

ADA Compliance for Local / Municipal Government

Digital Accessibility Risk Control Program

Prepared for Risk Managers and Senior Leadership

The Challenge

Local governments, including cities, towns, and counties, are required to use online channels for citizen communications, yet the standards they must uphold are unnecessarily complex. Vendors tell them what they want to hear, and limited budgets and expertise make it difficult to ensure inclusivity. Digital sprawl across departments compounds the problem, but it is a symptom, not the cause.

What the Platform Does

The platform gives you visibility across everything that is online, and accountability for what needs attention. Approved staff add their websites without bottlenecks or complexity. Pricing is per entity and covers all websites, so budget constraints do not dictate which citizens get an inclusive experience.

**"PDF sprawl is one of the biggest hidden costs in Local Government accessibility.
Automation addresses 95% of that cost."**

Risk Manager View

Seen as audit trail and accountability. Monitoring and ownership align with reporting duties and public records.

"It gives us a clear audit, actions, and records so we can demonstrate oversight."

Executive Viewpoint

Seen as workload reduction under scrutiny. A service that removes guesswork and reduces exposure without increasing staff burden. Claim support signals protection in the event of a public challenge.

"It takes accessibility off our plate and gives us something we can stand behind if challenged."

What Each Feature Delivers

A breakdown of every component within the Risk Control Program. Pricing is not per website.

The program is provided as a single payment, based on the organisation's total number of citizens, and includes everything needed to reduce the cost and remove distraction of managing ADA exposure.

Program Administration	Central coordination of your accessibility compliance program, including onboarding, scheduling, and ongoing management of all service components.
Monthly Risk Audit	An independent, automated assessment of your digital properties conducted each month. Tracks changes in risk exposure over time against a recorded baseline.
Department Risk Alerts	Notifications issued when a change in risk status is detected across any of your monitored digital properties, so issues are flagged before they escalate.
Quarterly Department Update	A structured review of compliance progress, risk trends, and outstanding actions delivered every quarter. Designed to support internal reporting requirements.
Q&A Drop-ins	Scheduled sessions where your team can ask questions about accessibility compliance, review findings, or get guidance on specific issues.
Proof of Visitor Support	Documented evidence that your website provides active accessibility support to visitors, available for use in response to complaints or legal inquiries.
Audit Trail	A timestamped record of all compliance actions, corrections, and communications. Provides verifiable evidence of ongoing oversight if challenged.
Visitor Experience Manager	A tool that manages how visitors with accessibility needs interact with your website, including the ARTY support interface.
ADA Content Correction	Identification and correction of accessibility barriers within your website content, guided by audit findings and priority ranking.
Website Full Audit	A complete assessment of your website against WCAG accessibility standards, covering structure, navigation, media, forms, and content.
PDF Inventory / Correct	A catalog of all PDFs published across your digital properties, with accessibility assessment and correction of identified barriers.
Vendor Management	Tracking and reporting on third-party vendor compliance with accessibility standards across platforms and tools used within your organization.
Claims Management	Handling of ADA demand letters and complaints, including documentation gathering, response coordination, and resolution tracking.
Digital Assets Register	A complete inventory of all your digital properties, including websites, subdomains, microsites, and third-party platforms.
Costs Coverage	Subject to Terms and Conditions and specific details of indemnity. US clients seeking coverage must review the specifics of coverage at minimum every 90 days. You are responsible for the ongoing maintenance of your website.

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