

THE WEB CORNER, INC.

South Robertson Neighborhoods Council

Website ADA / WCAG Accessibility Audit

soronc.org

STATUS

REMEDATION REQUIRED - The site should not currently be represented as fully WCAG 2.1 Level AA conformant based on this review.

Audit date	October 7, 2026
Prepared for	Michael Lynn, President South Robertson Neighborhoods Council
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Prepared by	The Web Corner, Inc.
Technical benchmark	WCAG 2.1 Level AA (DOJ Title II rule); WCAG 2.2 AA recommended for new work

Purpose. Verify the current accessibility position of the SORO NC public website, identify material ADA/WCAG risks, and provide a practical remediation plan before the City of Los Angeles public-entity web-accessibility compliance date.

This report is a technical accessibility review, not a legal opinion or a warranty of legal compliance. A final conformance statement should follow remediation plus browser, keyboard, screen-reader, contrast, reflow, and document testing.

1. Executive Summary

CONCLUSION

SORO NC has a workable accessibility foundation, but several sitewide issues should be corrected before claiming WCAG 2.1 AA conformance. The highest-value fixes are template-level and can be addressed without a redesign.

Legal/technical baseline. Los Angeles Neighborhood Councils are part of the grassroots level of City government. The U.S. Department of Justice Title II web rule adopts WCAG 2.1 Level AA as the technical standard for state and local government web content. In April 2026, DOJ extended the compliance date for public entities with populations of 50,000 or more to **April 26, 2027**. Existing ADA duties such as effective communication remain in place before that date. [S1] [S2]

The City of Los Angeles Department on Disability already states that its own website content is produced and reviewed to WCAG 2.1 Level AA, making that a sensible local operating benchmark for SORO NC. [S4]

W3C now recommends WCAG 2.2 for new and updated accessibility work. WCAG 2.2 is backward compatible with WCAG 2.1, so building new components to 2.2 AA is a practical way to satisfy the DOJ 2.1 AA baseline while future-proofing the site. [S5]

What is working

- The site includes a dedicated Accessibility page and a public phone number for accessibility feedback.
- Contact and agenda-request pages expose visible field prompts/labels in the public page representation.
- Many committee images expose meaningful alternative text such as "Transportation Committee" and "Outreach Committee."
- Meeting materials include Title II accommodation language and contact paths, which supports the broader effective-communication obligation.

Priority remediation

Priorit y	Action	Reason
P0	Update Accessibility statement to WCAG 2.1 AA and remove unrelated shopping/mobile-app boilerplate.	Current statement references WCAG 2.0 and does not match the Council site.
P0	Make page titles unique and descriptive; normalize one H1 per page and logical heading levels.	Navigation and screen-reader orientation depend on page title and semantic structure.
P0	Replace repeated "Read More" links with descriptive accessible names.	Link purpose should be understandable without surrounding visual context.
P0	Audit all images and UI controls for useful accessible names.	At least one content image is exposed only as "Image"; generic/unnamed controls also appear in footer dialogs.
P1	Complete keyboard/focus/contrast/reflow/form testing and establish an accessible PDF workflow.	Interaction criteria require manual verification, and documents are core public content before April 26, 2027.

2. Scope and Audit Method

This review examined representative live SORO NC content and the recurring website templates that affect many pages at once. The sample included:

- Homepage and news/update listing patterns
- Accessibility page
- Contact form
- Calendar and meeting listings
- Board and committee page patterns
- Agenda Request form
- Program/content pages, including Building SORO Identity
- Meeting-document indexes containing agendas, minutes, financial reports, and supporting documents

Standards reviewed. ADA Title II; DOJ 28 CFR Part 35 web/mobile rule; WCAG 2.1 Level A and AA; and WCAG 2.2 AA as a recommended forward-looking development target.

How findings are classified. "Confirmed" means the issue is directly visible in the public page content/semantics reviewed. "Likely - verify in browser" means the public representation strongly indicates a defect, but DOM/assistive-technology confirmation should be completed before closing the item. "Manual test required" means compliance depends on interaction, visual contrast, responsive reflow, or assistive technology behavior.

Important conformance rule. WCAG conformance is page-level and requires all applicable Level A and AA success criteria to pass. An overlay, accessibility widget, or good accessibility statement does not by itself establish conformance.

Current regulatory timing

Item	Current position as of Oct. 7, 2026
Public-entity technical standard	WCAG 2.1 Level AA under the DOJ Title II web/mobile accessibility rule. [S1]
City-sized compliance date	April 26, 2027 for state/local public entities with populations of 50,000 or more. [S1]
Existing ADA obligations	Effective communication, reasonable modifications, and equal opportunity continue to apply even where a specific web-rule exception exists. [S3]
Recommended engineering target	WCAG 2.2 AA for new work; W3C encourages use of the latest WCAG and 2.2 conformance also satisfies 2.1. [S5]

3. Detailed Findings - Content and Semantics

F-01. Accessibility statement is outdated and not tailored to SORO NC		High	Confirmed
WCAG mapping	Policy / WCAG conformance communication		
Observed evidence	The live Accessibility page says the site aims to meet WCAG 2.0 , refers to users being able to "shop online" and use "our smartphone apps," and cites the Twenty-First Century Communications and Video Accessibility Act. Those statements do not match the current SORO NC site or the DOJ Title II technical baseline. The page provides only a phone number for accessibility feedback. [S6]		
Recommended fix	Replace the statement with a concise SORO-specific policy that targets WCAG 2.1 AA, optionally states WCAG 2.2 AA as the development best practice, provides phone <i>and</i> email/alternative-format contact options, and avoids claiming full conformance until testing is complete.		

F-02. Browser/page titles are generic rather than page-specific		High	Confirmed in public representation
WCAG mapping	2.4.2 Page Titled (Level A)		
Observed evidence	Representative pages expose a generic site title such as " soronc.org " or " The South Robertson Neighborhoods Council (SORO NC) " while the on-page H1 is Contact Us, Calendar, Board, etc. This makes tabs/history and screen-reader page navigation less informative. [S7] [S8]		
Recommended fix	Generate a unique HTML <title> for every route, e.g., "Contact Us South Robertson Neighborhoods Council", "Calendar SORO NC", and "Public Safety Committee SORO NC".		

F-03. Repeated generic "Read More" links		Medium	Confirmed
WCAG mapping	2.4.4 Link Purpose (In Context) (Level A); 2.4.9 Link Purpose (Link Only) is AAA		
Observed evidence	The homepage/news pattern contains several links whose visible text is simply " Read More " for different articles. In a screen-reader links list, these can be difficult to distinguish unless the underlying accessible name has been enhanced. [S8]		
Recommended fix	Use descriptive visible text (preferred) such as "Read more: Crossings Campus Construction Update" or add an equivalent programmatic accessible name while preserving the visible design.		

F-04. Image alternative text is inconsistent		High	Confirmed / needs inventory
WCAG mapping	1.1.1 Non-text Content (Level A)		
Observed evidence	Several committee images expose useful alternatives, but the "Building SORO identity" content page exposes a content image only as " Image ", and the homepage includes an image labeled only " MOT ", which may not communicate purpose to a non-visual user. [S9] [S8]		
Recommended fix	Audit all elements. Give informative images concise purpose-based alt text; use alt="" for purely decorative images; avoid file names, unexplained acronyms, or generic words such as "image".		

4. Detailed Findings - Structure, Controls, and Interaction

F-05. Heading hierarchy requires normalization		Medium	Likely - verify in browser
WCAG mapping	1.3.1 Info and Relationships (Level A); 2.4.6 Headings and Labels (Level AA)		
Observed evidence	The homepage public structure does not expose a clear content H1 and later exposes "Current Board Openings" as an H3. Several pages also jump from H1 content into H3/H4 sections. This can make document outline navigation less predictable for assistive-technology users. [S8] [S6]		
Recommended fix	Use one descriptive H1 per page, H2 for major sections, H3 for subsections, and do not choose heading levels for visual size. Style headings with CSS instead of skipping semantic levels.		

F-06. Footer/share dialog contains controls that appear unnamed		High	Likely - verify in browser
WCAG mapping	4.1.2 Name, Role, Value (Level A); 2.1.1 Keyboard (Level A)		
Observed evidence	Public page output repeatedly exposes dialog content such as "Are you sure you want to remove this?" followed by two generic inputs, and an email-share prompt followed by an email input and another generic input. If those controls lack programmatic names, screen-reader and voice-control users may not know their purpose. [S6] [S7] [S8]		
Recommended fix	Inspect the modal/share component in the DOM. Use native <button> elements with visible labels (e.g., Cancel, Remove, Send), accessible dialog names, focus trapping, Escape handling, and focus return to the triggering control.		

F-07. Accessibility widget language implies dependence on JavaScript/overlay		Medium	Confirmed
WCAG mapping	Conformance requirement / native accessibility responsibility		
Observed evidence	Pages display "Enable JavaScript to ensure website accessibility" with a UserWay link. That wording can imply that accessibility is supplied by the widget rather than by the underlying website. [S6] [S7] [S8]		
Recommended fix	Keep any widget only as an optional enhancement. Remove language suggesting that JavaScript or an overlay is required for accessibility. The underlying HTML, CSS, forms, documents, and interactions should satisfy WCAG without relying on an overlay.		

F-08. Forms show visible prompts, but programmatic/error behavior must be tested		Medium	Manual test required
WCAG mapping	1.3.1 Info and Relationships; 3.3.1 Error Identification; 3.3.2 Labels or Instructions; 4.1.3 Status Messages		
Observed evidence	The Contact page exposes visible prompts for Subject, First Name, E-mail, Phone, Zipcode, and other fields, and the Agenda Request page similarly exposes field labels. This is positive, but the public representation cannot confirm explicit label-for associations, required-state announcements, autocomplete tokens, focus movement on errors, or live-region feedback. [S7] [S10]		
Recommended fix	Retest each form with keyboard and a screen reader. Ensure explicit labels, meaningful required indicators, field-specific errors, aria-describedby where needed, no placeholder-only labels, logical tab order, and accessible success/error messages.		

F-09. Keyboard, focus, contrast, zoom, and reflow require completion testing		High	Manual test required
WCAG mapping	2.1.1 Keyboard; 2.1.2 No Keyboard Trap; 1.4.3 Contrast; 1.4.10 Reflow; 1.4.11 Non-text Contrast; 2.4.7 Focus Visible		
Observed evidence	These criteria depend on actual browser rendering and interaction. They are especially important for the multi-level navigation menu, calendar grid/list, modal/share controls, forms, and third-party widgets.		
Recommended fix	Complete a browser-based test pass at desktop and mobile widths, keyboard-only navigation, visible focus, 200% and 400% zoom, 320 CSS-pixel reflow, text/non-text contrast measurement, and at least one screen-reader pass (NVDA/Chrome or JAWS/Chrome on Windows; VoiceOver/Safari on iOS/macOS as a secondary check).		

5. Agendas, Minutes, PDFs, and Supporting Documents

HIGH PRIORITY

SORO NC publishes a large volume of meeting agendas, minutes, financial reports, letters, applicant materials, and other electronic documents. This document workflow needs an accessibility standard before the April 26, 2027 deadline.

Committee and calendar pages show recurring links to "Meeting Agenda," "Meeting Minutes," "Financial," "Previous Month Draft Minutes," and "Supporting Documents." That makes document accessibility a core part of the public website, not a peripheral issue. [S11] [S12]

DOJ exception rules matter. DOJ provides limited exceptions for archived web content and for certain preexisting conventional electronic documents (PDF, Word, spreadsheet, presentation files) that were available before the entity's compliance date. However, current materials created after the compliance date generally will need to meet WCAG 2.1 AA. Documents still used to apply for, access, or participate in a government program/activity may not qualify for the preexisting-document exception. Even when an exception applies, the public entity still has effective-communication duties. [S3]

Recommended document publishing standard

- **Source first:** create agendas/minutes in accessible Word or another structured source document before exporting to PDF.
- **Tags and reading order:** use real headings, paragraphs, lists, tables, and a logical tag/reading order - not positioned text boxes or scanned pages.
- **Document metadata:** meaningful title, language, author/organization where appropriate, and bookmarks for longer documents.
- **Images:** alt text for meaningful graphics; mark decorative graphics as artifacts/decorative.
- **Tables:** identify header rows/cells and keep reading order understandable.
- **Links:** meaningful link text and correct annotations.
- **Scans:** OCR alone is not enough; scanned PDFs also need tagging, structure, reading order, and verification.
- **Quality gate:** run Acrobat Accessibility Check plus a second validator/manual reading-order check before publishing.

Practical archive strategy. Before April 26, 2027, inventory existing documents by date and business use. Keep truly archival pre-deadline documents in a clearly designated archive and avoid modifying them unless necessary. Prioritize remediation of current/high-use documents and establish an accessible template for every new agenda/minutes cycle.

6. Recommended Remediation Roadmap

Timing	Workstream	Acceptance criteria
0-30 days	Sitewide template corrections Accessibility statement; unique page titles; heading hierarchy; descriptive Read More links; alt-text inventory; footer/modal button names; remove overlay-dependent wording.	Representative pages pass semantic review; no generic page titles; one H1 per page; article links have unique accessible names; no meaningful image has missing/generic alt.
30-60 days	Interaction and visual testing Menus, calendar, forms, modals, widget, zoom/reflow, color contrast, focus visibility, error messaging.	Keyboard-only task completion; no traps; visible focus; AA contrast; usable at 200%-400% zoom and 320px reflow; screen reader completes contact and agenda-request workflows.
60-120 days	Document program Accessible Word/PDF templates, authoring checklist, archive classification, training for staff/board publishers.	New agendas/minutes pass PDF accessibility checks before posting; pre-deadline archive documented; active documents prioritized.
By Mar. 2027	Full re-audit WCAG 2.1 AA conformance review across templates and representative documents.	Issues closed or documented; assistive-tech test evidence retained; accessibility statement updated with accurate status.
Before Apr. 26, 2027	Production sign-off	Site and new/publicly active content meet the DOJ WCAG 2.1 AA technical requirement, subject to applicable exceptions.

Recommended ongoing controls

- Add accessibility acceptance criteria to every website feature or content change.
- Run automated WCAG scans on the main templates after releases, but never rely on automation alone.
- Quarterly keyboard and screen-reader spot checks on top tasks.
- Require accessible source documents for agendas, minutes, financial reports, and public notices.
- Give content editors a short alt-text, headings, links, tables, and PDF checklist.
- Recheck third-party tools after updates; vendor responsibility does not remove the public entity's obligation. [S3]

7. Recommended Replacement Accessibility Statement

The following language is appropriate to publish after the initial template fixes. It is deliberately written as a commitment/target rather than an unsupported claim of perfect conformance.

Accessibility Statement

South Robertson Neighborhoods Council is committed to providing an accessible website to all members of the public, including people with disabilities. Our goal is to conform to the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, the technical standard adopted by the U.S. Department of Justice for state and local government web content under Title II of the Americans with Disabilities Act. We also use WCAG 2.2 Level AA as a forward-looking best practice when developing or updating content and features.

*If you have difficulty accessing any page or document on this website, or if you need information in an alternative accessible format, please contact SORO NC at info@soronc.org or **310-295-9920**. Please identify the web page or document and the format you need. We will make reasonable efforts to provide an accessible alternative promptly.*

We regularly review and improve the accessibility of our website and digital documents. Accessibility widgets or other third-party tools, where provided, are supplemental aids and do not replace our responsibility to maintain accessible content.

Recommended footer link: Keep "Accessibility" in the global footer and route it to this statement. Add an email link for accessibility support and alternative-format requests.

8. Final WCAG 2.1 AA Acceptance Checklist

Area	Pass condition
Page identity	Unique descriptive title; one H1; logical heading outline; correct page language.
Keyboard	Every control and menu is operable by keyboard; no traps; logical order; visible focus.
Navigation	Skip-to-content or equivalent bypass mechanism; consistent navigation; descriptive links.
Images	Meaningful alt text; decorative images have empty alt/are ignored by assistive technology.
Color/contrast	Text meets AA contrast; UI components/focus indicators have sufficient non-text contrast; meaning is not color-only.
Zoom/reflow	Content remains usable at 200% and 400% zoom and at 320 CSS-pixel width without two-dimensional scrolling except allowed content.
Forms	Explicit labels; required states; instructions; field errors; error summary/focus behavior; accessible status messages.
Dynamic UI	Dialogs, menus, expanders, tabs, carousels, and widgets expose correct name/role/state and manage focus correctly.
Time/media	No unexpected time limits; pause/stop controls where needed; captions/transcripts/audio description where applicable.
Documents	New/active PDFs and office documents are structured, tagged, readable in order, and independently checked before publishing.
Mobile/touch	Controls have usable target size/spacing; orientation is not unnecessarily locked; gestures have accessible alternatives where applicable.
Assistive technology	At least one screen-reader workflow test covers navigation, calendar, contact form, agenda request, and downloading/reading a current public document.

SIGN-OFF

Do not describe the site as "fully ADA compliant" solely because an accessibility widget is installed or an automated scanner returns no errors. Final sign-off should combine automated testing with manual keyboard, visual, screen-reader, and document checks.

9. Sources and Evidence Reviewed

S1 - U.S. Department of Justice, ADA.gov - Fact Sheet: New Rule on the Accessibility of Web Content and Mobile Apps Provided by State and Local Governments (updated with April 20, 2026 IFR).

<https://www.ada.gov/resources/2024-03-08-web-rule/>

S2 - City of Los Angeles Department of Neighborhood Empowerment - About Neighborhood Councils (Neighborhood Councils are the grassroots level of Los Angeles City government; board members are public officials).

<https://neighborhoodempowerment.lacity.gov/about-neighborhood-councils/>

S3 - U.S. Department of Justice, ADA.gov - Title II web rule exceptions and continuing effective-communication obligations, including archived/preexisting electronic documents and vendor content.

<https://www.ada.gov/resources/2024-03-08-web-rule/>

S4 - City of Los Angeles Department on Disability - Web Accessibility Statement (references ADA, Section 508, and WCAG 2.1 Level AA).

<https://disability.lacity.gov/about/web-accessibility-statement>

S5 - W3C Web Accessibility Initiative - WCAG 2.2 / WCAG 2 Overview; W3C encourages use of the latest WCAG and notes 2.2 is backward compatible with 2.1.

<https://www.w3.org/WAI/standards-guidelines/wcag/>

S6 - SORO NC - Accessibility page.

<https://www.soronc.org/page/viewPage/accessibility>

S7 - SORO NC - Contact page.

<https://www.soronc.org/page/contact>

S8 - SORO NC - Homepage / news listing.

<https://www.soronc.org/>

S9 - SORO NC - Building SORO identity page.

<https://soronc.org/page/viewPage/building-soro-identity>

S10 - SORO NC - Agenda Request page.

<https://soronc.org/committees/agendaRequest>

S11 - SORO NC - Public Safety Committee document/meeting listing.

<https://www.soronc.org/committees/viewCommittee/public-safety-committee>

S12 - SORO NC - General Board document/meeting listing.

<https://www.soronc.org/committees/viewCommittee/general-board>

Prepared October 7, 2026. Website content changes over time. The report should be revalidated after remediation and before any formal conformance representation.