



Information Technology Access Act Annual Report
Virginia Department of Transportation

September 29, 2026

Executive Summary

The Virginia Department of Transportation (VDOT), in accordance with the requirements of the Information Technology Access Act (Va. Code § 2.2-3500), conducted an annual assessment of its externally facing Information and Communications Technology (ICT) systems to identify ICT that does not fully conform with accessibility, determine any applicable federal exceptions, and estimate the fiscal impact of remediation. VDOT maintains a large and diverse ICT portfolio and therefore adopted a phased prioritization strategy that focuses first on external, public-facing systems to address the greatest public impact. VDOT evaluated a total of 80 public-facing ICT systems, identifying approximately 22 systems requiring remediation and 2 systems that qualified for federal exceptions as detailed in the report's attachments. All external ICTs were evaluated using automated accessibility scanning tools and manual review.

Purpose

Pursuant to the Information Technology Access Act (Va. Code § 2.2-3500), the Virginia Department of Transportation is required to submit an annual report to the General Assembly on the accessibility of information and communications technology (ICT), any applicable federal exceptions under 28 CFR § 35.201 or 36 CFR, Part 1194, Appendix A, § E.202, and the estimated fiscal impact of bringing these ICTs into compliance.

Approach & Prioritization

VDOT maintains a large and diverse portfolio of over 400 internal and external ICT systems. Given the scale of this ICT footprint, the agency adopted a phased, risk-based prioritization strategy for accessibility remediation.

VDOT prioritized external, public-facing ICT for initial accessibility scanning and remediation. This prioritization enables VDOT to address the systems with the greatest public impact, allocate limited technical and staffing resources efficiently, and establish a structured process for accessibility improvements across all systems. Internal ICT systems will be evaluated in subsequent phases using the same methodology, and a separate effort is underway to assess PDF files.

ICT Systems Evaluated

All public-facing ICT systems were evaluated in accordance with the accessibility standards established under the Information Technology Access Act (Va. Code § 2.2-3500 et seq.) and related federal requirements, including Section 508 and the exceptions outlined in 28 CFR § 35.201 and 36 CFR Part 1194, Appendix A § E202. Websites were scanned using Siteimprove, and applications were evaluated using Deque's Axe Monitor. Each ICT was assessed through a combination of automated accessibility scanning tools and manual review techniques to determine accessibility conformance levels. Any system scoring below 100% or containing a flagged error was classified as not conformant.

A complete list of VDOT's 80 externally facing ICT systems evaluated for this reporting cycle is included in the attached appendix.

Non-Compliant ICT Systems

All 24 public-facing ICT systems identified as not fully conforming with accessibility under the Information Technology Access Act and applicable federal standards are listed in the attached appendix.

Exceptions Analysis

Under the applicable federal accessibility standards referenced in the Information Technology Access Act, certain ICT systems may qualify for recognized exceptions.

Two external ICT systems were determined to meet the conditions for one or more of these exceptions. Each exempt ICT system is listed below with a brief description and justification consistent with the defined exemption categories.

Exempt External ICT Systems:

1. MFT Gateway - Exceptions 36 CFR Part 1194, Appendix A, §§ E. 202.5 [ICT Functions Located in Maintenance or Monitoring Spaces]. The gateway is conduit for structured data file exchange between agencies. It is only accessible through provisioned service accounts embedded in other ICTs.
2. VDOT Virtual Campus - Exceptions 36 C.F.R. Part 1194, Appendix A, §§ E 202.2, [Legacy ICT]. Currently, VDOT is working to implement a system to replace Virtual Campus. This new system, VDOT Learning, is expected to go-live in calendar year 2027. To ensure Virtual Campus conformance to accessibility would impose an undue burden on VDOT. The effort would require substantial planning, vendor coordination and development, funding, and significant diversion of resources from the completion of the new system. When completed, the upcoming VDOT Learning will conform to accessibility standards.

Estimated Fiscal Impact of Remediation

The attached appendix lists all public facing ICT systems found not to fully conform with accessibility under the Information Technology Access Act and applicable federal exception criteria.

For each of the 22 nonexempt systems, the table details its current accessibility status along with the estimated time and cost required for remediation.

Conclusion

This report fulfills VDOT's annual reporting obligations under the Information Technology Access Act and provides information on public-facing ICT, applicable exceptions, and the estimated fiscal impact of remediation.

Appendix A: ICT Conformance, Exceptions, and Remediation Estimates

ICT Item	Conformance Status	Exception	Estimated Time to Remediate (hours)	Estimated Cost to Remediate
University Virtual Campus - VDOT	Not Conformant	Yes	0	\$-
VDOT Managed File Transfer	Not Conformant	Yes	0	\$-
495 Northern Extension (project website)	Not Conformant	No	20	\$2,000
AIMS Parking	Not Conformant	No	33	\$3,960
ArcGIS Online	Not Conformant	No	48	\$5,760
Commonwealth Transportation Board website	Not Conformant	No	40	\$4,000
Enterprise Online Payment Solution	Not Conformant	No	21	\$2,520
External Web Construction Advertisement Bulletin Board - VDOT	Not Conformant	No	20	\$2,400
External Web Forms Publication - VDOT	Not Conformant	No	18	\$2,160
HRBT Expansion (project website)	Not Conformant	No	40	\$4,000
Improve 81 (megaproject website)	Not Conformant	No	40	\$4,000
Integrated Six Year Program - Six Year Program Application	Not Conformant	No	17	\$2,040
Materials Information Tracking System PLAID	Not Conformant	No	30	\$3,600
OAPLUS Land Use Online Web Application	Not Conformant	No	48	\$5,760
SevereWeather 2.0	Not Conformant	No	148	\$17,760
SevereWeather 2.0 - External/Offline Test Site	Not Conformant	No	197	\$23,640
SirsiDynix EOS.WEB	Not Conformant	No	15	\$1,800
Statewide BidTab Application	Not Conformant	No	33	\$3,960
VDOT EZPass Customer Service Center Tolling - Enforcement Portal	Not Conformant	No	79	\$9,480
VDOT EZPass Customer Service Center Tolling - My Account	Not Conformant	No	33	\$3,960
VDOT main website	Not Conformant	No	80	\$8,000
Virginia Roads	Not Conformant	No	155	\$18,600
Virginia Transportation Research Council website	Not Conformant	No	20	\$2,000
WebVJust	Not Conformant	No	30	\$3,600
Active Directory Service Interface Cache	Conformant	No	0	\$-
Autoturn 11 CADD	Conformant	No	0	\$-
Axe Monitor	Conformant	No	0	\$-
Bid Express	Conformant	No	0	\$-
Carlson	Conformant	No	0	\$-
Cisco Duo	Conformant	No	0	\$-
Cisco Umbrella Internet Gateway Software	Conformant	No	0	\$-
Customer Service Center myVDOT - VDOT	Conformant	No	0	\$-
Customer Service Center System - VDOT	Conformant	No	0	\$-
External LAD Website	Conformant	No	0	\$-
External Web Website - VDOT	Conformant	No	0	\$-
Facility Maintenance Management System	Conformant	No	0	\$-
GuideSign 8 CADD	Conformant	No	0	\$-
Haul Hub	Conformant	No	0	\$-
I-64 Express Lanes Toll System	Conformant	No	0	\$-
Improve 95 (megaproject website)	Conformant	No	0	\$-
LaneAware	Conformant	No	0	\$-
LogMeIn Central Premier 500	Conformant	No	0	\$-
M3 for Data Services	Conformant	No	0	\$-
OAPLUS Land Use Admin Web Application	Conformant	No	0	\$-
OAPLUS Outdoor Advertising Online Web Application	Conformant	No	0	\$-
OCLC Subscription Services	Conformant	No	0	\$-
OIPI Data Trust	Conformant	No	0	\$-
OIPI office website	Conformant	No	0	\$-
P3 Office website	Conformant	No	0	\$-
Pathways for Planning	Conformant	No	0	\$-
Power BI	Conformant	No	0	\$-
Projectpipeline program website	Conformant	No	0	\$-
Property Management Inventory Advertising	Conformant	No	0	\$-
Public Six Year Improvement Program Database	Conformant	No	0	\$-
PublicInput	Conformant	No	0	\$-
Qualtrics	Conformant	No	0	\$-
Secondary and Subdivision Roads Pavement Design Software	Conformant	No	0	\$-

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ICT Item	Conformance Status	Exception	Estimated Time to Remediate (hours)	Estimated Cost to Remediate
SharePoint Online - External	Conformant	No	0	\$-
SmarterRoads Portal	Conformant	No	0	\$-
SmartParking Insight	Conformant	No	0	\$-
Smartscale website	Conformant	No	0	\$-
Springshare LibApps	Conformant	No	0	\$-
Statewide Bid Tab Query	Conformant	No	0	\$-
Survey Monkey	Conformant	No	0	\$-
TerminalFour	Conformant	No	0	\$-
Title VI Reviews - LPAs	Conformant	No	0	\$-
Tort Claims	Conformant	No	0	\$-
Torus 6 CADD	Conformant	No	0	\$-
Traffic Data Management System	Conformant	No	0	\$-
TransOps VDSIS Lane Closure Conflict and Management System	Conformant	No	0	\$-
Transportation Performance website	Conformant	No	0	\$-
VDOT Dashboard	Conformant	No	0	\$-
VDOT TerminalFour Tolling	Conformant	No	0	\$-
VDOT Truck Parking Dashboard	Conformant	No	0	\$-
VDOT-Vehicle Reservation Tool	Conformant	No	0	\$-
Verizon Virtual Contact Center	Conformant	No	0	\$-
Virginia Statewide Traffic Incident Management Committee website	Conformant	No	0	\$-
Virginia Transportation Research Council Website	Conformant	No	0	\$-
Wdesk	Conformant	No	0	\$-
Web Content Management	Conformant	No	0	\$-
			Total:	\$135,000