Accessibility — the settled easy-read version and the framework points

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Equal access to the service, and the fight against non-take-up · fictional document

> **Fictional document — demonstration example**
> This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

> **Fictional document**, produced for the demonstration. **It is the residents least at ease with writing and with digital tools who decide whether the service is genuinely delivered to everyone** — and they are the first to give up.

The twelve subjects, in their two versions

Version	What changes	Who chooses
Plain French	The municipality's usual wording	The resident
Easy-read	**Short sentences, one message per sentence, everyday words rather than administrative ones**	**The resident — never the agent**
Rereading before it goes to the counter	**Every easy-read version is reread and settled by the town clerk — the twelve subjects, a little over two hours in all**	**The municipality — it answers for what is written**

Easy-read is a style designed to be understood by people who read with difficulty. **No information is changed: what changes is the wording — and a shortened sentence that shifts a deadline or a document to provide no longer helps the resident: that is precisely what the rereading settles.**

The municipal website — what is a matter of wording

Point revised	What was done	Effect
Link labels	**Meaningful out of context**	**A screen reader announces the link, not “click here”**
Heading structure	Hierarchy put back in order	The page can be navigated by keyboard
Alternative text for images	Written to describe the image	Visuals stop being silent
What belongs to the site's code	**14 points listed for the provider**	**Contrast, forms, navigation — outside the agent's scope, and it says so**

The national accessibility framework is the reference standard that applies to public websites. **The agent does not declare the site compliant:** it handles what is a matter of wording and hands the provider the list of what belongs to the code.

Help with online procedures — where non-take-up is decided

What the agent does	What it never does
It gives the list of documents to prepare BEFORE starting	**It logs into no account on a resident's behalf**
It reads the screen with the person and explains what is being asked, and why	**It completes no procedure in their name**
It flags missing documents before validation	**It validates nothing: the resident types and the resident validates**

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The most frequent point of abandonment is not technical: the person starts, a supporting document is missing, they close the page and never come back. **Giving the list of documents before starting removes the cause, not the symptom.**

What it produced over a quarter

Measure	Value	Reading
Supported online sessions	**47**	—
of which completed	**41**	**The other 6 were waiting for a document to be obtained elsewhere**
Saturday morning digital drop-in	**22 people received**	One hour a week
of whom had never set foot in the town hall during opening hours	**14**	**That one is not counted in hours, and it may be the only one the elected members remember**

> **The Saturday drop-in is held by the agent, with the town hall secretary reachable** for anything outside the twelve subjects. **It adds no opening hours to fund and takes none away from residents.**

For the municipality to settle

Weekly digital drop-in slot: _____

> **Request a demo with your own documents**
> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
> https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-secretaire-de-mairie

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