

memo

NORTH DELTA WATER AGENCY

To: Melinda Terry
From: Cindy Tiffany
Date: 07/14/22
Re: ADA Compliance for Website

In an effort to ensure compliance with new state laws on American Disabilities Act (ADA) required for public agency websites, I have been researching options to help NDWA with updating its website.

Our current website is managed by staff internally and the Agency uses Go Daddy to both host and design our website. Most companies that I have investigated, offer ADA compliance, but would require us to completely redo our entire website. They would take all of our current content and migrate it to their own design format and host it for us as third parties. In the design phase they would set up templates for us to use that would help with ADA compliance but would not insure it. Every time new content is put on the website, we would need to make sure it met the requirements ourselves. The cost for a new website to be developed ranges between \$10,000 and \$20,000 and then there would be ongoing hosting fees on a monthly/annual basis. Adding new content would be through a new design program that we would need to be trained on.

Through my research, I have also found a company call Monsido that offers a software solution for websites that allows you to maintain your current website and hosting service. One of the services they provide is helping with ADA compliance and website accessibility. If you purchase their subscription, they run daily scan of your website and flag accessibility issues per the current law. They do not fix the issues but give you the items that need to be addressed and tell you how to fix them. They also offer training and additional support if you do not understand their fix. Some of the things they search for are broken links, alternative text on images/links, etc. They also track your productivity on implementing ADA fixes as time goes on. This scanning by Monsido allows NDWA to how much it has improved the accessibility with your website so that if the Agency does get flagged with an ADA compliance issue it can show the progress that has been made, which could help from a legal aspect. As part of the Monsido subscription, there is also a special overlay tool that is included on our website that allows visitors to change the appearance to accommodate different disabilities (ie: a person with Dyslexia can change the font to Open font that is easier to read). Monsido works with lots of local government agencies, including SMUD, City of Woodland, City of Sacramento, and Cal Trans. The costs for Monsido's services are provided through an annual subscription based on the number of web pages an agency has. Due to NDWA's small website, the Agency is in their lowest tier, which costs \$2,674 per year.

My recommendation is that we purchase the Monsido annual subscription to help improve our ADA accessibility as required under state law. This investment will allow NDWA to show it is making an effort to comply with the law and potentially save NDWA from incurring any fines and penalties for non-compliance complaints against the Agency.
