MEMORANDUM

TO: Community Relations Committee

FROM: Stephanie Calvillo
          Communications and Marketing Coordinator

DATE: March 4, 2026

SUBJECT: Website Accessibility Compliance –Update

Background

At a previous meeting, staff provided an overview of new federal website accessibility requirements under Title II of the Americans with Disabilities Act (ADA). The Department of Justice's 2024 rule requires state and local governments to ensure that websites and mobile applications meet Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards.

For municipalities serving fewer than 50,000 residents, including the Village of Lombard, compliance must be achieved by April 26, 2027.

Following the committee's discussion, staff began working with the Village's website platform provider, CivicPlus, to review tools and strategies that would support accessibility improvements and help prepare for compliance with the federal requirements.

Process Update

Since the committee's initial discussion, Communications staff have met several times with CivicPlus representatives to review accessibility tools available through the Village's website platform. Staff have also participated in webinars and informational sessions focused on ADA digital accessibility requirements to better understand compliance expectations and implementation practices.

Through this process, two tools were identified that would support the Village's accessibility efforts. Together, these tools address two of the most common accessibility challenges for municipal websites: website content accessibility and accessibility of posted documents such as PDFs and forms.

AudioEye Managed Accessibility Service: AudioEye provides automated scanning and remediation support for website accessibility issues and assists with ongoing monitoring to help ensure compliance with WCAG standards. The platform includes 24/7 accessibility monitoring, automated WCAG issue testing and fixes, expert testing, developer tools, and legal protection, helping organizations create accessible digital experiences for all users.

DocAccess Document Accessibility Platform: DocAccess addresses accessibility challenges related to PDF documents posted on municipal websites. The platform scans documents and converts them into accessible HTML versions, allowing screen readers and assistive technologies to interpret the information more effectively. The conversion process also helps ensure documents are mobile-friendly and easier to view on phones and tablets. The platform can also translate documents and forms into multiple languages to improve accessibility for residents. Additional information about the platform is available in this [overview DocAccess video](#).

Quotes for both tools are attached for the Committee's reference.

Cost

If implemented, the estimated costs for the two accessibility tools are as follows:

- **AudioEye**
  - Year 1 prorated cost: $1,500
  - Estimated annual recurring cost thereafter: $6,200

- **DocAccess**
  - Year 1 prorated cost: $10,182.99
  - Estimated annual recurring cost thereafter: $11,755.80

Staff also received a promotional offer that would provide six months of DocAccess service at no cost during the initial implementation period.

The combined estimated annual cost for both tools would be approximately $17,955.80 after the first year.

Staff Recommendation

Staff recommends that the Community Relations Committee review the proposed accessibility tools and provide feedback regarding the Village's approach to implementing these solutions. Committee input will help guide staff as the Village continues preparing for compliance with federal website accessibility requirements ahead of the April 2027 deadline.