State of Florida
Department of Economic Opportunity

Project Connect – Phase 3

Test Phase:
ADA Compliance Checklist
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1.0 INTRODUCTION

Project Connect requirements address ADA compliance as specified below:

- Connect Requirement ID – FEAT1609
- Requirement Description - The system shall comply with the Americans with Disabilities Act (Section 508 Standards).

The Project Connect American Disability Act (ADA) Compliance Checklist provides specificity to this requirement and is based on the Federal Requirements - Section 508 of the Rehabilitation Act (29 U.S.C 794d; please refer to Appendix A):

The following State of Florida statute and rules are based on Section 508:

- State of Florida Requirements – Statute 282.601-.606 Florida Access to Electronic and Information Technology (please refer to Appendix B)
- State of Florida Rules 60EE-1.001-.004, F.A.C., (known as the Florida Accessible Electronic and Information Technology Rules). The purpose of the Florida Accessible Electronic and Information Technology Rules is to promulgate rules for the development, procurement, maintenance and use of electronic information technology implementing Sections 282.601-.606, F.S. (please refer to Appendix C)

As a result, Connect compliance with Section 508 results in compliance with Florida Statute.

Requirements that create an undue burden, as defined in Florida Statute 282.602, are noted in the ‘Applicable to DEO’ column in the Checklist.

2.0 WEBSITE COMPLIANCE CHECKLIST

The following table outlines Project Connect’s Compliance Checklist based on Section 508 of Rehabilitation Act Deloitte’s previous unemployment insurance (e.g. Minnesota) and integrated eligibility modernization projects experience. Validation of the DEO website code will be conducted with visual code inspection (including JAWS review) and with the Web Accessibility Evaluation Tool (WAVE) in Internet Explorer and FireFox web browsers:

- WAVE is a web accessibility evaluation tool used to aid humans in the web accessibility evaluation process. Rather than providing a complex technical report, WAVE shows the original web page with embedded icons and indicators that reveal the accessibility of that page.
- JAWS (Job Access With Speech) is a computer screen reader program for Microsoft Windows that allows blind and visually impaired users to read the screen either with a text-to-speech output or by a Refreshable Braille display.

The columns in the table are outlined below:

- Requirements – outlines the standard based on Fed 508 and Florida rules
- Conformance – indicates the expected performance to satisfy the requirement
- Validate – Project Connect mode of testing to confirm the requirement is satisfied
- Applicable to DEO – indicates relevance of requirement to the Connect system

The Connect ADA Compliance Checklist outlines requirements that serve as the basis for ADA compliance testing; including the preparation of test scenarios and scripts, and validation using the appropriate tools (i.e. WAVE).
### Sub Part B – Technical Standards: 1194.21 Software Applications and Operating Systems

<table>
<thead>
<tr>
<th>Requirement (based on Fed 508)</th>
<th>Conformance</th>
<th>Validation</th>
<th>Applicable to DEO</th>
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</thead>
<tbody>
<tr>
<td>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</td>
<td>User can navigate with a keyboard</td>
<td>Visual Inspection</td>
<td>Applicable</td>
</tr>
<tr>
<td>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</td>
<td>Features are not disrupted or disabled.</td>
<td>Visual Inspection</td>
<td>Applicable</td>
</tr>
<tr>
<td>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.</td>
<td>Assistive technology will be able to use the well-defined on-screen indicator to navigate the website.</td>
<td>Visual Inspection, including JAWS</td>
<td>Applicable</td>
</tr>
<tr>
<td>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.</td>
<td>User is able to access all available information.</td>
<td>Visual Inspection, including JAWS</td>
<td>Applicable</td>
</tr>
<tr>
<td>Requirement (based on Fed 508)</td>
<td>Conformance</td>
<td>Validation</td>
<td>Applicable to DEO</td>
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<tr>
<td>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</td>
<td>Bitmap images have the meanings assigned to itself.</td>
<td>Visual Inspection</td>
<td>Applicable</td>
</tr>
<tr>
<td>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</td>
<td>Textual information is provided.</td>
<td>Visual Inspection, including JAWS</td>
<td>Applicable</td>
</tr>
<tr>
<td>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</td>
<td>Application does not override user selection.</td>
<td>Visual Inspection</td>
<td>Applicable</td>
</tr>
<tr>
<td>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</td>
<td>Animation is available in a non-animated format.</td>
<td>Visual Inspection</td>
<td>Applicable</td>
</tr>
<tr>
<td>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</td>
<td>Other means of conveying information is present. For example, when red is used to indicate a data entry error, a text message is also provided.</td>
<td>Visual Inspection</td>
<td>Applicable</td>
</tr>
<tr>
<td>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</td>
<td></td>
<td>Not Applicable – The Connect solution does not permit users to adjust color and contrast settings.</td>
<td></td>
</tr>
<tr>
<td>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</td>
<td></td>
<td>Not Applicable – The Connect system does not use flashing or blinking text.</td>
<td></td>
</tr>
<tr>
<td>Requirement (based on Fed 508)</td>
<td>Conformance</td>
<td>Validation</td>
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<tr>
<td>(I) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</td>
<td>User is able to use assistive technology to complete forms</td>
<td>Visual Inspection, including JAWS.</td>
<td>Applicable</td>
</tr>
</tbody>
</table>

**Sub Part B – Technical Standards: 1194.22 Web-based intranet and internet information and applications**

<p>| (a) A text equivalent for every non-text element shall be provided (e.g., via &quot;alt&quot;, &quot;longdesc&quot;, or in element content). | Every image, applet, embedded media, plug-in, etc. that conveys content has equivalent alternative text (alt, longdesc, or in the element context). The alternative text succinctly describes the content conveyed by the element, without being too verbose (for simple objects) or too vague (for complex objects). | Web Accessibility Evaluation Tool (WAVE) / Visual Inspection | Applicable |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Video files and live audio broadcasts have synchronized captions. Content presented through video, but not through audio is provided in an audio description track. | Visual Inspection | Applicable (note, content of computer-based training materials, developed with the Captivate tool, will also be available in pdf-formatted user manuals). |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup. | Color is not used solely to convey important information. Text descriptions are used to convey information. Sufficient contrast is provided. | Web Accessibility Evaluation Tool (WAVE) / Visual Inspection | Applicable |</p>
<table>
<thead>
<tr>
<th>Requirement (based on Fed 508)</th>
<th>Conformance</th>
<th>Validation</th>
<th>Applicable to DEO</th>
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</thead>
<tbody>
<tr>
<td>(d)</td>
<td>Style sheets may be used for layout, but the document is still readable and understandable (even if less visually appealing) when the style sheet is turned off.</td>
<td>Visual Inspection</td>
<td>Applicable</td>
</tr>
<tr>
<td>(e)</td>
<td>Redundant text links shall be provided for each active region of a server-side image map.</td>
<td></td>
<td>Not Applicable - Connect system does not use image maps.</td>
</tr>
<tr>
<td>(f)</td>
<td>Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(g)</td>
<td>Data tables have column and/or row headers appropriately identified (using the <code>&lt;th&gt;</code> element). Tables used strictly for layout purposes do NOT use the <code>&lt;th&gt;</code> element.</td>
<td>Web Accessibility Evaluation Tool (WAVE) / Visual Inspection</td>
<td>Applicable</td>
</tr>
<tr>
<td>(h)</td>
<td>Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</td>
<td>Data table cells are associated with the appropriate headers using the scope or id(headers attributes).</td>
<td>Web Accessibility Evaluation Tool (WAVE) / Visual Inspection</td>
</tr>
<tr>
<td>(i)</td>
<td>Frames shall be titled with text that facilitates frame identification and navigation.</td>
<td></td>
<td>Not Applicable - Connect system does not use frames.</td>
</tr>
<tr>
<td>(j)</td>
<td>Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</td>
<td>No element on the page flashes at a rate of 2 to 55 cycles per second, thus reducing the risk of optically-induced seizures.</td>
<td>Not Applicable - Connect system does not include screen flicker functionality.</td>
</tr>
<tr>
<td>Requirement (based on Fed 508)</td>
<td>Conformance</td>
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<td>Applicable to DEO</td>
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<tr>
<td>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</td>
<td>A text-only version is created only when there is no other way to make the content accessible or when it offers significant advantages over the main version for certain disability types. The text-only version provides equivalent content and is up-to-date with the main version.</td>
<td>Visual Inspection</td>
<td>Not Applicable – Connect does not include text-only pages.</td>
</tr>
<tr>
<td>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.</td>
<td>Content and functionality provided by scripting is directly accessible to assistive technologies and the keyboard. &lt;noscript&gt;content does not constitute a suitable alternative to inaccessible scripting.</td>
<td>Web Accessibility Evaluation Tool (WAVE) / Visual Inspection</td>
<td>Applicable</td>
</tr>
<tr>
<td>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</td>
<td>A link is provided to a page where the plug-in can be downloaded. All applets, scripts and plug-ins (including PDF and PowerPoint files, etc.) and the content within them are accessible to assistive technologies, or else an alternative means of accessing equivalent content is provided.</td>
<td>Visual Inspection, including JAWS.</td>
<td>Applicable</td>
</tr>
<tr>
<td>(n) When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all</td>
<td>&lt;input&gt;, &lt;textarea&gt;, and &lt;select&gt; elements have label elements associated with them in the markup or are given a descriptive title attribute.</td>
<td>Web Accessibility Evaluation Tool (WAVE) / Visual Inspection</td>
<td>Applicable</td>
</tr>
<tr>
<td>Requirement (based on Fed 508)</td>
<td>Conformance</td>
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<tr>
<td>directions and cues.</td>
<td>Scripting of form elements does not interfere with assistive technologies or keyboard.</td>
<td>Visual Inspection</td>
<td></td>
</tr>
<tr>
<td>(o) A method shall be provided that permits users to skip repetitive navigation links.</td>
<td>A link is provided to skip over navigational menus or other lengthy lists of links. A good heading structure also facilitates navigation.</td>
<td>Visual Inspection</td>
<td>Applicable</td>
</tr>
<tr>
<td>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</td>
<td>The user has control over the timing of content changes.</td>
<td>Web Accessibility Evaluation Tool (WAVE) / Visual Inspection</td>
<td>Applicable</td>
</tr>
</tbody>
</table>

**Sub Part B – Technical Standards: 1194.23 Telecommunications Products – Not Applicable**

**Sub Part B – Technical Standards: 1194.24 Video and Multimedia Products – Not Applicable**

**Sub Part B – Technical Standards: 1194.25 Self-Contained, Closed Products – Not Applicable**

**Sub Part B – Technical Standards: 1194.26 Desktop and Portable Computers – Not Applicable**

**Sub Part C – Functional Performance Criteria: 194.31 Functional Performance Criteria**

As described on the following website [http://section508.gov/index.cfm?fuseAction=stdsSum](http://section508.gov/index.cfm?fuseAction=stdsSum):

The performance requirements of this section are intended for overall product evaluation and for technologies or components for which there is no specific requirement under the technical standards in Subpart B.

These criteria are designed to ensure that the individual accessible components work together to create an accessible product. They cover operation, including input and control functions, operation of mechanical mechanisms, and access to visual and audible information. These provisions are structured to allow people with sensory or physical disabilities to locate, identify, and operate input, control and mechanical functions and to access the information provided, including text, static or dynamic images, icons, labels, sounds or incidental operating cues. For example, one provision requires that at least one mode allow operation by people with low vision (visual acuity between 20/70 and 20/200) without relying on audio input since many people with low vision may also have a hearing loss.

(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people | The Connect solution supports assistive technology. | JAWS. | Applicable |
<table>
<thead>
<tr>
<th>Requirement (based on Fed 508)</th>
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<th>Validation</th>
<th>Applicable to DEO</th>
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<td>who are blind or visually impaired shall be provided.</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.</td>
<td>The Connect solution supports assistive technology.</td>
<td>JAWS</td>
<td>Applicable.</td>
</tr>
<tr>
<td>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.</td>
<td></td>
<td></td>
<td>Not Applicable. Use of audio is limited to Appeal's hearings. Transcripts for Appeals' hearings are not provided.</td>
</tr>
<tr>
<td>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</td>
<td></td>
<td></td>
<td>Not Applicable. Use of audio is limited to Appeal's hearings. Transcripts for Appeals' hearings are not provided.</td>
</tr>
<tr>
<td>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.</td>
<td></td>
<td></td>
<td>Not Applicable – The Connect solution does not require user speech.</td>
</tr>
<tr>
<td>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</td>
<td></td>
<td></td>
<td>Not Applicable – The Connect solution does not require fine motor control or simultaneous actions and is</td>
</tr>
<tr>
<td>Requirement (based on Fed 508)</td>
<td>Conformance</td>
<td>Validation</td>
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<tr>
<td>Operable with limited reach and strength.</td>
<td>Visual Inspection</td>
<td>Applicable</td>
<td></td>
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</tbody>
</table>

### Sub Part D – Information, Documentation, and Support: 194.41 Information, Documentation and Support

(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.

(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.

(c) Support services for products shall accommodate the communication needs of end-users with disabilities.

Provide a product in various formats that end-users can refer to.

Provide a product in various formats that end-users can refer to.

Provide a product in various formats that end-users can refer to.

Visual Inspection | Applicable | |

Visual Inspection | Applicable | |

Visual Inspection | Applicable | |
Appendix A. Section 508 of the Rehabilitation Act

Section 508 Standards Guide

Section 508 Standards

Subpart A -- General

- § 1194.1 Purpose.
- § 1194.2 Application.
- § 1194.3 General exceptions.
- § 1194.4 Definitions.
- § 1194.5 Equivalent facilitation.

Subpart B -- Technical Standards

- § 1194.21 Software applications and operating systems.
- § 1194.22 Web-based intranet and internet information and applications. 16 rules.
- § 1194.23 Telecommunications products.
- § 1194.24 Video and multimedia products.
- § 1194.25 Self contained, closed products.
- § 1194.26 Desktop and portable computers.

Subpart C -- Functional Performance Criteria

- § 1194.31 Functional performance criteria.

Subpart D -- Information, Documentation, and Support

- § 1194.41 Information, documentation, and support.

Figures to Part 1194

Authority: 29 U.S.C. 794d.

Subpart A -- General

§ 1194.1 Purpose.

The purpose of this part is to implement section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d). Section 508 requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who are not individuals with disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

§ 1194.2 Application.

(a) Products covered by this part shall comply with all applicable provisions of this part. When developing, procuring, maintaining, or using electronic and information technology, each agency shall ensure that the products comply with the applicable provisions of this part, unless an undue burden would be imposed on the agency.
(1) When compliance with the provisions of this part imposes an undue burden, agencies shall provide individuals with disabilities with the information and data involved by an alternative means of access that allows the individual to use the information and data.

(2) When procuring a product, if an agency determines that compliance with any provision of this part imposes an undue burden, the documentation by the agency supporting the procurement shall explain why, and to what extent, compliance with each such provision creates an undue burden.

(b) When procuring a product, each agency shall procure products which comply with the provisions in this part when such products are available in the commercial marketplace or when such products are developed in response to a Government solicitation. Agencies cannot claim a product as a whole is not commercially available because no product in the marketplace meets all the standards. If products are commercially available that meet some but not all of the standards, the agency must procure the product that best meets the standards.

(c) Except as provided by §1194.3(b), this part applies to electronic and information technology developed, procured, maintained, or used by agencies directly or used by a contractor under a contract with an agency which requires the use of such product, or requires the use, to a significant extent, of such product in the performance of a service or the furnishing of a product.

§ 1194.3 General exceptions.

(a) This part does not apply to any electronic and information technology operated by agencies, the function, operation, or use of which involves intelligence activities, cryptologic activities related to national security, command and control of military forces, equipment that is an integral part of a weapon or weapons system, or systems which are critical to the direct fulfillment of military or intelligence missions. Systems which are critical to the direct fulfillment of military or intelligence missions do not include a system that is to be used for routine administrative and business applications (including payroll, finance, logistics, and personnel management applications).

(b) This part does not apply to electronic and information technology that is acquired by a contractor incidental to a contract.

(c) Except as required to comply with the provisions in this part, this part does not require the installation of specific accessibility-related software or the attachment of an assistive technology device at a workstation of a Federal employee who is not an individual with a disability.

(d) When agencies provide access to the public to information or data through electronic and information technology, agencies are not required to make products owned by the agency available for access and use by individuals with disabilities at a location other than that where the electronic and information technology is provided to the public, or to purchase products for access and use by individuals with disabilities at a location other than that where the electronic and information technology is provided to the public.

(e) This part shall not be construed to require a fundamental alteration in the nature of a product or its components.

(f) Products located in spaces frequented only by service personnel for maintenance, repair, or occasional monitoring of equipment are not required to comply with this part.
§ 1194.4 Definitions.

The following definitions apply to this part:

**Agency.** Any Federal department or agency, including the United States Postal Service.

**Alternate formats.** Alternate formats usable by people with disabilities may include, but are not limited to, Braille, ASCII text, large print, recorded audio, and electronic formats that comply with this part.

**Alternate methods.** Different means of providing information, including product documentation, to people with disabilities. Alternate methods may include, but are not limited to, voice, fax, relay service, TTY, Internet posting, captioning, text-to-speech synthesis, and audio description.

**Assistive technology.** Any item, piece of equipment, or system, whether acquired commercially, modified, or customized, that is commonly used to increase, maintain, or improve functional capabilities of individuals with disabilities.

**Electronic and information technology.** Includes information technology and any equipment or interconnected system or subsystem of equipment, that is used in the creation, conversion, or duplication of data or information. The term electronic and information technology includes, but is not limited to, telecommunications products (such as telephones), information kiosks and transaction machines, World Wide Web sites, multimedia, and office equipment such as copiers and fax machines. The term does not include any equipment that contains embedded information technology that is used as an integral part of the product, but the principal function of which is not the acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. For example, HVAC (heating, ventilation, and air conditioning) equipment such as thermostats or temperature control devices, and medical equipment where information technology is integral to its operation, are not information technology.

**Information technology.** Any equipment or interconnected system or subsystem of equipment, that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. The term information technology includes computers, ancillary equipment, software, firmware and similar procedures, services (including support services), and related resources.

**Operable controls.** A component of a product that requires physical contact for normal operation. Operable controls include, but are not limited to, mechanically operated controls, input and output trays, card slots, keyboards, or keypads.

**Product.** Electronic and information technology.

**Self Contained, Closed Products.** Products that generally have embedded software and are commonly designed in such a fashion that a user cannot easily attach or install assistive technology. These products include, but are not limited to, information kiosks and information transaction machines, copiers, printers, calculators, fax machines, and other similar types of products.
Telecommunications. The transmission, between or among points specified by the user, of information of the user's choosing, without change in the form or content of the information as sent and received.

TTY. An abbreviation for teletypewriter. Machinery or equipment that employs interactive text based communications through the transmission of coded signals across the telephone network. TTYs may include, for example, devices known as TDDs (telecommunication display devices or telecommunication devices for deaf persons) or computers with special modems. TTYs are also called text telephones.

Undue burden. Undue burden means significant difficulty or expense. In determining whether an action would result in an undue burden, an agency shall consider all agency resources available to the program or component for which the product is being developed, procured, maintained, or used.

§ 1194.5 Equivalent facilitation.

Nothing in this part is intended to prevent the use of designs or technologies as alternatives to those prescribed in this part provided they result in substantially equivalent or greater access to and use of a product for people with disabilities.

Subpart B -- Technical Standards

§ 1194.21 Software applications and operating systems.

(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.

(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.

(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.

(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.

(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application’s performance.

(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.

(g) Applications shall not override user selected contrast and color selections and other individual display attributes.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.

(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.

(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.

(l) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.

§ 1194.22 Web-based intranet and internet information and applications.

(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).

(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.

(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.

(d) Documents shall be organized so they are readable without requiring an associated style sheet.

(e) Redundant text links shall be provided for each active region of a server-side image map.

(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.

(g) Row and column headers shall be identified for data tables.

(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.

(i) Frames shall be titled with text that facilitates frame identification and navigation.

(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.

(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.

(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).

(n) When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.

(o) A method shall be provided that permits users to skip repetitive navigation links.

(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.

Note to §1194.22:

1. The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5, 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium:

<table>
<thead>
<tr>
<th>Section 1194.22 Paragraph</th>
<th>WCAG 1.0 Checkpoint</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>1.1</td>
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<tr>
<td>(b)</td>
<td>1.4</td>
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<td>(c)</td>
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<td>(d)</td>
<td>6.1</td>
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<td>(e)</td>
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<td>(f)</td>
<td>9.1</td>
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<td>(g)</td>
<td>5.1</td>
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<tr>
<td>(j)</td>
<td>7.1</td>
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<tr>
<td>(k)</td>
<td>11.4</td>
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</table>

2. Paragraphs (l), (m), (n), (o), and (p) of this section are different from WCAG 1.0. Web pages that conform to WCAG 1.0, level A (i.e., all priority 1 checkpoints) must also meet paragraphs (l), (m), (n), (o), and (p) of this section to comply with this section. WCAG 1.0 is available at [http://www.w3.org/TR/1999/WAI-WEBCONTENT-19990505](http://www.w3.org/TR/1999/WAI-WEBCONTENT-19990505).

§ 1194.23 Telecommunications products.

(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.

(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.

(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.

(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.

(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.

(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.

(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.

(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.

(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.

(k) Products which have mechanically operated controls or keys, shall comply with the following:

(1) Controls and keys shall be tactiley discernible without activating the controls or keys.

(2) Controls and keys shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2 N) maximum.

(3) If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.

(4) The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.

§ 1194.24 Video and multimedia products.
(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.

(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.

(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.

(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.

(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.

§ 1194.25 Self contained, closed products.

(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach assistive technology to the product. Personal headsets for private listening are not assistive technology.

(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.

(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).

(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.

(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.

(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.

(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.

(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.

(j) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:

(1) The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length (see Figure 1 of this part).

(2) Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.

(3) Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.

(4) Operable controls shall not be more than 24 inches behind the reference plane (see Figure 2 of this part).

§ 1194.26 Desktop and portable computers.

(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).

(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).

(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.

(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.

Subpart C -- Functional Performance Criteria

§ 1194.31 Functional performance criteria.

(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.

(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.

(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.

(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.

(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.

Subpart D -- Information, Documentation, and Support

§ 1194.41 Information, documentation, and support.

(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.

(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.

(c) Support services for products shall accommodate the communication needs of end-users with disabilities.

Figures to Part 1194

Figure 1 - Vertical Plane Relative to Operative Control
Vertical Plane Relative to the Operable Control

Figure one above illustrates two bird's-eye views of the Vertical Plane Relative to Operative Control. In both views, the vertical plane is centered on the control area. In the first view, the vertical plane is set back from the control area by a protrusion on the device. In the second view, there are no protrusions on the device and the vertical plane is right up against the control area.

Figure 2 - Height of Operative Control Relative to a Vertical Plane

Height of Operable Control Relative to the Vertical Plane

Figure two above illustrates two front views of Height of Operative Control Relative to a Vertical Plane. The first view illustrates a reach of no more than 10 inches deep with the control area between 15 and 54 inches. The second view illustrates a reach greater than 10 inches but not more than 24 inches deep with the control area between 15 and 46 inches.
1. Section 508 does not apply to national security systems, as that term is defined in section 5142 of the Clinger-Cohen Act of 1996 (40 U.S.C. 1452).

2. The Access Board is an independent Federal agency established by section 502 of the Rehabilitation Act (29 U.S.C. 792) whose primary mission is to promote accessibility for individuals with disabilities. The Access Board consists of 25 members. Thirteen are appointed by the President from among the public, a majority of who are required to be individuals with disabilities. The other twelve are heads of the following Federal agencies or their designees whose positions are Executive Level IV or above: The departments of Health and Human Services, Education, Transportation, Housing and Urban Development, Labor, Interior, Defense, Justice, Veterans Affairs, and Commerce; the General Services Administration; and the United States Postal Service.

3. Whenever the Access Board revises its standards, the Federal Acquisition Regulatory Council is required to revise the FAR, and each appropriate Federal agency is required to revise its procurement policies and directives within six months to incorporate the revisions.

4. 48 CFR Chapter 1, part 2, §2.101 Definitions Information Technology (c).

APPENDIX B. STATE OF FLORIDA ENTERPRISE INFORMATION TECHNOLOGY SERVICES MANAGEMENT ACT

PART II – ACCESSIBILITY OF INFORMATION AND TECHNOLOGY

282.601 ACCESSIBILITY OF ELECTRONIC INFORMATION AND INFORMATION TECHNOLOGY

(1) In order to improve the accessibility of electronic information and information technology and increase the successful education, employment, access to governmental information and services, and involvement in community life, the executive, legislative, and judicial branches of state government shall, when developing, competitively procuring, maintaining, or using electronic information or information technology acquired on or after July 1, 2006, ensure that state employees with disabilities have access to and are provided with information and data comparable to the access and use by state employees who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

(2) Individuals with disabilities who are members of the public seeking information or services from state agencies that are subject to this part shall be provided with access to and use of information and data comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.
DEFINITIONS

As used in this part, the term:

(1) “Accessible electronic information and information technology” means electronic information and information technology that conforms to the standards for accessible electronic information and information technology as set forth by s. 508 of the Rehabilitation Act of 1973, as amended, and 29 U.S.C. s. 794(d), including the regulations set forth under 36 C.F.R. part 1194.

(2) “Alternate methods” means a different means of providing information to people with disabilities, including product documentation. The term includes, but is not limited to, voice, facsimile, relay service, TTY, Internet posting, captioning, text-to-speech synthesis, and audio description.

(3) “Electronic information and information technology” includes information technology and any equipment or interconnected system or subsystem of equipment that is used in creating, converting, or duplicating data or information. The term includes, but is not limited to, telecommunications products such as telephones, information kiosks and transaction machines, Internet websites, multimedia systems, and office equipment such as copiers and facsimile machines. The term does not include any equipment that contains embedded information technology that is an integral part of the product if the principal function of the technology is not the acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information.

(4) “Information technology” means any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. The term includes computers, ancillary equipment, software, firmware and similar procedures, services, and support services, and related resources.

(5) “Undue burden” means significant difficulty or expense. In determining whether an action would result in an undue burden, a state agency shall consider all agency resources that are available to the program or component for which the product is being developed, procured, maintained, or used.

(6) “State agency” means any agency of the executive, legislative, or judicial branch of state government.

ACCESS TO ELECTRONIC AND INFORMATION TECHNOLOGY FOR PERSONS WITH DISABILITIES; UNDUE BURDEN; LIMITATIONS

(1) Each state agency shall develop, procure, maintain, and use accessible electronic information and information technology acquired on or after July 1, 2006, that conforms to the applicable provisions set forth by s. 508 of the Rehabilitation Act of 1973, as amended, and 29 U.S.C. s. 794(d), including the regulations set forth under 36 C.F.R. part 1194, except when compliance with this section imposes an undue burden; however, in such instance, a state agency must provide individuals with disabilities with the information and data involved by an alternative method of access that allows the individual to use the information and data.
(2) This section does not require a state agency to install specific accessibility-related software or attach an assistive technology device at a work station of a state employee who is not an individual with a disability.

(3) This section does not require a state agency, when providing the public with access to information or data through electronic information technology, to make products owned by the state agency available for access and use by individuals with disabilities at a location other than the location at which the electronic information and information technology are normally provided to the public. This section does not require a state agency to purchase products for access and use by individuals with disabilities at a location other than at the location where the electronic information and information technology are normally provided to the public.

282.604 ADOPTION OF RULES

The Department of Management Services shall, with input from stakeholders, adopt rules pursuant to ss. 120.536(1) and 120.54 for the development, procurement, maintenance, and use of accessible electronic information technology by governmental units.

282.605 EXCEPTIONS

(1) This part does not apply to electronic information and information technology of the Department of Military Affairs or the Florida National Guard if the function, operation, or use of the information or technology involves intelligence activities or cryptologic activities related to national security, the command and control of military forces, equipment that is an integral part of a weapon or weapons system, or systems that are critical to the direct fulfillment of military or intelligence missions. Systems that are critical to the direct fulfillment of military or intelligence missions do not include a system that is used for routine administrative and business applications, including, but not limited to, payroll, finance, logistics, and personnel management applications.

(2) This part does not apply to electronic information and information technology of a state agency if the function, operation, or use of the information or technology involves criminal intelligence activities. Such activities do not include information or technology that is used for routine administrative and business applications, including, but not limited to, payroll, finance, logistics, and personnel management applications.

(3) This part does not apply to electronic information and information technology that is acquired by a contractor and that is incidental to the contract.

(4) This part applies to competitive solicitations issued or new systems developed by a state agency on or after July 1, 2006.
282.606 INTENT

It is the intent of the Legislature that, in construing this part, due consideration and great weight be given to the interpretations of the federal courts relating to comparable provisions of s. 508 of the Rehabilitation Act of 1973, as amended, and 29 U.S.C. s. 794(d), including the regulations set forth under 36 C.F.R. part 1194, as of July 1, 2006.
60EE-1.001 Purpose; Definitions.

(1) Purpose.

(a) Rules 60EE-1.001-.004, F.A.C., shall be known as the Florida Accessible Electronic and Information Technology Rules.

(b) The purpose of the Florida Accessible Electronic and Information Technology Rules is to promulgate rules for the development, procurement, maintenance and use of electronic information technology implementing Sections 282.601-.606, F.S.

(2) Definitions.

(a) The following terms are defined:

1. “Alternate formats” means formats usable by people with disabilities. Alternate formats include Braille, ASCII text, large print, recorded audio, and electronic formats that comply with this part.

2. “Assistive technology” means any item, piece of equipment, or system, whether acquired commercially, modified, or customized, that is commonly used to increase, maintain, or improve functional capabilities of individuals with disabilities.

3. “Compliance” means compliance with the standards set forth in Rule 60EE-1.002, F.A.C., ensuring that individuals with disabilities have access to and use of information and data that is comparable to the access and use by members of the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency. “Compliance” also means compliance with the standards set forth in Rule 60EE-1.002, F.A.C., ensuring that state employees with disabilities have access to and are provided with information and data comparable to the access and use by state employees who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

4. “Operable controls” means a component of a product that requires physical dexterity for normal operation. Operable controls include mechanically operated controls, input and output trays, card slots, keyboards, or keypads.

5. “Product” means electronic and information technology.

6. “Self Contained, Closed Products” means products that generally have embedded software and are commonly designed in such a fashion that a user cannot easily attach or install assistive technology. These products include information kiosks and information transaction machines, copiers, printers, calculators, facsimile machines, and other similar types of products.
7. “Telecommunications” means the transmission, between or among points specified by the user, of information of the user’s choosing, without change in the form or content of the information as sent and received.

8. “TTY” means an abbreviation for teletypewriter. TTYs are machinery or equipment that employs interactive text based communications through the transmission of coded signals across a telephone network. TTYs may include devices known as TDDs (telecommunication display devices or telecommunication devices for deaf persons), computers with special modems or text telephones.

(b) Other terms shall have their commonly understood meaning.


60EE-1.002 STANDARDS APPLICABLE TO ELECTRONIC AND INFORMATION TECHNOLOGY.

(1) The following technical standards shall be applicable to the development, procurement, maintenance and use of electronic and information technology:

(a) Software applications and operating systems.

1. When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.

2. Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.

3. A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.

4. Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.

5. When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application’s performance.
6. Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.

7. Application shall not override user selected contrast and color selections and other individual display attributes.

8. When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.

9. Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

10. When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.

11. Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.

12. When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.

(b) Web-based intranet and internet information and applications.

1. A text equivalent for every non-text element shall be provided (e.g., via “alt”, “longdesc”, or in element content).

2. Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.

3. Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.

4. Documents shall be organized so they are readable without requiring an associated style sheet.

5. Redundant text links shall be provided for each active region of a server-side image map.

6. Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.

7. Row and column headers shall be identified for data tables.

8. Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.

9. Frames shall be titled with text that facilitates frame identification and navigation.
10. Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.

11. A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.

12. When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.

13. When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with rule sub-subparagraphs 60EE-1.002(1)(b)l.-12, F.A.C.

14. When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.

15. A method shall be provided that permits users to skip repetitive navigation links.

16. When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.

(c) Telecommunications products.

1. Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.

2. Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.

3. Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.

4. Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.

5. Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.
6. For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.

7. If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.

8. Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.

9. Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.

10. Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.

11. Products which have mechanically operated controls or keys, shall comply with the following:

a. Controls and keys shall be tactilely discernible without activating the controls or keys.

b. Controls and keys shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2 N) maximum.

c. If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.

d. The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.

(d) Video and multimedia products.

1. All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. Widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.
2. Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.

3. All training and informational video and multimedia productions which support the agency’s mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.

4. All training and informational video and multimedia productions which support the agency’s mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.

5. Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.

(e) Self contained, closed products.

1. Self contained products shall be usable by people with disabilities without requiring an end-user to attach assistive technology to the product. Personal headsets for private listening are not assistive technology.

2. When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.

3. Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with sub-subparagraphs 60EE-1.002(1)(c)11.a.-d., F.A.C.

4. When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.

5. When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.

6. When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.

7. Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

8. When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.
9. Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.

10. Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:

   a. The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length.

   b. Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.

   c. Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.

   d. Operable controls shall not be more than 24 inches behind the reference plane.

(f) Desktop and portable computers.

1. All mechanically operated controls and keys shall comply with sub-subparagraphs 60EE-1.002(1)(c)11.a.-d., F.A.C.

2. If a product utilizes touch screens or touch-operated controls, an input method shall be provided that complies with sub-subparagraphs 60EE-1.002(1)(c)11.a.-d., F.A.C.

3. When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.

4. Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.

(2) Function Performance Criteria.

(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.

(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.

(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.

(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.

(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.

(3) Information, Documentation, and Support.

(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.

(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.

(c) Support services for products shall accommodate the communication needs of end-users with disabilities.

(4) Nothing in this rule chapter shall be construed to require a fundamental alteration in the nature of a product or its components.

(5) Products located in spaces frequented only by service personnel for maintenance, repair, or occasional monitoring of equipment are not required to comply with this rule chapter.


60EE-1.003 ELECTRONIC AND INFORMATION TECHNOLOGY PROCUREMENTS.

(1) When procuring electronic and information technology resources, state agencies shall procure those products which comply with the accessibility standards provided in Rule 60EE-1.002, F.A.C., when such products are available in the commercial marketplace or when such products are developed in response to a solicitation. If products are commercially available that meet some, but not all, of the accessibility standards, the state agency shall procure the product that best meets the accessibility standards.

(2) State agencies procuring electronic and information technology shall include the following language in their solicitations and contracts requiring vendors to provide those products which comply with the accessibility standards provided in Rule 60EE-1.002, F.A.C., as electronic and information technology resources: Accessible Electronic Information Technology. Vendors submitting responses to this solicitation must provide electronic and information technology resources in complete compliance with the accessibility standards provided in Rule 60EE-1.002, F.A.C. These standards establish a minimum level of accessibility.
(3) When procuring a product, if a state agency determines that compliance with any provision of Sections 282.601-.606, F.S., or this rule chapter imposes an undue burden, the documentation by the state agency supporting the procurement shall explain specifically why, and to what extent, compliance with each such provision creates an undue burden.


60EE-1.004 ELECTRONIC AND INFORMATION TECHNOLOGY DEVELOPMENT.

(1) When designing, developing and maintaining electronic and information technology resources, state agencies shall develop those processes or products which comply with the accessibility standards provided in Rule 60EE-1.002, F.A.C. Documentation of such developments shall include a detailed and comprehensive analysis of accessibility requirements, specifying any requirements necessary to meet the accessibility standards and achieve compliance. If a process or product can be developed that meets some, but not all, of the accessibility standards, the state agency shall develop the process or product that best meets the accessibility standards.

(2) When designing, developing and, subsequently, maintaining electronic and information technology resources, if a state agency determines that compliance with any provision of Sections 282.601-.606, F.S., or this rule chapter imposes an undue burden, the documentation by the state agency supporting the agency determination shall explain specifically why, and to what extent, compliance with each such provision creates an undue burden.