

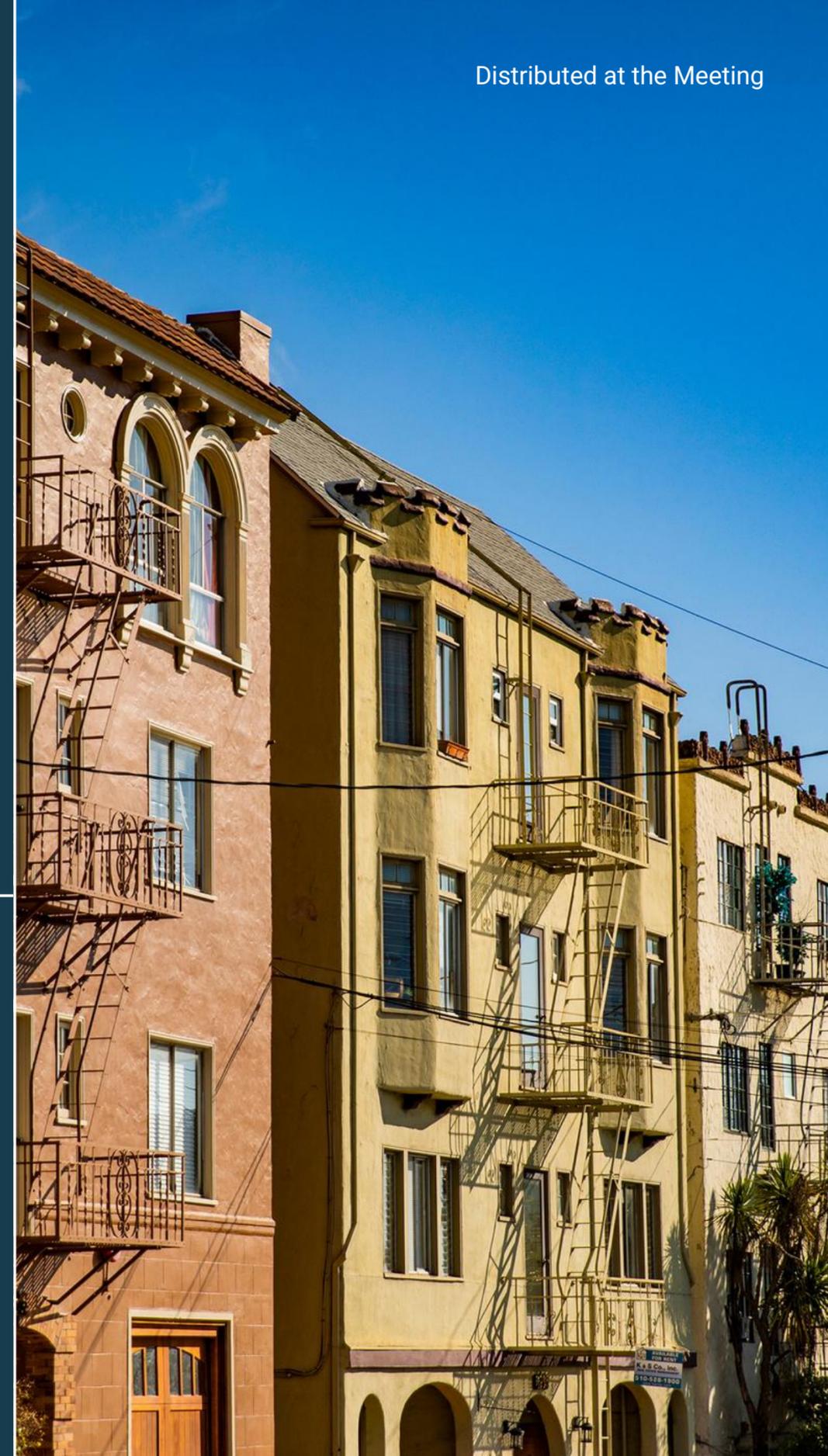


Distributed at the Meeting

Web Content Accessibility Project Update—Upcoming Changes to Federal Requirements

PRESENTED FOR
Berkeley Rent Board, March 23, 2026, Regular Meeting

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Upcoming Change in Federal Legal Requirement

- **Web Content Accessibility Guidelines (WCAG), Version 2.1, Level AA**
 - April 24, 2026 – all web content and mobile apps will be required to meet this standard
- **All web content and mobile apps the City provides or makes available even if created by a vendor. For example:**
 - All content on the Rent Board's Website, including documents
 - 3Di
 - Bookings.com

Phase 1

- **Become as compliant as possible by April 24, 2026**
 - Coordinate with Legal to better understand requirements and exemptions
 - Analyze website and 3Di content
 - Remediate all forms and literature on website/3Di that the public uses to access services or understand their rights/responsibilities
 - Resource and template development to improve compliance going forward
 - Staff Training
 - Coordinating with 3Di to ensure compliance improvements
 - Begin policy and process development

Coordination with Legal Department

- **Understanding of what the new Federal Rule and WCAG 2.1 Level AA requires us to do**
- **Understanding the exemptions**
 - Preexisting conventional electronic documents
 - Archived web content

Analyze Content

- **Analyze content posted to the website and 3Di to identify documents that need remediation and prioritize**
 - Analyzed spreadsheet listing 900+ documents we had posted to our website (as of August 2025) to assess content, assign priorities, and identify documents that could be deleted.
 - Identified public-facing materials posted to 3Di that fall under the new federal rule

Forms/Literature Remediation

- **Focus on documents necessary to access services, and understand agency processes and rights/responsibilities under the Rent Ordinance**
 - Internal remediation of 160+ documents and 291 pages of regulations
 - 33 docs remediated by the city's vendor
 - Also making format/plain language changes to make documents easier to understand and use for everyone, including those using assistive devices
 - Taking this opportunity to update branding as well
- **Status**
 - In the final phase of the document, remediation efforts
 - 3Di user guides and some miscellaneous documents sent to the city's vendor
 - Many documents in the review pipeline
 - New petition forms will launch after e-service regs are adopted

Resource Development: Templates

- **Creating a strong WCAG-compliant foundation:**
 - Agenda templates for all committees
 - Board Agenda template
 - Template for memo to Board
 - Template for memo to Committee
 - Resolution template
 - Remediation of annual/commonly used memos
 - PowerPoint template
 - Word Document template

Resource Development: Best Practices & How-To's

- Document Accessibility Tips
 - Best practices for document creation. Using a template is not enough. *How* you use the template matters.
- How to install and use PDF Accessibility Checker (PAC)
- How to download and install Roboto font
- Remediation Guide
 - Compilation of what has worked so far to remediate errors

Staff Training

Accessibility is everyone's responsibility!

- Two training sessions for all staff
 - Resources & Best Practices
 - Remediating Common Errors
- Training for committee staffers on templates
- Three To-Do “Homework” Lists
 - Objectives: Get to know the agency's resources, work with PAC, become familiar with the accessibility tags panel in Adobe, practice remediation.

3Di

- Completed Voluntary Product Accessibility Template (VPAT) and made compliance updates to public interface
- Working on ensuring that PDFs produced by 3Di that are posted electronically (like the discretionary waiver reports that are included in the Board agenda packet) are WCAG compliant
- Remediating user guides and ensuring videos are compliant

Begin Policy and Process Development

- WCAG compliance policy
- Process development for things like:
 - Submitting Board agenda items that are WCAG compliant
 - Handling materials from vendors/community partners (e.g., PowerPoints) that are not WCAG compliant

Ongoing Challenges

- Staff time/capacity
- Adjusting to a whole new way of drafting and processing documents
- Knowledge is always in flux
- Sometimes the best source document hygiene won't prevent PDF errors and the PDF itself must be remediated
- Remediation is extremely technical, we lack good tools, and what works to fix an error in one document might not work for the same error in another document
- The best method for ensuring accessibility for one document element may cause additional problems for a different document element
- Board agenda packets and committee packets
- Understanding legal requirements is challenging—no case law to flesh out the new requirements

How You Can Help

- Use templates
 - Follow the Document Accessibility Tips
 - Get items to the Board Secretary and your committee staffer on time
- The new requirements are adding steps and time to agenda production**

Looking Ahead: Phase 2

- After the April 24, 2026, deadline, how can we continue to improve?
 - Continue policy and process development
 - Address preexisting documents
 - Investigate and test resources like online forms software and PDF remediation software
 - Continue building knowledge and skills
 - Provide training to Commissioners



Thank you!

Questions?



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