



Title: Web Content Accessibility Guidelines Policy

Effective Date: February 17, 2026

Amended:

Issuing Authority: Board of Commissioners

Responsible Officer: Director of Information Technology

Category: 500

Number: 506

Purpose

This policy explains how the County of Saginaw will keep its website accessible to the public by following the Web Content Accessibility Guidelines (WCAG) 2.1 AA. The goal is to make sure everyone, including people with disabilities, can use and understand the County website.

Responsibility

Users: Anyone who adds, updates, or publishes content on the County website or social media presence, must follow this policy and make sure their content is accessible.

Management: County leaders must ensure that their staff understand and use accessibility practices when posting website content.

County of Saginaw Information Technology (COSIT): The I.T. Department is responsible for reviewing website accessibility each year, updating tools or guidelines when needed, and supporting staff in meeting WCAG requirements.

Scope

This policy applies to all County of Saginaw Elected Officials, Judges, employees, contractors, third-party vendors, or anyone else who adds content to the County's social media or on-line presence.

Policy

Any County published website and/or social media presence must comply with the WCAG 2.1 AA standards. The following requirements apply:

1. Live videos must have captions.
2. Recorded videos must include a spoken description of important visual information.
3. Content must work whether the screen is held vertically or horizontally (unless orientation is essential).
4. Ensure every image includes descriptive alt text that clearly conveys its purpose or content so users who rely on assistive technologies receive equivalent information.
5. Online forms must identify what type of information they are asking for, such as name, email, or phone number.
6. Text must be easy to read with enough contrast against the background.
7. People must be able to make text larger without breaking the page or losing information.
8. Words should not be shown as images unless absolutely necessary.

9. Pages must still work and be readable on small screens or when zoomed in.
10. Buttons, icons, and other visual parts must have enough contrast to be clearly seen.
11. If someone changes spacing between lines or letters, the content must still work and stay readable.
12. Pop-ups or tooltips must be easy to dismiss and should not trap the user.
13. There should be more than one way to find important pages or information.
14. Headings and labels must clearly describe what follows or what is required.
15. It must be easy to see which item on the page is currently selected or focused.
16. Any change in language (such as a phrase in Spanish on an English page) must be marked so assistive tools can read it correctly.
17. Navigation menus must stay in the same place and work the same way across the site.
18. Buttons, icons, and features that do the same thing must look and be named consistently.
19. Error messages must explain what went wrong and how to fix it.
20. Important transactions—like signing documents or submitting financial information—must allow users to review and correct mistakes before final submission.
21. Important status updates (like “saved,” “sent,” or “error”) must be announced in a way that assistive tools can detect.
22. Ensure all posted PDFs include proper tagging, logical reading order, searchable text, descriptive headings, and alt text for images.
23. If the county contracts with a third party (vendor) to build or run customer-facing software (payment portals, scheduling systems, etc.), that software must comply with WCAG 2.1 AA.

County Administrator / Legal Counsel Review

The County Administrator has determined that this Policy, as submitted to the Board of Commissioners, contains the necessary substance in order to carry out the purpose of the policy. County Civil Counsel has determined that this Policy, as submitted, contains content that appears to be legal activities of the Saginaw County Board of Commissioners.

Approved as to Substance:
Saginaw County Administrator

Approved as to Legal Content:
Saginaw County Civil Counsel

Regulatory Information

Category: Americans with Disabilities Act

Version: Title II Updated 4-24-2024

Reference: <https://www.federalregister.gov/documents/2024/04/24/2024-07758/nondiscrimination-on-the-basis-of-disability-accessibility-of-web-information-and-services-of-state>

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Version: W3C May 6, 2025

Reference: <https://www.w3.org/TR/WCAG21>

Definitions

Alternate Text (alt) is a brief; meaningful description added to an image so people who cannot see the image can understand its purpose. It is read aloud by screen readers, shown when images fail to load, and used by search engines to interpret visual content.

Web Content Accessibility Guidelines (WCAG) is a set of internationally recognized accessibility requirements developed by the World Wide Web Consortium to ensure digital content can be used by people with a wide range of disabilities. Level AA represents the middle tier of conformance: more rigorous than Level A but not as stringent as Level AAA.