

Website Accessibility Requirements for MSD Communities

May 13, 2026

MSD Communications



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Digital Accessibility Requirements Legal Standards for Government Websites

Federal Accessibility Standards

- Section 508 of the Rehabilitation Act
- Americans with Disabilities Act (ADA Title II)

Required Standard

Government websites must meet **WCAG 2.1 Level AA**
(Web Content Accessibility Guidelines)

Recommended Best Practice / Future Standard

WCAG 2.2 Level AA

Compliance Deadline for MSD Communities

April 26, 2028



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WCAG 2.1

Web Content Accessibility Guidelines

Accessible Websites Must Provide:

- ✓ Screen reader compatibility – designed so assistive technology can accurately interpret content for users who are blind, have low vision, or have certain cognitive disabilities
- ✓ Keyboard-only navigation – using a keyboard without a mouse, trackpad or other pointing device
- ✓ Strong color contrast
- ✓ Alternative text for images
- ✓ Accessible forms and documents
- ✓ Captioned multimedia – captions on video
- ✓ Mobile-friendly design – smartphones and tablets
- ✓ Clear, simple navigation

Web content must be accessible to all users, including people with disabilities.



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MSD websites already have strong built-in accessibility tools through our CivicPlus and Streamline website platforms

Both platforms are already largely WCAG 2.1 compliant.

Built-In Accessibility Features

- ✓ Screen reader support
- ✓ Color contrast tools
- ✓ Accessibility checkers
- ✓ Mobile responsiveness
- ✓ PDF accessibility tools
- ✓ Navigation support

MSD Communities Using These Platforms

Magna, Kearns, Brighton, White City, MSD



Our greatest compliance responsibility is content management and document accessibility.



WCAG 2.2

Web Content
Accessibility Guidelines



WCAG 2.2 Additions

- ✓ Enhanced Keyboard focus visibility
- ✓ Improved form usability
- ✓ Larger touch target size requirements
- ✓ Better error prevention
- ✓ Accessible login and authentication processes
- ✓ Stronger mobile interaction support
- ✓ PDF accessibility expectations for PDF accessibility



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The strongest legal protection is proactive accessibility compliance.

Common Municipal Website Risk Areas

- ✓ Inaccessible PDFs and documents
- ✓ Difficult-to-use public forms
- ✓ Poor color contrast
- ✓ Keyboard navigation issues
- ✓ Missing visible focus indicators
- ✓ Inaccessible agendas or meeting minutes
- ✓ Confusing website navigation

Failure to comply can result in:

- ADA complaints
- Litigation risk
- Reduced public access
- Lower public trust

Update ADA Title II Compliance Deadlines

The Department of Justice has extended ADA Title II website accessibility deadlines by one year. We now have an extra year to meet the requirements.

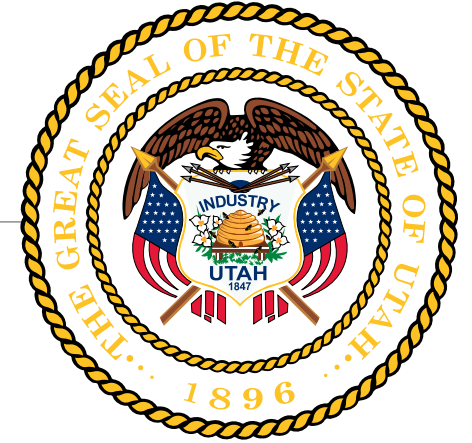
Entity Type	Population	Deadline
Large entities	50,000+	April 26, 2027
Small cities, towns & special districts	Under 50,000	April 26, 2028

Required Standard: WCAG 2.1 Level AA

Recommended Best Practice: WCAG 2.2 Level AA

MSD communities have additional time to prepare and prioritize compliance efforts.

Additional protection: S.B. 68



In the 2026 General Session, the Utah Legislature passed S.B. 68 to address bad-faith or abusive accessibility litigation claims.

The law allows courts to award reasonable attorney fees and damages when claims are determined to be abusive.

Important Reminder

This does **not** eliminate accessibility obligations.
Municipalities must still provide accessible digital services.



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PDF Accessibility: Remediation & Cost Considerations

When PDFs Must be Accessible

Accessibility is required for PDFs that are actively used by residents, including:

- Current permit applications
- Meeting agendas/minutes
- Public notices
- Fee schedules
- Current ordinances
- Public records request forms
- Any document required to access a public service

Older PDFs may be exempt only if they are:

- Archived for reference only
- Not actively used by the public
- Not required to access current services
- *Examples: historical newsletters, completed project reports, archived planning studies.*

Estimated Remediation Costs

Professional remediation typically costs: \$3–\$10 per page

Costs vary based on:

- Document complexity
- Scanned vs. digital files
- Tables, forms, and graphics
- Turnaround time

Prioritizing high-traffic public documents provides the greatest compliance benefit.



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Automated accessibility solutions

Some tools can automatically convert PDFs into accessible formats (such as HTML) to improve usability for screen readers.

What These Tools Help With

- ✓ Scanned or handwritten documents
- ✓ Older permit applications and forms
- ✓ Complex reports and financial documents
- ✓ Multi-column layouts and maps
- ✓ Documents with signatures or annotations

Benefits

- Improves accessibility without full manual remediation
- Provides faster access to older documents
- Can support large volumes of files

Automated tools can help, but **may not fully replace manual remediation for complex or high-risk documents.**

Example: DocAccess (AI-powered PDF conversion tool)



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Recommended Next Steps

Immediate Priorities

- ✓ Ensure all new PDFs are accessible
- ✓ Review public-facing forms and documents
- ✓ Train staff on accessibility best practices
- ✓ Evaluate remediation tools for legacy content
- ✓ Develop an accessibility compliance roadmap

Most PDF documents are created by the MSD and posted on our website and on our community websites, so the bulk of the work will be done on our end. Any PDFs, documents, or forms posted on city/town websites need to adhere to accessibility guidelines. We will be able to help you with this.

MSD Board support request: prioritize accessibility standards for all new digital content moving forward.

Questions?

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MSD April & September newsletter

Historically, this newsletter was for the MSD to send out information about the services they provide to all 30,000 homes in the MSD service areas. The entire newsletter was MSD information.

It evolved to be geared to each community, so the cover was dedicated to local community information, pages 2 & 3 contain MSD services information, construction projects, police, fire, and contact us. The back pages features ads from all the other service providers: Waste removal, animal services, parks and recreation, public works, water, and mosquitoes.

What has changed?

- Magna – bi-monthly newsletter/e-newsletter
- Kearns – quarterly newsletter/e-newsletter
- White City – quarterly newsletter
- Brighton – monthly e-newsletter
- Emigration – e-newsletter to residents
- Change in mailing indicia – moved to back

- Should we continue sending out the MSD newsletter twice a year?
- Should we discontinue?
- Should we send out an MDS only newsletter to explain our services?