Accessibility Features of the New City of Santa Barbara Website

August 22, 2022

With the launch of the new City of Santa Barbara website in June 2022, the City has made a solid and ongoing commitment to inclusivity of all website visitors. The purpose of this document is to outline and highlight some of the most helpful website accessibility features.

Website Accessibility

The City of Santa Barbara's website has been designed with Section 508 of the Rehabilitation Act and Web Content Accessibility Guidelines (WCAG 2.1) in mind for making web content accessible to people with disabilities (ADA compliance).

Simple and Consistent

The City website uses simple information architecture with uniform navigation and reliable headings throughout. Content layout and graphical design are consistent on every page.

"Skip to" Links

"Skip to" navigation links are accessed by tabbing into the page (using the Tab key on the computer keyboard after loading the page). These links allow the visitor to jump to the main content area of the page by skipping the navigation and other banner elements, which repeat on every page. Links are provided to the Website Accessibility page and the Website Policies page from the footer of each page on the site.

Main Site Navigation and Sub-Navigation

The main navigation, located just below the title banner, and sub-navigation, usually located at the left column of the page content area, uses lists. Lists make it easier for

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screen readers to read down the list without having to sort through unnecessary code. Lists also allow the users to use the tab key to move from link to link.

Images with Alternative Text

Photographs and other relevant images on the site are accompanied by alternative text (the "alt" attribute of the HTML image tag). Alt tags provide a written description of the image, which is accessible to screen readers, and it is visible when the mouse is placed over the image. This is also useful for people who have images turned off on their browser, in which case a description will display where the image used to be.

Style Sheets

Cascading Style Sheets (CSS) are used for content layout and many graphical elements (color, font styles, custom titles, and subtitles, etc.) Using CSS for styling keeps our HTML clean, streamlined, easier to maintain, and it downloads faster. Style sheets can be replaced by the user's own styles or overwritten by assistive applications, such as the UserWay Accessibility Widget.

Additional Website Accessibility Tools and Accommodations

UserWay Accessibility Widget

The City of Santa Barbara website has installed on every page the UserWay Website Accessibility Widget that is powered by a dedicated accessibility server. The software allows improved compliance with the Web Content Accessibility Guidelines (WCAG 2.1). The Accessibility menu can be enabled either by pressing Ctrl+U on your computer keyboard, pressing the tab key on your computer keyboard when the page first loads, or

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by clicking the International Symbol of Accessibility (ISA) menu icon that appears on the lower-left corner of the page. After triggering the accessibility menu, please wait a moment for the accessibility menu to load in its entirety.

By evoking the UserWay Website Accessibility Widget, you will gain access to the following enhancements. Your settings are stored in "cookies" in your web browser and will be remembered when you return to the City website.

- A selection of different languages.
- Preset Accessibility Profiles.
- In-browser screen reader.
- Contrast.
- Highlight links.
- Text size.
- Text spacing.
- Pause animations.
- Dyslexia fonts.
- Cursor.
- Tooltips.
- Page Structure.
- Line Height.
- Text Align.
- Dictionary.
- Saturation.

At the bottom of the widget are two important links, one to "Learn about City Website Accessibility" which links directly to the City's Website Accessibility page and a second link to Report an Accessibility Problem with the website. This link presents a form by which the City's Web Team will be notified directly.

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Portable Document Format (PDF)

Adobe, the makers of Acrobat Reader for PDF documents, has developed tools to assist blind and visually impaired users. Please visit the Adobe Accessibility area for more information. Adobe also provides free online conversion tools for Adobe PDF documents.

Assistance

The City of Santa Barbara continues its efforts to constantly improve the accessibility of its site and services in the belief that it is our collective moral obligation to allow seamless, accessible, and unhindered use also for those of us with disabilities.

In an ongoing effort to continually improve and remediate accessibility issues, we also regularly scan the City website with the Siteimprove ADA Compliance Website Checker to identify and remediate accessibility barriers on the site. Despite our efforts to make all pages and content fully accessible, some content may not have yet been fully adapted to the strictest accessibility standards. This may be a result of not having found or identified the most appropriate technological solution.

If you have a disability and need assistance accessing information on our website, please contact the City's Web Team at WebHelp@SantaBarbaraCA.gov. Please provide the following:

1) The name of the requested material or document
2) The department and web address of the requested material
3) Your preferred format (electronic, larger print, etc.)
4) Your name, phone number and email address so we may reach you.

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Videos

If you need an alternate format for a video presentation, please contact City TV staff at CityTV@SantaBarbaraCA.gov.

Links to Other Websites

Links to other websites and external services are provided as a convenience for website visitors. The City of Santa Barbara assumes no responsibility for the content or accessibility of these external websites nor external documents linked from this website.

The City's Ongoing Commitment to Website Accessibility

Siteimprove

The City of Santa Barbara has engaged in an annual contract with Siteimprove. SiteImprove is a recognized leader in web accessibility testing. SiteImprove's web accessibility tools index the City website every five days, catalogs, and prioritizes accessibility, as well as functionality issues, such as broken links. A reporting system allows City staff to easily follow and adhere to international Web Content Accessibility Guidelines (WCAG). WCAG compliance was vital to the Access Advisory Committee Subcommittee (AACS), which worked with the Website Application Replacement Project (WARP) team during procurement to assess the accessibility of prospective proposers' products. It was important to the AACS that the City adopt a tool, such as SiteImprove, to help assure continued WCAG compliance beyond the launch of the new website.

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OnBase

OnBase is the City of Santa Barbara's enterprise document archive system. OnBase allows for the search and retrieval of documents, with in some cases full-text search capability. As part of the ingestion into OnBase, all PDFs are processed for optical character recognition (OCR), which allows PDFs to be read by assistive reading software. As part of the migration to the new website, more than 35,000 PDF documents from the Boards & Commissions archives pages (through 2021) were migrated into OnBase, making these archives not only searchable, but more accessible to those using assistive reading software. Going forward, with a goal of January 2023, documents from 2022 and immediate past boards and commissions meetings will be archived directly into OnBase.