

Accessibility Statement (DOJ Title II Aligned)

Commitment to Digital Accessibility

The City of Harrisonburg, Virginia is committed to ensuring equitable access to information, services, and programs for all members of the public. In accordance with Title II of the Americans with Disabilities Act (ADA), we strive to provide digital content and technology that is accessible to individuals with disabilities, including those who use assistive technologies.

Standards & Technical Conformance

The City of Harrisonburg, Virginia aims to conform to the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA for all websites, web-based applications, and mobile applications. WCAG 2.1 Level AA is the technical standard adopted by the U.S. Department of Justice (DOJ) for Title II entities.

Scope of Coverage

This commitment applies to:

- Public websites

- Web applications

- Mobile applications

- Online forms and interactive tools

- Digital documents (e.g., PDFs, notices, board agendas, reports)

- Multimedia content (e.g., video captions)

- Third-party integrations to the extent possible

Digital Documents & PDFs

The City of Harrisonburg, Virginia is actively working to ensure that digital documents posted online, including PDFs and forms, are accessible and usable by screen reader and assistive technology users. If you encounter a document that is not accessible, we will provide the information in an alternative format upon request.

Ongoing Monitoring & Maintenance

Accessibility is an ongoing effort. We conduct periodic assessments, audits, and testing of digital content and interfaces. Known accessibility issues are reviewed, prioritized, and addressed based on impact and feasibility.

Feedback & Reporting Barriers

We welcome feedback about the accessibility of our digital services. If you encounter a barrier, need assistance, or would like to request an accommodation, please contact us:

Email: Mike.Parks@harrisonburgva.gov, Jessica.Newman@harrisonburgva.gov

Phone: 540-432-7701

To assist us in addressing the issue, please include:

- URL or location of the content
- Description of the issue encountered
- Assistive technology or device used (if applicable)

Alternative Access & Accommodations

If a digital service, form, or document is not yet accessible, the City of Harrisonburg, Virginia will provide alternative access to the requested information or service via phone, email, mail, or in-person assistance.

Response Time

Requests for accommodation, alternative access, or accessibility assistance will receive a response within five business days.

Third-Party Content

Where third-party platforms or software are used, the City of Harrisonburg, Virginia works to ensure accessibility but may not control all components of those systems.

Compliance & Title II Grievances

Individuals who believe they have been denied equal access to digital services may file a Title II grievance:

Digital ADA/Accessibility Coordinators: Michael Parks and Jessica Newman

Email: Mike.Parks@harrisonburgva.gov, Jessica.Newman@harrisonburgva.gov

Phone: 540-432-7701

Mailing Address: 409 South Main Street, Harrisonburg, Virginia 22801

Formal ADA grievances will follow the City of Harrisonburg, Virginia's established Title II grievance procedure.

Review

Last updated: May 26, 2026