

Universal Digital Accessibility Project

House Committee on Energy
and Digital Infrastructure

April 15, 2026

Accessibility Requests

To receive this information in an alternative format or for other accessibility requests, please contact:

Rebecca Kelley

Chief Communications Officer

Agency of Administration

Rebecca.Kelley@vermont.gov

802-622-4047

What we will cover:

- Executive Branch Approach.
- State Websites' Status.
- Training Efforts.
- Operational Improvements.
- Website Examples.

Web Content Accessibility Guidelines (WCAG) Criteria

WCAG outlines the stylistic and technical accommodations to ensure users can:

- Perceive content regardless of sensory barriers.
- Operate/navigate system regardless of mobility barriers.
- Understand content and system regardless of cognitive barriers.
- Robustly use content and system with assistive technology.

Statewide Commitment and Vermont's Approach



Digital accessibility across content a statewide priority.



Focus on consistent standards and shared tools.



Partnering across agencies and with vendors.

Entity-Level Strategies



Identify the scope of work (i.e., digital footprint).



Build and train an accessibility team.



Address existing accessibility issues.



Solicit and respond to constituent requests and needs.



Commitment to a continuous journey.

Executive Branch Tasks

1. Establish entity-level team.
2. Maintain a website and document inventory.
3. Make new documents accessible.
4. Train on document accessibility.
5. Fix website and content issues.
6. Ensure members of the public can report issues/request accommodation.
7. Complete and maintain an inventory for all digital platforms and address issues.
8. Document actions and commitment to accessibility standards.

More Information: [UDA Step-by-Step Tasks.](#)

Executive Branch Progress Metrics



99%

Cumulative average accessibility score across State Drupal template websites.



100%

State Drupal template websites include an updated accessibility policy and contact.



100%

Entities have an accessibility project point.



7,410 (86%)

Employees completed Introduction to Accessibility training.

State Drupal Template Websites

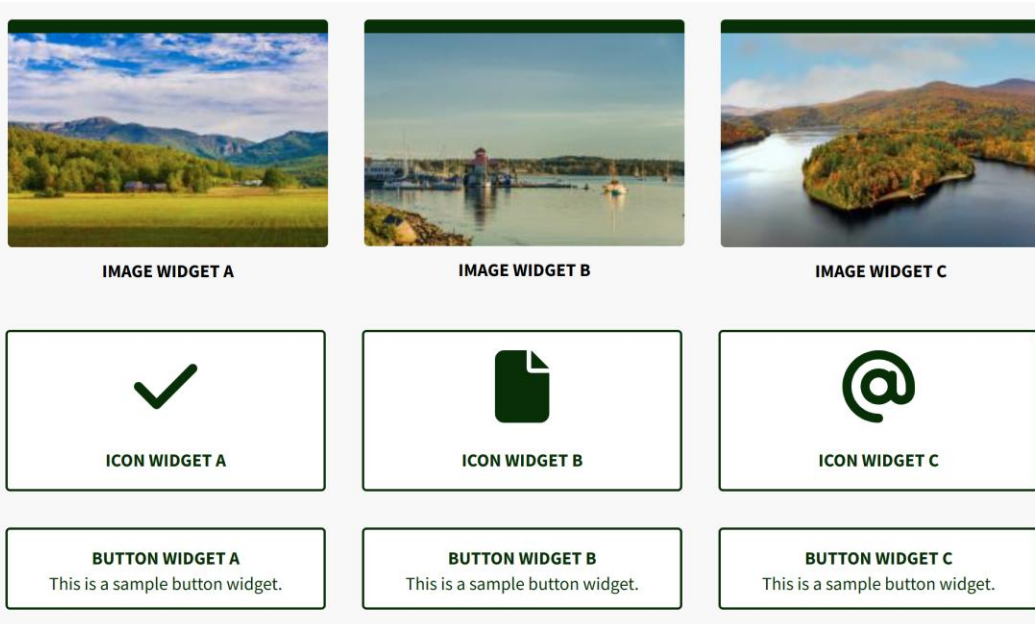
How State Websites Work

- ~130 websites on a shared design system managed by Web Services team.
- ~1,000 website editors.
- Widely diverse level of expertise, capacity, and need across the State.

Web Template Regions and Components



State of Vermont Web Template Header Region



State of Vermont Widget Components

Automated Auditing

- Launched ~130 website scans using an automated tool.
- Reviewed the statewide Drupal template websites.
- More than 45,000 issues surfaced. (Duplicate issues were represented.)

Automated Scanning Dashboard



Websites

Showing State of Vermont's Websites · 126/140 available websites. [Add Website](#)

Enter search term Search 126 websites.

Filter & Sort

Website	Score	Violations	Status	Notific
Center for Crime Victim Services [Tyler Tech]	100/100	—	Active	View >
Agency of Digital Services [Tyler Tech]	100/100	—	Active	View >
Enhanced 911 Board [Tyler Tech]	100/100 +2% ↑	—	Active	View >
Department of Vermont Health Access [Tyler Tech]	100/100	—	Active	View >
State Highway Safety Office [Tyler Tech]	100/100	—	Active	View >
HireAbility Vermont	100/100	—	Active	View >
Department of Libraries [Tyler Tech]	100/100 +2% ↑	—	Active	View >
Department of Liquor and Lottery [Tyler Tech]	100/100	—	Active	View >
Military Property and Installations Office [Tyler Tech]	100/100	—	Active	View >
Vermont State Police [Tyler Tech]	100/100	—	Active	View >

Last 30 Days

Average Score

99/100

Total Violations -32% ↓

3,838

Biggest Score Drops

[Vermont Emergency Ma...](#) -1% ↓

Most Improved Scores

[Division of State Parks \[...\]](#) +4% ↑

[Enhanced 911 Board \[T...](#) +2% ↑

[Department of Librarie...](#) +1% ↑

Technical and Content Remediation

- Web services inspected and categorized issues to distinguish between global template fixes in design system, and content-based.
- Prioritized high-impact, high-volume issues.
- Designed and directed batched releases on sites.

Website Improvements

- Language translation feature.
- H1 removal from content selector.
- Breadcrumb contrast increased.
- Responsiveness added to tables.
- List view spacing improved.
- Clickable areas for fields increased.

More Information: [UDA News and Updates.](#)

Website Improvements (Continued)

- Text and background contrast in articles and main pages increased.
- List item containment improved.
- Hero slideshow active state improved.
- System-generated links given accessible names for assistive tech.
- Footer links spacing more clickable.
- Nested interactive elements removed.

More Information: [UDA News and Updates](#).

Distribution and Training for Agencies

- Separated and exported editor-controlled issues from scan reports.
- Provided guidance, resources, and instructions to teams across Vermont.
- Held group trainings, web community of practice (COP), 1:1 trainings, and office hours.

Web Services Accessibility Dashboard

Export ▾ Share Get insights ⋮

Use a site from selection below to view the list of remediation tasks.

[Tyler Tech]
 Services Division [Tyler...
 of Agriculture, Food ...
 of Administration [T...
 of Commerce & Co...
 of Digital Services [T...
 of Education [Tyler T...
 of Human Services [...
 of Natural Resource...
 of Transportation [T...
 Technology Progra...
 General's Office [Ty...
 s Office [Tyler Tech]
 t for Health [Tyler Te...]

i Once filtered for your site, use the "Expand All" feature to reveal all URLs and titles. Then use the ellipsis to export the data.

title	Sum
<input type="checkbox"/> Add accessible name to link in article	
<input type="checkbox"/> Fix missing title attributes of iframe in article	
<input type="checkbox"/> Add accessible name to link in footer	
<input type="checkbox"/> Remove incorrect ARIA attributes of section in article	
<input type="checkbox"/> Fix insufficient color contrast of link in footer	
<input type="checkbox"/> Fix missing title attributes of iframe in main	
<input type="checkbox"/> Add alt text to img in article	
<input type="checkbox"/> Fix insufficient color contrast of strong text in article	
<input type="checkbox"/> Add accessible name to link in main	
<input type="checkbox"/> Add accessible name to select in form	
<input type="checkbox"/> Fix improperly structured list	
<input type="checkbox"/> Fix insufficient color contrast of content in article	
<input type="checkbox"/> Fix insufficient color contrast of paragraph in article	
<input type="checkbox"/> Fix touch target size of link in article	
<input type="checkbox"/> Fix insufficient color contrast of emphasized text in article	
<input type="checkbox"/> Fix insufficient color contrast of underlined text in article	
<input type="checkbox"/> Fix insufficient color contrast of link in article	
<input type="checkbox"/> Fix touch target size of link in main	
<input type="checkbox"/> Fix invalid lang attribute of link in article	
<input type="checkbox"/> Fix insufficient color contrast of font in article	
<input type="checkbox"/> Fix insufficient color contrast of link in section	
<input type="checkbox"/> Ensure child elements of tablist in main are valid and present	
<input type="checkbox"/> Fix insufficient color contrast of button in form	
Total	

Progress Across 1,000 State Editors

- Dashboard developed in SharePoint for editors with instructional guidance.
- Re-scans to validate improvements over time.
- Significant decrease from 45,000 issues to ~3,000.
- ~95 percent decrease in issues on template websites.

Accessibility Training

Introduction and Awareness

- Required Introduction to Accessibility Training.
- Federal Rule Awareness:
 - Agency project points.
 - Web editors.
 - Communications leads.
 - Legal counsels.
 - Procurement teams.
 - Governor, cabinet, extended cabinet.
 - Vendors.

Technical Training

- Hands-on skills training sessions and recordings.
 - Word.
 - PowerPoint.
 - Excel/Tables.
 - Adobe PDF.
 - Adobe PDF Forms.
 - CommonLook.
 - Drupal.
 - Using accessible templates.
 - Using web inventories.
 - Using accessibility retainer contracts.
 - Engineering accessibility training.

Live Support

- Assisting web editors with issues through documentation and live support (1:1 consult, office hours, apprentices, and Communities of Practice).
- Ongoing peer support and knowledge sharing.
- Statewide Accessibility Community of Practice.

Checklists, Guidance and Templates

- Accessibility Essentials' checklists by content type.
- Guidance for complex content, live events and manual audits.
- Templates for common content (reports, presentations, agendas, meeting minutes, etc.).

Webpage Manual Auditing Checklist

SOV Universal Digital Accessibility



Webpage Manual Auditing Checklist

Below is a checklist of items for manual audits to address common accessibility issues on webpages.

Review Images for Accessibility

Write clear, meaningful alt text for every image, chart, or graphic. Describe what the image shows or means so people using screen readers understand it. Don't put important text only inside images or graphics. If you include text in a graphic, also include it in the alt text and repeat it in the page content.

Use Proper Headings

Use heading styles (h1, h2, h3, etc.) to organize content in logical order. Don't skip levels (for example, don't go from h2 to h4) or use headings for styling. Ensure each heading is descriptive of the content that follows it. Headings help screen reader users understand the page structure and move through content swiftly.

Check Color Contrast

Make sure text and background colors in any design have enough contrast to be easily read. Use approved colors from the U.S. Web Design System (USWDS) or a contrast checker to confirm accessibility.

Keep Content Plain and Clear

Write short sentences and use everyday language. Put the most important information first. Assume people will scan the page rather than read every word.

Write Descriptive Links

Use link text that tells users where the link goes or what it does (for example, "Download grant application" or "Read about housing programs"). Avoid "click here" or "read more."

Add Captions to Videos

All videos must have accurate captions so users who are deaf or hard of hearing can follow along. Review or edit automatic captions for accuracy. Certain videos must also include an audio description.

Use Tables for Only Complex Data

Use tables only when showing complex data, not for layout. Add proper table headers and keep the structure simple so screen readers can read them correctly. For simple data like contact information, using a bulleted list is preferred.

Make Embedded Media Accessible

Provide a text alternative for charts, maps, or other embedded visual data. Offer a data table, summary, or contact option so users can access the same information another way.

Ensure Keyboard Accuracy and Access

Check that all interactive elements (links, buttons, menus, forms, modals) can be used and closed with a keyboard alone. Users should be able to tab through the page and see a focus on the selected element. As you tab through the page, make sure the focus moves in a logical order: usually top to bottom, left to right.

Avoid Flashing or Moving Content

Do not include content that flashes, blinks, or moves automatically. It can distract users or cause seizures. If movement is needed, give users a way to pause or stop it.

Keep Websites Consistent and Predictable

Menu items should use the same names across the site so people don't have to guess where information lives. Keep your navigation simple and organized so users can quickly find what they need. Each page should have a short, descriptive title that explains what the page is about. This helps users and screen readers know they are in the right place.

PDF of the Webpage Manual Auditing Checklist

Below is a link to a PDF of the above checklist of items for manual audits to address common accessibility issues on webpages.



Webpage Manual Auditing Checklist

Checklist of items for manual audits to address common accessibility issues on webpages.

[Webpage Manual Auditing Checklist](#)

Operational Improvements

Accessibility Policy and Constituent Support

- [Accessibility Policy](#) updated for greater transparency and user-support focus.
- Every entity has an accessibility contact for constituents.
- Tasked entities with adding accessibility contact details in footer of State websites.
- Emphasis on responsiveness to constituent needs.

Attachment C


- Updated February 13, 2026.
- Provision 14 (Nondiscrimination) of Attachment C adds an IT Accessibility Standard (Provision 14B).
- Provision 14B gives us a tool to ensure digital products created or offered by a third-party partner meet the federal accessibility requirements, including the new WCAG criteria.
- Outlines required remedies if products and services do not meet federal requirements.

Non-Functional Requirements (NFRs)

- Enterprise Architecture team studied other states' engagements, industry standards and best practices to curate Accessibility-focused NFRs.
- NFRs were updated through ADS committee discussions.
- Allows for customized accessibility requirements for digital platforms.


Website Examples

Agency of Digital Services Before

An Official Vermont Government Website 

State of Vermont
Agency of Digital Services









Home Working With Us Accountability Priorities Cybersecurity EPMO AI About Us ADS Tips and How-To's



Welcome to the Agency of Digital Services. We are a team of information technology professionals providing services and resources to our partners in state government, ultimately for the benefit of the residents, businesses and visitors of the State of Vermont.

Online Government Services

- [Apply for Public Benefits](#)
- [Renew your Vehicle](#)
- [Pay Your Taxes](#)
- [System Service Events](#)
- [View a Complete List](#)

 WORKING WITH US	 ACCOUNTABILITY	 PRIORITIES
 CYBERSECURITY	 ABOUT US	 ONLINE PHONE DIRECTORY
 DIGITAL SERVICES DASHBOARD	 STRATEGIC PLAN	

Contact Information

Agency of Digital Services
One National Life Drive, Dewey
Building
Montpelier, VT 05620


Secretary's Office
(802) 828-4141

Other Links

- [Open Data Portal](#)
- [Enterprise IT Projects](#)
- [Employment Opportunities](#)
- [Internships](#)
- [Full Strategic Plan 2024](#)

Cybersecurity

- [SANS Resources](#)
- [Safe and Secure Online](#)
- [U.S. Computer Emergency Response Team \(CERT\)](#)


[Return to top](#)

Agency of Digital Services After

Vermont's Agency of Digital Services, at Your Service

Welcome to the Agency of Digital Services. We are IT professionals supporting Vermont's residents, businesses, and workers.

About Us



Empowering Vermont with smarter technology

The Agency of Digital Services (ADS) was established in 2017 to enhance how Vermont state government delivers public services through technology.

ADS is organized into six divisions, each focused on different aspects of IT, including security, architecture, data management, finance, and project management. Seven IT Directors work directly with state agencies to manage their technology needs. Through our work, we aim to make state services more efficient and accessible to Vermonters.

Our Services



EXPLORE OUR WORK
View the Agency of Digital Services project dashboard.



Enterprise Project Management Office (EPMO)



Supporting Online Accessibility

Request content in an alternative format or report a digital accessibility need.

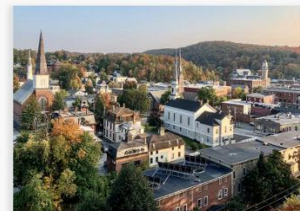
Submit a Request

Our mission and priorities

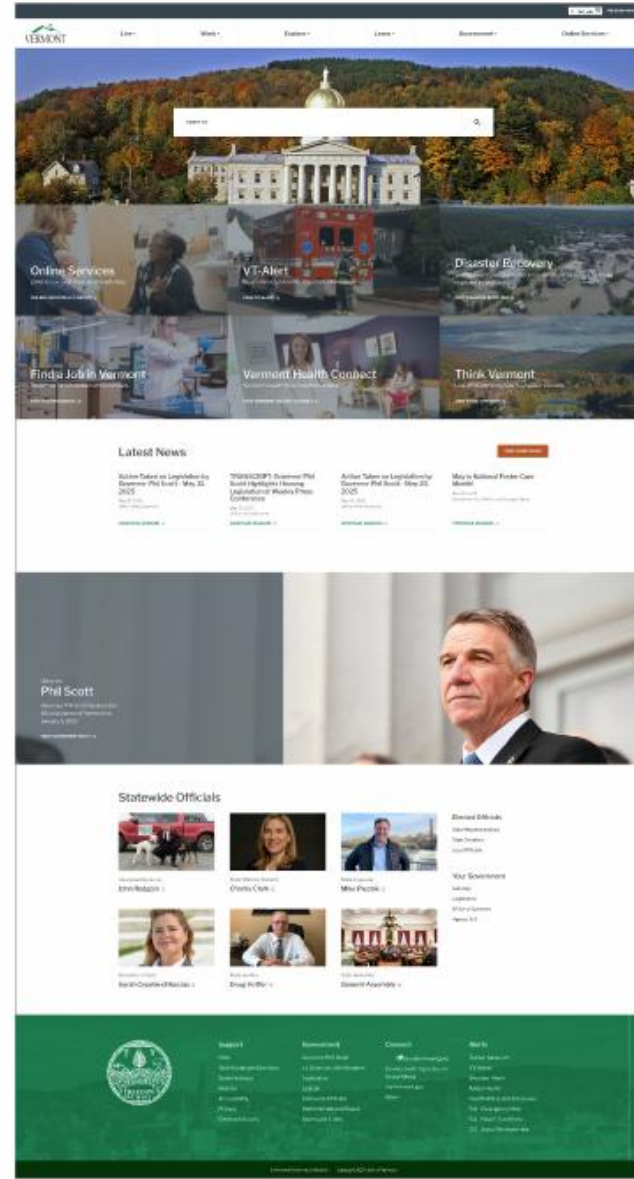
The Agency of Digital Services delivers cost-effective, customer-focused IT solutions to enhance government services.

We ensure that technology across state agencies is secure, coordinated, and efficient, with a strong focus on improving data governance, cybersecurity, and using artificial intelligence (AI) to drive better outcomes. Stay updated as we continue to innovate and improve state services.

Strategic Priorities

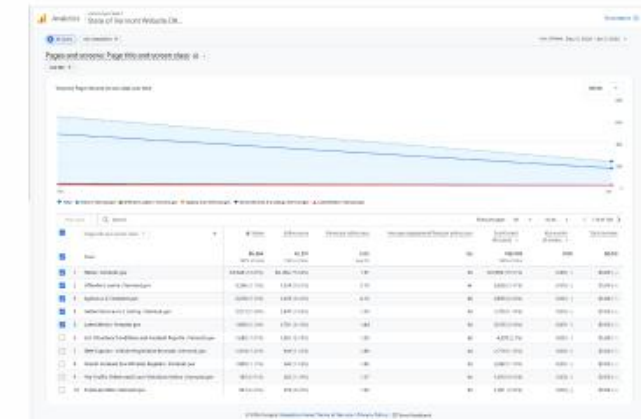


Vermont.gov *Before*

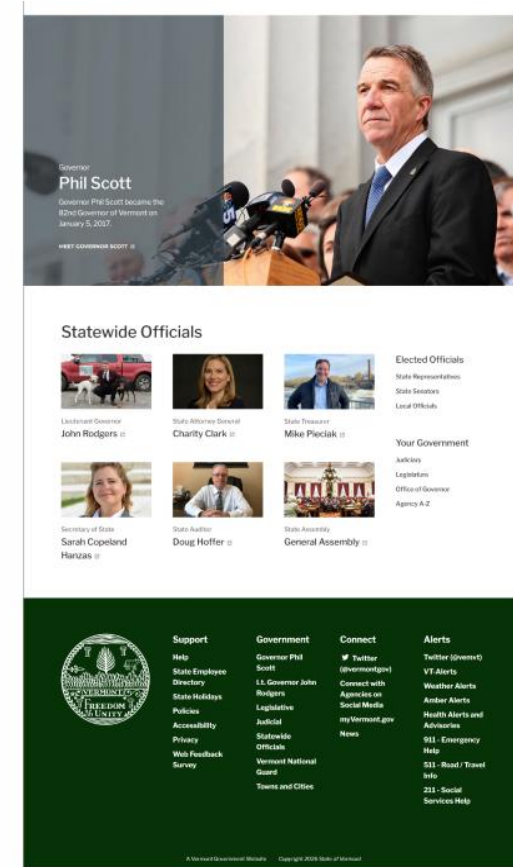
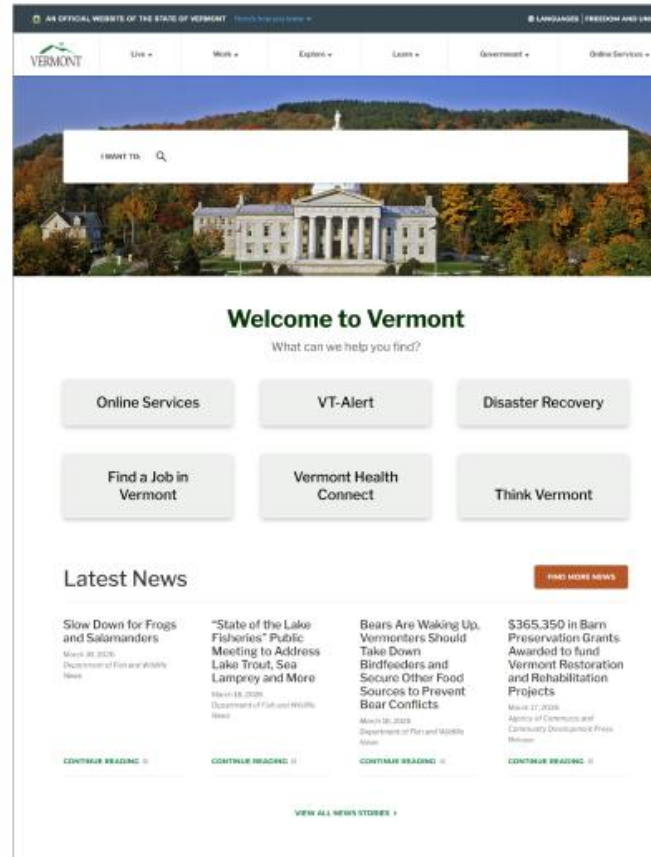


Vermont.gov Suggested Edits

- Make the Vermont government website the browser's "home" page from search engines.
 - Add the "Language" component with the default language and search for other languages.
 - Add industry language to communicate the Vermont economic system and goals (SMB, and not just agriculture).
 - Review color significance to be in the current grid, which is being used by the design. Specific language and icons for color.
 - Update metadata and content in grid language based on both the current and proposed designs.
 - Make the selection of the button and text color, width, and text alignment report out the most appropriate.
 - Redesign the social media icons to align with the current design.
 - Update color palette to align with the current design and branding.



Vermont.gov After



Questions