Sample deliverable: Accessibility readiness

Readiness packet: public website accessibility

Town of Bramblewood. A Virginia town of about 8,000 residents publishing to seven websites and portals.

Prepared by Shipwright Labs, October 2026

Sample deliverable prepared for a fictional client. Names, figures, and findings are illustrative.

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1 Scorecard

The Town of Bramblewood publishes to seven web properties. The town runs its main website through a content management system vendor. The other six are third-party systems the town links to for billing, payments, maps, meetings, recreation, and records requests.

7	About 1,100	25	Not posted	None
Web properties	PDFs published	Page templates audited by hand	IT Access Act contact	Barrier-report procedure

With about 8,000 residents, Bramblewood has two dates. The amended Virginia IT Access Act applies to localities under 50,000 beginning April 26, 2027, about 6 months away. The federal ADA Title II web rule follows on April 26, 2028, about 18 months away. Both point to WCAG 2.1 AA, so one plan covers both. It front-loads, before the state date, the contact and barrier-report procedure, the vendor contract terms, the shared theme and page fixes, the 140 active forms, and the archive move. PDF remediation and vendor updates are the slowest parts of the work, and they run into January 2028.

From April 26, 2027, the state law requires the town's websites and other technology to meet the accessibility requirements of the federal rule (Va. Code § 2.2-3502). It also requires the town to publish an accessibility contact (name, phone, email, and office address), to have a procedure to review and respond to barrier reports (§ 2.2-3505), and to put accessibility terms in IT contracts it negotiates or renews (§ 2.2-3503). A lawsuit pending in federal court in Maryland, National Federation of the Blind v. Department of Justice, asks the court to set aside the federal delay. If it succeeds, the federal date could return to April 26, 2027, the same day as the state date. This packet is technical accessibility documentation, not legal advice. The town attorney should confirm how these dates and duties apply to Bramblewood.

2 Inventory

Web properties

Property	Who runs it	In vendor scan?	Priority
Main site (CMS vendor)	Town clerk's office, hosted by the CMS vendor	Yes	High
Utility billing portal	Utility billing software vendor	No	High
Online payments	Payment processor, linked from the main site	No	High
GIS parcel viewer	County GIS office, shared service	No	Medium
Agendas and minutes	Meeting management vendor	No	High
Parks registration	Recreation software vendor	No	Medium
Public records request portal	Records request software vendor	No	Low

The CMS vendor's monthly scan covers only the main site. The six other properties are where residents pay bills, find their parcel, read agendas, and sign up for programs, and none of them is checked today.

3 Manual audit findings

We tested 25 page templates by hand with a keyboard and a screen reader, against WCAG 2.1 Level AA. These are the issues that affect the most residents.

Top issues by WCAG 2.1 criterion

Issue	WCAG 2.1 criterion	Severity	Templates	Example
Missing alt text	1.1.1 Non-text content	High	14 of 25	Staff photos and the zoning map image have no text alternative
Low text contrast	1.4.3 Contrast (minimum)	Medium	25 of 25	Gray footer text measures 3.1:1 against white; 4.5:1 is required
Keyboard trap in the main menu	2.1.2 No keyboard trap	High	25 of 25	Tab moves into the menu and cannot leave it without a mouse
Vague link text	2.4.4 Link purpose (in context)	Medium	11 of 25	Links named "Click here" and "Read more" on agenda and news listings
Unlabeled form fields	3.3.2 Labels or instructions	High	6 of 25	Site search and the contact form use placeholder text instead of labels
Custom dropdown missing name and role	4.1.2 Name, role, value	High	4 of 25	The department selector on service requests is announced with no name or role

The menu, contrast, and form label issues live in the shared theme, so one fix by the CMS vendor corrects every page that uses it.

PDF triage

Most of the 1,100 PDFs can stay as they are. The federal rule's archived-content exception covers documents created before its compliance date, kept only for reference, stored in an area marked as archived, and not changed since. That leaves 380 active documents to fix. A second exception, for documents posted before that date that residents do not use to apply for or take part in a service, may cover some of the other 240. We count them as active, and use the earlier state date as the cutoff for both exceptions, until the town attorney confirms.

PDF triage, about 1,100 files

Group	PDFs	What to do
Archived agendas, minutes, and reports, unchanged since posting	720	Move to a marked archive area; fix on request
Active forms, applications, and notices	140	Fix or replace with accessible web pages by March 2027
Other active documents: budgets, plans, current agendas and minutes	240	Fix by January 2028; make new ones from accessible templates

Stop the pile from growing

Every new agenda, form, and notice should start from an accessible template. The town's three most common document types should get templates first, so new files don't add to the 380.

4 Vendor asks

Vendor	What we asked for	Conformance report (ACR/VPAT) status
CMS vendor (main site)	Fix the menu keyboard trap, footer contrast, and form labels in the shared theme; send an updated ACR	ACR on file from 2023 covers WCAG 2.0 only; update to 2.1 requested
Utility billing	An ACR for the customer portal and a Vendor Accessibility Roadmap for keyboard and screen reader fixes	None on file; requested
Online payments	An ACR for the hosted payment page, then a roadmap for the 3 gaps	Received: WCAG 2.1 AA, partially supports 3 criteria
County GIS office	An accessible address search as an alternative to the map	Shared county service; request sent to the county GIS coordinator
Meeting management	An ACR, and accessible export of agenda packets	Requested; vendor expects to deliver one in early 2027
Recreation software	An ACR and a Vendor Accessibility Roadmap	None on file; requested. Vendor says fixes are planned for 2027
Records request software	An ACR	Received: WCAG 2.1 AA, supports all criteria

From April 26, 2027, IT contracts the town negotiates or renews must carry accessibility terms (Va. Code § 2.2-3503). The vendor certifies that its product conforms. If it cannot, the town may require a current ACR, and any gaps go in a Vendor Accessibility Roadmap with a timeline for each, both at the vendor's cost. The packet's contract terms checklist follows these terms; the town attorney approves the wording.

5 Remediation plan

Phase	Months	What happens
1. Contact and contract terms	November to December 2026	Post the IT Access Act contact (name, phone, email, and office address), plus an accessibility statement as good practice; adopt a procedure to review and respond to barrier reports; adopt the contract terms checklist; start the evidence file
2. Theme and page fixes	December 2026 to March 2027	CMS vendor fixes the menu, contrast, and form labels in the shared theme; staff fix alt text and link text, starting with the most-used pages; we retest all 25 templates in March
3. PDF remediation	November 2026 to January 2028	By March 2027, fix or replace the 140 active forms and notices and move the 720 archived PDFs to a marked archive; fix the other 240 by January 2028
4. Vendor follow-up	November 2026 to January 2028	Track each vendor's ACR, roadmap, and fixes; use the contract terms in every IT contract the town signs or renews from now on
5. Evidence file	Monthly from November 2026	Scans, the PDF log, and a dated progress record, kept through both dates and after them

Phases 1 and 2, the 140 active forms, and the archive move finish by March 2027, about a month before April 26, 2027. The remaining PDF and vendor work is scheduled to finish in January 2028, three months before April 26, 2028, which leaves time for a final retest of every property. The state law points to the federal rule's requirements, and whether the later work can follow the federal date is not settled, so the town attorney should review this schedule.

6 Memo for council

Memo

To	Town Council
From	Town Manager
Date	October 2026
Re	Web accessibility readiness

Situation. The amended Virginia IT Access Act applies to the town from April 26, 2027, and the federal ADA Title II web rule from April 26, 2028. Both point to the WCAG 2.1 AA standard. From the state date, the town must also publish an accessibility contact, have a procedure for barrier reports, and put accessibility terms in IT contracts it negotiates or renews. We have no contact posted and no procedure. Six of our seven web properties are third-party systems that our website vendor's scans do not cover. About 380 active PDFs need fixing.

Recommendation. Approve the five-phase plan in this packet. By the end of December, staff will post the contact and an accessibility statement and adopt the barrier-report procedure and contract terms checklist. The theme and page fixes, the 140 active forms, and the archive move are scheduled before April 26, 2027, and the rest before April 26, 2028. Staff will ask the town attorney whether the state law allows that later work to follow the federal date. Two vendors have sent current conformance reports; staff will follow up on the four still outstanding, roadmaps from three vendors, and the county GIS address search.

Cost. The readiness packet cost $3,400, paid from the current IT budget. The evidence file is $129/month and keeps a dated record of our progress. Template fixes are covered by the website vendor's support agreement. Staff will fix PDFs, with outside help quoted separately if needed. Retests in March 2027 and early 2028 would be quoted separately.