

ADA REVIEW AND REMEDIATION PROCESS

In 2019, I was serving as **Chief Solutions Officer** for eGov Strategies. Our flagship product, **eGov Manager**, was used by more than 100 cities and counties to manage website content and interactive applications, such as constituent service requests. Similar to **Adobe Experience Manager**, the eGov Manager was a template-driven CMS that enabled government staff to manage pages and documents at scale. Unlike **AEM**, which typically integrates complex applications via external links or APIs, many of those capabilities were built directly into eGov Manager—giving us responsibility for accessibility across both content and online services.

As our clients – particularly in Florida – began hearing of neighboring municipalities facing ADA-related lawsuits over local government website accessibility, I led an initiative to align our platform with WCAG 2.1 Level AA standards. This included reviewing industry guidance (**NLC, NACo**), WCAG specifications, and evaluating tools like **WAVE** and SiteImprove, as well as consulting with accessibility partners.

Understanding that government websites are often non-compliant due to uploaded documents such as PDFs, our approach to remediation and training extended beyond the CMS to include **accessibility practices in source documents** across Microsoft Office, PDF documents, email and video content. While we used tools like WAVE, Adobe Acrobat Pro and Microsoft Accessibility Checker as a baseline, we always supplemented our review with targeted manual validation of templates and components – particularly for reading order, color meaning and document structure.

REMEDIATION INITIATIVE

- Established WCAG 2.1 Level AA as the standard across all client sites
- Updated designer starter templates and review processes to include accessibility checks
- Emphasized ongoing compliance (not a one-time effort)
- **Defined scope across:**
 - Website content templates (pages, FAQs, events)
 - Application components (forms, transactions)
 - Document types (PDFs, Word files, agenda packets)
- **General Approach:**
 - Ensure WCAG 2.1 Level A and AA success criteria were enforced in **eGov Manager**
 - *Note: contrast items would need to be reviewed manually*
 - Review results from WAVE and manually validated identified issues
 - Perform manual reviews of PDFs using Adobe Acrobat Pro
 - Perform Error Link and select Accessibility checking w/ Screaming Frog
 - Used Screaming Frog to identify broken links and surface potential accessibility-related issues (e.g., use of “click here”)
 - Provide a remediation report summarizing accessibility and usability findings
 - Provide a User Guide that highlights accessibility best practices within
 - eGov Manager
 - MS Applications
 - PDF publishing software

REMEDIATION IMPLEMENTATION

- **Worked with eGov Manager Dev Team to implement Accessibility**
 - Ensured Accessibility of updated page templates, components and applications
 - Deployed changes to production and coordinated Acceptance Testing
- **Performed Manual review for each Client with WAVE and Adobe Acrobat Pro**
 - Ensured **0 WAVE-detected Errors** for non-contrast items – noted any exceptions
 - Noted any **color contrast Errors** (ratios of at least 4.5:1 for standard text) - WCAG 1.4.3
 - Used keyboard navigation (Tab/Shift+Tab) to verify **logical focus order and visible focus indicators** (WCAG 2.4.3, 2.4.7)
 - Reviewed each **form fields for use of OnSubmit rather than OnClick and clear labeling and error messaging** (WCAG 3.3.1, 3.3.3)
 - Ensured **text resizing up to 200% without loss of functionality or content** (WCAG 1.4.4)
 - Identified major document types (e.g. news items, meeting minutes, meeting agendas) and performed Accessibility review using Adobe Acrobat Pro
- **Provided Remediation List to Design & Development Teams, as Needed**
- **Performed spot check reviews to ensure accessibility items fixed and 0 WAVE-detected Errors**
- **Provided Accessibility Review Results & Training to Clients**
 - Provided summary of remediation results (typically contrast and forms issues)
 - Provided guidance on accessible document publishing (Word, PDF, etc.)
 - Delivered staff training and best practices for ongoing compliance
 - Established a foundation for **continuous accessibility improvement**

EXAMPLES FROM THE ACCESSIBILITY USER GUIDE

