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 Governance** →
- **Accessibility Training** →
- **Local Government Website Audit** →
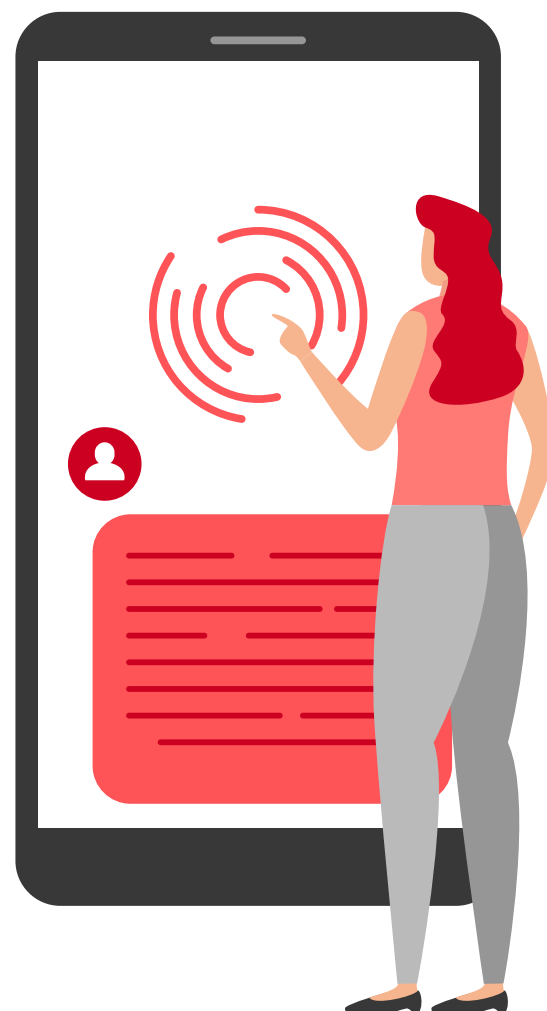- **Live and Recorded Video Closed Caption** →
- **Automated Website Remediation** →
- **Monsido Solution** →
- **AudioEye Solution** →

Accessibility Governance

A more inclusive, acccessible, and regulatory–compliant website

The Monsido all-in-one web governance platform includes all the tools governments need to keep their website compliant with all web accessibility regulations.

Accessibility

Monsido's Accessibility Module gives you an immediate overview of your website's compliance levels, saving you time and effort by removing the guesswork and letting you know where to focus your efforts to meet with current WCAG 2.1 and ADA Section 508 standards.

Select the compliance level (WCAG A, AA, and AAA) that applies to your administration and see your website improve with every issue you fix. Work your way up to higher levels of compliance to build a website that delivers a positive civic experience while serving as a role model for other communities.
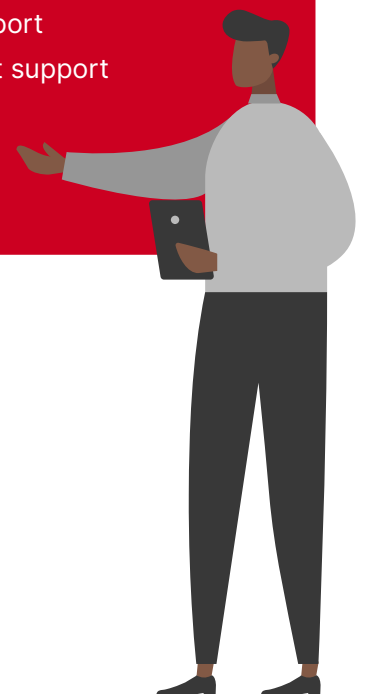
Training

We offer many training options, including in-person classes featuring hands-on instruction, virtual training and private workshops. Monsido provides free access to monthly accessibility training and a quarterly product update webinar.

Customer Support

Superior customer service that is all-inclusive in the price:

- One-on-one product training
- Accessibility webinars
- A built-in help center
- Email support
- Phone support
- In-app chat support

CIVICPLUS®

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.

CLICK HERE

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 administration. 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 administrators, content editors, public relations/communications, or staff attorneys. If you are responsible for keeping content accessible or overseeing someone who does, you must understand current accessibility requirements.

Format: Virtual (live instructor-led classes online). There will be one class each month. Contact your customer 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 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

You may purchase any of the following options: Get hands-on guidance and assistance with the area of accessibility your administration needs most. Our interactive workshops will help your team learn how to meet compliance standards. Workshops are available through virtual delivery; we cap them at eight attendees.

Format: Each workshop will be scheduled for one day.

1 Plans Workshop

Agenda

- Create an accessibility policy
- Create an accessibility statement
- Create a remediation plan
- CivicPlus accessibility audit on your site
- Create a website standards and maintenance plan

2 Content Workshop

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

3 Documents Workshop

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.

Automated Website Remediation

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

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.

Engineering and Technology–Generated Auditing and Remediation
AudioEye's engineers author necessary remediations to be applied through our dynamic remediation technology.

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

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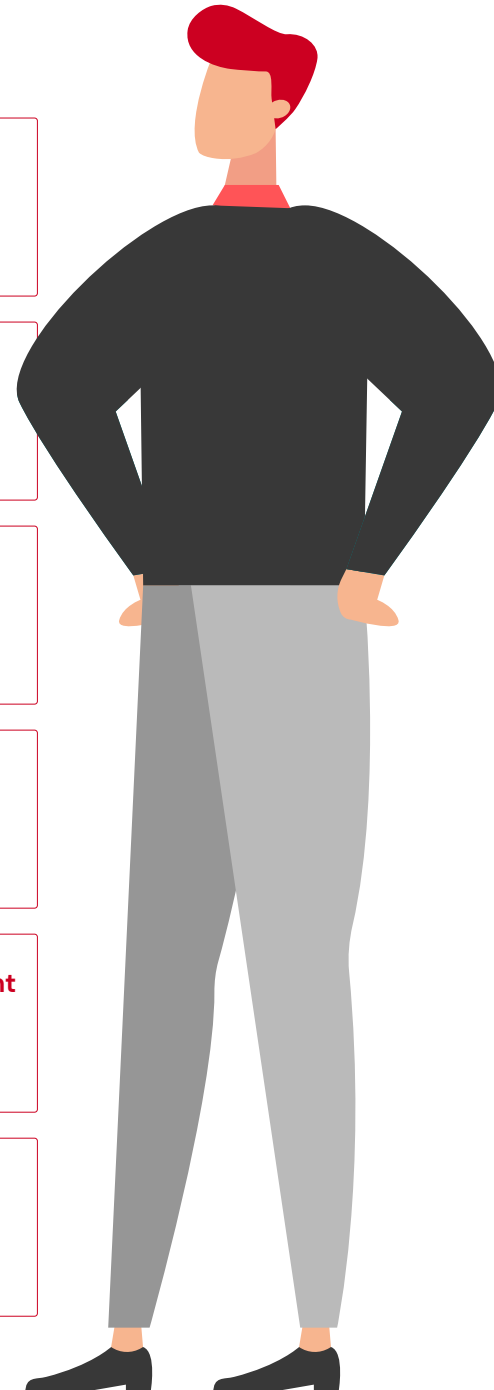Regular automated conformance evaluation scanning and continuous WCAG 2.0 Level AA testing.

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.

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

Monsido, Now Part of the CivicPlus Civic Experience Platform

Key Features:

Accessibility

Get an overview of your website's accessibility compliance levels, and track your progress over time. Get a total count of issues and on which pages they occur.

Accessibility Fast Track®

A time-saving tool that instantly locates elements such as links, images, and text and addresses accessibility issues in bulk at the touch of a button. Prioritize where to focus your efforts to have the most significant and immediate impact on your website.

PDF Accessibility

Scans PDFs for accessibility errors and provides remediation services powered by CommonLook®, the best PDF remediation software on the market.

Mobile Accessibility

Our Monsido software scans for mobile accessibility and enables you to deliver a superior and inclusive mobile experience to your website's visitors. The Mobile Accessibility feature includes two new mobile-specific checks as part of its accessibility scan when enabled.

Built-In Help Center

Get detailed information about compliance issues, instructions for remediation, and examples of code that will pass or fail. Get support from our Accessibility Help Center, webinars, and one-on-one support.

ADA Website Accessibility Introductory Audit

You might have questions about whether what you're doing is enough. Maybe you've even seen similar communities struggle through compliance-related lawsuits and wonder if your website 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 and 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 documents
    – 5 Photos

- Recommendations for your next steps

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.

Website Accessibility Scan

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

CLICK HERE

Live and Recorded Video Closed Captioning

Ensure all your live and recorded public meeting video content is ADA-compliant with our Agenda and Meeting Management software and CivicPlus Media.

Multiple-Solutions to Incorporate Closed Captioning
CivicPlus Media offers live, and on-demand closed captioning services, or you can upload closed captioning files, including .SRT and WebVTT formats that you created in-house or by a third-party service.

Smart, Machine-Based, On-Demand Closed Captioning Services
CivicPlus Media creates captions for your recorded audio and video using machine-based transcriptions. Completed files are available immediately via your CivicPlus Agenda and Meeting Management solution.

On-Demand Closed Captioning Services With Transcriptionist Review
For 99 percent accuracy, CivicPlus 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 in 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

CIVICPLUS®

Key Features:

Accessibility Filter by Role
Effectively manage and fix all accessibility checks assigned for any role in your digital team.

Monsido Browser Extension
Our browser extension makes web governance easier by highlighting accessibility issues directly on the page without a need to log into your website's content management system (CMS).

PDF Remediation by CommonLook®
Scans PDFs for accessibility errors and provides remediation services powered by CommonLook, the best PDF remediation software on the market. CommonLook is the only PDF scanning tool that the W3C has recognized, aside from Adobe.

Page Assist®
PageAssist is a toolbar that you can add to your website to give visitors with disabilities control over the way they experience your site. PageAssist is an add-on feature that complements your web accessibility efforts by offering more options for visitors to access content and functions across your website more completely.

PageCorrect®
PageCorrect lets you address issues promptly without logging in to your CMS. These changes will then be updated on your website. Use it to address web accessibility issues, such as missing alt attributes and improperly used HTML header elements, repair quality assurance errors like broken links, broken images, and misspellings, and update specific text used across your website in bulk.