

ADA / WCAG 2.2 Level AA

Website Accessibility Compliance Audit

Prepared for:

Sample Florida Business

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III

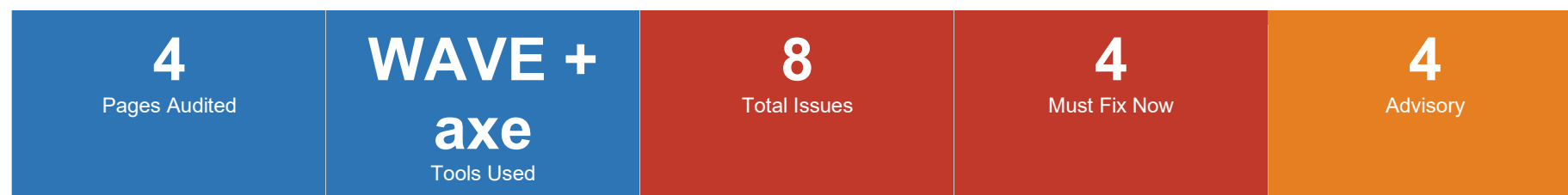
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1. Executive Summary

This report presents the findings of a professional accessibility audit conducted on [client-website.com]. The audit evaluated the website against the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA — the current international standard for digital accessibility and the benchmark referenced by the U.S. Department of Justice in ADA enforcement actions.

Why this matters to your business:

The Americans with Disabilities Act (ADA) Title III requires businesses open to the public — including websites — to be accessible to individuals with disabilities. Failure to comply exposes your business to legal action. In 2024, nearly 2,500 federal ADA website lawsuits were filed in the United States. Settlements for small businesses typically range from \$5,000 to \$20,000 plus attorney fees. An accessibility audit and remediation investment is a fraction of that exposure.



Pages audited:

- Homepage
- Login Page (/login)
- Signup / Subscription Page (/signup)
- Customer Dashboard (authenticated — tested with axe DevTools)

Good news: Your login and signup pages both scored 10/10 on the WAVE accessibility scanner. The issues are concentrated on the homepage and dashboard, and all findings are correctable without a site rebuild.

2. Legal Context

2.1 What Is ADA Website Compliance?

The Americans with Disabilities Act (ADA) was enacted in 1990 to prevent discrimination against individuals with disabilities. As the internet became central to commerce, courts and the Department of Justice extended ADA requirements to websites. Under Title III, any business offering goods or services to the public — including online businesses — must ensure their digital presence is accessible to people with visual, hearing, motor, and cognitive disabilities.

The ADA does not specify exact technical requirements for websites, but courts and the DOJ consistently reference the Web Content Accessibility Guidelines (WCAG) as the de facto standard. WCAG 2.2 Level AA is the current benchmark.

2.2 What Are the Risks?

- Federal lawsuits: Nearly 2,500 filed in 2024 — on pace to exceed that in 2025
- Demand letters: Often the first step before litigation — require rapid response
- Settlements: Typically \$5,000–\$20,000 for small businesses plus attorney fees
- Injunctive relief: Courts can order remediation with court-imposed deadlines
- Reputational damage: Public filings are visible and searchable

Florida note: Florida is consistently one of the top two states nationally for ADA website lawsuit filings. This elevates risk for Florida-based businesses.

2.3 The WCAG 2.2 AA Standard — POUR Principles

- Perceivable — Users must be able to perceive all content: alt text for images, captions for video, sufficient color contrast
- Operable — All functionality must work via keyboard, with sufficient time and no seizure-triggering content
- Understandable — Content and navigation must be predictable and error-tolerant
- Robust — Content must work with current and future assistive technologies including screen readers

3. Audit Methodology

3.1 Tools Used

Tool	Purpose	Coverage
WAVE (WebAIM)	Visual accessibility scanner — homepage, login, signup	Color contrast, alt text, labels, structure, landmarks
axe DevTools	Browser extension — authenticated dashboard page	WCAG 2.1 AA automated rule checks
Manual Code Review	Source code analysis of all pages	Semantic HTML, ARIA usage, form structure

3.2 Important Limitation

Automated tools detect approximately 30–40% of WCAG issues. The remaining issues require manual testing with assistive technologies such as screen readers (NVDA, JAWS, VoiceOver) and keyboard-only navigation. This audit represents a thorough code-level and automated review. A full Level AA certification audit including live assistive technology testing is available as a follow-up engagement.

4. Audit Findings

Status key:

FAIL	Hard violation — directly impacts users with disabilities. Must be fixed.
WARN	Advisory finding — degrades experience but may not be a hard legal violation.
PASS	No issue found — item meets the standard.

Page	WCAG #	Level	Issue	Status	User Impact	Recommendation
Homepage	1.4.3	AA	Step numbers 01/02/03 — very low contrast (1.16:1)	FAIL	Users with low vision cannot perceive these elements.	Mark step numbers as decorative (aria-hidden) OR change color to white (#FFFFFF).
Homepage	1.4.3	AA	Footer copyright text — low contrast (2.48:1)	FAIL	Footer text is difficult to read for users with low vision. Required ratio is 4.5:1.	Lighten footer text color to achieve at least 4.5:1 contrast on the dark background.
Homepage	1.1.1	A	6 images have redundant alt text	WARN	Screen reader users hear the same information announced twice.	Change alt text on images that duplicate nearby visible text to alt="".
Homepage	2.4.4	A	2 redundant links	WARN	Screen reader users encounter the same link announced twice.	Remove one duplicate or add unique aria-label attributes to distinguish them.
Homepage	1.4.4	AA	6 instances of very small text	WARN	Text below ~10px is difficult to read for users with low vision.	Increase all text to a minimum of 12px.
Login	1.3.1	A	No page landmark regions	FAIL	Screen reader users cannot navigate by page region — page appears as flat, undifferentiated content.	Wrap page content in HTML5 semantic elements: <main>, <header>, <footer>.
Signup	1.3.1	A	No page landmark regions	FAIL	Same impact as login — screen reader users cannot navigate by region.	Add semantic HTML5 landmark elements to the signup page.
Dashboard	1.4.3	AA	Empty state text — low contrast (2.7:1). Color #999999 on #f9f9f9	FAIL	The 'Select an agent from the left to begin' placeholder is difficult to read.	Change empty state text color from #999999 to #666666 (achieves 5.74:1 ratio — clear pass).

5. What Is Working Well

These items were checked and passed — no action required.

Status	Item	Detail
PASS	Page Language	HTML lang attribute is correctly declared on all pages — screen readers use the correct language profile.
PASS	Page Titles	All pages have unique, descriptive <title> elements.
PASS	Form Labels (Login)	Login form inputs are properly labeled — screen readers can identify each field.
PASS	Form Labels (Signup)	All 5 signup form fields are properly labeled — full compliance on this form.
PASS	Heading Structure	Homepage uses a logical heading hierarchy (H1 + H2s). Good semantic structure.
PASS	Navigation Landmark	Homepage navigation is correctly implemented as a landmark region.
PASS	Footer Landmark	Homepage footer is correctly identified as a landmark region.
PASS	Login AIM Score	Login page scored 10/10 on WAVE accessibility scanner.
PASS	Signup AIM Score	Signup page scored 10/10 on WAVE accessibility scanner.

6. Remediation Plan

All issues identified in this audit are correctable by your development team. No site rebuild is required.

Phase 1 — Fix Immediately (Est. 1–2 Hours of Dev Time)

These are hard WCAG failures representing the highest legal risk.

#	Issue	What to Do	Est. Time
1	Homepage contrast — step numbers	Mark 01/02/03 decorative numbers as aria-hidden="true" OR change their color to white	20 min
2	Homepage contrast — footer text	Lighten footer copyright text color to #AAAAAA or similar	10 min
3	Login — missing landmarks	Wrap login form content in <main> tag	15 min
4	Signup — missing landmarks	Wrap signup form content in <main> tag	15 min
5	Dashboard — empty state contrast	Change empty state text color from #999999 to #666666 in dashboard CSS	10 min

Phase 2 — Fix Within 30 Days (Est. 2–3 Hours of Dev Time)

- Fix redundant alt text on 6 homepage images — change to alt="" where image duplicates nearby visible text
- Fix 2 redundant homepage links — add aria-label to distinguish or remove one
- Fix 6 very small text instances — increase any text below 12px to 12px minimum

Phase 3 — Ongoing Compliance (Within 90 Days)

- Add an Accessibility Statement page describing compliance efforts and providing a contact method for users to report barriers
- Test with a screen reader — VoiceOver on Mac/iOS is free and built-in
- Verify mobile accessibility in both portrait and landscape orientations (WCAG 1.3.4)
- Review third-party components — payment processing, chat widgets, and embedded tools must also be accessible
- Establish a process to check accessibility when new features are added

7. How to Verify the Fixes

After your development team implements the Phase 1 fixes, use these free tools to confirm they are resolved.

WAVE — For Homepage, Login, and Signup

1. Go to wave.webaim.org in any web browser
2. Enter your website URL and press Enter
3. Red icons = Errors (must fix), Yellow = Alerts (should review), Green = Features (passing)
4. Click the Contrast tab to see all contrast failures specifically
5. After fixes are deployed, re-run WAVE and confirm red error count has dropped

axe DevTools — For the Dashboard

6. Install the free axe DevTools extension from the Chrome Web Store
7. Log into the dashboard
8. Press F12 to open Chrome DevTools
9. Click the axe DevTools tab and click 'Scan ALL of my page'
10. Confirm the color contrast violation is no longer listed

Recommendation: Schedule a follow-up verification audit after Phase 1 fixes are deployed to provide documented confirmation of remediation — an important record if you ever receive an ADA demand letter.

8. Scope, Limitations & Disclaimer

8.1 Scope

This audit covered the Homepage, Login (/login), Signup (/signup), and Customer Dashboard pages as of the audit date stated on the cover. Additional pages including individual feature pages, help documentation, and any other authenticated sub-pages were not included in this audit scope.

8.2 Methodology Limitations

This audit combined automated scanning (WAVE, axe DevTools) with manual source code review. Automated tools reliably detect approximately 30–40% of WCAG issues. Live screen reader testing, keyboard-only navigation testing, and mobile device testing were not included in this audit scope and are available as a follow-up engagement.

8.3 Disclaimer

This report was prepared for informational and remediation guidance purposes only. It does not constitute legal advice. Completion of the recommended fixes does not guarantee immunity from ADA claims, as legal compliance is evaluated on a case-by-case basis. This report and the good-faith remediation effort it documents may serve as mitigating factors in the event of a legal challenge. The client is encouraged to consult qualified legal counsel regarding their specific ADA obligations and litigation risk.