## Exhibit G

<u>One-Stop Disability Access</u>
<u>Electronic Technology</u>

# G-1

## One-Stop Disability Access

## Electronic Technology

Software Accessibility Checklist
By Department of Justice, Civil Rights Division

# Software Accessibility Checklist[1]

This Checklist should serve as a tool for evaluating the extent to which software applications are accessible to most people with disabilities. This document is based on the U.S. Department of Education's "Requirements for Accessible Software Design," including the technical guidance that appears as *Appendix A* to the "Requirements." The "Requirements" document and the appendix are available at:

> http://ocfo.ed.gov/coninfo/clibrary/software.htm

More specific recommendations for how to design accessible software can be obtained from Joe Tozzi or others on the Assistive Technology Team in the Department of Education's Office of the Chief Information Officer Technology Center, (202) 708-7298 (voice), (202) 401-8510 (TTY), Internet: Joe_Tozzi@ed.gov.

Although the Department of Education's guidelines may differ from the legally-enforceable standards that the Access Board will promulgate by February 7, 2000, they are among the most helpful references currently available to assist your agency in determining the extent to which your software applications are accessible to and useable by persons with disabilities.

When evaluating your software applications, be sure to test them under the same circumstances under which employees or members of the public with disabilities would be using them. For instance, if you use off-the-shelf software on a network environment, test the software on the same network, not in a stand-alone environment.
NOTE: In addition to filling out this "Software Accessibility Checklist," you must also test each

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[1]For persons with disabilities, additional copies of this document are available on computer disk and in alternate formats including large print, Braille, and audio cassette, by calling the U.S. Department of Justice at the following numbers:

| | |
|---|---|
| Section 508 Coordinators: | **1-202-305-8304** (voice) |
| | **1-202-353-8944** (TTY) |
| ADA Information Line: | **1-800-514-0301** (voice) |
| | **1-800-514-0383** (TTY) |

Alternate format copies for persons with disabilities may also be requested via e-mail to:
**sec508.questions@usdoj.gov**

This document is available on the Section 508 Home Page of the Civil Rights Division, U.S. Department of Justice:

application by running it with assistive technologies commonly used by persons with disabilities, including, at a minimum, screen readers, and, if possible, alternate input devices, screen enlargement software, and voice recognition software and devices. Make a note of any problems encountered during this exercise in the space provided on page 5.

**Person filling out this Checklist:**

Component/Agency: _____

Name: _____

Title: _____

Telephone: _____

Fax number: _____

E-mail address: _____

**Software application under review:**

Title/Version: _____

Developer (give full name, no acronyms): _____

Customization: choose the most appropriate description:

      (a)     commercial off-the-shelf software (used "as is")
      (b)     commercial software, but modified for agency use
      (c)     custom software developed under contract
      (d)     custom software developed in-house

Description: choose the most appropriate:

      (a)     word processor
      (b)     spreadsheet
      (c)     database
      (d)     groupware
      (e)     e-mail
      (f)     Internet browser
      (g)     other Internet access
      (h)     online database access
      (i)     other (describe): _____

Used by approximately _____ members of the public and _____ Federal employees on a weekly basis.

| Category | | Question | Y | N | N/A |
|---|---|---|---|---|---|
| Keyboard Access | 1. | Does the software provide keyboard equivalents for all mouse actions, including buttons, scroll windows, text entry fields, and pop-up windows? | | | |
| Keyboard Access | 2. | Does the program provide clear and precise instructions for use of all keyboard functions as part of the user documentation? | | | |
| Keyboard Access | 3. | Are instructions regarding keyboard use widely available for all users in your component? | | | |
| Keyboard Access | 4. | Does the software have a logical tabbing order among fields, text boxes, and focal points? | | | |
| Keyboard Access | 5. | When navigating screens and dialog boxes using the keyboard, does the focus follow a logical tabbing order? | | | |
| Keyboard Access | 6. | Is there a well-defined focal point that moves with keyboard navigation? (e.g., can you use the arrow keys to navigate through a list followed by pressing the ENTER key or space bar to select the desired item)? | | | |
| Keyboard Access | 7. | Are shortcut keys provided for all pull-down menus? | | | |
| Keyboard Access | 8. | Does the software support existing accessibility features built into the operating system (e.g., sticky keys, slow keys, repeat keys in Apple Macintosh OS or Microsoft Windows 95)? | | | |
| Timing | 9. | If timed responses are present, does the software allow the user to modify the timing parameters of any required timed responses? | | | |
| Screen Elements | 10. | Are all descriptions or labels for fields positioned immediately to the left or directly above the control, and do they end in a colon, so that it is easy for screen reading software to associate the labels with the corresponding fields? | | | |
| Screen Elements | 11. | Does every window, object, and control have a clearly named label? | | | |

**Any "no" answer may indicate a problem with accessibility.**

| Category | | Question | Y | N | N/A |
|---|---|---|---|---|---|
| Screen Elements | 12. | Does the software application use standard controls rather than owner-drawn or custom controls? | | | |
| Icons | 13. | Does the software have a user selectable option to display text on icons, i.e., text only icons or bubble help? | | | |
| Icons | 14. | Is the use of icons consistent throughout the application? | | | |
| Icons | 15. | Are menus with text equivalents provided for all icon functions or icon selections on menu, tool, and format bars? | | | |
| Sounds | 16. | If there are audio alerts, are visual cues also provided? Note: Most operating systems handle this issue in the client/server environment; the question is most relevant in a dumb terminal environment . | | | |
| Sounds | 17. | Does the software support the "show sounds" feature where it is built into the operating system? | | | |
| Sounds | 18. | Can the user disable or adjust sound volume? | | | |
| Sounds | 19. | If information is provided in an audio format, is it also capable of being displayed by the user in a visual format? | | | |
| Display | 20. | Is the software application free of patterned backgrounds used behind text or important graphics? | | | |
| Display | 21. | Can a user override default fonts for printing and text displays? | | | |
| Display | 22. | Can a user adjust or disable flashing, rotating, or moving displays? | | | |
| Color | 23. | Does the software ensure that color-coding is never used as the only means of conveying information or indicating an action? | | | |
| Color | 24. | Does the application support user-defined color settings system-wide? | | | |

**Any "no" answer may indicate a problem with accessibility.**

| Category | | Question | Y | N | N/A |
|---|---|---|---|---|---|
| Color | 25. | Is highlighting also viewable with inverted colors? | | | |
| Size | 26. | If the software application draws its own screen elements, does it pick up the size settings that the user has selected in the Control Panel? | | | |
| Documentation | 27. | Are all manuals and documentation provided in electronic format as well as ASCII text files, including text descriptions of any charts, graphs, pictures, or graphics of any nature? | | | |
| Documentation | 28. | Can a user choose to have any report generated by the software made available in a "print to ASCII file" format? | | | |
| Training | 29. | Is special training provided for users with disabilities that will enable them to become familiar with the software and learn how to use it in conjunction with assistive technology provided as an accommodation? | | | |

30.    After you have evaluated this application using the Checklist, test it by running the application with a sampling of the common assistive technologies used by persons with disabilities (including, at a minimum, screen readers, and, if possible, alternate input devices, screen enlargement software, and voice recognition software and devices). Describe the accessibility successes and problems you encountered during these testing exercises, as well as your plans for addressing any problems:

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**Any "no" answer may indicate a problem with accessibility.**

# G-2

## One-Stop Disability Access

## Electronic Technology

Web Page Accessibility Checklist
By Department of Justice, Civil Rights Division

# Web Page Accessibility Checklist[1]

This Checklist should help you evaluate the extent to which Web pages are accessible to most people with disabilities.

This Checklist is based on the September 18, 1998 Working Draft of the Web Content Accessibility Guidelines [2] of the World Wide Web Consortium's ("W3C") Web Accessibility Initiative ("WAI"). W3C/WAI guidelines are the result of a compilation and technical upgrading of a number of different Web accessibility guidelines from around the world. They are developed by a consensus process through a W3C·working Group involving Web industry, disability organizations, research organizations, and governmental organizations.

More information about the WAI and its products is available at: http://www.w3.org/WAI.

The status of this Checklist's source material as a W3C Working Draft indicates that it is a draft document and may be updated, replaced or made obsolete by other documents at any time. The status as a W3C Working Draft means that one should not imply endorsement by, or the consensus of, either W3C or members of the WAI Working Group. Likewise, the Department of Justice's Web Page Accessibility Checklist has not been adopted, endorsed by, or in any way approved by the WAI, W3C, or any component.

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[1]For persons with disabilities, additional copies of this document are available on computer disk and in alternate formats including large print, Braille, and audio cassette, by calling the U.S. Department of Justice at the following numbers:

| | |
|---|---|
| Section 508 Coordinators: | **1-202-305-8304** (voice) |
| | **1-202-353-8944** (TTY) |
| ADA Information Line: | **1-800-514-0301** (voice) |
| | **1-800-514-0383** (TTY) |

Alternate format copies for persons with disabilities may also be requested via e-mail to: **sec508.questions@usdoj.gov**

This document is available on the Section 508 Home Page of the Civil Rights Division, U.S. Department of Justice:

**http://www.usdoj.gov/crt/508**

[2]"The Web Content Accessibility Guidelines" were formerly known as the "Page Author Guidelines."

The W3C Working Draft of the Web Content Accessibility Guidelines can be found at:

> http://www.w3.org/TR/1998/WD-WAI-PAGEAUTH-19980918

Users are strongly encouraged to go to that site for guidance on the appropriate use of and context for the information contained in this Checklist. The most updated version of the W3C Working Draft of the Web Content Accessibility Guidelines can be found at:

> http://www.w3.org/TR/WD-WAI-PAGEAUTH.

Use of the W3C guidelines does not constitute an endorsement of the organization or its materials by the U.S. Department of Justice. **The WAI's Web Content Accessibility Guidelines may differ from the legally-enforceable standards that the Access Board will promulgate by February 7, 2000.** The Department of Justice is providing this information only as interim guidance while the Access Board develops the binding standards.

**Person filing out this Checklist:**
Component/Agency: _____
Name: _____
Title: _____
Telephone: _____
Fax number: _____
E-mail address: _____

**Web page under review:**
URL/URI/other identifier: _____

Indicate the most appropriate description for the web page:
- (a)    online form for services or benefits
- (b)    other online form
- (c)    instructions for receipt of services or benefits
- (d)    description of activities
- (e)    employment postings
- (f)    inherently graphical content (e.g., map or photograph)
- (g)    other (describe): _____

Estimate the average number of times the page is accessed on a weekly basis: _____

| Question | Y | N | N/A |
|---|---|---|---|
| 1. For all images, is alternative text provided? <br> Note. *This includes images used as spacers, bullets in lists, and links* | | | |
| 2. For all applets, are alternative text and content provided? | | | |
| 3. For all image map links, is alternative text provided? | | | |
| 4. If server-side image maps were used, are text links provided for each hotspot in the image map? | | | |
| 5. For all graphical buttons, is alternative text provided? | | | |
| 6. Is there an absence of ASCII art, and, instead, are images and alternative text used? <br> **E.g.,** use "smile" or an image with alt text instead of:   :) | | | |
| 7. If OBJECT was used to incorporate an image, applet, or script into a page, is the information also conveyed in an alternative means in cases where the OBJECT cannot be perceived, such as with "title" or within the body of the OBJECT element? | | | |
| 8. Are long descriptions provided of all graphics that convey important information? <br> To do so: use "longdesc." <br> Until most browsers support "longdesc," also use a d-link (description link) or invisible d-link. | | | |
| 9. For stand-alone audio files, are textual transcripts of all words spoken or sung as well as all significant sounds provided? | | | |
| 10. For audio associated with video, are captions -- textual transcripts of dialog and sounds -- synchronized with the video? | | | |
| 11. Where sounds are played automatically, are visual notification and transcripts provided? | | | |
| 12. For short animations such as animated "gifs" images, are alternative text and a long description provided, if needed? | | | |
| 13. For movies, are auditory descriptions provided and synchronized with the original audio? | | | |
| 14. If color is used to convey information, is the information also clear from the markup and/or text? <br><br> Hint: One way of testing this is to ask yourself whether the information is available if one is viewing it on a black and white screen. | | | |
| 15. Are foreground and background color combinations used that provide sufficient contrast when viewed by someone with color blindness or when viewed on a black and white screen? | | | |

**Any "no" answer may indicate a problem with accessibility.**

| | Question | Y | N | N/A |
|---|---|---|---|---|
| 16. | For auto-refreshing or timed response pages, is a second copy of the page provided where refresh only happens after a link has been selected (until user agents provide this ability themselves)? | | | |
| 17. | Is the Web page free from any blinking or updating of the screen that causes flicker? | | | |
| 18. | Is a fallback page provided for pages that contain frames? | | | |
| 19. | For scripts that present critical information or functions, is an alternative, equivalent presentation or mechanism provided? | | | |
| 20. | For pages that use style sheets, are the contents of each page ordered and structured so that they read appropriately without the style sheet? | | | |
| 21. | If frames are used, are titles provided so that users can keep track of frames by name? | | | |
| 22. | Do you provide a "text only" alternative page to the original page? | | | |
| 23. | If you provide a "text only" alternative page, does it contain substantially the same information as the original page? | | | |
| 24. | If you provide a "text only" alternative page, is it updated as often as the original page? | | | |

25.     After you have evaluated this Web page using the Checklist, test it by running it with a text-only browser, such as Lynx, a public domain text browser that is available at http://lynx.browser.org.  Describe the accessibility successes and problems you encountered during this exercise, including your plans for addressing any problems:

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**Any "no" answer may indicate a problem with accessibility.**

G-3

# One-Stop Disability Access

# Electronic Technology

ITM Accessibility Checklist
By Department of Justice, Civil Rights Division

# ITM Accessibility Checklist[1]

This Checklist should serve as a tool for evaluating the extent to which Information Transaction Machines -- or "ITM's" -- are accessible to and usable by most people with disabilities. ITM's include, but are not limited to, the following:

- ATM's (automated teller machines);
- ticket vending machines;
- computer kiosks;
- electronic building directories;
- fare machines; and
- point of sale customer card payment systems

This Checklist is partly based on the publication, "User Needs, and Strategies for Addressing Those Needs" (hereinafter, "Strategies") by the Trace Research and Development Center of the University of Wisconsin-Madison, which can be found at:

http://www.trace.wisc.edu/world/kiosks/itms/needs.html

The development of the Trace Center's publication was funded by the National Institute on Disability and Rehabilitation Research ("NIDRR") of the U.S. Department of Education under grant number H133E30012. Use of the Trace Center's materials does not constitute an endorsement of the Trace Center or its work by the Department of Justice. Likewise, the Department of Justice's ITM Accessibility Checklist has not been adopted, endorsed by, or in any way approved by the Trace Center, NIDRR, or the Department of Education.

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| | |
|---|---|
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| | 1-800-514-0383 (TTY) |

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**sec508.questions@usdoj.gov**

This document is available on the Section 508 Home Page of the Civil Rights Division, U.S. Department of Justice:

**http://www.usdoj.gov/crt/508**

**Note: The Trace Center's "Strategies" may differ from the legally-enforceable standards that the Access Board will promulgate by February 7, 2000.**

**Person filling out this Checklist:**
Component/Agency: _____
Name: _____
Title: _____
Telephone: _____
Fax number: _____
E-mail address: _____

**ITM application under review:**
Type (choose the most appropriate description):

|       |                                         |
|-------|-----------------------------------------|
| (a)   | automated teller machine (ATM)          |
| (b)   | ticket vending machine                  |
| (c)   | information or computer kiosk           |
| (d)   | electronic building directory           |
| (e)   | point of sale card payment system       |
| (f)   | fare machine                            |
| (g)   | other —describe: _____ |

Hardware Manufacturer: _____
Model: _____
Software: _____
Number of units of this model operated or used by component: _____

Used by approximately _____ members of the public and _____ Federal employees on an average weekly basis.

Hours of availability (choose the most appropriate):

|       |                                                      |
|-------|------------------------------------------------------|
| (a)   | 24 hours a day, seven days a week                    |
| (b)   | normal business hours, weekdays only                 |
| (c)   | normal business hours, 7 days a week                 |
| (d)   | extended business hours, weekdays only               |
| (e)   | extended business hours, weekdays and some weekend hours |

| Question | Y | N | N/A |
|----------|---|---|-----|
| 1. Can the user change sound settings, such as volume? | | | |
| 2. For all visual information and cues, are there simultaneous corresponding audible information and cues? | | | |
| 3. Is there sufficient contrast between foreground and background colors or tones so that a person with low vision can use the technology, or is it possible for the user to select foreground and background colors? | | | |

**Any "no" answer may indicate a problem with accessibility.**

| | | | | |
|---|---|---|---|---|
| 4. | Is all text information displayed large enough that it can be read by someone with low vision, or is it possible for the user to select an enlarged display? | | | |
| 5. | Can users select speech input? | | | |
| 6. | If speech input is used, is an alternative method available for inputting information, such as typing on a keyboard or scanning printed material, so that someone who cannot speak can use the technology? | | | |
| 7. | For all sound cues and audible information, such as "beeps," are there simultaneous corresponding visual cues and information? | | | |
| 8. | Is there a headphone jack to enable the user to use an assistive listening system to access audible information? | | | |
| 9. | Can users simultaneously change the visual display settings and the sound settings? | | | |
| 10. | Can the user read displayed output with a tactile display such as Braille? | | | |
| 11. | Does the technology allow the user to use scanning input? | | | |
| 12. | Is the technology manufactured such that it allows a person using a wheelchair to approach the technology, including all controls, dispensers, receptacles, and other operable equipment, with either a forward or parallel approach? | | | |
| 13. | Is the technology manufactured so that, if the equipment is properly placed, the highest operable part of controls, dispensers, receptacles, and other operable parts fall within at least one of the following reach ranges? If a forward approach is required, the maximum high forward reach is 48 inches. If a side approach is allowed, and the reach is not over an obstruction, the maximum high side reach is 54 inches; if it is over an obstruction which is no more than 24 inches wide and 34 inches high, the maximum high side reach is 46 inches. | | | |
| 14. | If electrical and communication system receptacles are provided, are they mounted no less than 15 inches above the floor? | | | |
| 15. | Are all controls and operating mechanisms operable with one hand and operable without tight grasping, pinching, or twisting of the wrist? | | | |
| 16. | Is the force required to operate or active the controls no greater than 5 lbf? | | | |

**Any "no" answer may indicate a problem with accessibility.**

| | | | | |
|---|---|---|---|---|
| 17. | Are instructions and all information for use accessible to and independently usable by persons with vision impairments? | | | |
| 18. | Is the technology manufactured in such a way that it can be made detectable to persons with visual impairments who use canes to detect objects in their path?<br><br>Note: Objects projecting from walls with their leading edges between 27 in. and 80 in. above the finished floor should protrude no more than 4 in. into walks, halls, corridors, passageways, or aisles. Objects mounted with their leading edges at or below 27 in. above the finished floor may protrude any amount. Free-standing objects mounted on posts or pylons may overhang 12 in. maximum from 27 in. to 80 in. above the ground or finished floor. | | | |

19.   After you have evaluated this ITM using the Checklist, have users with a wide variety of disabilities test it for accessibility. Describe the accessibility successes and problems they encountered during these exercises, including any suggestions for improvement:

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**Any "no" answer may indicate a problem with accessibility.**

# G-4

## <u>One-Stop Disability Access</u>

## <u>Electronic Technology</u>

IT Equipment Checklist
By Department of Justice, Civil Rights Division

# IT Equipment Accessibility Checklist[1]

This Checklist should help you evaluate the extent to which your component's information technology equipment (including —but not limited to —printers, fax machines, and copiers) is accessible to and usable by most people with disabilities.  You should evaluate each model by each manufacturer, whether or not there is another type of equipment available that is accessible to people with disabilities and whether or not reasonable accommodations are provided to individuals with disabilities.

**Person filling out this Checklist:**

Component/Agency: _____

Name: _____

Title: _____

Telephone number: _____

Fax number: _____

E-mail address: _____

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[1] For persons with disabilities,  additional copies of this document are available on computer disk and in alternate formats including large print, Braille, and audio cassette, by calling the U.S. Department of Justice at the following numbers:

|                          |                            |
|--------------------------|----------------------------|
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|                          | **1-202-353-8944** (TTY)   |
|                          |                            |
| ADA Information Line :    | **1-800-514-0301** (voice) |
|                          | **1-800-514-0383** (TTY)   |

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