



How to Ensure Your Website is ADA Compliant Without Sacrificing Quality Design

Don Torrez

Certified ADA Coordinator



- Helped more than 100 cities and local governments make their websites more accessible
- Written training curriculum on web accessibility
- Speaks across the U.S. on Web accessibility
- More than a dozen accessibility webinars in the U.S. and Australia
- Certified ADA Coordinator through the ACTCP

Background

- Took off my CivicPlus hat and looked at website accessibility from your and our seats
- I build websites—asked myself how would I make an accessible website
- This presentation was reviewed as someone who is certified in website accessibility

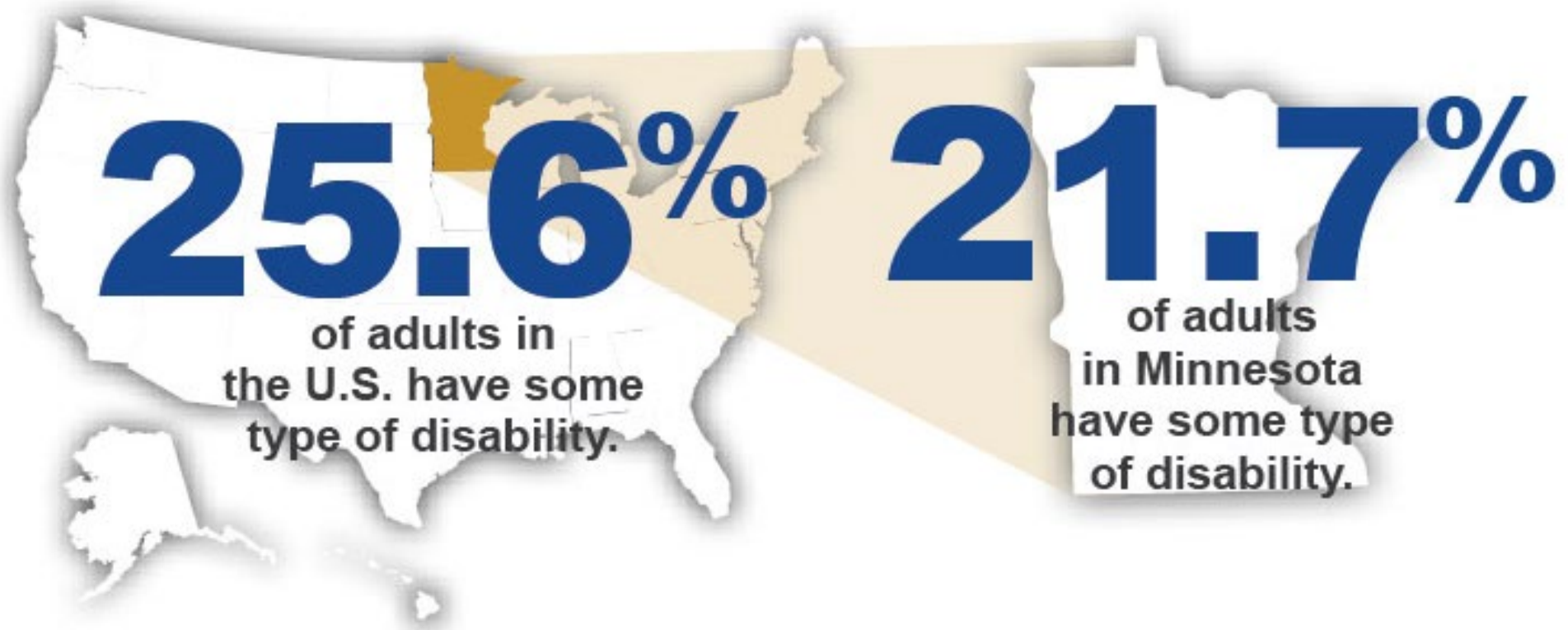


The worst thing you can do as it relates to your website and ADA compliance

Nothing

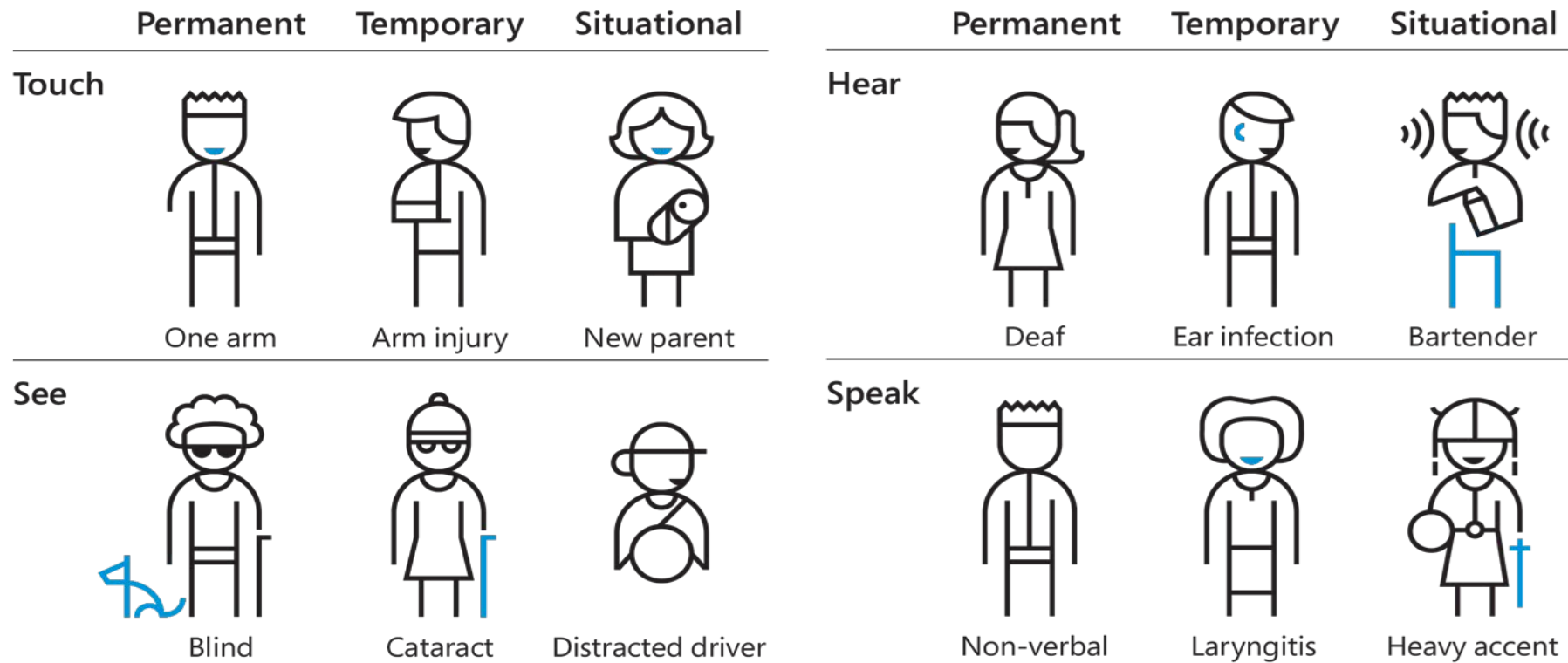
What We Know

- Somewhere near 1-4 people in the U.S. suffer from a disability
- Nearly 22% of adults in **Minnesota** have some type of disability



Why is Digital Accessibility Important?

It's about removing barriers and ensuring equal access for everyone



Tools Used on Websites

Screen Readers

A software application that outputs the text displayed on screen to a user who is blind or visually impaired

Voice Recognition

Spoken words converting into digital text

Switch Devices

A type of assistive technology that replaces the need to use a keyboard or mouse and is used by people with motor impairments to access and control computers, smartphones, electric wheelchairs, and communication devices

Reading Assistants

A type of assistive technology that can help people with visual disabilities, including those with cognitive, learning and neurological disabilities, such as dyslexia; many available that allow people to change the presentation of Web content into forms that are more usable for their particular needs by:

- Customizing fonts, colors, and spacing
- Enlarging or reducing text size and images
- Listening text-to-speech synthesizers like a screen reader
- Reading text using refreshable Braille
- Simplified reading modes that hide less relevant parts of the content, such as sidebars and header areas
- Different ways of navigating websites, such as hierarchical menu and search.



Current Events

U.S. Access Board

Ruled that federally funded organizations must comply to WCAG 2.0

Accessibility Regulations

Current administration placed ADA website accessibility regulations on the inactive list

Lawsuit Activity

Absent regulatory assistance, lawsuit activity has increased

Why It Matters

1. We want our websites to work for everyone
2. Entities may be fined up to **\$75,000** for an initial ADA violation and **\$150,000** for subsequent violations
3. Absent DOJ protection, complaints and lawsuits have become normal



Flagler County, FL

The landscape we live in:

- Flagler County “is **blatantly** discriminating by its failure to provide accessible electronic documents for blind and visually impaired citizens” and that its failure to provide access “goes beyond gross **negligence.**”
- “...has suffered injuries and shame, humiliation, isolation, segregation, experienced emotional suffering, pain and anguish.”
- Settlement payment of **\$15,700.**
- Mr. Price received \$1,200
- Mr. Price’s attorneys received **\$14,500.**



Background Speaker Notes

<https://www.news-journalonline.com/news/20190207/flagler-settles-suit-over-website-accessibility>

ADA and Local Governments

Title II of the ADA specifically applies to state and local governments:

- Subtitle A protects qualified individuals with disabilities from discrimination based on disability in services, programs, and activities provided by state and local government entities

Title III extends protections to public accommodations



What To Do Now

- 1. Create an Accessibility Statement and put it on your website tomorrow**
2. Follow WGAG 2.0 (A and AA) Website Content Accessibility Guidelines—there are no laws
3. Schedule monthly trainings with people who manage content on your website and document it
4. Create a checklist for content creators to use every time content is added to your website
5. Use PDF's as little as possibly (BIGGEST VIOLATER)



Guidelines

- **WGAG 2.0 - Website Content Accessibility Guidelines (the basics)**
 - **Text size**
 - **Color contrast**
 - **Video**
 - The ability to control automatic video, sound, and animations that move, blink, or scroll
 - Flashing content
 - Descriptive page titles
 - Content being presented in an ordered and organized manner
 - Link descriptions
 - Clear headings and labels
 - **Photo labels, file names, and captions**
 - **PDFs**

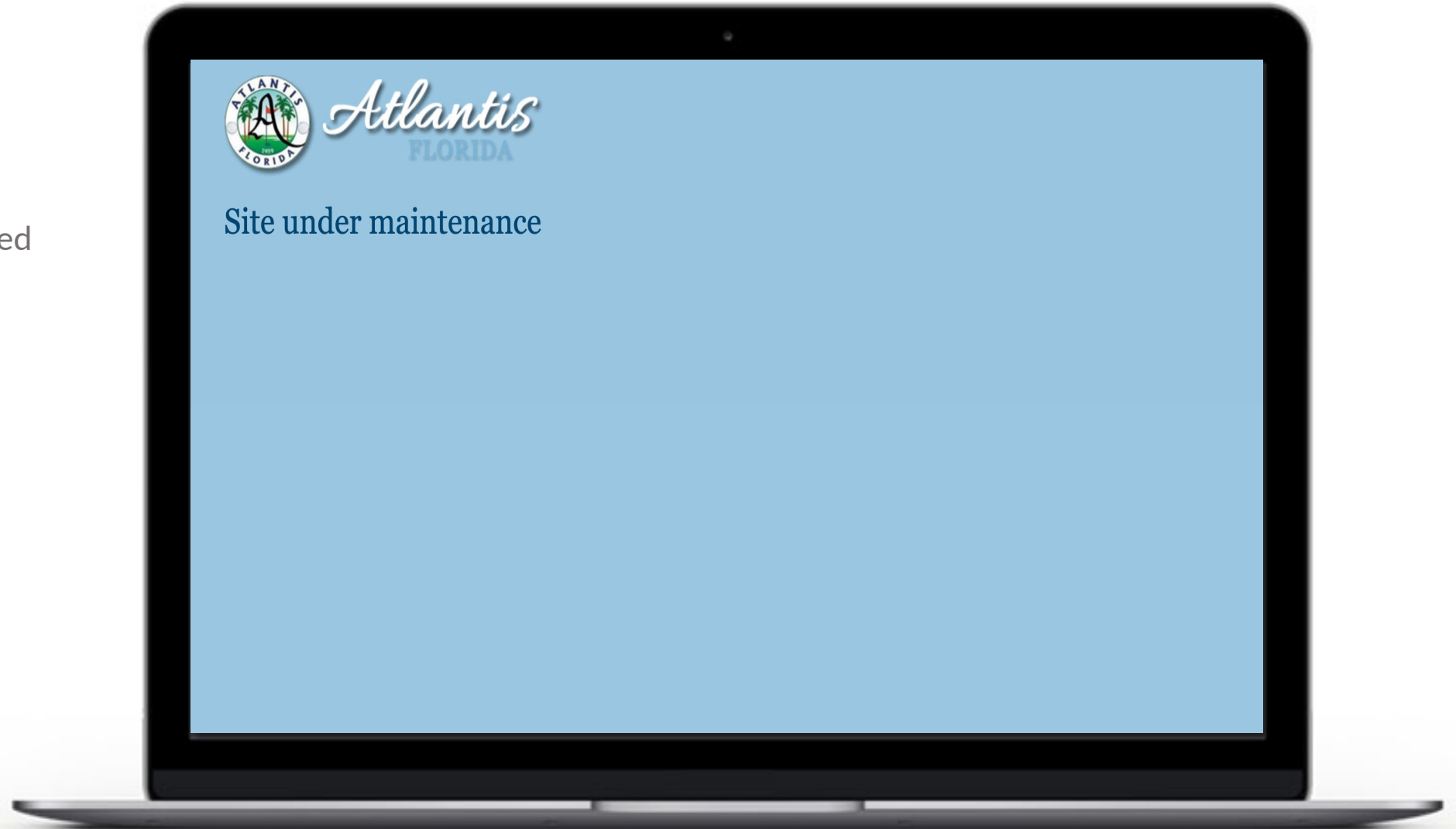


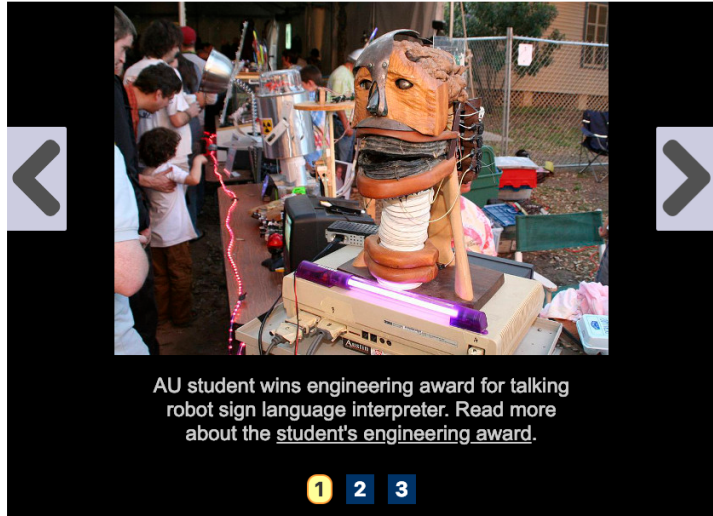
Atlantis, FL

PDFs

Ramps outside City Hall

Not what WCAG intended





AU student wins engineering award for talking robot sign language interpreter. Read more about the [student's engineering award](#).

1 2 3

Welcome!

Accessible University (AU) is a fictional university, and this is its fictional home page. This page is designed to demonstrate a variety of common web design problems that result in visitors with disabilities being unable to access the content or features of a web page. Although the heading at the top of this section of the page suggests that AU may be a welcoming institution, the inaccessible design of this page sends the opposite message.

Bienvenido!

Accesible Universidad (UA) es una universidad ficticia, y esta es su página de ficción. Esta página está diseñada para demostrar una variedad de común de diseño web que se traducen en problemas de los visitantes con discapacidad no poder acceder al contenido o las características de una página web. Aunque el título en la parte superior de esta sección de la página sugiere que AU puede ser una institución de bienvenida, el diseño inaccesible de esta página envía el mensaje opuesto.

Can you spot the barriers?

This page is an improved version, with 18 accessibility issues corrected. Details about all known issues are on the [List of Issues](#) page. To see the original issues, consult the [Inaccessible version](#). See also our [Cheat Sheet of Accessibility Issues](#).

AU Enrollment Trends

	2007-08					2008-09						
	CS	Eng	Eco	Phy	Psy	Spa	CS	Eng	Eco	Phy	Psy	Spa
Total	84	126	43	32	112	59	82	140	45	34	101	64
% Male	89	84	73	69	20	47	87	80	69	69	22	48
% Female	11	16	27	31	80	53	13	20	31	31	78	52

Apply Now!

Name: (required)

Email: (required)

City:

State/Province:

Zip/Postal Code:

Country:

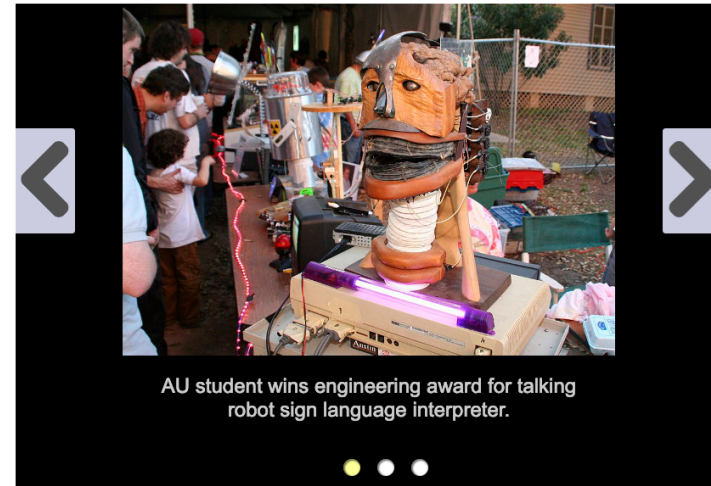
Desired major(s):

- Computer Science
- Engineering
- Economics
- Physics
- Psychology
- Spanish

Security Question

Sunday, Bird, Friday. Which of these is not a day?

Submit



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Apply Now!

(required fields are in blue)

Name:

Email:

City:

State/Province:

Zip/Postal Code:

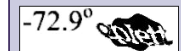
Country:

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- Engineering
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- Spanish

Security Test

Please enter the two words you see below, separated by a space



Submit





Apply Now!

Name: (required)

Email: (required)

City:

State/Province:

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Country:

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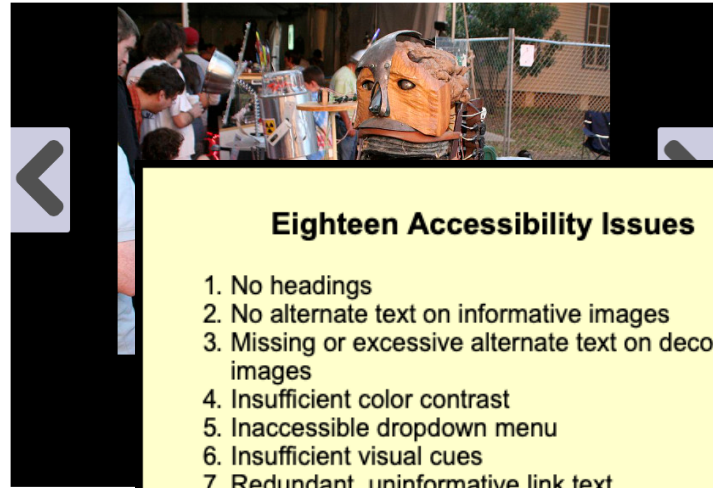
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Security Question

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Eighteen Accessibility Issues

1. No headings
2. No alternate text on informative images
3. Missing or excessive alternate text on decorative images
4. Insufficient color contrast
5. Inaccessible dropdown menu
6. Insufficient visual cues
7. Redundant, uninformative link text
8. Color used to communicate information
9. Language not specified
10. Missing accessible form markup
11. Inaccessible CAPTCHA
12. Inaccessible validation
13. Missing ARIA landmark roles
14. Inaccessible modal window
15. Inaccessible carousel
16. Missing accessible table markup
17. Missing abbreviation tags
18. HTML fails validation

Welcome!

Accessible University demonstrate a variety of the content or features of a web page. Although the heading at the top of this section of the page suggests that AU may be a welcoming institution, the inaccessible design of this page sends the opposite message.

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Text Size and Fonts

1. Use real text rather than text within graphics
2. Select basic, simple, easily-readable fonts
3. Use a limited number of fonts
4. Ensure sufficient contrast between the text and the background – see image below
5. Recommend 16pt minimum to be safe (it's the contrast ratio of the font, not size)
6. Limit the use of font variations such as bold, italics, and ALL CAPITAL LETTERS.
7. Don't rely only on the appearance of the font (color, shape, font variation, placement, etc.) to convey meaning
8. Avoid blinking or moving text

Yellow on black is good contrast.

Black on white is good contrast.

Maroon on black is bad contrast.

Green on red is bad contrast.

Fonts – recommended by U.S. Department of Health

<https://www.boia.org/blog/best-fonts-to-use-for-website-accessibility>

Arial

Times New Roman

Verdana

Tahoma

Helvetica

Calibri

Get more done with Gmail

Now more secure, smarter and easier to use—helping you save time and do more with your inbox.

Google uses Google Sans

Color Contrast... what is that you ask?

The NFL launched color rush uniforms in 2015



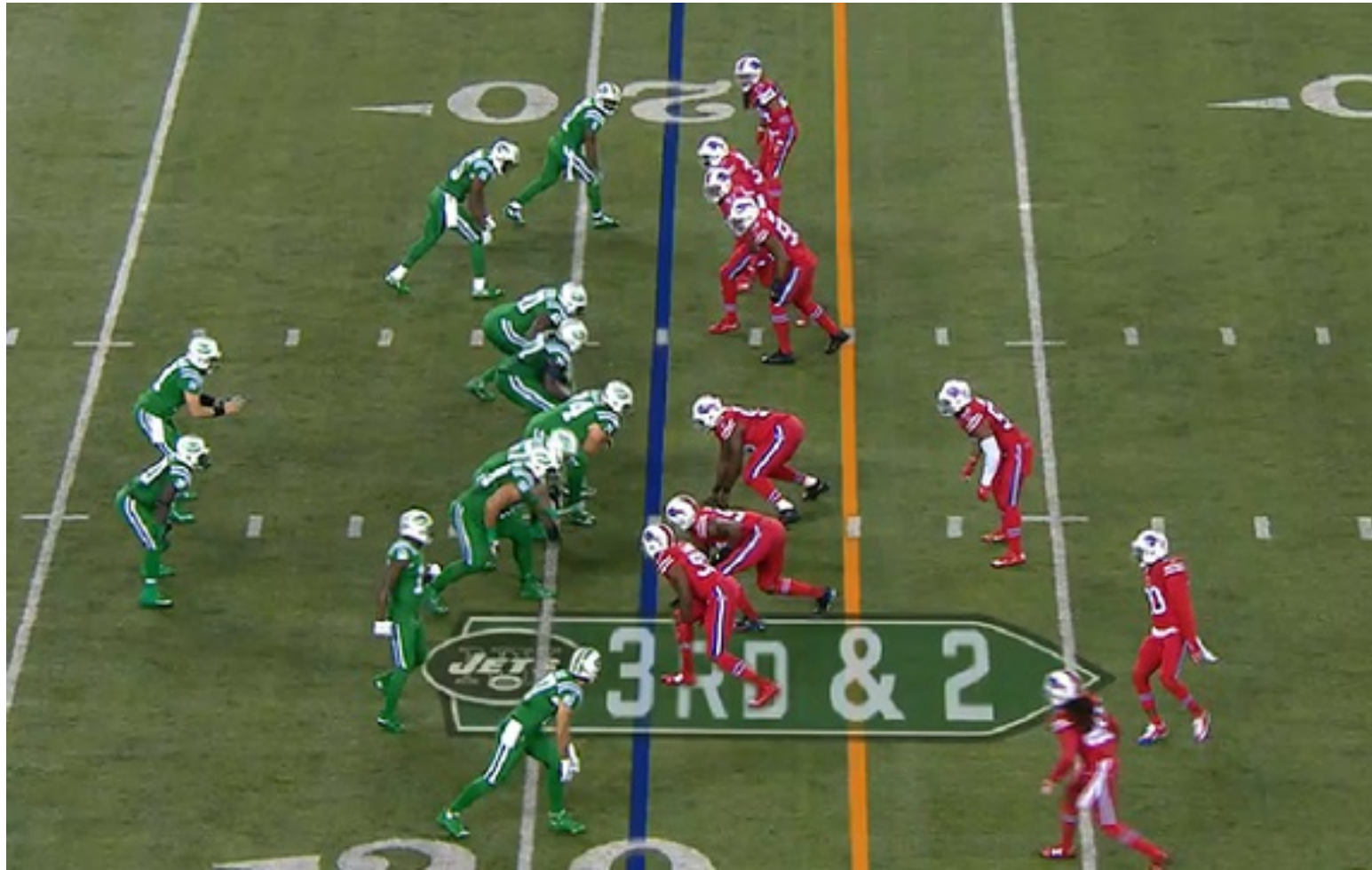
Bills vs. Jets

4.5% of the population is color-blind



Bills vs. Jets

The broadcast to a fan that is not color-blind



Bills vs. Jets

The broadcast to a fan that is color-blind



How Does Color Contrast Apply to Local Government?

- WCAG 2.0 level AA requires a contrast ratio of 4.5:1 for normal text and 3:1 for large text
 - Normal text: 14 point and bold or larger
 - Large text: 18 point or larger

The screenshot shows the WebAIM Color Contrast Checker interface. At the top, there is a search bar and navigation links for 'services', 'articles', 'resources', and 'community'. Below the search bar, there are three suggested items: 'Introduction to Web Accessibility' and 'WebAIM Training'. The main heading is 'Color Contrast Checker' with a breadcrumb trail 'Home > Resources > Color Contrast Checker'. The interface includes two color pickers: 'Foreground Color' (set to #0000FF) and 'Background Color' (set to #FFFFFF). A 'Contrast Ratio' box displays '8.59:1' with a 'permalink' link. Below this, there are three sections for testing: 'Normal Text' (WCAG AA: Pass, WCAG AAA: Pass), 'Large Text' (WCAG AA: Pass, WCAG AAA: Pass), and 'Graphical Objects and User Interface Components' (WCAG AA: Pass). Each section shows a sample of text or a UI element with a checkmark indicating it passes the contrast requirements.

<https://webaim.org/resources/contrastchecker/>

Color Combinations	Color Codes	Contrast Ratio	Small Text	Large Text
Black on Yellow Yellow on Black	Black: #000000, Yellow: #ffff00	19.56:1	✔ Pass AA	✔ Pass AA
Blue on Orange Orange on Blue	Blue: #0000ff, Orange: #ffa500	4.35:1	✘ Fail AA	✔ Pass AA
White on Purple Purple on White	White: #ffffff, Purple: #800080	9.42:1	✔ Pass AA	✔ Pass AA
Green on Red Red on Green	Green: #008000, Red: #ff0000	1.28:1	✘ Fail AA	✘ Fail AA

WCAG 2.0 - Contrast checker

Color Contrast

WCAG 2.0 – Contrast Checker Chrome extension

WCAG 2.0 - Contrast checker

Level: AA Refresh on DOM updates: on

visible elements hidden elements

Contrast	Size	Elements
✗ 4.18	small	5 span
✓ 4.51	small	1 span
✓ 4.53	small	9 h4
✓ 4.6	small	25 a
✓ 5.19	small	9 a
▶ ✓ 5.27	small	3 [span, h3, a]
▶ ✓ 6.6	small	4 [a, img]
▶ ✓ 7	small	6 [a, img]
▶ ✓ 8.59	small	4 [h3, a]
▶ ✓ 9.4	small	3 [div, img, a]
✓ 10.4	small	5 span
▶ ✓ 11.21	small	16 [li, strong, a]
✓ 11.44	small	5 span

refresh results

Color tool

ALLEY CITY

What can we help you find?

SERVICES OUR COMMUNITY BUSINESS HOW DO I...

PRIDE • PROGRESS
Welcome
WEST VALLEY CITY, UTAH

Accessibility Insights for the Web

Google Chrome Extension

Allows you to view a website in grayscale and identify color contrast issues on your website.

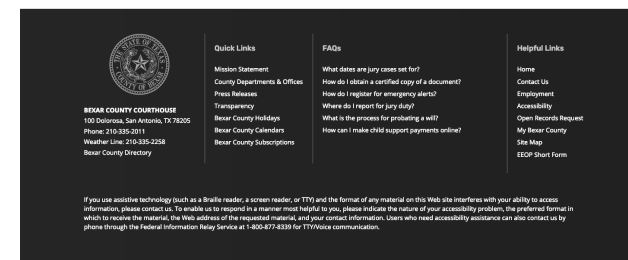
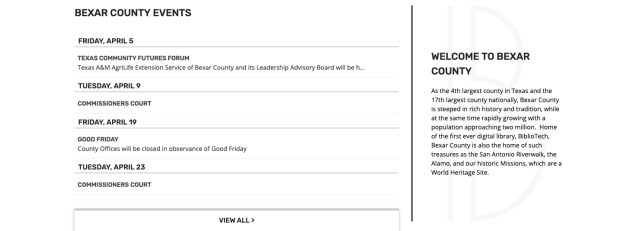
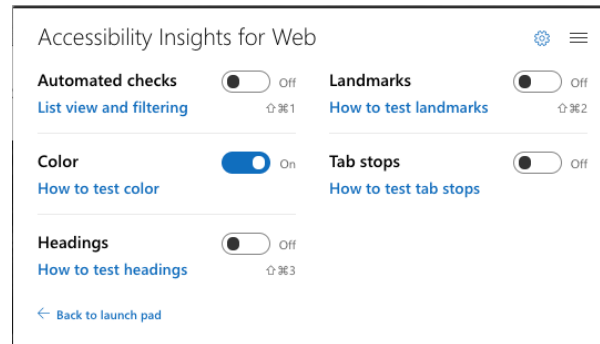


Photo Labels, File Names, and Captions

Be Specific on Image Alt Tags

- Bad alt text: A painting
- Good alt text: Mona Lisa
- Better alt text: The “Mona Lisa” painting by Leonardo da Vinci

Guidelines

- Every image should have an alt attribute, even if it's null (alt="")
- Do not use phrases like “image of...”, “picture of...”, “graphic of...”, etc. The screen reader will tell the user that it's an image
- Be clear and brief
- Don't use CSS to display images unless they are purely decorative; Alt attributes cannot be added to CSS images
- Alt texts should generally be no longer than a tweet in length



Audio and Video

- Closed captioning with legible, high contrast, text
- Add audio descriptions
- Use an accessible video player
- Don't auto-play video

Captions for Video

- **Built-in** - Some players like YouTube use technology to create captions for videos
- **Outsource** - There are companies that will caption videos for a fee

Challenges

- Live Streaming closed captioning
- Audio descriptions for WCAG AA - <https://vimeo.com/25973726>
- Municipalities are pulling all their videos off their website



PDFs

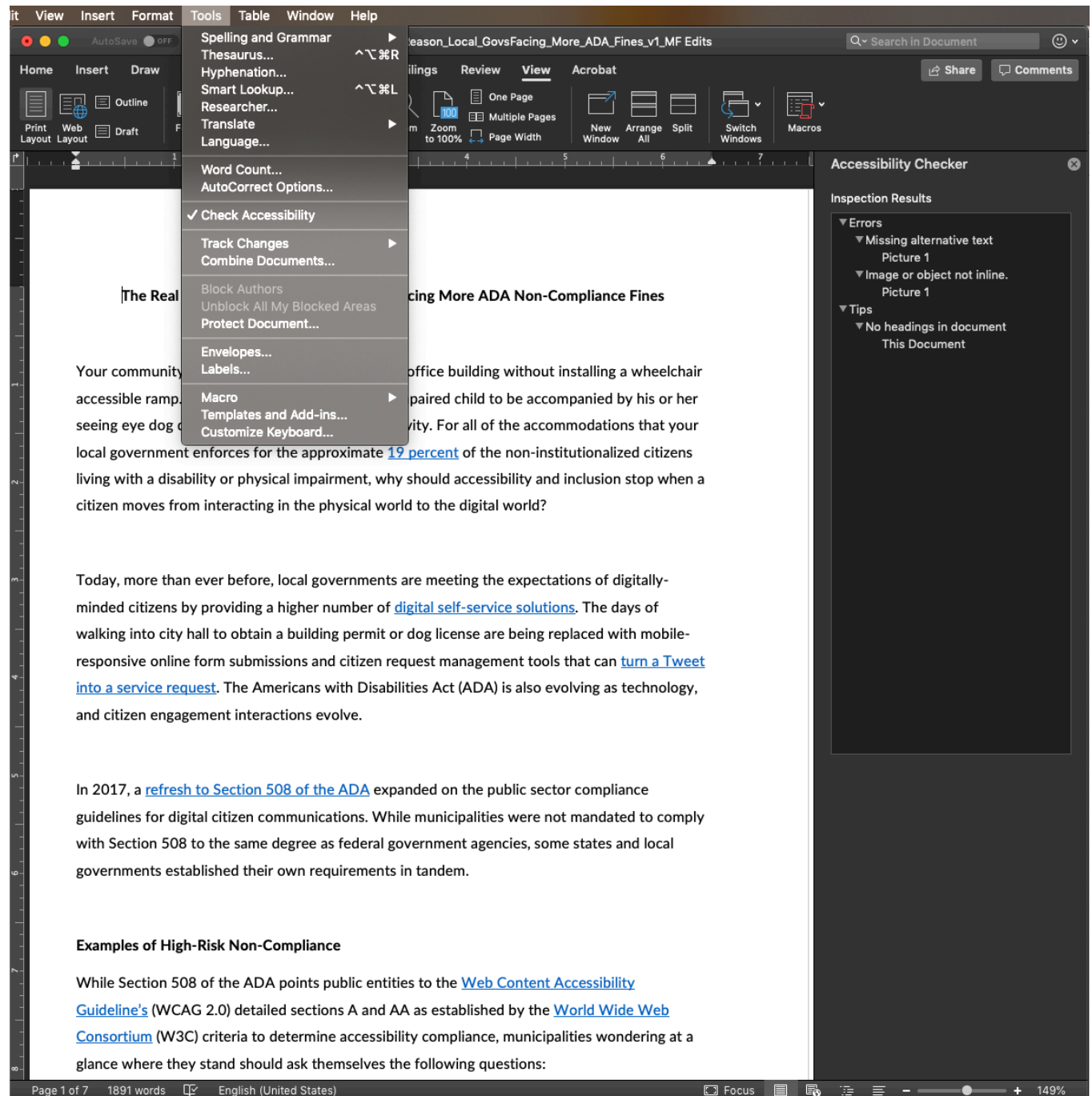
- The ideal solution, but not always feasible, is to not use PDFs and to put the content into a webpage following WCAG 2.0 guidelines
- If continue using PDFs ensure they are accessible going forward
 - Microsoft Word had accessibility tools built in
 - Adobe Acrobat Pro DC
- To address old PDFs that are not WCAG 2.0 compliant, place a statement acknowledging you are aware of the issue, and that you are making efforts with the resources available to address it.
- Add that PDFs after xx/xx/xxxx (date) will follow accessibility guidelines; if you need access to one or several of these documents, contact xxx-xxx-xxxx

*Making a PDF accessible in Word will not carry to a PDF if you export it



Microsoft Word

Accessibility Tools



Adobe Acrobat Pro DC

Accessibility Tools

The screenshot displays the Adobe Acrobat Pro DC interface. The main window shows a PDF document from the City of Lawrence, dated December 18, 2018. The document content includes the City of Lawrence logo, contact information for the City Manager, and a list of agenda items. A 'Description' dialog box is open, allowing the user to enter metadata for the document. The 'Make Accessible' sidebar on the right provides various accessibility options, including setting document titles, recognizing text, and running accessibility checks.

City of Lawrence
CITY MANAGER'S OFFICE

6 East 6th St
785-832-3000

THOMAS M. MARKUS
CITY MANAGER

City Offices
PO Box 708 66044-0708
www.lawrenceks.org

CITY COMMISSION
MAYOR
STUART BOLEY

COMMISSIONERS
LISA LARSEN
JENNIFER ANANDA, JD, MSW
MATTHEW J. HERBERT
LESLIE SODEN

December 18, 2018

The Board of Commissioners of the City of Lawrence met on December 18, 2018, at 6:00 p.m., in the City Commission Chambers in City Hall.

Larsen, Commissioner Herbert and Commissioner Soden.

A. RECOGNITION/PROCLAMATION/PRESIDENTIAL

1. Recognition of Webelos Den Pack 3370.

B. CONSENT AGENDA:

Vice Mayor Larsen requested removal of items 13 and 14 for separate vote.

Moved by Commissioner Herbert, seconded by Vice Mayor Larsen, to approve the consent agenda as below except for items 13 and 14. Motion carried unanimously.

1. Approve City Commission meeting minutes from 12/11/18.

2. Receive minutes from various boards and commissions:

Affordable Housing Advisory Board meeting of 11/12/18
Community Police Review Board meeting of 10/10/18
Parks & Recreation Advisory Board meetings of 08/13/18, 09/10/18, 10/08/18, and 11/12/18
Public Transit Advisory Committee meeting of 10/08/18

3. Approve claims in the amount of \$7,539,336.77 to 223 vendors.

4. Approve licenses as recommended by the City Clerk's Office.

Caterer	Expires
---------	---------

Make Accessible

Files to be processed:
cc-minutes-121818.pdf

Add Files...

Stop

1. Prepare

Set a title and ensure it displays in the window title bar.

Add Document Description

Set Open Options

Recognize Text using OCR

Detect Form Fields

Set Tab Order Property

2. Set Language & Tags

Set Reading Language

Autotag Document

Set Alternate Text

3. Run Accessibility Check

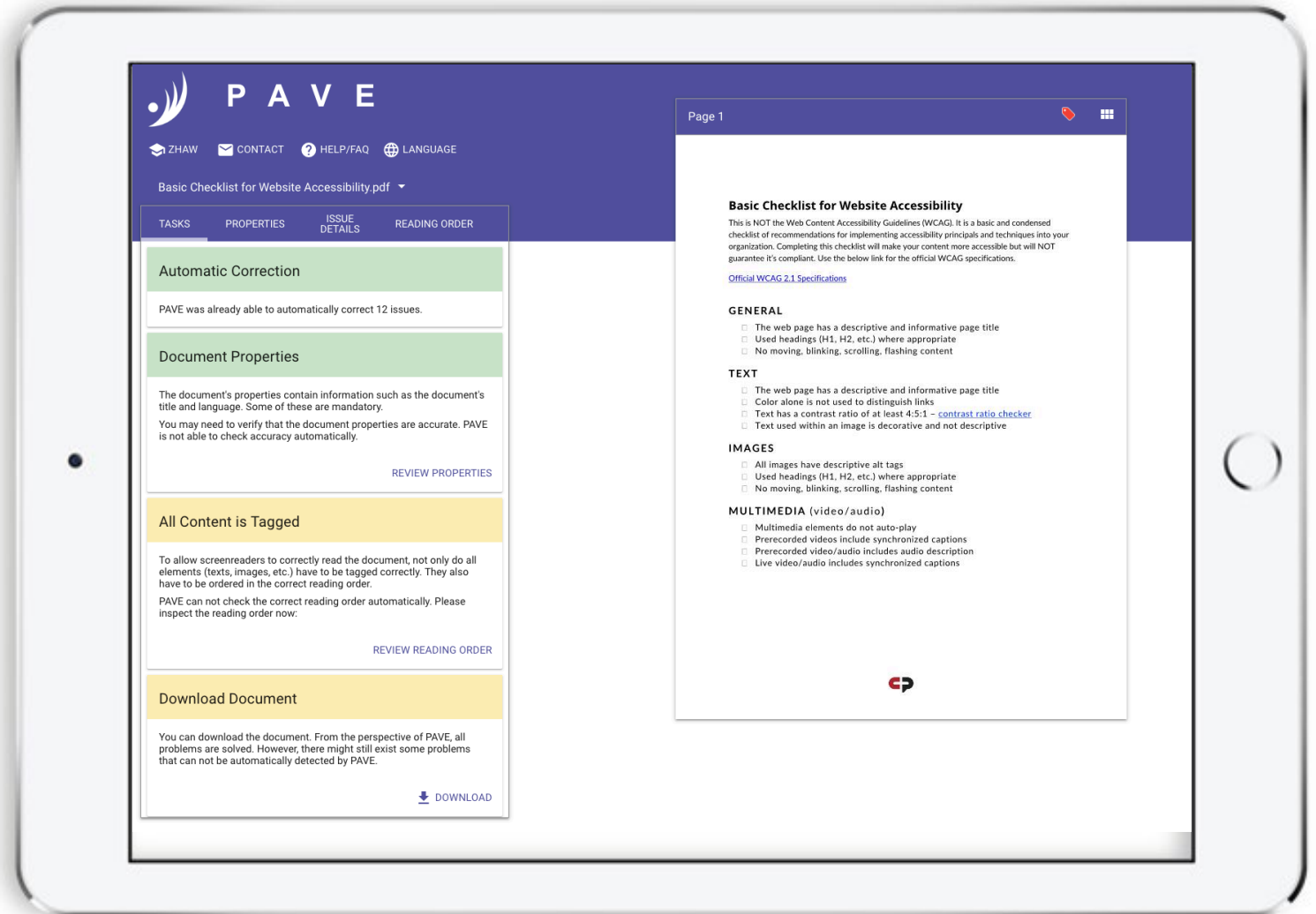
Run Accessibility Full Check

Full Report

PAVE

Validate and Fix PDF Accessibility

<http://pave-pdf.org/index.en.html>



Checking Your Website

Single Page Scans – Identifies errors on a single page

- **WAVE** from WebAIM – Website and Chrome Browser
- **Siteimprove** – Google Chrome extension
- **Accessibility Insights** – Google Chrome extension
- **Lighthouse** – Google Chrome extension

Full-Service Scans – Identifies errors on an entire website

- **Bureau of Internet Accessibility**
- **Siteimprove**
- **Criterion 508**

Scans and Full Remediation – Identifies errors and corrects them (more like a mask)

- **AudioEye**
- **Bureau of Internet Accessibility**
- **Tenon**



Flagler County, FL



Accessibility

These checks highlight opportunities to [improve the accessibility of your web app](#). Only a subset of accessibility issues can be automatically detected so manual testing is also encouraged.

77

Contrast

These are opportunities to improve the legibility of your content.

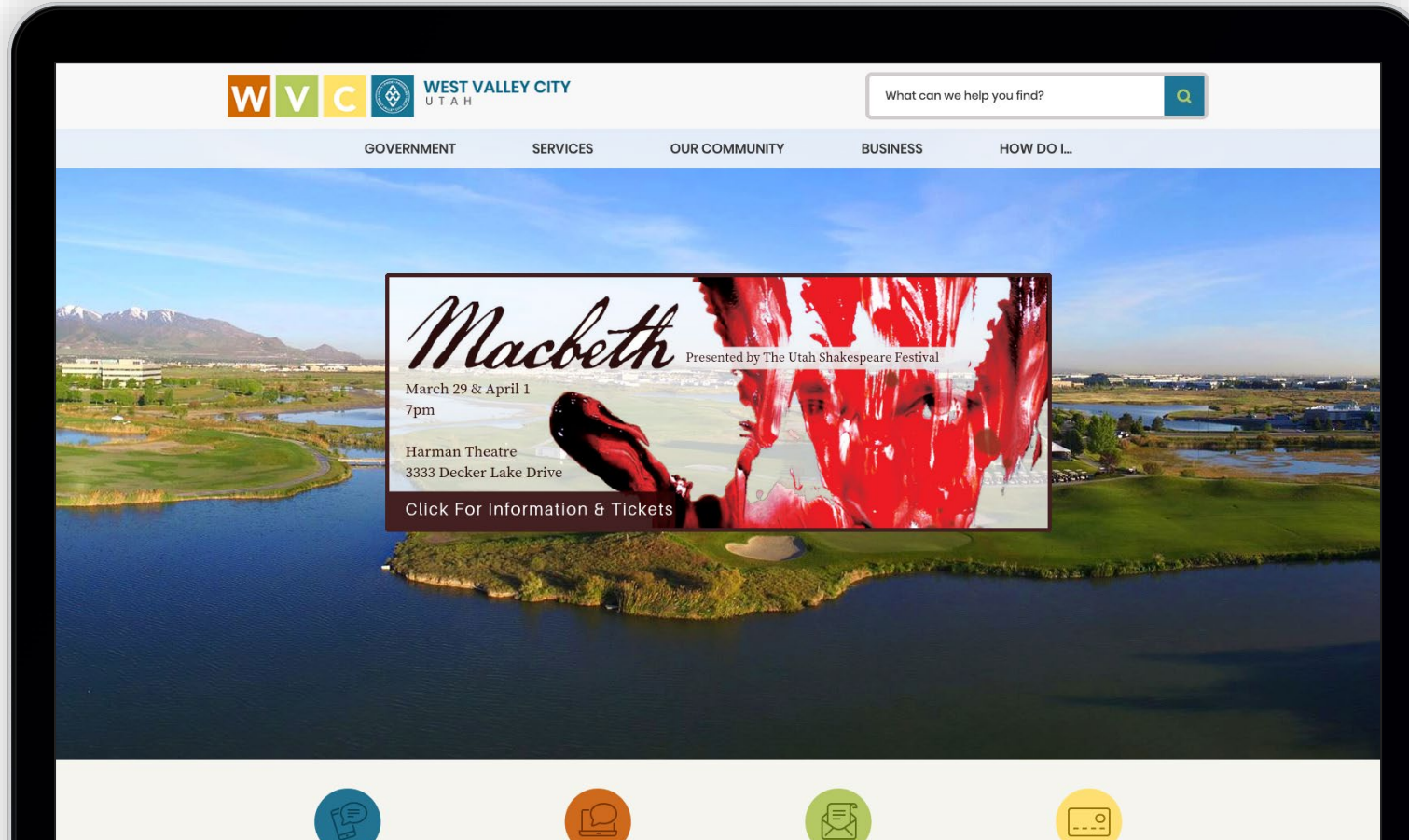
- Background and foreground colors do not have a sufficient contrast ratio.

▲

Flagler County

	ERRORS / SCORE (-100)*
WAVE	10
Siteimprove	15
Accessibility Insights	70
Lighthouse*	77 (23)
TOTAL	118

West Valley City, UT



Accessibility

These checks highlight opportunities to [improve the accessibility of your web app](#). Only a subset of accessibility issues can be automatically detected so manual testing is also encouraged.

89

ARIA

These are opportunities to improve the usage of ARIA in your application which may enhance the experience for users of assistive technology, like a screen reader.

1 Elements with [role] that require specific children [role]s, are missing.

West Valley City	
	ERRORS / SCORE (-100)*
WAVE	0
Siteimprove	12
Accessibility Insights	13
Lighthouse*	89 (11)
TOTAL	36

Bexar County, TX



Accessibility
 These checks highlight opportunities to [improve the accessibility of your web app](#). Only a subset of accessibility issues can be automatically detected so manual testing is also encouraged.

87

ARIA
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1 Elements with [role] that require specific children [role]s, are missing.

Bexar County	
	ERRORS / SCORE (-100)*
WAVE	5
Siteimprove	8
Accessibility Insights	16
Lighthouse*	87 (13)
TOTAL	42

Cleveland, OH

CITY OF CLEVELAND OH

Cleveland

HOME COMMUNITY BUSINESS VISITORS KIDS & TEENS GOVERNMENT

Select Language

Search Site...

City Departments

- City Departments
- Community
- Business
- Visitors
- Kids & Teens
- Government
- Forms & Publications
- Press Releases
- Frequently Asked Questions
- Calendar of Events
- Media Gallery
- Contact the City

Most Requested

- 2019 Mayor's Estimate
- City of Cleveland Employment Opportunities
- Bulk Waste Pickup Schedule
- City of Cleveland Social Media
- Comprehensive Annual Financial Report
- Recreation
- Public Records Request
- Public Health Lead Status Database
- DOJ Police Settlement Agreement Data
- Accident Reports
- Cleveland GIS Maps

The City of Cleveland Celebrates Women's History Month

This March, hundreds of City of Cleveland residents and employees were welcomed to the Cleveland City Hall rotunda to attend a series of events commemorating the vital role of women in Cleveland's history in celebration of Women's History Month. The month-long celebration of women offered spectators the chance to honor female trailblazers including Janie Mines, the first African American graduate of the U.S. Naval Academy, former District Director Dr. Betty K. Pinkney and Cleveland Municipal Court Judge Jazmin Torres-Lugo. The celebration, themed "Becoming Cleveland's Next Generation of Leaders," featured an array of events from an interactive eating experience to an employee luncheon and a showing of the world premiere play "Court Square, Talladega, Alabama" written and directed by the City of Cleveland's own Arts and Culture Coordinator Cornell Calhoun III. [More >>](#)

Cleveland Now! Press Releases Media Gallery Calendar

- + Students Invited to Apply for Mayor Frank G. Jackson Scholarship Program
- + Pipeline Infrastructure Improvements Update (Ward 2)
- + Pipeline Infrastructure Improvements Update (Ward 10)
- + 2019 Mayor's Estimate Published
- + Cleveland Indians Home Opener Information: Parking Restrictions, Uber and Lyft Drop-off/Pick-up and Counterfeit Tickets
- + The City is Hiring: City of Cleveland Weekly Jobs Round-Up
- + The City of Cleveland Celebrates Women's History Month
- + Mayor Frank G. Jackson Administers Oath of Office to 11 Cleveland Division of Police Officers
- + PUBLIC NOTICE: Public Comments Sought for Cleveland OH - FY 2018 JAG Application and Budget
- + Cleveland Home Repair Resource Guide Available
- + City of Cleveland 141st Cleveland Police Academy Graduation Speech
- + Department of Aging's Thirtieth Annual Senior Day at Public Hall
- + Mayor Jackson Announces Neighborhood Transformation Initiative Retail Incubator Finalists
- + Volunteers Needed for Senior Produce Market
- + City of Cleveland Initiates Efforts to Achieve a Complete Count in the 2020 Census

Mayor Frank G. Jackson

- Mayor's Home Page
- Mayor Jackson's Initiatives
- Contact Mayor's Action Center

MAYOR'S EVENT REQUEST

[f](#) [US](#) [t](#)
[v](#) [W](#) [i](#)

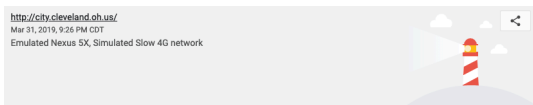
Cleveland City Council

- Council Website
- City Ordinances
- City Record

CodeRED
Keeping citizens informed

PUBLIC RECORDS REQUESTS

WATCH TV ONE SIMPLE ACT. TRAFFIC



Accessibility

These checks highlight opportunities to [improve the accessibility of your web app](#). Only a subset of accessibility issues can be automatically detected so manual testing is also encouraged.

Names and labels

These are opportunities to improve the semantics of the controls in your application. This may enhance the experience for users of assistive technology, like a screen reader.

- 1 Image elements do not have [alt] attributes ▲ ▼
- 2 Form elements do not have associated labels ▲ ▼
- 3 Links do not have a discernible name ▲ ▼

Cleveland	
	ERRORS / SCORE (-100)*
WAVE	16
Siteimprove	13
Accessibility Insights	19
Lighthouse*	73 (27)
TOTAL	75

Scores

Boston	
	ERRORS / SCORE (-100)*
WAVE	12
Siteimprove	13
Accessibility Insights	32
Lighthouse*	61 (39)
TOTAL	96

Flagler County	
	ERRORS / SCORE (-100)*
WAVE	10
Siteimprove	15
Accessibility Insights	70
Lighthouse*	77 (23)
TOTAL	118

West Valley City	
	ERRORS / SCORE (-100)*
WAVE	0
Siteimprove	12
Accessibility Insights	13
Lighthouse*	89 (11)
TOTAL	36

Bexar County	
	ERRORS / SCORE (-100)*
WAVE	5
Siteimprove	8
Accessibility Insights	16
Lighthouse*	87 (13)
TOTAL	42

Cleveland	
	ERRORS / SCORE (-100)*
WAVE	16
Siteimprove	13
Accessibility Insights	19
Lighthouse*	73 (27)
TOTAL	75

Compliant Websites That Don't Sacrifice Design

Takeaways

- **Do Something** – Doing nothing implies that you don't care or aren't trying—get the easy stuff done first (alt tags, headings, fonts, etc.)
- **Accessibility Statement** – Add one to your website as soon as possible
- **Training** – Conduct monthly or quarterly WCAG 2.0 trainings with your content editors and document it
- **100% Compliance** – It's almost impossible
- **Checklist** – Implement a checklist for content editors to go through each time they add website content
- **PDFs** – Use them sparingly or make them compliant with available tools; the largest reason websites become non-compliant



Resources

Accessibility Statement Template

- Microsoft Word - <http://bit.ly/2Uct904>
- PDF - <http://bit.ly/2OB1Sy1>

Accessibility Checklists

- How to Meet WCAG 2.0 (Quick Reference) - <https://www.w3.org/WAI/WCAG21/quickref/>
- Basic and Condensed Checklist - <http://bit.ly/2uLR14L>

Single Page Scan Tools

- *WAVE Evaluation Tool - <http://bit.ly/2FLd88m>
- *WAVE Chrome Extension - <http://bit.ly/2FYn5iH>
- *Siteimprove Chrome Extension - <http://bit.ly/2YJSo8q>
- *Accessibility Insights Chrome Ext. - <http://bit.ly/2OK7Cpv>

*Suggested tools, not endorsed by CivicPlus

Resources (Continued)

AudioEye Accessibility Scan – <http://bit.ly/2UadqOP>

*Contrast Checker from WebAIM – <http://bit.ly/2U42rGN>

*Contract Checker Chrome Extension from WebAIM - <http://bit.ly/2uMLgKM>

*WCAG 2.0 Contrast Checker Extension - <http://bit.ly/2P7qPBL>

*PAVE PDF Evaluation Engine – <http://bit.ly/2OCdTTZ>

Making Word Docs Accessible – <http://bit.ly/2YLy9Hk>

*Suggested tools and not endorsed by CivicPlus

Resources (Continued)



AudioEye Managed

AudioEye analyzes and validates issues of accessibility; its engineers author necessary remediations to be applied through our dynamic remediation technology.

AudioEye Toolbar

A set of free assistive tools embedded in AudioEye Managed websites that help individuals who may not have access to assistive technology or who need help, such as aging populations and individuals who have vision, hearing, motor, or intellectual (cognitive) disabilities, to fully consume content; e.g., [Humboldt County, CA](#)

AudioEye Trusted Certification

The AudioEye Certification shows your commitment to accessibility and lets all visitors to your website see that your community is committed to accessibility; Help Desk provides a lifeline to end users, allowing users to report accessibility and usability issues



Resources (Continued)

Accessibility Services Offered By CivicPlus

- **Training** – Build accessibility into your DNA (onsite and virtual training available)
- **Website Audit** – Comes with a full report of findings and a plan to go forward
- **PDF Remediation** – Convert your PDF files to screen reader compliant PDF/A or HTML content
- **Closed Captioning Services** – For live streams and videos of board and council meetings
- **Automated Website Remediation** – AudioEye runs in the background of your website automatically finding errors and correcting them

Questions

Thank you.

Don Torrez | Partner Manager

Certified ADA Coordinator



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