



MEMORANDUM

TO: The Honorable Mayor and Town Council
FROM: Jeffrey Smith, Deputy Clerk/Administrative Assistant
COPY: Perry Hickman, Assistant Town Manager
DATE: October 1, 2026
SUBJECT: PDF Accessibility and DocAccess Planning

SUMMARY This item updates Council on staff's review of PDF accessibility and CivicPlus DocAccess. The ADA Title II web accessibility rule sets an April 26, 2028 compliance date for small public entities, including the Town, for covered web content and mobile applications to meet WCAG 2.1 Level AA. Staff plans to seek a new DocAccess quote closer to that deadline and return to Council if a purchase is recommended. No Council action is requested at this time.

BACKGROUND As presented to Council in April, online documents, forms, meeting materials, and other digital services are priorities for accessibility work. CivicPlus's preliminary scan found accessibility issues in 374 of 375 PDFs on the Town website, with 2,044 issues identified and an average document score of 32%. According to CivicPlus, DocAccess scans PDF links and provides mobile-friendly, screen-reader-compatible HTML versions while retaining the source PDFs. It also advertises processing for newly posted PDFs, alternative text, translation, live visual interpretation, and a monitoring dashboard. Staff would need to evaluate the service's output; the Town must also address other covered content and effective communication obligations.

CURRENT APPROACH Staff estimates that manually addressing the current PDF backlog could require approximately 561 staff hours and more than \$20,000 in staff time, potentially requiring additional capacity. In the meantime, staff will prioritize documents used to access Town services or participate in public meetings, improve accessibility when posting new materials, and review which older documents may qualify for regulatory exceptions.

PRIOR QUOTE FOR PLANNING PURPOSES

Cost component	Year 1	Year 2 if renewed
Implementation	\$1,500.00	—
Annual service	\$3,291.00	\$3,455.55*
First-year discount	(\$493.65)	—
Total	\$4,297.35	\$3,455.55*

*Illustrative Year 2 amount applies the stated 5% uplift to the \$3,291 annual service list price. The prior quote (Q-126079-1) expired September 4, 2026. These figures are historical planning estimates, not current pricing or a request to expend funds.

NEXT STEPS Staff will continue preparing the Town's digital content for the April 2028 deadline and will request an updated DocAccess quote for an extended term to leverage a better cost option closer to the DOJ Compliance deadline. Any later proposal will include contract terms and an assessment of how the service fits the Town's remaining accessibility work for Council consideration.