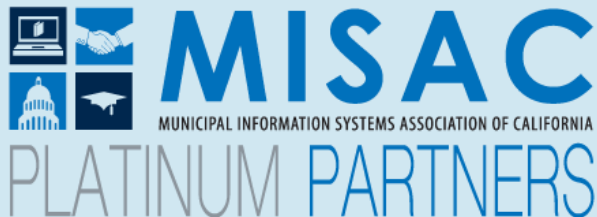


Tech for all

Advancing equity, accessibility & inclusion in the public sector

MISAC session | Tuesday, October 21, 2025





Vish Krishnamurthy

Global Technology Leader,
Application Development & Accessibility,
AgreeYa Solutions

About AgreeYa Solutions



Global **Systems Integrator**
for **25+** years



Founded in
1999
Headquartered
in Folsom, California

Established Operations
across the
U.S & India

Quality Processes with
**SEI CMMI &
ISO 9001:2015**

Diversity &
Inclusion

Software,
Digital Transformation
Solutions &
Digital Engineering
Services Provider

 **Microsoft**
Solutions Partner
Infrastructure (Azure)
Data and AI (Azure)
Digital & App Innovation (Azure)
Modern Work

servicenow

 **Google Cloud**

 **Azure**

 **UiPath™**

aws partner
network

 **HuLoop**

 **PEGA**

 **apporchid**

Real-world scenario: why accessibility matters

Meet Jane — a citizen with low vision trying to complete essential tasks online.

She face challenges...

Finding the desired service

- Low-contrast banner text
- Small font size

Impact: *Jane zooms to 200% & layout breaks*

Understanding the information

- No alt text for key images
- Icons unlabeled

Impact: *Key info is skipped or unclear*

Downloading a document

- PDF is untagged
- Reading order wrong

Impact: *Screen reader announces the PDF as “blank”*

Navigating the website

- No skip link
- Heading & tab order inconsistent

Impact: *Screen reader loses context*

Completing a form

- Fields lack programmatic labels
- Errors only shown in red
- CAPTCHA not accessible

Impact: *She can't submit the form*



‘The power of the web is in its universality - access by everyone regardless of disability is an essential aspect’

Tim Berners-Lee
(Inventor of World Wide Web)



Agenda

Why accessibility matters for citizens?

DOJ title II essentials

What's at stake?

How to assess websites, mobile apps, & documents

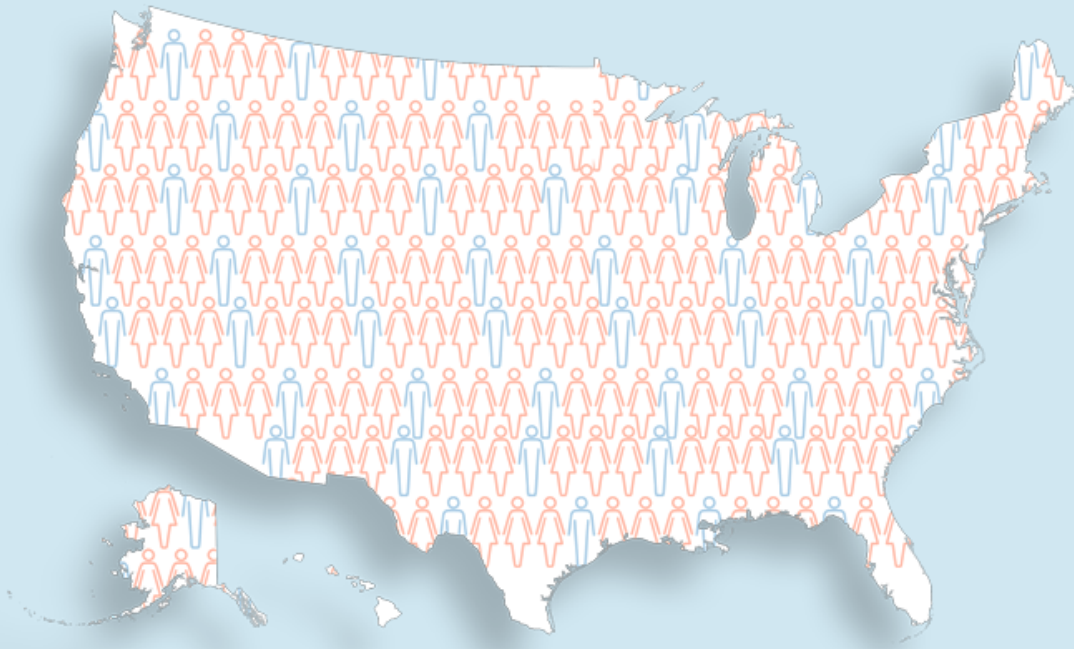
The journey from issues to compliance

Success stories - what worked & why?

Immediate steps to comply & sustain accessibility

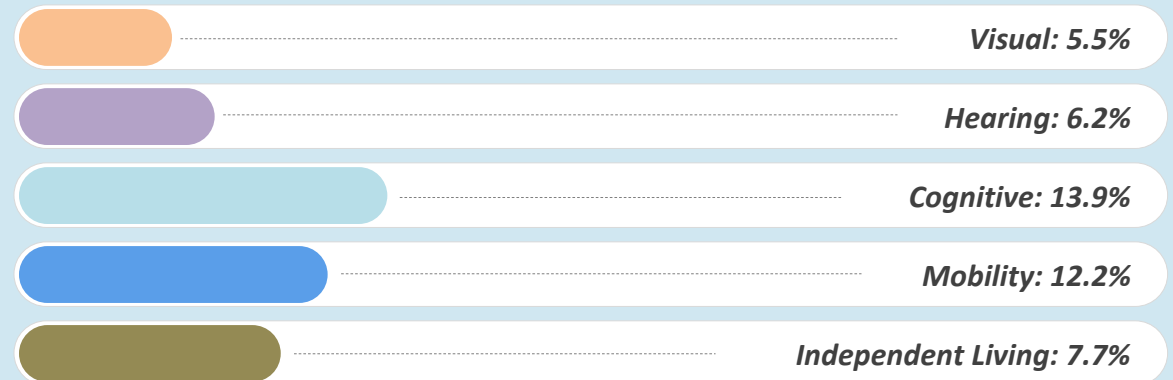


Why web accessibility matters?



Source: [National Center on Birth Defects & Developmental Disabilities \(NCBDDD\)](https://www.cdc.gov/ncbddd/)

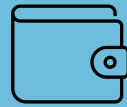
More than
1 in 4 (28.7%)
adults in the United States
have some type of disability



What's at stake for municipalities?



Legal
risks



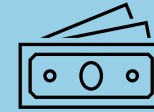
Equity
issues



Reputational
risks



Real-world
examples



Operational
costs

Each small code issue can trigger a big consequence when a resident can't complete a crucial task

The case for accessibility compliance

The gains of compliance go beyond avoiding penalties



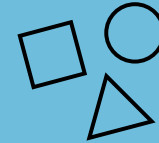
Services reach all citizens, equally



Digital adoption cuts manual work



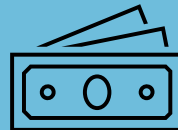
Builds trust in local government



Resilient digital foundation



Better access, better SEO



Go digital, save service costs



Inclusive design future-proofs IT

Success story 1 – South Coast AQMD



Comprehensive ADA compliance for SCAQMD:

Achieved WCAG 2.1 AA across web, mobile apps, & 30,000+ legacy PDFs through automated/manual audits & a prioritized, phased remediation plan

End-to-end remediation:

Fixed UX/UI components (contrast, labels, focus, alt text), ensured screen-reader & mobile accessibility, & implemented structured tagging + secure workflows for PDFs

Training / Governance:

Trained cross-functional teams, integrated accessibility into release gates, & delivered VPAT documentation to ensure ongoing compliance

Impact:

Enabled equitable public access to critical services (alerts, permits, reports), reduced legal risk, & strengthened community trust & transparency



Success story 2 - CalFresh

Redesigned for full WCAG 2.1 AA - certified accessibility & better UX across devices.

The challenge

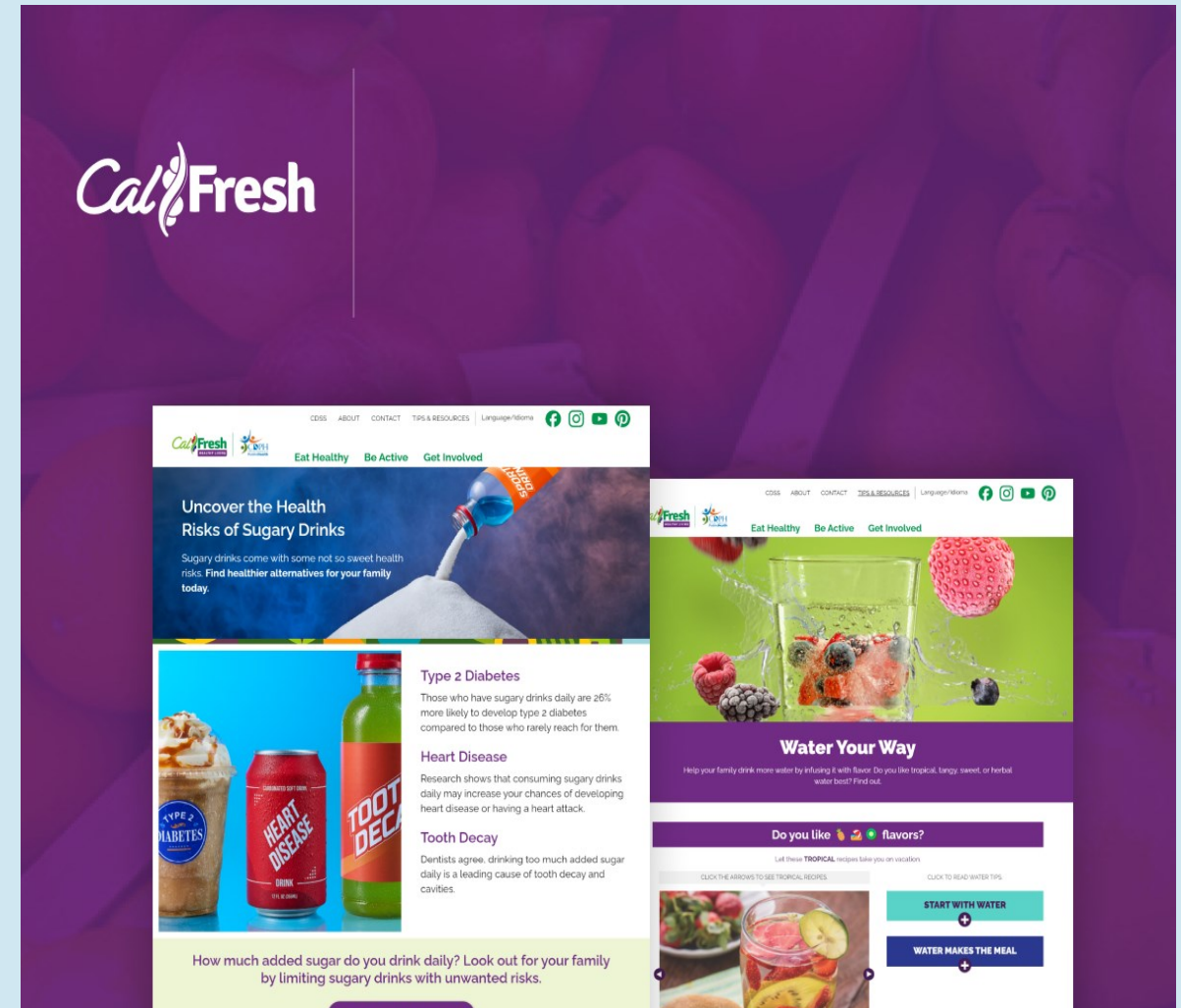
Achieve full WCAG 2.1 AA for a statewide public health program site (SharePoint CMS), optimized for mobile & high-traffic tasks

The solution

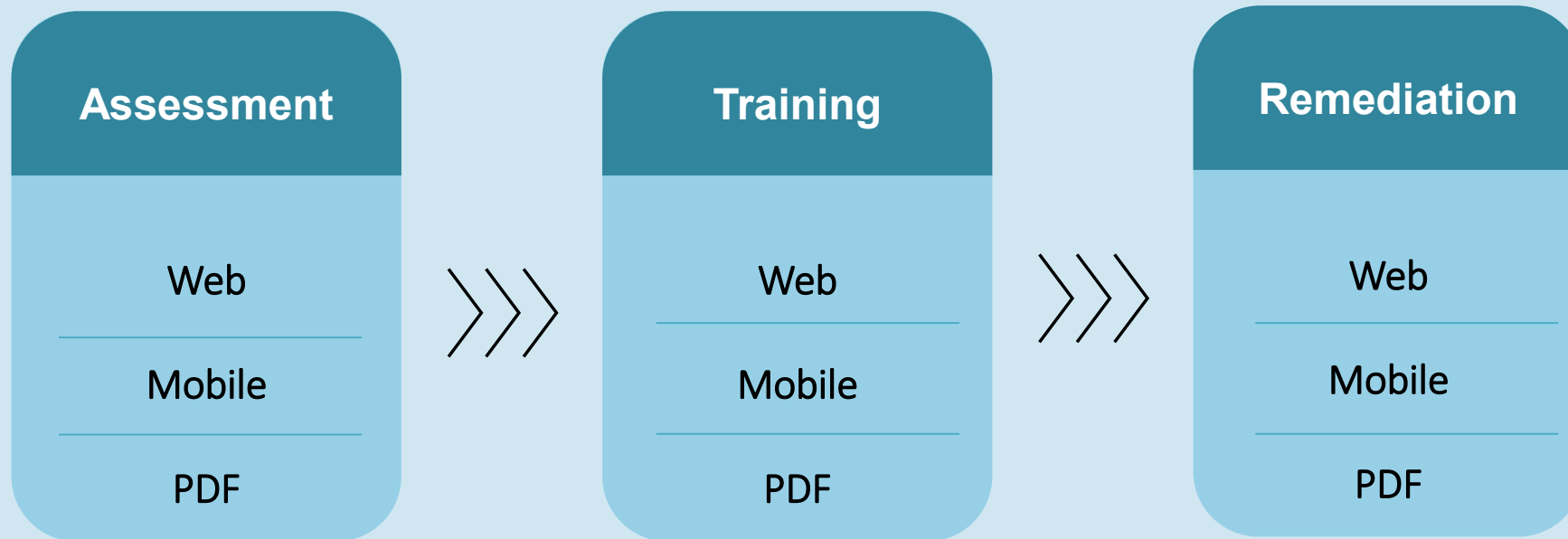
- **Approach:** Comprehensive assessment (automated + manual), mapped violations to a phased redesign focused on high-impact journeys
- **Web & App Fixes:** Contrast, headings, labels, focus/tab order, descriptive links; responsive components for consistent mobile experience
- **Certification:** Earned Certificate of Conformance (Equalize Digital) confirming WCAG 2.1 AA compliance
- **Enablement & Governance:** Monitoring, live user testing, author training, & release gates to sustain accessibility

The impact

- Better UI/UX & task completion across devices
- Certified ADA compliance & sustained processes
- Enhanced public trust & readiness for the DOJ rule



Digital Assets accessibility journey



Monitor and Maintain Websites/Apps Regularly. Do Quarterly Spot Audits

Visible & Audible Error Messages

Bad

Name:

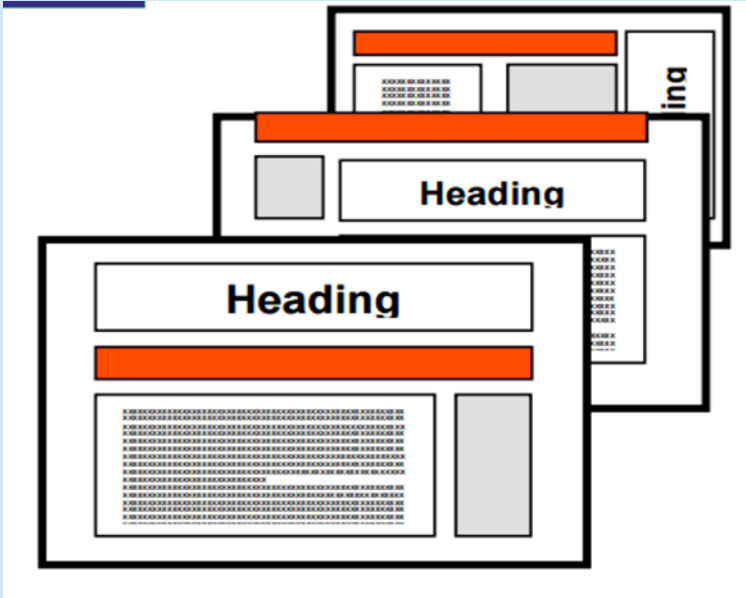
Good

Name:

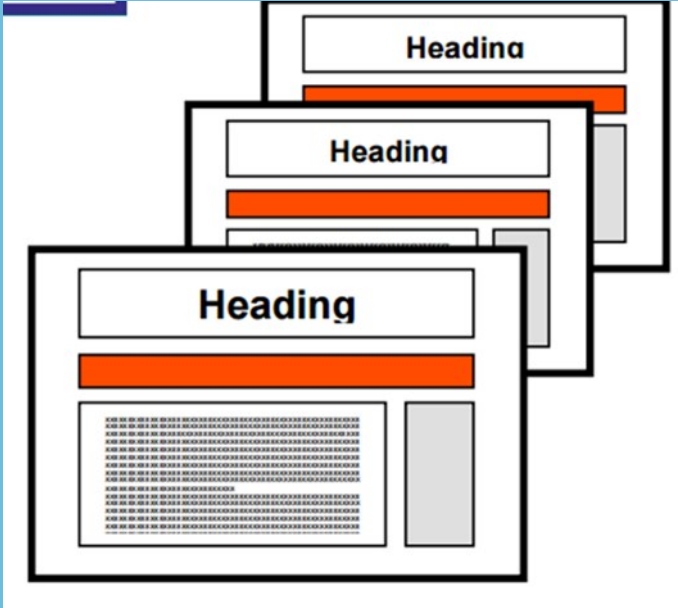
Name is required

Consistent heading structure

Bad



Good



Descriptive “Alt text” for Images

Bad



Image of a chart.

Good



Bar chart showing
sales increased by
25% in 2024.

Descriptive Link Text

Bad

Click here
to download.



Good

Download the
2025 Annual
Report (PDF).



Table structure with headers

Bad



2021	50
2022	75
2023	90

Good



Year	Revenue	Growth
2021	50	5%
2022	75	8%
2023	90	7%

Best practices for web accessibility remediation

Use semantic HTML &
proper H1–H2–H3
structure

Add descriptive alt text &
meaningful link text

Ensure visible focus &
logical tab order

Keep contrast $\geq 4.5:1$ &
support 200% zoom with
reflow

Use ARIA sparingly &
ensure Name/Role/Value

Tag PDFs in logical reading
order & implement
accessible PDF forms

Time to act now

If you already secured a budget

Prioritize accessibility remediation projects in your FY 2026 roadmap

Start with high-risk services (elections, courts, emergency)

Allocate funds for remediation + monitoring (not just audits)

Engage with a specialized partner early to avoid overruns & last-minute rush

If you haven't secured a budget

Reallocate from digital modernization or citizen services (ADA compliance strengthens both)

Highlight that ADA funding is non-optional under DOJ mandate

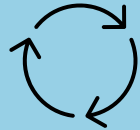
Legal costs + remediation = 10x higher than proactive compliance

Public trust lost is hardest to rebuild

Sustaining compliance (avoiding myths & pitfalls)



AI-powered
scanners catch
everything



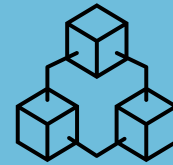
We'll fix it once
& it remain
accessible



If the website is
compliant,
we're done



ADA compliance
is just a
checklist



Developers can
handle
accessibility
alone

Avoid these traps. They lead to rework.

Don't do it alone - accessibility is a team effort

Consider a specialized partner to audit & remediate at scale, train your staff, & provide ongoing monitoring.

How AgreeYa can help?

Assessments & WCAG 2.1 AA audits across web, mobile, & documents (automated + manual + assistive tech)

Remediation sprints at scale — Pattern-level fixes (design system), forms/PDFs, mobile apps; re-test & certify

Document accessibility factory — Tagging, logical order, accessible forms; backlog + net-new workflows

Training, governance & monitoring — Upskill authors/dev/QA; release gates; dashboards & quarterly re-audits



Scan the code & sign up for a free assessment now!

Quick recap

DOJ timelines & risks -
what's truly at stake

How to assess web,
mobile, & documents

Remediation playbook:
triage, fix, retest, govern

WCAG 2.1 AA needs tools
& human testing

Long-term wins: trust,
reach, & equitable services

Thank you

Connect with us at
kaushik.chatterjee@agreeya.com



Headquartered in Folsom, CA, & founded in 1999, AgreeYa Solutions is a global technology company specializing in industry-leading capabilities in digital transformation, engineering, cloud, data, & AI. With a team of experts spanning the U.S., India, & Mexico, we serve clients across diverse industries, from Fortune 100 to SMBs & public sector organizations.