



Local Agency Formation Commission of Napa County
Subdivision of the State of California

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We Manage Local Government Boundaries, Evaluate Municipal Services, and Protect Agriculture

Agenda Item 6e (Consent/Information)

TO: Local Agency Formation Commission

PREPARED BY: Stephanie Pratt, Staff Analyst *SP*

MEETING DATE: April 6, 2026

SUBJECT: Digital Accessibility Requirements and April 2026 Deadline

SUMMARY

This is a consent item for information purposes only. Accordingly, if interested, the Commission is invited to pull this item for additional discussion with the concurrence of the Chair. No formal action will be taken as part of this item.

The U.S. Department of Justice has updated Title II of the Americans with Disabilities Act, mandating that state and local government digital services, websites, and apps comply with WCAG 2.1 Level AA standards by April 24, 2026. This regulation requires adherence to POUR principles—Perceivable, Operable, Understandable, and Robust—for all public-facing digital content. The new rules necessitated immediate, proactive audits and remediation to ensure accessibility for individuals with disabilities.

Staff have researched the best available options and signed a three year contract with DocAccess which is a part of our web host, Streamline. They were both purchased recently by CivicsPlus a larger and reputable partner with many government entities.

Staff has been advised by ACO to use GL Object Code 53115-Subscriptions but look into adding an additional line item number we don't currently have, of 52490-Other Professional Services.

ATTACHMENT

- 1) DocAccess Service Agreement FY27-29

Beth Painter, Chair
Councilmember, City of Napa

Paul Dohring, Commissioner
Councilmember, City of St. Helena

David Oro, Alternate Commissioner
Councilmember, City of American Canyon

Belia Ramos, Vice Chair
County of Napa Supervisor, 5th District

Anne Cottrell, Commissioner
County of Napa Supervisor, 3rd District

Joelle Gallagher, Alternate Commissioner
County of Napa Supervisor, 1st District

Kenneth Leary, Commissioner
Representative of the General Public

Eve Kahn, Alternate Commissioner
Representative of the General Public

Brendon Freeman
Executive Officer

✓ Agreement was successfully signed by Stephanie Pratt on March 9, 2026 at 3:22 PM PDT.
Agreement is in effect until June 30, 2029.



Accessible Document Service Proposal

Transform Your PDFs into Fully Accessible, Searchable, and Translatable Documents

PREPARED FOR

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Executive Summary

Napa Local Agency Formation Commission faces a critical deadline for PDF accessibility compliance. After analyzing **2,589** links across its web properties, the DocAccess tool discovered **2,426** documents containing approximately **10,000** pages. With this agreement, DocAccess will ensure **all current and future documents on napalafco.specialdistrict.org** are served in an accessible format. Traditional remediation of all these documents would cost approximately **\$70,000** or could take **42 weeks** of dedicated staff time.

DocAccess offers an immediate, cost-effective solution at just \$280 per month – that's **95%** less than traditional remediation in the first year alone, with instant deployment and ongoing compliance.

The Accessibility Challenge

Under the Americans with Disabilities Act (ADA) and recent Department of Justice guidelines, all public-facing digital content must be accessible to people with disabilities. This includes:

- ✓ Meeting WCAG 2.1 AA standards for all PDF documents

- ✓ Providing equal access to information for all users

- ✓ Avoiding costly lawsuits and compliance penalties

- ✓ Serving your community's **15-20%** of residents with disabilities

- ✓ **Supporting Napa County's linguistically diverse residents by making LAFCO documents accessible to households that speak a language other than English at home—including a significant Spanish-speaking community—helps ensure broader participation in local governance (U.S. Census Bureau, American Community Survey).**

The DocAccess Solution

DocAccess transforms your existing PDFs into fully accessible documents without changing your files or website structure. Our cloud-based solution provides:



Instant Accessibility

Automatic conversion to screen-reader compatible HTML with proper semantic structure and WCAG 2.1 AA compliance.



250 Language Translation

Real-time translation powered by Google Translate, prioritizing languages spoken in your service area.



AI-Powered Search & Q&A

Users can search within documents and ask questions in plain language, getting instant answers in their preferred language.



Live Visual Interpretation

24/7 access to professional interpreters via Aira for users who need additional assistance - included at no extra cost.



Mobile Optimization

Responsive design ensures perfect viewing on all devices, from smartphones to desktop computers.



Smart Image Description

AI-generated comprehensive alt-text for all images, charts, maps, and diagrams following WCAG best practices.

Technical Excellence & Compliance



DocAccess is built on industry-leading standards and partnerships:

- ✓ Full WCAG 2.1 AA compliance verified by VeraPDF validation
- ✓ Section 508 and ADA Title II & III compliance
- ✓ ISO 14289 (PDF/UA) standard adherence
- ✓ Tested with all major screen readers (JAWS, NVDA, VoiceOver)
- ✓ Regular audits by accessibility experts
- ✓ Continuous improvement through user feedback

Simple Implementation Process

Quick Installation (15 minutes)

1

Add one line of code to your website - similar to Google Analytics. Works with any CMS or platform.

Automatic Processing (24 hours)

2

DocAccess scans and processes all your PDFs, creating accessible versions without touching your original files.

Go Live & Stay Compliant

3

Your PDFs are now fully accessible. New documents are processed automatically. Full dashboard for monitoring.