



City and County of San Francisco

Office of the City Administrator, Committee on Information Technology

Digital Accessibility and Inclusion Standard (DAIS) Briefing

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What is DAIS?

- The City and County of San Francisco (City) deploys websites and digital tools to empower and inform its residents, businesses and visitors.
- San Francisco wishes to create a better online experience for all, including the 95,000 residents with a disability, the 19.5% of residents who identify as Limited English Proficient (LEP), and the 22% of residents who rely on their mobile device to connect to the internet.
- To serve all San Franciscans effectively the City must provide equitable access to its digital content. Therefore, the City adopted the Digital Accessibility and Inclusion Standard (DAIS) in November 2021 and amended the policy in November 2024.
- The DAIS policy outlines what City departments must do to make their digital information, programs, activities and services accessible.

Why Implement DAIS?

Goal	How the standard supports it
Equity	Ensure that all members of the public can access digital content related to City activities, programs, and services, regardless of race, ethnicity, language proficiency, socioeconomic status, or disability.
Digital Advancement	Foster and support opportunities for the City to modernize and incorporate activities, programs, and services in the digital space.
Compliance	Elevate and implement federal, state, and local technology requirements and best practices applicable to the City.

U.S. Department of Justice -- New Rule

Category	Description
Overview	In April 2024, the Dept. of Justice (DOJ) issued a new rule that requires state and <u>local governments</u> to meet 2018 Web Content Accessibility Guidelines (WCAG) 2.1 Level AA; and clarifies how local governments must meet existing Americans with Disabilities Act (ADA) obligations as public services become digital.
Purpose	The DOJ rule ensures that people with disabilities can access online services from public entities.
Compliance	<u>San Francisco</u> must comply by April 24, 2026.

CCSF Response and Action

Category	Description
Policy	CCSF unanimously amended DAIS in Nov. 2024 to reflect new rule.
SF.Gov	Office of Digital Services offers enhanced tools on citywide platform.
Coordinators and Statements	CCSF departments designated a central point of contact and began working on publishing an accessibility statement to increase transparency and streamline public inquiries.
Staff Training	Created and update an electronic document module for content editors.
Communications and Engagement	Connect regularly with department coordinators and elevate importance of digital accessibility to city leaders.

Areas of Focus

Category	Supportive Tools	Summary
Web Content & Mobile Apps	Accessibility Testing Resources, Citywide Domain Inventory	<ul style="list-style-type: none">• <u>Web Content</u>: Such as text, images, sounds, videos, controls, animations, electronic documents, etc.• <u>Mobile Applications</u>: Software applications that are downloaded and designed to run on mobile devices.
Third Party Software	Vendor Template Letter, New Procurement Process (in progress)	<ul style="list-style-type: none">• Reviewing and auditing websites and tools a department utilizes when CCSF does not design, create, or own a mobile app.• <u>Examples</u>: Such as payment platforms, public records access portals, communications management systems, etc.
Electronic Documents	Prioritization Criteria, Document Accessibility Module	<ul style="list-style-type: none">• Such as portable document formats (PDF), word processor file formats, presentation file formats, and spreadsheet file formats.
Social Media	CalOES Guidance	<ul style="list-style-type: none">• Such as Facebook, Instagram, X, LinkedIn, etc.

Resources

- **Contextual Resources**

- [Introduction to Web Accessibility | W3C](#)
- [Digital Accessibility Foundations - Free Online Course | W3C](#)
- [Web Content Accessibility Guidelines \(WCAG\) 2.1 | W3C](#)

- **U.S. Department of Justice Resources**

- [Fact Sheet: Department of Justice Rule on the Americans with Disabilities Act \(ADA\)](#)
- [Roadmap: Department of Justice 11-Step Guide for Compliance](#)

- **City Resources**

- [Digital Accessibility and Inclusion Standard \(DAIS\)](#)

Thank You!

Questions can be directed to
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