Electronic and Information Resources Accessibility Policy

Purpose

The Texas Department of Motor Vehicles (TxDMV, The Department) is committed to making its website and other electronic and information resources accessible to all users, including persons with disabilities. The purpose of the Electronic and Information Resources (EIR) Accessibility Policy is to guide the TxDMV in its compliance with the accessibility standards established by Title 1 Texas Administrative Code Chapter 206 and Chapter 213.

Scope

This policy applies to all users and EIR owners while employed or contracted with TxDMV. All users and EIR owners are responsible for understanding and complying with the terms and conditions of this policy.

This policy applies to, but is not limited to, electronic and information resources developed, procured, maintained, or used by TxDMV directly, or by TxDMV vendors and/or service providers whose contract terms require the use of electronic and information resources. As defined in Title 1 Texas Administrative Code (TAC) Chapter 213, electronic and information resources include "information technology and any equipment or interconnected system or subsystem of equipment that is used in the creation, conversion, duplication, or delivery of data or information." The term includes but is not limited to "telecommunications products (such as telephones), information kiosks and transaction machines, World Wide Web sites, multimedia, and office equipment such as copiers and fax machines."

This policy does not apply to equipment that contains embedded information technology that is used as an integral part of the product, but the principal function of which is not the acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. For example, HVAC (heating, ventilation, and air conditioning) equipment such as thermostats or temperature control devices and medical equipment where information technology is integral to its operation are not electronic and information resources.

Policy

1.0 General

The Department must make electronic and information resources accessible to users with all levels of ability.

TxDMV must comply with all provisions of Chapter 2054, Subchapter M of the Texas Government Code and Title 1 Texas Administrative Code, Chapters 206 and 213.

2.0 Responsibilities

TxDMV must ensure provisions of this policy for state websites and electronic and information resources are fulfilled.

3.0 Request for Accommodation

Reasonable efforts shall be made to accommodate users of EIR with enabling software, assistive devices, or other means. When a user is unable to access TxDMV EIR, he or she may contact TxDMV to request that an alternate format or method to access the information be provided. TxDMV shall provide instructions on its website for requesting an accommodation.

4.0 Exception from Compliance

Under special circumstances such as significant difficulty or expense, EIR owners of inaccessible EIR shall submit an exception request using the TxDMV EIR Accessibility Exception Request form to the Executive Director for each developed or procured EIR – including outsourced development – which does not comply with appropriate standards and specifications, pursuant to § 2054.460, Texas Government Code and Title 1 Texas Administrative Code, Chapters 206 and 213.

The Executive Director will specify an expiration date for each approved exception. The EIR Accessibility Coordinator may serve as a consultant to the Executive Director in processing and reviewing written exception requests. Records of approved exception requests will be maintained following established record retention policies.

Any approved exception shall include a plan for alternate methods of access for persons with disabilities. Alternative methods of access may include, but are not limited to, voice, fax, relay service, TTY, alternative accessible document types (for example, accessible PDF), braille, text messaging, captioning, text-to-speech synthesis, and recorded audio description.

Compliance

The Executive Director and each member of management are responsible for ensuring adherence to this policy.

Change Management

This policy is subject to periodic review and may change at any time.

EIR Accessibility Coordinator

The role of the Accessibility Coordinator is to serve as a central point of contact for information concerning EIR accessibility issues and solutions. The coordinator monitors TxDMV compliance with this accessibility policy and maintains TxDMV plans and procedures for correcting non-compliant electronic and information resources.

Contact Information

TxDMV welcomes comments and suggestions on how to improve the accessibility of our resources for persons with disabilities. If you use assistive technology and find that the format of any material on our website interferes with your ability to access the information, or if you have concerns regarding the accessibility of our electronic and information resources, you may contact us at:

> Wendy Cook, EIR Accessibility Coordinator
> Texas Department of Motor Vehicles – Government & Strategic Communications
> 3800 Jackson Avenue

Austin, TX 78731
Phone: (512) 465-4018
Email: Accessibility@TxDMV.gov

To help us respond in a manner most helpful to you, please include your contact information, the nature of any EIR accessibility problem or suggested changes, the Web address of the requested material, and the preferred format in which to receive the material.

Deaf, hard-of-hearing or speech impaired customers may contact Relay Texas: 1-800-735-2989 (TDD) and 711 (Voice).

Additional information about accessibility programs in Texas is available from the Governor's Committee on People with Disabilities.
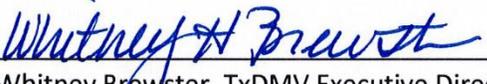
References
- Statewide EIR Accessibility Website (DIR)
- Title 1 Texas Administrative Code, Chapters 206 and 213 Texas Government Code 2054, Subchapter M
- Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794(d))
- World Wide Web Consortium (W3C)

Version History
- Version 1.0 – November 30, 2015 – Adopted policy.

Approval and Adoption

The Texas Department of Motor Vehicles Accessibility Policy was approved and adopted by the TxDMV Executive Director per the signature and date below.

Whitney H Brewster

Whitney Brewster, TxDMV Executive Director

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Date