

ADA Lunch & Learn – Questions with Clean Sentence Answers

Who has ownership to update all the documents on the ncdot.gov website?

The business unit that created the content is responsible for updating and maintaining its documents.

What are the consequences if the April 24, 2026 deadline is not met?

Exact consequences are unknown. Risks include legal and policy-related consequences.

Who makes the determination if we are in compliance?

Compliance is determined by whether the content meets ADA, Title II, Section 508, and WCAG accessibility standards. The official rule can be found here: <https://www.ada.gov/resources/2024-03-08-web-rule/>.

If we are placing plan sheets online, are you stating that each plan sheet must include captions?

We are currently seeking clarifications on plan sheets. Some information on Bentley products can be found here: [Section 508 Statement | Bentley Systems](#)

Will these requirements be added to the scope of services so design firms understand expectations?

Yes, accessibility expectations should be considered in project scoping. Anything posted publicly after April 24, 2026 must be in compliance.

Is there a list of public NCDOT websites or platforms we should be looking at?

NCDOT has more than 27 public websites, including ncdot.gov and Connect, that fall within accessibility requirements. Lists of sites and artifacts can be found here: [Accessibility - Power BI](#)

Does content on internal sites need the same compliance as public sites?

Content behind login screens or on fully internal sites is not included in this compliance requirement.

Should we be using DubBot?

Yes, DubBot and other automated scanners are intended to help identify accessibility issues as part of the remediation process. IT will run scans weekly or upon request.

Is DubBot being used on NCDOT websites already, and how do we see results?

DubBot is available for state agencies, and results are being shared here: [Accessibility - Power BI](#)

At what point in the compliance process should we be using DubBot?

DubBot can be used before, during, and after editing to help identify issues. DIT-T can support upon request.

Do we all need to register for DubBot?

No, in most cases, IT will run DubBot on your behalf.

Could we use another program, something like DubBot or AI, to identify what is out of compliance?

Yes, other automated tools may be used. State DIT is actively pursuing AI-enabled solutions, however DIT-T has not yet had access to test those solutions as they are still in procurement.

If a file has an exception and has been archived, do you have to make it compliant if someone requests it?

Yes, archived documents must be made accessible if specifically requested. Some exceptions may be claimed if requests are overly burdensome. Specific questions can be routed here: [DOT Accessibility Question Portal](#)

Is there a point of contact or central NCDOT group for ADA compliance questions?

Specific questions can be routed here: [DOT Accessibility Question Portal](#)

Are there additional meetings before the compliance date?

At this time no formal meetings are on the schedule. If you would like to request a meeting, please submit here: [DOT Accessibility Question Portal](#)

Does DIT have a Word template we can use with proper headings and colors?

A request for accessible templates has been shared with the DIT Communications team. NCDOT communications team is also working on updating their templates to be compliant.

Do you have an example of a document that was previously noncompliant and has been made compliant?

ADA has before and after examples available on their site: <https://www.ada.gov/resources/2024-03-08-web-rule/>.

Do previously awarded RFPs count as legacy documents that do not need to be made accessible?

Yes, most likely, past RFPs will meet all four criteria for archived content.

Has the state attempted to use AI to review documents, and is the generated list available?

Yes the State DIT is actively pursuing AI in this process, those tools are not yet available for non IT staff. It has scanned all of our public facing websites and you can access our dashboard based on that scan here. [Accessibility - Power BI](#)

Is using the up/down and back/forward keys with tabbing acceptable?

This question is best directed to DIT: <https://it.nc.gov/digital-accessibility>

Will each state agency have a lead to coordinate this effort?

Yes, each agency is encouraged to identify a Digital Accessibility Coordinator. Caitlyn Mabry is the DOT Digital Accessibility Coordinator.

Are there guidelines for creating accessible PDFs from Excel?

Information for Excel resources can be found here.

<https://connect.ncdot.gov/Pages/Digital-Accessibility.aspx>

If we post both an Excel file and a PDF, do both need to be compliant?

Yes, both versions must be fully accessible unless a valid exception applies.

Is there guidance for fixing table headers and regularity issues in PDFs?

Information for PDF resources can be found here. <https://connect.ncdot.gov/Pages/Digital-Accessibility.aspx>

Will posting more Word files impact storage needs and servers?

Storage needs will be monitored by our DIT partners.

How long has NCDIT known about the deadlines?

The rule from USDOJ was announced April 8th, 2024. Emails began being sent to DOT points of contact in December 2025.

Do documents provided in response to a Public Information Request need to be compliant?

Not necessarily. If not posted on a public website, it does not fall under this compliance rule. However, individuals may request materials provided in accessible format, and that is handled on a case by case basis upon request.

What qualifies as 'currently used' when determining exceptions?

A document is currently used if it supports participation in or access to a state program, service, or activity.

Can you share before-and-after examples of compliant documents?

ADA has before and after examples available on their site: <https://www.ada.gov/resources/2024-03-08-web-rule/>.

Are there additional tools or platforms available to MPOs and RPOs?

Each agency is responsible for their web compliance.

Do maps and figures in large documents require alt text?

Yes, alt text is required on any image/map that communicates information in our documents. Kim Sparks in NCDIT-T GIS Unit may be a helpful contact for GIS map compliance questions.

Would making the Connect site login-only make compliance easier?

Putting materials behind a login screen is a path to compliance. Individual business units will make determination their content domain. We are not planning to make Connect fully log-in only at this time.

Is DOT-IT considering updating Inside.NCDOT.gov to store offline content?

Inside.ncdot.gov is only accessible to internal staff. Therefore it is not related to this compliance rule.

Are there videos showing how to fix complex table issues?

Many software providers have videos on their websites as well as on youtube.

Is it safer to take content offline so it becomes need-to-know instead of risking violations?

Yes, the quickest path to compliance is taking content offline if it is not required.

How will this affect advertised contracts? Will all content need to be accessible?

Yes, all public contract materials must be accessible if they are actively being used for our program delivery. Past contract materials may be handled with the archive exception.

Will a list of documents by content creator be sent to employees?

That list can be accessed from the dashboard. [Accessibility - Power BI](#)

Can you provide an example of an accessible public meeting map?

We recommend that you reach out to the public involvement team or NCDIT-T GIS unit.

Will standard alt text be provided for commonly used images like seals and logos?

The DOT communications team is working on updating templates.

Are official templates being managed for accessibility?

The DOT communications team is working on updating templates.

What level of detail is needed for alt text in technical drawings?

Alt text should meaningfully describe the image so users understand its purpose.

Do we need Adobe Pro to complete this work?

Adobe Acrobat Pro is listed as one of the primary accessibility tools. More than 2,000 Adobe Pro licenses are currently assigned across the department. Licenses can be temporarily reassigned or requested as needed.

Are there free tools we can use?

Microsoft suite has several accessibility checkers built into their tools. Adobe reader allows you to run a check without a paid license.

Will units receive lists of items that need to be brought into compliance?

That list can be accessed from the dashboard. [Accessibility - Power BI](#)

Can historic project documents be archived even if the project is active?

Documents must meet all four archived criteria; if not, they must be remediated. If project documents will never be updated in the future, it is likely that they can apply the archive exception.

How will archived exceptions be handled in enterprise-wide scans?

Business units should track their archive remediation efforts. It is currently unclear if IT automated tools will account for this with their tools.

Is the question portal available to partners?

No, it is only assessable to people with NCDOT account

Is there a recommended plan schedule for compliance by April 24?

Yes, draft dates are included outlining accountability leads, domain confirmation, compliance plan submission, and the federal deadline.

How should map PDFs be treated for compliance?

All map PDFs must be accessible and include alt text.

What about older mitigation documents linked on public maps?

If they remain online and do not meet archival criteria, they must be remediated.

Are future sessions planned to show examples of finished compliant documents?

Not at this time.

Is DubBot useful for business units or only for NCDIT?

DubBot is available for all state agency sites and apps. However, IT will run this tool on your behalf in most cases.

Do manual checks in Adobe need to be completed?

Yes, manual checks are required to ensure full compliance.

Are units across the department forming ADA working groups?

Units will be required to identify a Compliance Accountability lead. Leads should coordinator within their business unit.

Can contractors be required to sign in to avoid posting proposals publicly?

If content is behind a login, it is not subject to the public compliance requirement. This will be a business unit decision.

Where do we request document replacements on ncdot.gov?

Replacement requests can be submitted through the Digital Accessibility Support Requests Portal.

Will ORD have accessibility tools for plan sheets?

We are currently seeking clarifications on plan sheets. Some information on Bentley products can be found here: [Section 508 Statement | Bentley Systems](#)

Will “how-to” videos be provided?

Training resources are available on this website. <https://connect.ncdot.gov/Pages/Digital-Accessibility.aspx>

Do customer-submitted encroachment documents need to be accessible?

If they become part of public-facing web content, they must be accessible, removed or archived.

Who can help with accessibility of YouTube videos?

Helpful resources can be found here:

<https://connect.ncdot.gov/Pages/Digital-Accessibility.aspx>