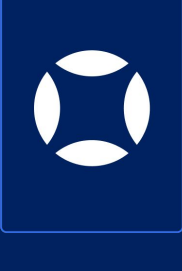


Accessibility barriers block access to government services

Digital accessibility barriers can make it harder for the 1 in 4 U.S. adults with a disability to access critical government services.



Poor accessibility locks people out of essential public services

As part of our [2025 Digital Accessibility Index](#), we scanned **34,583 pages across 793 government websites** and found that the average page had 307.4 accessibility violations that could make it difficult for people to apply for benefits, pay taxes, or access public resources.

BY THE NUMBERS

307.4

average accessibility issues per page.

51%

of pages fail keyboard accessibility standards — more than any other industry

61 million

U.S. adults who have one or more disabilities.



TOP ISSUES

Essential services shouldn't be this hard to access

From local agencies to federal websites, unlabeled forms, vague links, and keyboard barriers are making it harder for people to access the public services they need.



28%

OF IMAGES LACK CLEAR ALT TEXT

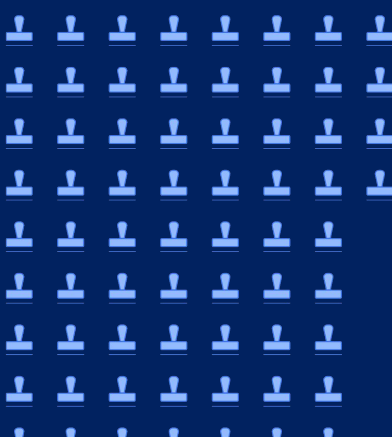
Government websites rely on images for essential content like maps, infographics, and application instructions. But our scan found an average of 15.3 inaccessible images per page.

For people with visual disabilities, these gaps make it harder to access critical public information, apply for benefits, or understand important policies — turning essential services into inaccessible obstacles.

75.4

VIOLATIONS OF WCAG'S MINIMUM COLOR CONTRAST REQUIREMENTS PER PAGE

When critical text blends into the background, key services become harder to access — making it harder for people with low vision to apply for benefits, pay taxes, or find emergency information.



51%

OF PAGES HAVE KEYBOARD ACCESSIBILITY ISSUES

When menus, forms, and buttons can't be accessed without a mouse, critical government services become out of reach for those who need them most.

77%

OF ALL PAGES HAVE LINKS THAT ARE NOT CLEAR TO ALL USERS

When a link's purpose isn't clear, it can be harder for people with visual and cognitive disabilities to navigate government websites or access essential services like benefit applications, tax forms, and emergency resources.



“Even making a required payment for my business can be hard. Government sites lag behind private industry in accessibility.”

TJ OLSEN
AUDIOEYE ALLIANCE MEMBER

LEGAL REQUIREMENTS

Accessibility isn't optional — it's the law

New regulations, including Section 508 of the Rehab Act and Title II of the ADA, require government agencies to comply with WCAG 2.1 AA standards.

Under **Title II of the Americans with Disabilities Act**, government agencies have until April 2026 or April 2027 to ensure their websites and digital content conform with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards.

Under **Section 508 of the Rehabilitation Act**, federal agencies must make their electronic and information technology (EIT) accessible to people with disabilities, including employees and members of the public.

Deliver accessible government services to everyone

At AudioEye, our combination of powerful automation, expert custom testing, and dedicated legal support helps agencies meet compliance requirements while making sure everyone can access essential services.

Check out a [demo of our tools and services](#) or [talk to an expert](#) about your accessibility needs.

▼ **67%**

AudioEye customers saw a **67% reduction in valid legal claims**, compared to other industry solutions.