

TITLE II ADA COMPLIANCE OPERATING RECORD

Sample Evidence Pack

An illustrative example of the evidence structure PublicProof helps operators maintain for Title II digital accessibility work.

Audience	Use	Boundary
ADA coordinators, department owners, IT leads, procurement staff, counsel, and leadership reviewers.	Illustrative public sample	Operational planning material. Not legal advice or a certification of compliance.

Cover and scope boundary

Illustrative sample only. This document does not reflect a real public entity and does not constitute legal advice, compliance certification, or a final accessibility determination.

Sample entity: mid-sized county operating baseline. Evidence period: illustrative Q2 review cycle. Review status: draft package prepared for ADA, IT, procurement, communications, counsel, and executive review.

Scope area	Included in sample	Boundary
Public website	Primary website templates, program pages, alerts, and resident service entry points.	No customer traffic, resident account, or private case data is included.
Documents and PDFs	Agenda packets, meeting notices, recurring public records documents, and high-volume linked PDFs.	Sample volumes are illustrative and not tied to a real entity.
Forms and vendor systems	Permit intake, payment flow, agenda platform, and forms vendor dependency records.	Vendor names and milestones are sample operating records.

Executive summary

The sample operating record shows how leadership can review current posture without relying on raw scanner output. It summarizes scope, service-critical risk, owner assignment, vendor dependency, remediation status, exception inputs, and next-quarter priorities.

Signal	Sample status	Leadership use
Scope clarity	Primary public surfaces mapped with owner path.	Confirms the baseline is reviewable before remediation spending.
Service-critical risk	High-impact forms and document workflows separated from general web issues.	Focuses operating attention on resident-service barriers.
Vendor dependency	Three vendor-owned systems tracked with evidence requests.	Supports procurement and renewal follow-up.
Evidence readiness	Draft pack assembled with open verification needs.	Creates a repeatable quarterly review cadence.

Inventory baseline snapshot

Inventory records should show what is in scope, who owns the surface, whether a vendor controls the experience, and how important the service is to residents.

Surface	Owner	Service criticality	Status
Primary public website	Digital Services	High	Baseline in progress
Agenda packet repository	Clerk / Communications	High	Document review active
Online permit form	Planning / IT	High	Owner assigned
Payment portal	Procurement / Vendor	High	Vendor evidence requested
Parks mobile app	Parks / Vendor	Medium	Mobile review queued

Findings register sample

Findings become useful only when they are normalized into reviewable records with WCAG references, severity, owner, status, and evidence needs.

Finding	WCAG	Severity	Owner	Status
Permit form field missing programmatic label	3.3.2	High	IT / Applications	Assigned
Agenda packet PDF lacks heading structure	1.3.1	Medium	Communications	In review
Payment portal focus indicator absent	2.4.7	Medium	Vendor	Vendor response pending
Mobile app button name missing	4.1.2	High	Vendor	Escalation drafted

Remediation ownership plan

Remediation records connect findings to owner, target date, blocker, and verification criteria so the entity can operate the work rather than rediscover it every review cycle.

Workstream	Owner	Target	Blocker	Verification
Main site templates	Digital Services	30 days	None	Keyboard and screen-reader spot check
Agenda packet PDF workflow	Communications	45 days	Template volume	Tagged sample packet and publishing checklist
Permit portal form fixes	IT / Applications	45 days	Release window	Form-label retest and owner signoff
Payment portal vendor patch	Procurement	60 days	Vendor milestone	Vendor evidence plus PublicProof retest note

Vendor dependency log

Vendor-owned public-service surfaces need dated records, evidence requests, remediation milestones, and escalation paths instead of informal notes.

Vendor system	Public service	Evidence requested	Next milestone
Web CMS	Public website	ACR/VPAT and remediation plan	Owner review by next operating meeting
Forms platform	Permit and license intake	WCAG statement and release roadmap	Vendor response due in 14 days
Payment portal	Resident transactions	Open defect list and target release	Renewal-risk review if no response
Meeting platform	Public meeting materials	Accessibility commitments and template process	Escalate through contract owner

Exception inputs and next-quarter priorities

Exception candidates are review inputs only. They need owner, rationale, alternative access path, expiration or review date, and counsel or ADA review where appropriate.

Next-quarter priorities should be concrete enough for departments and vendors to operate from the same record.

Priority	Owner path	Evidence needed
Close service-critical forms	IT / Applications and ADA owner	Retest note, screenshots, and owner signoff
Remediate recurring PDF templates	Communications and Clerk	Tagged sample packets and production checklist
Obtain dated vendor commitments	Procurement and contract owners	Vendor roadmap, defect list, and next milestone
Review exception candidates	ADA owner and counsel path	Rationale, alternative access path, and review date

PublicProof record principle

Keep decisions, owners, evidence, exceptions, vendor dependencies, and remediation status in one dated operating record that can be reviewed by staff, counsel, and leadership.