marked to define width
- Access aisle marked to discourage parking
- Accessible parking spaces
  - identified with sign containing ISA
  - van spaces identified "van accessible"
- Passenger loading zone – where provided

13

13

Accessible Electric Vehicle Charging Stations Technical Assistance Document

Design Recommendations for Accessible Electric Vehicle Charging Stations

https://www.access-board.gov/tad/ev/

14

14

What entrances must be accessible?

- Entrances providing direct access from parking structures.
- At least one entrance providing direct access from pedestrian tunnel or elevated walkway.
- At least one restricted entrance.
- If service entrance is only entrance, must be accessible.
- In addition, 60% of public entrances must be accessible.

15

15

Connect Entrance with Accessible Spaces in the Building

At least one accessible route must connect to:

each accessible room and space

each story (unless an exception applies)
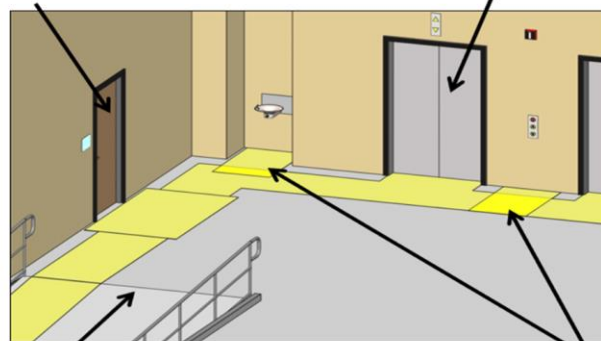
each level on a floor required to be accessible

each accessible element

16

16

Components of an Accessible Route

Doors, Doorways, and Gates (§404)
Vertical Access (§405 - §410)
Handrails (§403.6)
Limited Changes in Level (§403.4)
Surfaces (§403.2)
Walking Surface Slope (§403.3)
Clearances (§403.5)
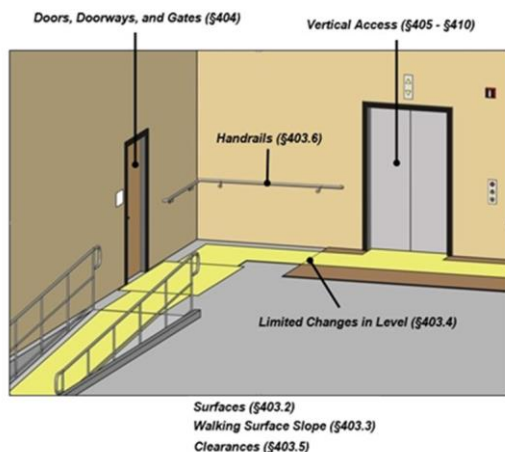
- 36-inch minimum width
- Walking surfaces (slope ≤ 1:20)
- Ramps (slope ≤ 1:12)
- Curb ramps excluding the flared sides
- Doors, doorways & gates
- Elevators
- Platform lifts (where permitted)

17

17

Counters

- Sales counters (all kinds)
- Reception and concierge counters
- Information counters
- Registration and check-in counters
- Counters at ticket or service windows
- Customer service counters
- Ordering, pick-up & drop-off counters
- Other types of service or sales counters
- (Display/exhibit counters covered only if they function as a sales/service counter)

same depth as counter
(serving customer side)

36" max. high
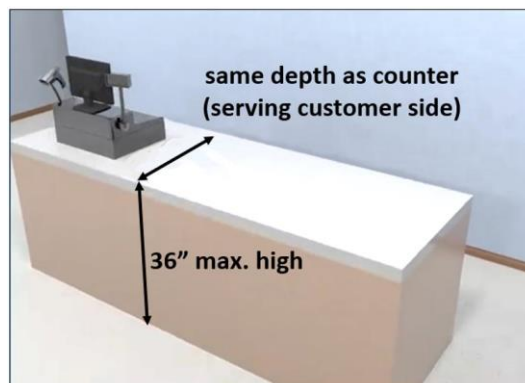
18

18

Security Barriers

- Security barriers (bollards, check points) must not obstruct required accessible routes or means of egress.
- Where security barriers incorporate elements that cannot comply (e.g., certain metal detectors, fluoroscopes, or other similar devices), accessible route is permitted to be located adjacent to security screening devices.
- Accessible route must permit persons with disabilities passing around security barriers to maintain visual contact with their personal items to the same extent provided others passing through the security barrier.

19

19

Work Areas

- Treat as open to the public
- Accessible route - Circulation Path
- Maneuvering clearance
- Operable Parts
- Cubicles
- Alarms

20

20

Section 508 Webinar Series
DEIA: What Does It Mean to Have Accessibility in the Federal Workplace?
November 29, 2022
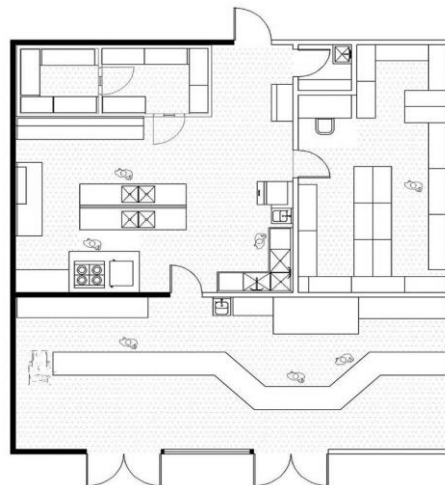
10

Work Surfaces

- Access to at least 5% of work surfaces
- Applies to both standing and seating space
- Dispersion within space/facility required

48" min
30" min
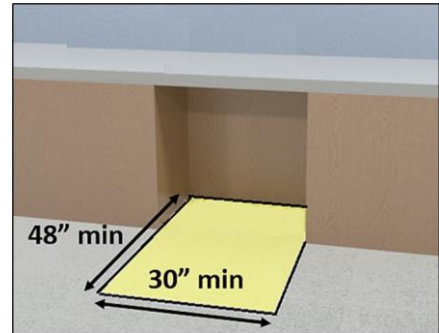
Surface height: 28" – 34"

21

21

Conference Room - Assembly

- Wheelchair spaces
- Work surfaces
- Assistive Listening System (ALS)

22

22

Section 508 Webinar Series
DEIA: What Does It Mean to Have Accessibility in the Federal Workplace?
November 29, 2022

11

ALS: Where Required

- Audible communication integral to use of space
  - Exception where no audio amplification is provided
- Courtrooms (no exception)
- Fixed seating or occupant load is not a factor
- Signs indicating availability of ALS
  - Include the International Symbol of Access for Hearing Loss

23

23

Toilet & Bathing Facilities

In new construction, all toilet and bathing facilities must be accessible (including employee only facilities), except portable units (5% min).

24

24

Section 508 Webinar Series
DEIA: What Does It Mean to Have Accessibility in the Federal Workplace?
November 29, 2022

12
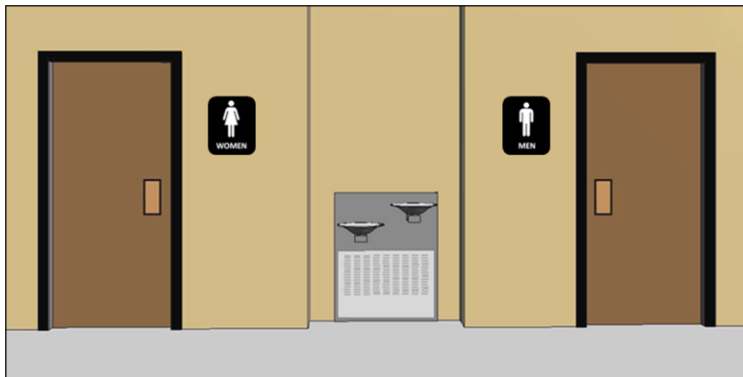
Clustered Toilet Rooms

Access to at least 50% of single user toilet rooms clustered at 1 location & serving same users.

25

25

Drinking Fountains & Bottle Fillers
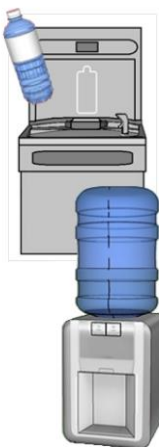
- ABA does not require drinking fountains.
- Where drinking fountains are provided, one wheelchair-accessible and one for standees required.
- Bottle fillers may not substitute for either of these required drinking fountains.
- Per ABA, may provide bottle fillers instead of drinking fountains.
- Bottle fillers must meet requirements for operable parts.

26

26

Section 508 Webinar Series
DEIA: What Does It Mean to Have Accessibility in the Federal Workplace?
November 29, 2022

13

Kitchenette

- A parallel approach to sinks where a cook top or conventional range is *not* provided and to wet bars.
- Storage
- Operable parts
- Appliances
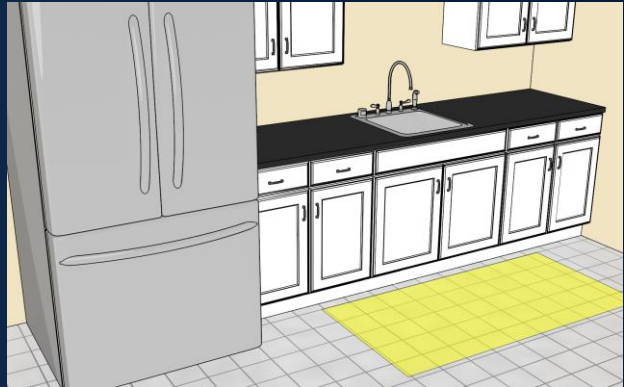
27

27

Dining, Counters, and Food Service Lines

- Access to at least 5% of dining surfaces
- Applies to both standing and seating spaces
- Dispersion within space/facility required
- Counters
- Food Service Lines

28

28

Associated Facilities

- Locker Room
- Daycare
- Fitness Center

29

29

Signage

- Required in some situations where not all elements or spaces are accessible.
  - e.g., toilet rooms, elevators, parking spaces, etc.
- Other code requirements applicable.
  - e.g., means of egress
- Otherwise, requirements apply only where signs are provided.
- Signs designating permanent rooms and spaces – tactile and visual.
- Informational and directional signs – visual requirements.

30

30

ABA Enforcement Program

- Based on investigation of complaints.
- Complaints can be filed:
  - By anyone (with or without a disability), whether a Federal employee or member of the public
  - Anonymously
  - Using the Board's Online ABA Complaint Form - https://www.access-board.gov/enforcement/
  - By e-mail to enforce@access-board.gov, or via mail or fax
- Complaints must include:
  - The name and address of the facility; complaint allegations (a brief description of the access problems or barriers); and
  - If available, additional information about the facility, such as when it was built or known sources of Federal funding; photographs are helpful.

31

31

Section 508 Overview

32

32

Section 508 Webinar Series
DEIA: What Does It Mean to Have Accessibility in the Federal Workplace?
November 29, 2022

16

Section 508 of the Rehabilitation Act

508 requires ICT that is **procured**, **developed**, **maintained**, or **used** by federal agencies:

- Must be accessible to and usable by individuals with disabilities
- Public accessing gov't information and communication technology (ICT)
- Federal employees

Citation: 29 U.S.C. § 794d

33

33

Organization of the Section 508 Standards

Chapter 1 – Application and Administration

Chapter 2 – Scoping

Chapter 3 – Functional Performance Criteria (FPC)

Chapter 4 – Hardware

Chapter 5 – Software

Chapter 6 – Support Documentation and Services

Chapter 7 – Referenced Standards

34

34

Is 508 Applicable?
Scoping and Definitions

1. Is it Information and Communication Technology (ICT)?
   E103.4 Defined Terms: ICT, Agency

   • **ICT -** Information technology **_and_** other equipment, systems, technologies, or processes, for which the principal function is the creation, manipulation, storage, display, receipt, or transmission of electronic data and information, as well as any associated content.

      • Examples: computers, kiosks, telecommunications equipment, multifunction office machines, software, Web sites, videos, electronic documents

35

Exceptions — E202

• Does a General Exception apply?
   • Legacy ICT
   • National Security Systems
   • Incidental to a contract
   • Functions located in maintenance or monitoring spaces
   • Undue Burden or Fundamental Alteration
   • Best Meets
      • when full conformance is not commercially available

36

Section 508 Webinar Series
DEIA: What Does It Mean to Have Accessibility in the Federal Workplace?
November 29, 2022

Functional Performance Criteria (FPC)

FPC used in two situations
- E101.2 Equivalent Facilitation
- E204.1 General – Functional Performance Criteria
  - Where the requirements in Chapters 4 and 5 do not address one or more functions of ICT, the functions not addressed shall conform to the Functional Performance Criteria specified in Chapter 3

Chapter 3 – FPC
- Nine categories, list of physical and sensory impairments
  - e.g., Vision, hearing, speech, mobility, cognition

37

37

Requirements for 508 ICT

- Electronic Content
- Hardware
- Software
- Support Documentation and Services

38

38

Examples of IT

Hardware

(e.g., laptop)

Software

(e.g., application used to create document)

39

39

Examples of ICT

Electronic Content

(e.g., website, document, spreadsheet, slide deck)

Supporting Documentation and Support Services

(electronic content & communication)

40

40

Web Content Accessibility Guidelines (WCAG)
Success Criteria and Conformance Requirements

Incorporated by Reference (IBR) into 508

41

41

WCAG 2.0 Organization

- Four Principles: **POUR**
  - **P**erceivable
  - **O**perable
  - **U**nderstandable
  - **R**obust

- WCAG links to guidance materials
  - Examples of "Techniques" and "Failures"
  - Techniques are informative examples and *not required.*

Perceivable

Robust

Understandable

Operable

42

42

Section 508 Webinar Series
DEIA: What Does It Mean to Have Accessibility in the Federal Workplace?
November 29, 2022

21
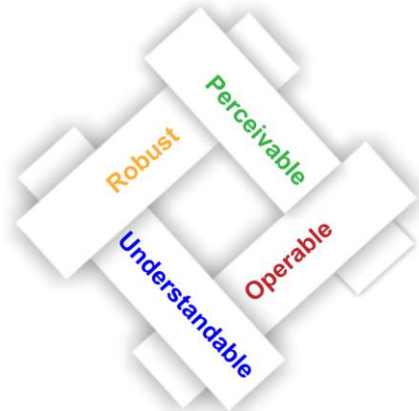
WCAG

WCAG 2.0 Success Criteria help ensure accessibility

Example:

Use of color contrast

SC 1.4.3 Contrast (Minimum)

43

43

WCAG Success Criteria: Contrast (Minimum)

WCAG 2.0 Success Criteria 1.4.3

- Specifies a minimum value from formula for calculating a contrast ratio between foreground background colors

Why is a specific numerical value important?

- Examples:
  - Does this text contrast with the white background?
  - One common problem is that typical red text on white background is below the minimum contrast requirement. Darker red still catches the eye while being much better for many people with low vision.

44

44

508 Standards Broadly Apply WCAG 2.0

✓ Make webpages, software, documents accessible
✓ Follow all Level A and AA Success Criteria
  • Conformance Requirements also apply

• WCAG is the international standard for web accessibility
  • Wealth of Guidance Materials
    • http://w3.org/tr/wcag20
    • http://w3.org/wai

45

45

Authoring Tools and Accessible Content

46

46

Authoring Tools

Requirements - Chapter 5: Software

- Allow authors to create or edit conformant content in all supported file formats.
- Preserve accessibility when converting file formats.
- Accessible PDF Export.
- Prompt authors to create conforming content.
- Provide accessible template among template options.

47

47

Electronic Content

- Public Facing
- Agency Official Communication

- Measuring Accessibility - WCAG 2.0 Level A and AA Success Criteria
  - Web: All criteria
  - Non-web documents: All except 2.4.1 Bypass Blocks, 2.4.5 Multiple Ways, 3.2.3 Consistent Navigation, and 3.2.4 Consistent Identification

Examples of documents include: email messages, spreadsheets, presentations, podcasts, images, and movies.

48

48

Section 508 Webinar Series
DEIA: What Does It Mean to Have Accessibility in the Federal Workplace?
November 29, 2022

24

Public Facing

Content made available by an agency to members of the general public.

- Examples include:
    - agency website
    - blog post, and
    - social media

49

49

Agency Official Communication

A. Emergency notification

B. Initial or final decision adjudicating an administrative claim or proceeding

C. Internal or external program or policy announcement

D. Notice of benefits, program eligibility, employment opportunity, or personnel action

E. Formal acknowledgement of receipt

F. Survey questionnaire

G. Templates and forms

H. Educational or training materials

I. Intranet content web pages

50

50

Support Documentation

Documentation
- Same requirements as Electronic Content
- Explain accessibility and AT compatibility features
- Alternative Formats

51

51

Section 508

- Requirements for software and authoring tools to create accessible content
- Requirements for all formats of electronic content
  - Public Facing
  - Agency Official Communication
  - Support Documentation

52

52

Acquisition of ICT

FAR and 508

- Federal Acquisition Regulations (FAR)
  - Primary regulation for use by all executive agencies in their acquisition of supplies and services with appropriated funds
- 508 applies to ICT that is **procured**, developed, maintained, or used by federal agencies
- FAR incorporates the Revised 508 Standards 2021

Accessible ICT Acquisitions

- **Pre-Award Phase**
  - Step 1 - Determine Accessibility Requirements
  - Step 2 - Conduct Market Research
  - Step 3 - Develop Solicitation Language
  - Step 4 - Request Accessibility Information from Vendors
- **Award Phase**
  - Step 5 - Evaluate Proposals
- **Post-Award Phase**
  - Step 6 - Validate Contractor Compliance

55

55

ICT Accessibility Statements

- Accessibility Conformance Report (ACR)
  - Completed Voluntary Product Accessibility Template (VPAT™)
  - Documents how well an ICT product meets (or supports) Section 508 Standards
  - Use to assess ICT accessibility
    - Market research
    - Evaluating proposals
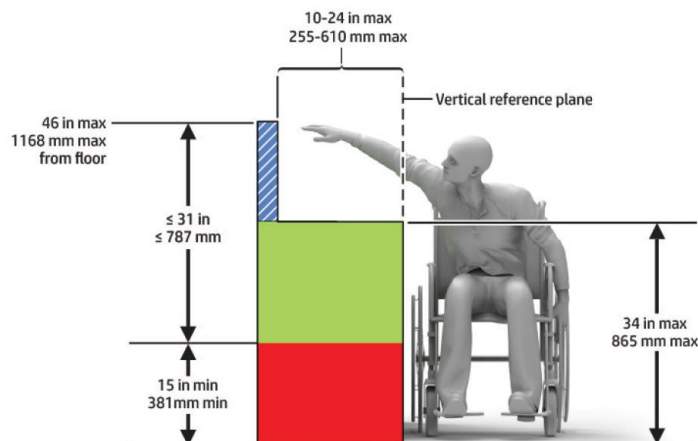- www.section508.gov/buy

56

56

Shared Accessibility Issues: ABA and Section 508
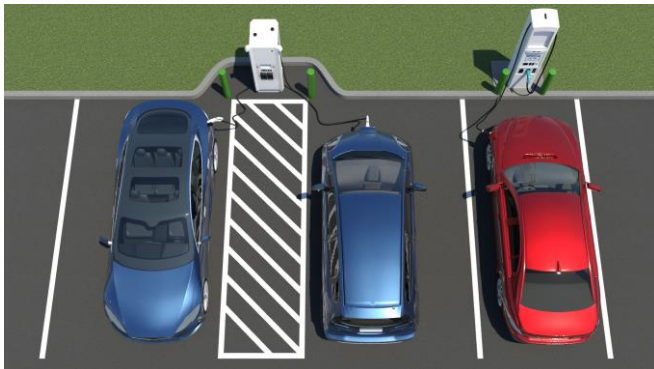
Multifunction Office Machines

Self Service Transaction Machines

59

59

Electric Vehicle Charging Stations

60

60

Questions?

The chat box is closed.

Please use the Q&A area to submit questions.

61

Resources

- www.access-board.gov – Access Board website
  - Section 508 Standards
  - ICT Testing Baseline
- www.w3.org/TR/WCAG20
  - WCAG 2.0 Guidelines, Success Criteria, and Conformance Requirements
    - Links to: Understanding WCAG 2.0 (technical assistance)
    - Links to: Techniques for WCAG 2.0 (technical assistance)
- www.Section508.gov
  - Creating Accessible Content
  - Acquisitions
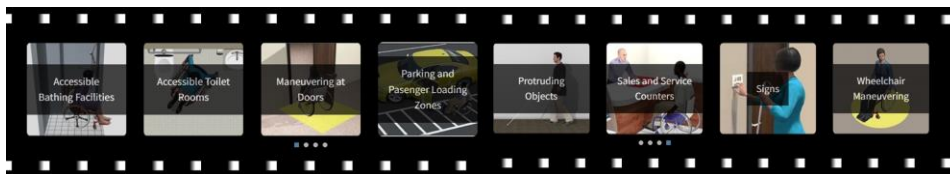 - 508 PM contacts
  - Testing

62

Technical Assistance Guides and Animations

Toilet Rooms

Parking Spaces

Ramps and Curb Ramps

www.access-board.gov/aba/guides

www.access-board.gov/aba/guides/animations

Accessible Bathing Facilities | Accessible Toilet Rooms | Maneuvering at Doors | Parking and Passenger Loading Zones | Protruding Objects | Sales and Service Counters | Signs | Wheelchair Maneuvering

63

63

U.S. Access Board

Hotline

202-272-0080, Ext. 3

E-mail Technical Assistance

- Building Access: ta@access-board.gov
- Digital Access: 508@access-board.gov

Web: www.access-board.gov

64

64

Section 508 Webinar Series
DEIA: What Does It Mean to Have Accessibility in the Federal Workplace?
November 29, 2022

32

Thank you for participating in today's webinar.

Next session: January 24, 2023

Topic: Strengthening and Maturing Accessibility Training and Testing Programs within the Federal Government

65

65