



Accessibility Remediation Services from CivicPlus®

Helping to Ensure Equitable Access for All

To help local governments understand and comply with the Americans with Disabilities Act (ADA) and Web Content Accessibility Guidelines (WCAG), CivicPlus offers a variety of accessibility remediation services and solutions.

Click to learn more about the following services:

[Accessibility Training](#)



[Local Government Website Audit](#)



[Live and Recorded Video Closed Captioning](#)



[Automated Website Remediation](#)



[AudioEye Solutions](#)



Accessibility Training

Build Accessibility into the DNA of Your Website

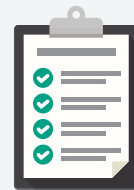
CivicPlus launches website redesigns that comply with WCAG A and AA guidelines. Post-launch ensure your team understands how to add and maintain compliant content with on-site or virtual accessibility training.

Organizational Workshops

Get the help you need to commit to increasing your website accessibility and conformance to compliance standards. A CivicPlus local government expert will guide you through interactive workshops with organizational leadership and your employees to achieve the following:

- Create an accessibility plan
 - Includes remediation plan and maintenance plan
- Establish website standards
- Review compliance basics and how to create accessible content
- Learn to create accessible Microsoft Word documents and PDFs

Format: Two days on-site. Can add additional à la carte workshops as needed.



Accessibility Checklist

Download our Accessibility Checklist to learn if your current website complies with WCAG A and AA today.

DOWNLOAD



Group Overview

Accessibility training helps your organization adopt accessibility requirements on your website from the strategic down to the tactical. Understand ADA Section 508 laws and WCAG requirements and how to mitigate potential legal actions against your organization. Learn what it means to create and maintain accessible documents and web content that adheres to compliance standards.

Who is this for?

Compliance officers, web admins, content editors, public relations/communications, or staff attorney. If you are responsible for keeping content accessible, or if you oversee someone who does, you have a responsibility to understand current accessibility requirements.

Format: Virtual (live instructor-led class online). Classes run from 9:30 a.m. – 12:30 p.m. CST. There will be 1 class each month. Contact your Client Success Manager or Sales Representative for the next upcoming date.

What you need: You should have a computer with a high-speed internet connection. You will want to have a headset or earbuds with a microphone to listen to and communicate with your instructor.

Objectives:

- Define “disability”
- Understand how assistive technology is used on the web
- Understand how accessibility legislation applies to local governments
- Know the current issues facing cities/counties
- Know the purpose of the four critical plans
- Learn what should be included in each plan
- Learn how to identify your gaps
- Learn how to communicate internally about your organization’s responsibilities

À La Carte Workshops

The following options may be purchased. Get hands-on guidance and assistance with the area of accessibility your organization needs most. Our interactive workshops will help your team learn how to meet compliance standards. Workshops are available through virtual delivery and capped at eight attendees.

| Format: Each workshop will be scheduled for one day.

● Workshop 1: Plans

Agenda

- Create an Accessibility Policy
- Create an Accessibility Statement
- Create a Remediation Plan
- CivicPlus will conduct an Accessibility Audit on your site and review the results
- Create a Website Standards & Maintenance Plan

● Workshop 2: Content

Agenda

- Correct naming conventions for files
- Writing good Alt Text
- Using the Editor widget
- Using CSS Classes appropriately
- When to use other widgets or modules
- Making slideshows accessible
- Creating accessible hyperlinks
- Creating clear category names

● Workshop 3: Documents

Agenda

- How to use Styles in Microsoft Word to create accessible files
- How to use the latest version of Adobe Acrobat Pro to create accessible PDFs.

- Create an accessible Microsoft Word template to use across your organization.

Participants will need to have access to Microsoft Word and Adobe Acrobat Pro during the workshop.

ADA Website Accessibility Introductory Audit

You might have questions about whether what you're doing is enough. Maybe you've even seen similar organizations struggle through compliance-related lawsuits, and you're wondering the if your own site is compliant. If this rings true, it's probably time for an accessibility audit. And if you know you've got a backlog of documents to correct, we can help.

Audit Report Includes:

- Audio Eye Scan & Summary
- Spot Check Review of documents
 - 5 Documents from Document Center
 - 5 Documents from Agenda Center
 - 5 Documents from Archive Center
- Spot Check Review of photos
 - 5 Photos
- Recommendations for next steps



Website Accessibility Scan

Get a free third-party website accessibility scan and learn if your website is in or out of compliance today.

DOWNLOAD



Additional Services

PDF Remediation

Mitigate your risk of fines and legal fees and ensure your vital public records are accessible. CivicPlus will convert your PDF files to screen reader compliant PDF/A or HTML content.

Live and Recorded Video Closed Captioning

Ensure all your live and recorded public meeting video content is ADA-compliant with CivicClerk[®] and CP Media.

● **Multiple-Solutions to Incorporate Closed Captioning**

CP Media offers live and on-demand closed captioning services, or you can upload closed captioning files, including .SRT and WebVTT formats created in-house or by a third-party service.

● **Smart, Machine-Based, On-Demand Closed Captioning Services**

CP Media creates captions for your recorded audio and video using a machine-based transcription process. Completed files are available immediately on your CivicClerk citizen portal.

● **On-Demand Closed Captioning Services with Transcriptionist Review**

For 99 percent accuracy, CP Media creates captions for your recorded audio and video files using a machine-based transcription process. A transcriptionist then reviews for accuracy and final editing.

● **Live Streaming Closed Captioning Services**

The live stream of your meeting is machine processed real-time and closed captions are instantly available to public viewers.

Closed Captioning Service

Service Fees

● On-demand closed captioning services with transcriptionist review	\$2.35 per minute
● On-demand closed captioning services with machine transcription only	\$0.45 per minute
● Live streaming closed captioning services with machine transcription	\$0.75 per minute

Automated Website Remediation

CivicPlus has partnered with AudioEye, a leader in automated Web accessibility and remediation, to help our local government clients ensure their websites continue to meet the latest compliance standards.

Renew Your Commitment to Digital Accessibility Today

To learn where your current website stands in your quest for ADA compliance, download a customized third-party accessibility scan to kick off your compliance upgrade strategy.

[DOWNLOAD](#)

AudioEye Solution Options

Advanced Automated and Manual Testing

The test suite automatically detects WCAG 2.0 Level AA Success Criteria and Section 508 (legacy, 2018 ICT refresh) violations.

Ongoing Maintenance and Monitoring

Regular automated conformance evaluation scanning and continuous WCAG 2.0 Level AA testing.

Engineering and Technology -Generated Auditing and Remediation

AudioEye's engineers author necessary remediations to be applied through our dynamic remediation technology.

AudioEye Trusted Certification, Help Desk, and Accessibility Statement

Let visitors to your website see your community is committed to accessibility. Help Desk provides end-user support.

Comprehensive Conformance Reporting

Receive a summary of conformance evaluations and a Source Feedback Report, with instructions for implementing source-code fixes.

AudioEye Toolbar

Free assistive tools embedded in Managed websites help those without access to assistive technology to fully consume content.