



web accessibility



Americans with Disabilities Act of 1990

The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else.

ADA in building infrastructure isn't questioned.





Changing Legal Landscape



Monday April 8, 2024

"Issuing clear and consistent accessibility standards for state and local governments' digital content, this rule advances the ADA's promise of equal participate in society for people with disabilities?"

Attorney General Merrick B. Garland



Colorado's Governor's Office of Information Technology is prohibiting the exclusion of persons with disabilities from public entity services or programs. Emphasizing compliance to their rules at the state and local level by July 1, 2025.

Currently CA, NY, MA, MN & VA have passing or pending legislation to mandate accessibility



Lawsuits By The Numbers

September 2025

356

Sept 2025 Lawsuits Filed

120

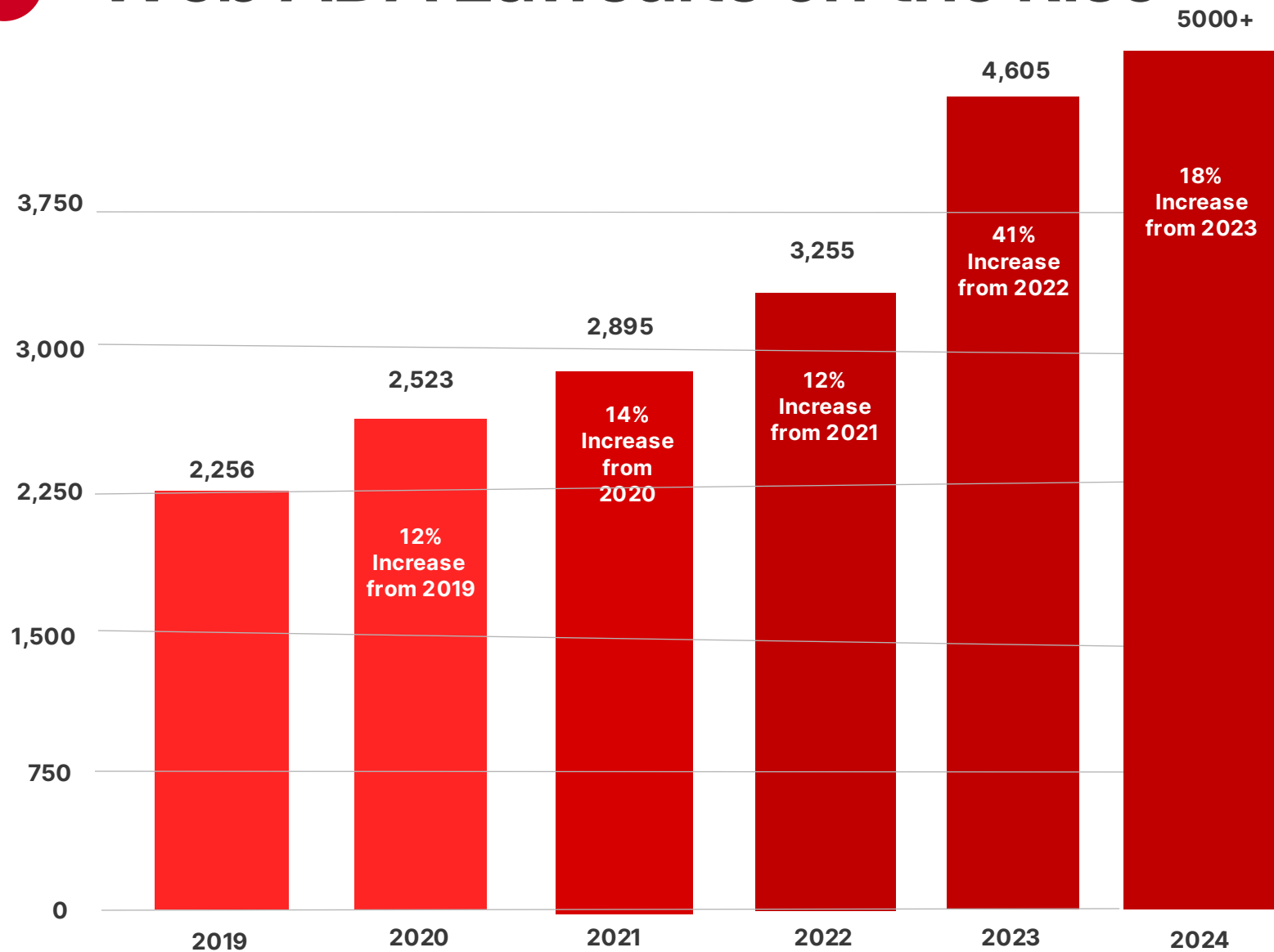
Sept 2025 Defendants
with a previous ADA
lawsuit

107

Sept 2025 Defendant
sued while using a
3rd party "widget"
only



Web ADA Lawsuits on the Rise



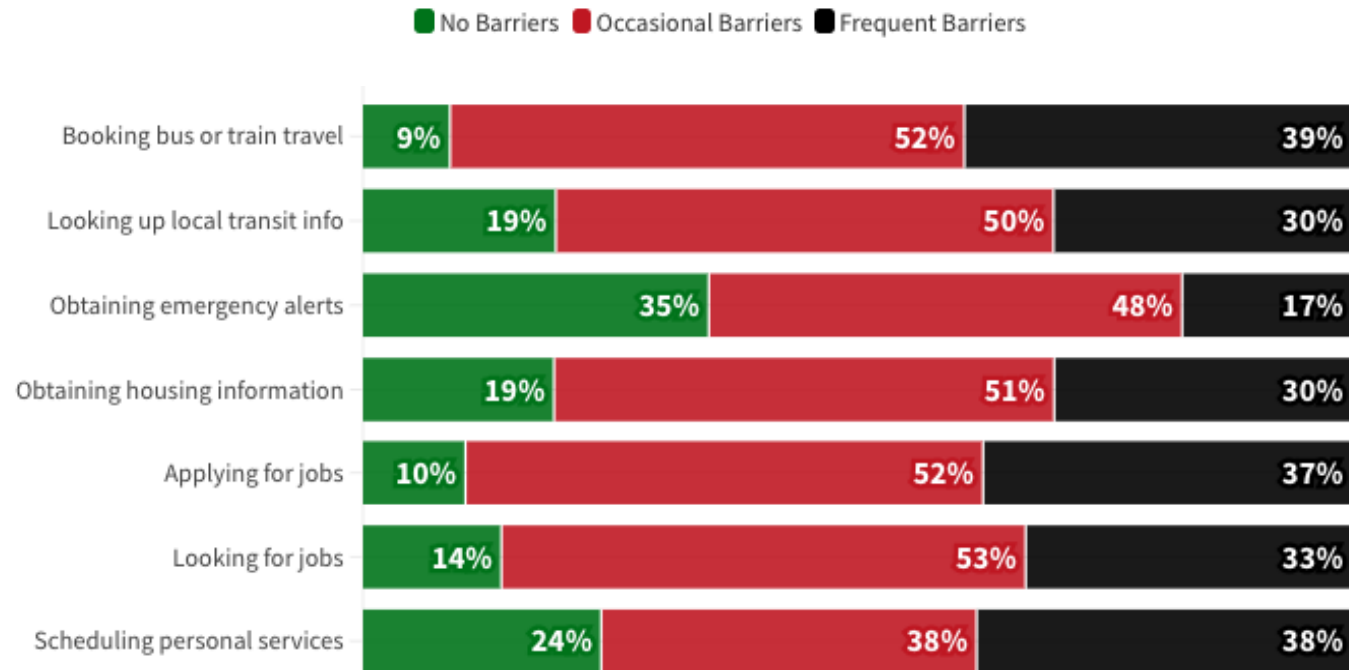
That's 1 lawsuit filed every 2 hours!

But this doesn't even come close to the estimated 100s of thousands demand letters that settle without official litigation or the OCR & DOJ complaints.



The Reality of Barriers

Website access barriers for people who are blind, have low vision and/or deafblind



1/4th of US Adult Population has a Disability

ADA Compliance Is A Team Effort



- ADA Compliance is an ongoing team effort (CivicPlus + Municipality)
- CivicPlus uses the WCAG 2.1 AA standard to design and build out our website templates
- [CivicPlus Product Updates \(Lots of Accessibility Updates\)](#)
- Our products are designed with accessibility as the backbone, and we add guardrails to keep user-added content within compliance as best we can.
- Partnered with **THREE** accessibility companies who are true leaders in the digital accessibility world

- Local government agencies are responsible for their content
- A vast majority of local government websites are **not** static
- Embedding a third party on your website? Check with them to ensure they are ADA compliant
- Audit your content on an ongoing basis
- Be prepared to respond to any legal complaints
- Use analytics to your advantage to get rid of old, outdated, and unwanted content



What the DOJ Requires

Plan

To become compliant

Audit

Audit your work: internally, then externally

Remediation

Solutions

Ongoing Maintenance

Quarterly is recommended





One Company – Three Approaches

AudioEye

- Hands-off approach for clients
- Accessibility-Focused
- Automated remediation
- Manual testing
- Continuous monitoring
- Legal protection
- Accessibility Certificate on site



Monsido

- Full website health reporting
 - Accessibility (Web + PDF)
 - Broken links
 - Misspelled words
 - Branding inconsistencies
 - Analytics
- Unlimited Training & Support



Allyant

- PDF Remediation
- PDF Remediation Tools
 - CommonLook Office
 - CommonLook PDF
- Self Guided Training Courses
- Expert Support

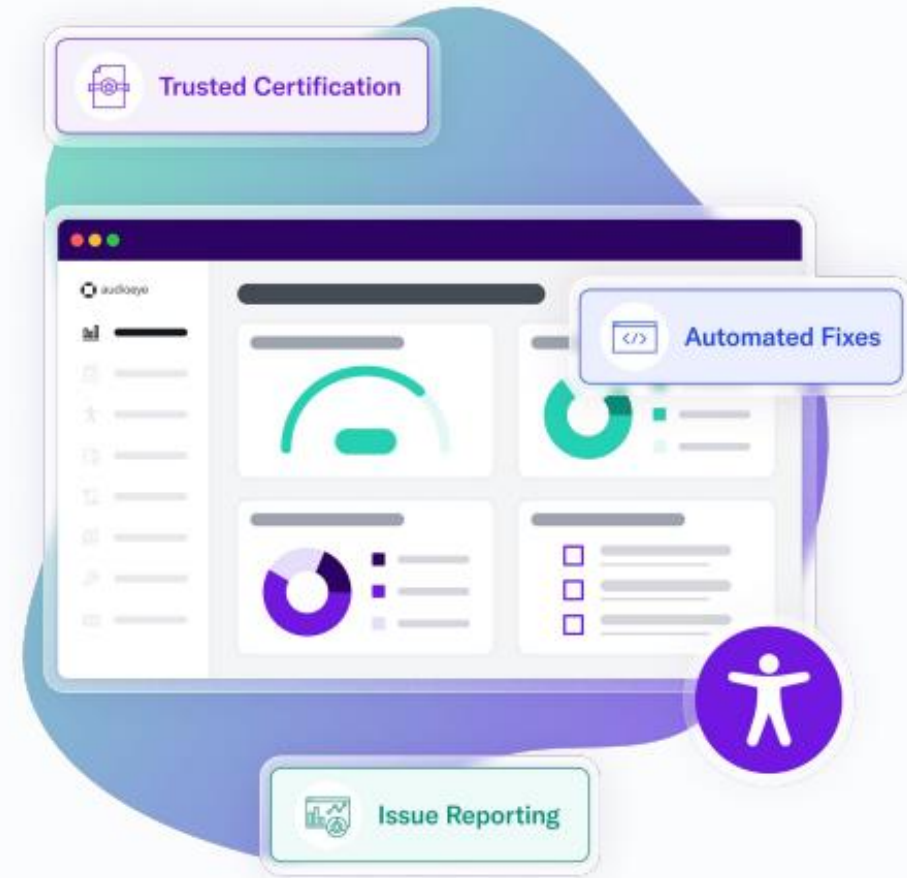


Over 2,000 government agencies trust CivicPlus for ongoing accessibility monitoring!



2025 AudioEye Promotion!

Add it today and it's free until your renewal!
Take the worry of ADA compliance off your plate and work it into the budget at your next renewal!



AudioEye Case Study – Portsmouth, VA

"The implementation of CivicPlus' AudioEye solution not only allows us to offer citizens a better experience, but it also provides us with access to a subject matter expert on digital compliance, which alleviated most of our concerns regarding Section 508."



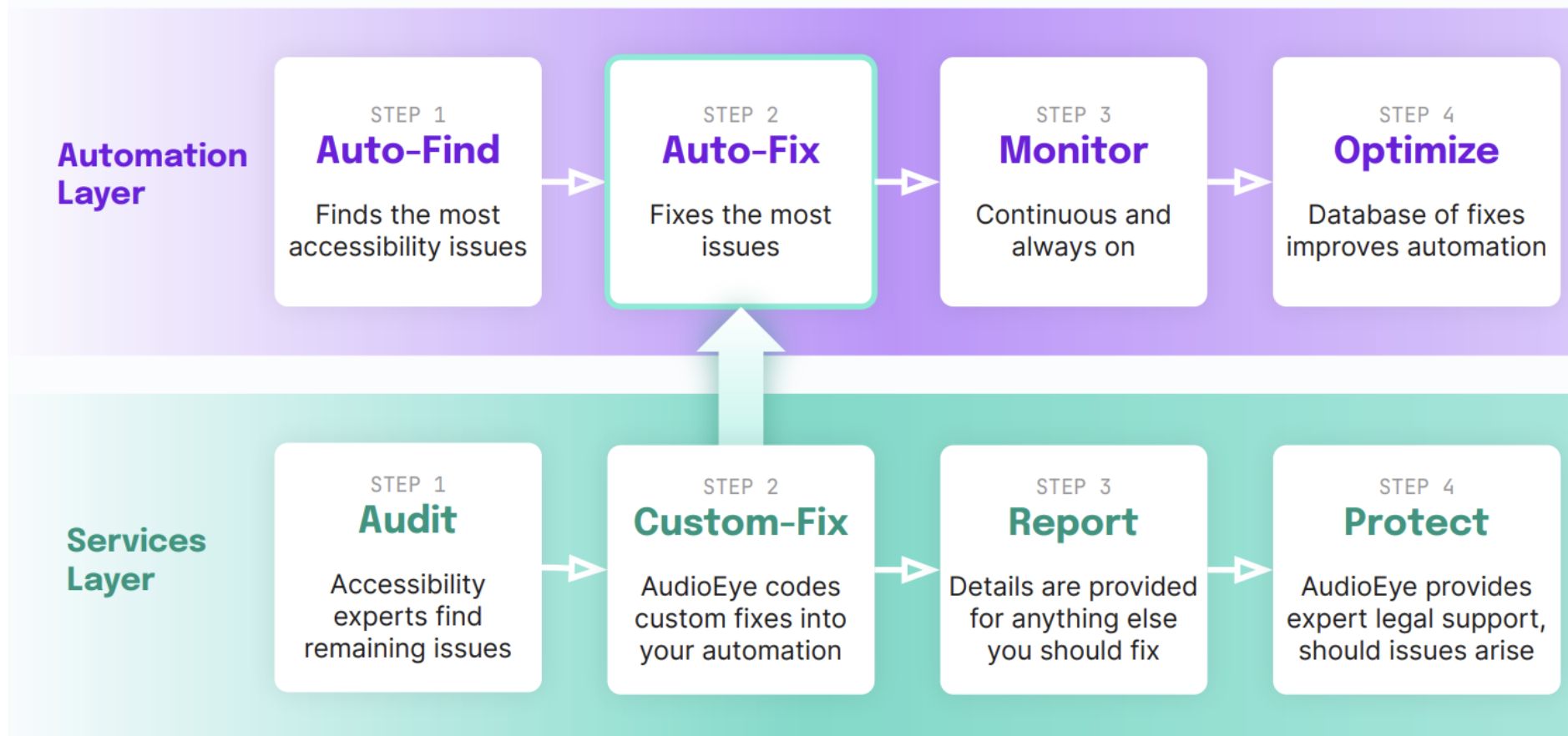


How AudioEye Works



CIVICPLUS

Automation finds and fixes a majority of common issues, leaving much less work for accessibility experts. Combined with expert support, AudioEye's platform can help provide accessibility for users while reducing compliance risk.





AudioEye Reporting

✔ AudioEye Installed

Reporting on activity from Dec 28th, 2023 - Jan 4th, 2024

Site Accessibility Score ⓘ



Issues found by fix type ⓘ



54% Resolved

20% Must fix at source

26% Needs custom fix

Issues fixed by severity ⓘ



76% High severity

24% Medium severity

0% Low severity

Top fixes applied to site ⓘ

- 1 Text size is too small →
- 2 Page has multiple page headers →
- 3 Top-level landmarks are nested →



Allyant PDF Remediation Services

CommonLook PDF Remediation Tool

- Industry-leading PDF accessibility tool to create accessible PDFs or fix existing documents faster than existing market tools (Cloud Based)
- Easily create accessible documents from the jump in house, used by more than 50% of government agencies
- Quickly identifies and helps fix accessibility issues, automating most tasks with AI
- Fast and Intuitive – does not require prior knowledge of accessibility software or standards
- Style mapping – Manage style usage and mapping to PDF tags
- Table formatting – Manage simple, complex, and presentation tables
- Includes simplified editor for less complex documents


Allyant Remediation Subscription Service

- Outsource remediation to the experts
- Prioritize your PDF's / Documents by leveraging analytics (most downloaded, most viewed, most important to your agency, etc)
- Allocate whatever amount you can towards PDF remediation (minimum \$3,000 / year)
- Send your PDF's & Documents to Allyant to remediate. Paid for out of what you allocated for that subscription service.
- Eliminate hours of remediation time and training by letting the experts handle it




Allyant PDF Remediation Tool

Stand-Out Software Features.




AI-Driven

Powerful AI to automatically tag documents—accelerating progress at the push of a button.



Easy to Use

Flexibility to choose between an advanced or simplified editor—based on technical ability and PDF complexity.



Available Everywhere

Accessible from any operating system, any browser anywhere you work—whether that's browser based or desktop download



Advanced or Simplified Editing

Choose between a more advanced editor for practitioners, or a simplified, more intuitive tool based on experience and PDF complexity.



AI-Driven Automated Tagging and Remediation

Accelerate progress with our AI-driven automated tagging feature, supporting the remediation of tables, lists, forms, and other document elements.



Manual Tagging Support

Leverage powerful prompts and tooling to more quickly and easily remediate issues that require manual review.



Fix Wizard

Follow system guidance to quickly and easily fix identified accessibility and structural issues.



Automated Bookmark Generation

Enhance navigation and usability with automatic bookmark generation—based on structural heading levels.



Multi-Standards Validation

Ensure documents conform with a selected standard including WCAG, PDF/UA, and HHS to comply with Section 508 and other laws.



Structural Validation

Validate whether a PDF follows the quality metrics of the ISO 32000-1:2008 standards, ensuring your document can be accessed and viewed properly.



Comprehensive Reporting

Document adherence to accessibility and compliance with comprehensive reports, detailing checkpoints that must be adhered to in order to meet the applicable standard.



System of Record

Track the remediation history of documents over time, remove older files, and download accessible PDFs with their corresponding Validation Report.