

## MEMORANDUM

To: Manatee County Commissioners  
From: Nicholas Azzara, Information Outreach Manager  
Date: Dec. 5, 2018  
Subject: ADA Compliance -- Communications



Commissioners, this is a brief note to summarize the topic Rachael Taft and I plan to deliver at next week's BCC work session. We want to bring to your attention new accessibility standards for our website that will improve the County's compliance with the Americans with Disabilities Act (ADA).

Manatee County launched a redesigned website in 2018 and it meets most ADA requirements. However, there remains a need to address compliance issues related to PDF documents that are regularly uploaded to the site. Information Outreach aims to lead an organizational effort to address ADA compliance issues on several fronts:

- Staff training – An ADA compliance vendor has offered to provide training sessions for key Manatee County departmental representatives at a cost of \$3,500.
- Accessible templates – The vendor has completed and provided the County with several ADA-compliant templates for use throughout the organization. Letterheads, memos and brochures have been standardized in an ADA compliant format that ensures most common documents are being created in an accessible format without hassle. The cost for these materials is \$1,888.
- Expanded site monitoring – The County currently subscribes to a site monitoring service that checks for misspelled words, broken web links and other errors. For an additional \$2,000 per year we have expanded the service to send alerts when non-compliant documents have been accidentally posted to the website.
- An online forms solution – We need to find a way to replace the outdated practice of downloading PDFs for users to fill in, print, sign and email back to the County. For a yearly cost of \$990 we can replace these with online fillable forms.
- Captioning – as part of this project we will also be considering products or services that will provide closed captioning for the sight impaired who view offerings on Manatee Government Access channel (MGA) and on our YouTube station. Video content including live County Commission meetings to on-demand programs produced in house should be captioned in the future to ensure programming is accessible to the deaf and hearing impaired.

We look forward to your involvement and questions as we present this proposed ADA compliance plan to you at next week's work session.