

Creation Networks AV ADA Compliance

**2026 Title II ADA Digital
Accessibility Rule (DOJ, 2024)
Compliance Mandate**



Creation Networks

Audio Visual Technology



Are You Ready for ADA Compliance April 2026?

The ADA Title II Digital Accessibility Rule (DOJ, April 2024) requires state and local government entities (and their instrumentalities) serving 50,000 or more persons to bring All audio-visual (AV) content ADA **compliant by April 24, 2026**.

This directly impacts audio-visual (AV) content like videos, live streams, podcasts, websites, mobile applications, way-finding, and digital signage—requiring captions, audio descriptions, transcripts, and accessible players to ensure equal access for people with disabilities.

Don't wait for the deadline—proactive compliance protects your organization and enhances inclusivity.

Contact us today for a free consultation and customized compliance road-map.

What does this mean for you?

The new rule requires all AV content to include synchronized captions and audio descriptions—ensuring residents with hearing or vision impairments can fully access services like permitting, benefits info, or emergency updates.

Applies to state & local governments, airports, museums, libraries and public transportation and more.

If your organization is a public entity serving 50,000 or more, non-compliance risks enforcement, lawsuits, or loss of federal funding. This can result in up to \$75,000 for 1st violation and up to \$150,000 for subsequent violations as well as private lawsuits.

Our Specialized Edge in ADA AV

When you partner with Creation Networks, you gain a trusted AV specialist equipped to navigate the ADA Title II Digital Accessibility Rule (DOJ, 2024) and transform compliance challenges into opportunities for truly inclusive public access.

From the outset of every project, we conduct a thorough consultation, taking the time to understand your organization's goals, identify accessibility gaps in your AV content (videos, live streams, podcasts, digital signage), and provide customized recommendations that meet—and often exceed—WCAG 2.1 Level AA standards while enhancing overall user experience.

Creation Networks Audio Visual ADA Compliance Services

Since our founding, technology has evolved dramatically — yet our guiding principle has never changed:

We partner closely with our clients to deliver ADA Compliant AV systems that simply work, every time.

We source best-in-class ADA equipment from the industry's leading brands and pair it with installation expertise from award-winning teams nationwide. This foundation of high-quality, thoughtfully designed, robust, and reliable AV deployments forms the bedrock of our comprehensive maintenance and support services.

Partner with Creation Networks to make your AV content accessible, compliant, and truly effective for everyone. Contact us today for a no-obligation consultation and compliance roadmap..

As your trusted AV partner, we specialize in helping public and private sector clients achieve full compliance quickly and cost-effectively.

Our Unique Strengths in ADA Compliance

- Deep Expertise in Public-Sector AV
- End-to-End ADA Compliance
- Proactive & Tailored Approach
- Remote monitoring
- System Training
- Proven Results



Managed AV Services

Fully managed on site 'White Glove' services

- On-site and remote user support
- Video collaboration managed services
- Field engineering services
- On-site AV installation
- AV support maintenance & SLA
- On-Site AV Technical Staffing Solutions
- AV Event management services
- Financing & Leasing Solutions



Who's Impacted: 2026 ADA Title II Coverage Across Industries

Public Airports & Transportation

The ADA Title II Digital Accessibility Rule (DOJ, 2024) requires publicly operated **airports & transportation** to make websites, mobile apps, and digital AV content, accessible as well as transcription per WCAG 2.1 Level AA standards. Compliance deadlines: April 2026 (larger entities) or April 2027 (smaller ones). Non-compliance risks enforcement, lawsuits, and barriers to travelers with disabilities.

Key AV Systems Impacted by ADA Title II

- Passenger Info Systems — Flight/gate screens & announcements: Add captions & audio descriptions
- Emergency Alerts/Paging — Live notifications & evacuations: Real-time captions & text alternatives
- Digital Signage — Way-finding, safety videos, baggage displays: Captions, audio descriptions & accessible controls
- Way-finding Kiosks/Apps — Interactive maps & directions: Speech output, screen reader support & keyboard navigation
- Other AV — PA integrations, virtual tours, parking videos, website multimedia: Captions, transcripts & no auto-play audio

Public Museums, Aquariums & Planetariums

The ADA Title II Digital Accessibility Rule (DOJ, 2024) ensures publicly operated **museums, planetariums, and aquariums** provide equal digital access to all visitors. By meeting WCAG 2.1 Level AA standards for websites, apps, and AV content, museums can eliminate barriers for people with hearing, vision, or other disabilities—enhancing inclusivity, expanding reach, and avoiding compliance risks by the 2026/2027 deadlines.

Key AV Systems Impacted by ADA Title II

- Virtual Tours & Exhibit Videos — Online tours & educational clips: Add captions & audio descriptions
- Digital Signage — Exhibit info screens & promotional displays: Captions, audio descriptions & accessible controls
- Wayfinding Kiosks/Apps — Interactive maps & navigation: Speech output, screen reader support & keyboard navigation
- Audio Guides & Podcasts — On-site/off-site audio content: Transcripts & text alternatives
- Other AV — Event live streams, ticket videos, website multimedia: Captions, transcripts & no auto-play audio

Entertainment & Sports Venues

The ADA Title II Digital Accessibility Rule (DOJ, 2024) applies to publicly operated venues (e.g., city/county-owned **performing arts centers, stadiums, theaters, convention centers**). It requires websites, apps, and digital AV content to meet WCAG 2.1 Level AA standards by the 2026/2027 deadlines—ensuring equal access for visitors with disabilities and reducing enforcement risks.

Key AV Systems Impacted by ADA Title II

- Event & Performance Videos — Virtual tours, promotional clips, live streams & archived recordings: Add captions & audio descriptions
- Digital Signage — Scoreboards, lobby screens, wayfinding & promotional displays: Captions, audio descriptions & accessible controls
- Ticketing & Info Kiosks/Apps — Online ticket sales, seating maps & event navigation: Speech output, screen reader support & keyboard navigation
- Public Announcements & Alerts — Paging, emergency notifications & safety videos: Real-time captions & text alternatives
- Other AV — Concession guides, parking videos, website multimedia & event apps: Captions, transcripts & no auto-play audio

Public Higher Education Institutions

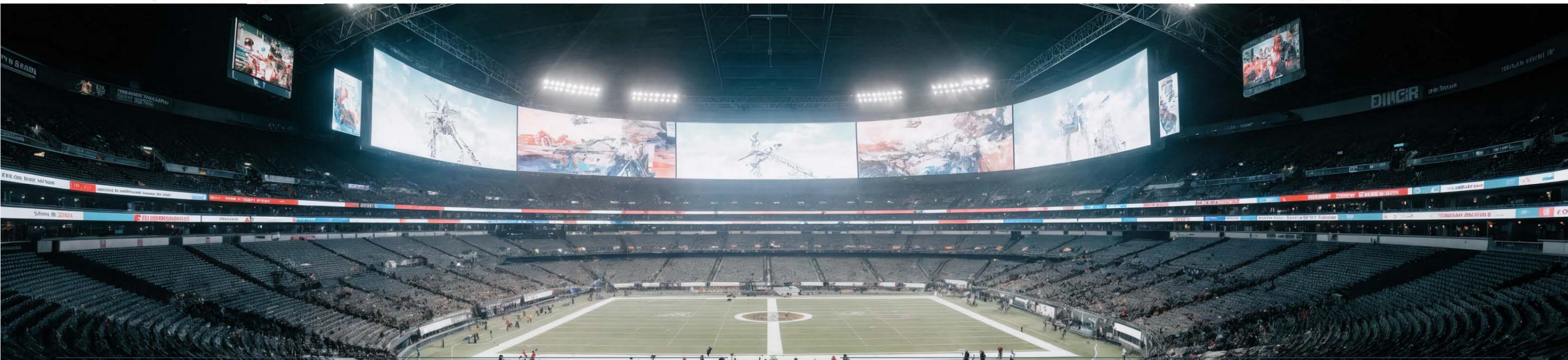
The ADA Title II Digital Accessibility Rule (DOJ, 2024) applies to publicly operated **higher education (state universities, community colleges, junior colleges) and large lower education campuses/districts** serving 50,000+ people. These entities must make all digital AV content meet WCAG 2.1 Level AA standards by the 2026/2027 deadlines—ensuring equal access to education and resources while reducing legal risks.

Key AV Systems Impacted by ADA Title II

- Online Lectures & Course Content — Recorded classes, webinars & instructional videos: captions & audio descriptions
- Digital Signage & Campus Displays — Event announcements, way-finding screens kiosks/apps & promotional content: captions, audio descriptions & accessible controls, event schedules
- Student Services Videos & Podcasts — Orientation, advising, tutoring & resource guides: Transcripts & text alternatives
- Other AV — Virtual campus tours, commencement live streams, registration videos, website multimedia & e-learning platforms: Captions, transcripts & no auto-play audio



We have done the hard work so that you don't have to. We work with all the major brands and test all AV equipment prior to deployment to ensure a seamless user experience.

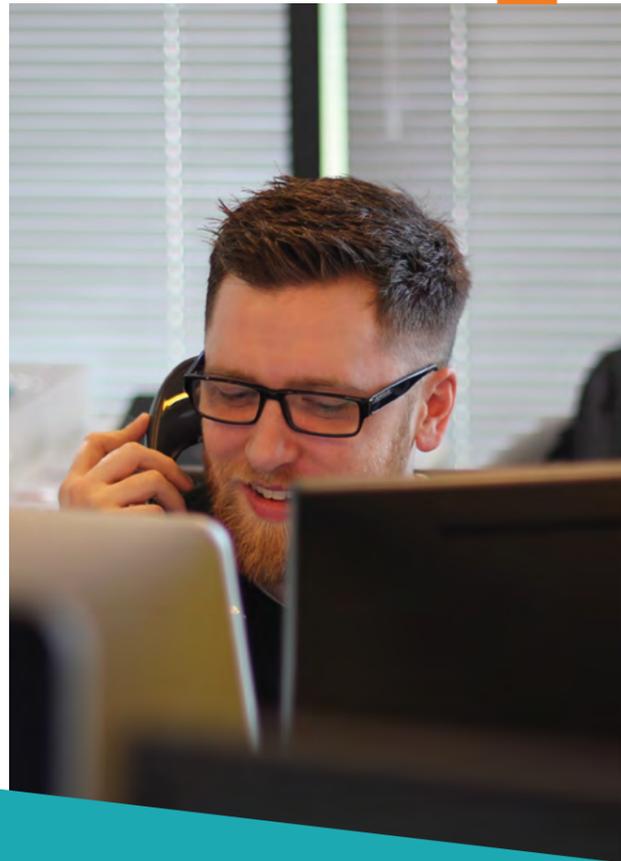


Flexible AV Support with Fixed costs

Would you like to plan and manage your AV maintenance budgets and ensure you get fast, expert support at a known cost for a fixed period?

Creation Networks provides pre-booked, fixed-cost maintenance packages that give customers the peace of mind that their critical collaboration facilities will be supported by experienced technical professionals as quickly as possible.

AV Support Packages eliminate field call delays caused by waiting for purchase orders or approvals. Creation Networks manages the maintenance of customer offices and hundreds of AV endpoints in the US. Our extensive knowledge of all major AV manufacturers, hardware and Cloud technologies means we can guarantee minimum delay when it comes to keeping your AV systems operational. Field Calls can also be used to schedule preventative maintenance visits as required.



Telephone Support
Monday - Friday, 8:00am - 5:30pm
(excluding US Bank Holidays)

On-site Support
Monday - Friday, 8:00am - 5:30pm
(excluding US Bank Holidays)

Digital Response
60 minutes from logging the initial call

Next Business Day Option
8 working hours after triage is complete

Customer Feedback

Creation Networks customer feedback provides consistent evidence that we are genuinely customer-centric.

Effective support requires proven support systems, extensive technical resources and expertise, as well as a special intangible component valued highly by customers, a 'must-do' attitude. Creation Networks **AV Support Plans** assure you of the most comprehensive support service comprising remote and on-site expertise, prompt communication and a commitment to help in every way possible, which is a cornerstone of Creation's core values.

AV Support Plans including Platinum premier service are completely transparent at every stage, from proposal to pricing, activity reporting and review.

Platinum premier blends proactive advice and recommendation with preventative maintenance and the fastest possible response and repair times. Our aim is to provide an outsourced support service that feels like an extension of your company and your team. Manage projects fully from concept to completion, for peace of mind at all stages. Provide consistent, friendly and professional communication with project owners and stakeholders.

Display such high levels of determination and commitment; it takes many new customers by surprise. Possess a highlight defined company culture: a must-do attitude and the highest engineering and customer service standards.

Creation's customer feedback provides consistent evidence that we are genuinely customer-centric.



Our AV Support Programs

Choose a support program that fits your needs, from fixed-price field calls to in-house resources.

SILVER

5 fixed-price nationwide support field calls

GOLD

10 fixed-price nationwide support field calls

PLATINUM

Nationwide support, rapid response times and proactive advice

SUPPORT COVERAGE	SILVER	GOLD	PLATINUM
Nationwide support	✓	✓	✓
Technical phone support (Mon-Fri, 8-5:30)	✓	✓	✓
5 on-site visits	✓		Unlimited*
10 on-site visits		✓	Unlimited*
Next working day on-site engineer			✓
Software upgrades & updates			✓
Unlimited on-site maintenance callouts			✓
Inventory & compliance reporting			✓
Emergency call out option**	✓	✓	✓
TRAINING SERVICES			
User training & system adoption***		✓	✓
VALUE ADDED SERVICES			
Asset tagging	✓	✓	✓
Legacy system support	✓	✓	✓

*Unless specified

**Additional charges apply

***Frequency limited to allocated Silver/ Gold cap

**** Nationwide support is per site location, On-site visit limited to 8 hours, inc. drive time

Creation Networks has you covered

You can 100% rely on us because we genuinely care about the support services we provide. We will never walk away from an installation until it is working 100% and our customers are happy.

High customer retention

Creation Networks has a 91% customer retention. The majority of our customers opt for our on-site maintenance and remain customers for many years, which translates to 91% customer retention.



Get in touch

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Sources:

- U.S. Department of Justice
 - <https://www.justice.gov/>
- ADA.gov
 - <https://www.ada.gov/>
- Federal Register
 - <https://www.federalregister.gov/>
- WCAG (W3C)
 - <https://www.w3.org/WAI/>

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