

ADA Accessibility Standards Require Dedicated Staff Ownership

ADA web accessibility compliance requires clear ownership within your organization to ensure accountability, consistency and long-term compliance. To do this, you will need to designate a lead staff member or team that coordinates the municipality's ADA web accessibility efforts. This role may include:

- Overseeing website updates
- Coordinating with departments and vendors
- Tracking compliance efforts
- Serving as a point of contact for accessibility issues

Who might fill this role?

Depending on your government's staffing and structure, responsibility may sit with:

- Town clerk
- Town attorney
- An ADA coordinator or compliance officer
- IT staff
- Communications or public information staff
- A contracted web developer or accessibility consultant

Without clear responsibility, accessibility efforts can become fragmented or go unaddressed, and progress is difficult to document.