ONE-PAGE SUMMARY FROM HAVEN SMITH & COMPANY

459 public PDFs from 10 agencies. 79% had at least one barrier.

To see where California agencies really stand before the ADA Title II deadlines, we checked the public PDFs of 10 cities, counties, and school districts.

CLIENT	TYPE	SCOPE	RESULT
Ten California agencies	Research	459 public PDFs	79% had a barrier

The numbers

What we found across all 459 files

Check	Result
Had real text	91%
Had at least one barrier	79%
Never named a language	57%
Had no tags at all	39%
Were scanned pictures	39 files

Most files can be fixed without retyping a word, because the text is already there.

What we found

- The good news: more than 90% of the files already had real text, so most can be fixed without retyping a word.
- 79% of all files had at least one barrier for screen reader users.
- 57% never told a screen reader which language to read in.
- 39% had no accessibility tags at all.
- 39 files were scanned pictures of paper, with no readable text.

The path to good

- Fix the most-used files first with a deadline sprint, then keep new files clean with a monthly retainer.
- Check vendor work by hand, because tagged files still failed when nobody reviewed the tags.

The full report, with the files we checked, is at havensmith.company/case-studies. Names are changed to keep them private. Every number is real. © Haven Smith, LLC.