TOWN OF MIAMI LAKES, FLORIDA
REGULAR AGENDA
Workshop

December 17, 2019
7:30 PM
Government Center
6601 Main Street Miami Lakes, FL33014

Video stream of meetings can be viewed here:

https://pub-miamilakes.escribemeetings.com

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1. **CALL TO ORDER**

2. **MOMENT OF SILENCE**

3. **PLEDGE OF ALLEGIANCE**

4. **PUBLIC COMMENTS**

All comments or questions from the attending public to the Council shall be directed to the Mayor, in a courteous tone. No person other than the Council and the person recognized by the Mayor as having the floor, shall be permitted to enter into discussion without the permission of the Mayor. To ensure the orderly conduct and efficiency of the meeting, public comments shall be limited to three (3) minutes maximum per person; however, the Mayor may authorize the extension of the aforesaid time frame, and any extension shall apply to other individuals speaking on the same subject.

No clapping, applauding, heckling, verbal outburst in support of, or in opposition to a speaker or his/her remarks shall be permitted. Should a member of the audience become unruly, or behave in any manner that disrupts the orderly and efficient conduct of the meeting, the Mayor is given the right and the authority to require such person to leave the Council Chambers.

As a courtesy to others, all electronic devices must be set to silent mode to avoid disruption of the proceedings.

Remote Public Comments: Please register with the Town Clerk from the date the agenda is released to the date before the meeting. For additional information, please

contact clerk@miamilakes-fl.gov

Live Remote Public Comments: Livestreamed meetings will now allow the submission of Live Remote Public Comments. If you wish to be part of the scheduled Zoom meeting, please join the meeting by clicking on the URL Link below:

Live Remote Public Comments

5. ITEMS FOR DISCUSSION OR ACTION

a. Updates on ADA Compliance

6. ADJOURNMENT

This meeting is open to the public. A copy of this Agenda and the backup therefore, has been posted on the Town of Miami Lakes Website at miamilakes-fl.gov and is available at Town Hall, 6601 Main Street, Miami Lakes 33014. In accordance with the Americans with Disabilities Act of 1990, all persons who are disabled and who need special accommodations to participate in this meeting because of that disability should contact Town Hall at 305-364-6100 two days prior to the meeting.

Anyone wishing to appeal any decision made by the Miami Lakes Town Council with respect to any matter considered at this meeting or hearing will need a record of the proceedings and for such purpose, may need to ensure that a verbatim record of the proceedings is made which record includes the testimony and evidence upon which the appeal is to be based.

Any member of the public wishing to speak on a public hearing matter on this Agenda or under public comments for items not on this Agenda, should fill out a speaker card and provide it to the Town Clerk, prior to commencement of the meeting. Any person presenting documents to the Town Council should provide the Town Clerk with a minimum of 15 copies.

Town of Miami Lakes
Memorandum

To: **Honorable Mayor & Councilmembers**

From: **Edward Pidermann, Town Manager**

Subject: **Update on ADA Compliance**

Date: **December 17, 2019**

Recommendation:

Please see attached PowerPoint Presentation.

ADA & Technology
Workshop Session
December 17th, 2019
SP²I Office

Agenda

1. Quick Facts/Statistics
2. Legal Landscape - Overview
3. Laws, Guidelines and Enforcement: Content & Website
4. TOML Website - Audits and Performance
5. Steps Taken by Other Municipalities
6. Options to Improve Conformance with ADA
7. Questions?

Meeting Adjourn

Over 1 billion people

(15% of the world's population)

live with some form of disability*

Visual
8.1 millions

Auditory
7.6 millions

Motor
15.2 millions

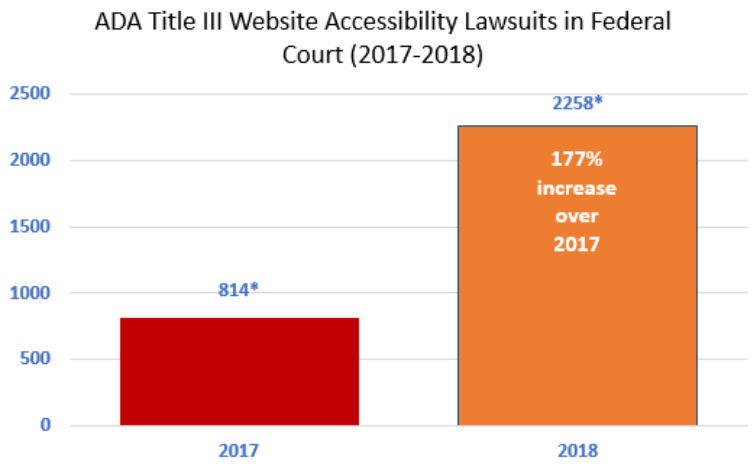
Cognitive/Learning
15.2 millions

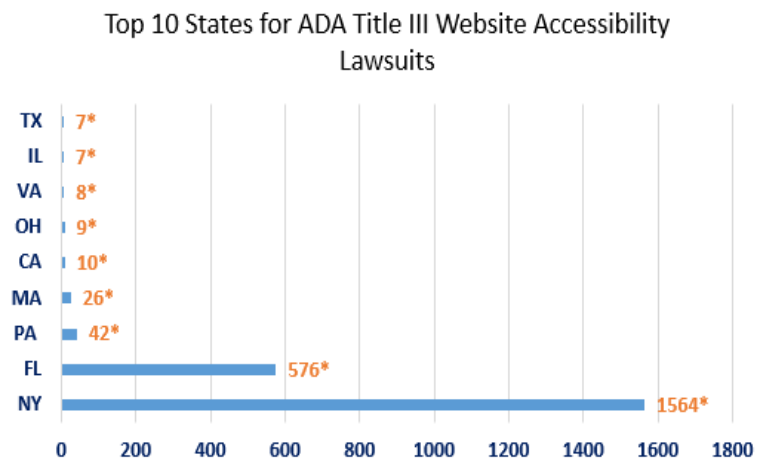
56.7 million Americans have some type of disability

*source: The World bank

Why is Digital Accessibility so Important?

It's about removing barriers, equal access for everyone…and it's the law





ADA web accessibility-related lawsuits were recorded in every state, but two stand out the most: New York and Florida.

726	Number of web accessibility lawsuits filed in 2018 as of December 20.	1471
61	Average number of cases filed per month in 2018	123
32%	The percentage of lawsuits that came from each state in 2018	64%

4% of lawsuits came from other states such as **Texas**, **Massachusetts**, **California**, **Georgia** and **Pennsylvania**

Lawsuits - Overview

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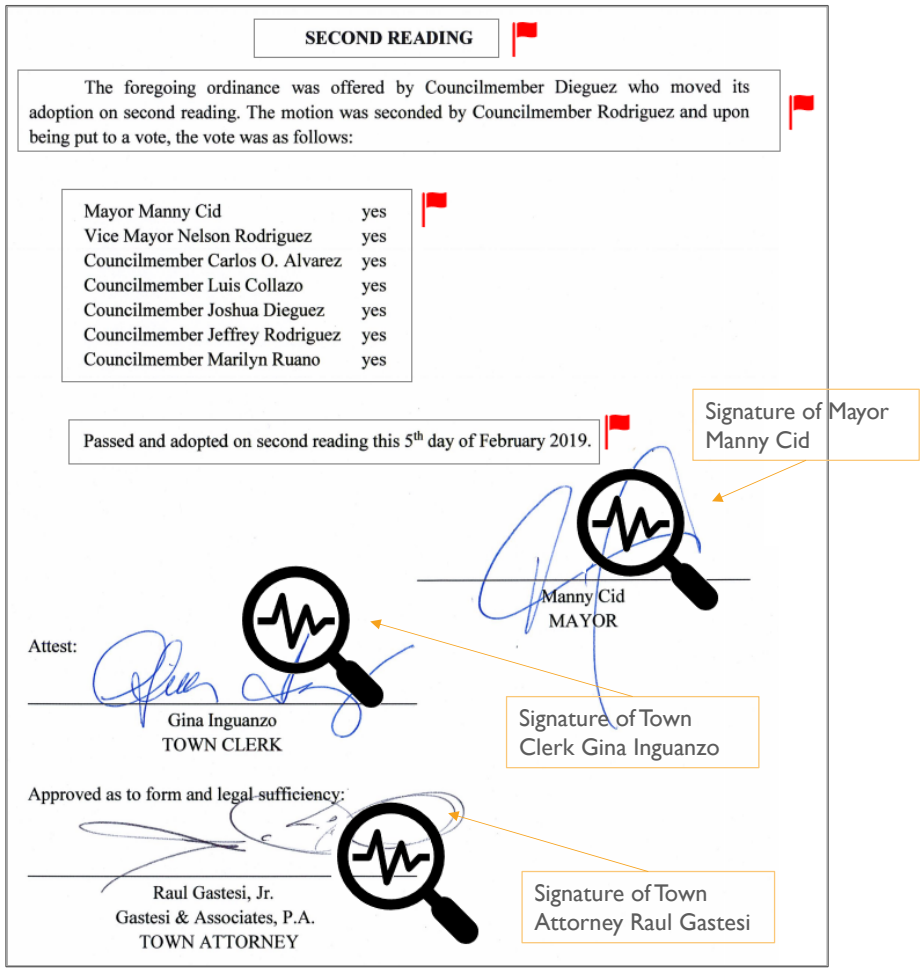


SECOND READING

The foregoing ordinance was offered by Councilmember Dieguez who moved its adoption on second reading. The motion was seconded by Councilmember Rodriguez and upon being put to a vote, the vote was as follows:

Mayor Manny Cid	yes
Vice Mayor Nelson Rodriguez	yes
Councilmember Carlos O. Alvarez	yes
Councilmember Luis Collazo	yes
Councilmember Joshua Dieguez	yes
Councilmember Jeffrey Rodriguez	yes
Councilmember Marilyn Ruano	yes

Passed and adopted on second reading this 5th day of February 2019.

Signature of Mayor Manny Cid

Manny Cid
MAYOR

Attest:

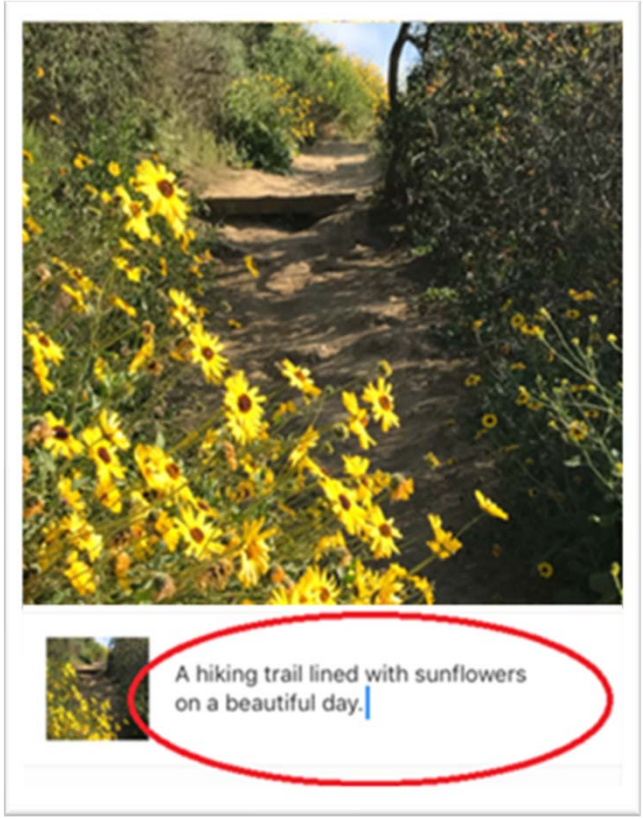
Gina Inguanzo
TOWN CLERK

Signature of Town Clerk Gina Inguanzo

Approved as to form and legal sufficiency:

Raul Gastesi, Jr.
Gastesi & Associates, P.A.
TOWN ATTORNEY

Signature of Town Attorney Raul Gastesi



OCR –> Text Recognition + Manually Labeling Images, Signatures, Artwork…

Visual	Hearing	Motor	Cognitive
• Blindness • Low vision • Color blindness	• Deafness • Hearing impairments	• Difficulty or inability to use hands • Tremors • Muscle slowness • Limited fine motor control	• Learning disabilities • Disabilities affecting memory • Attention • Problem solving • Logic

- **The DOJ is considering proposing WCAG 2.0 Level AA as the accessibility standard for websites and web content.**
- **The DOJ noted that WCAG 2.0 has become the internationally recognized benchmark for web accessibility (the Revised 508 Standards are based on WCAG 2.0)**
- **A final rule specifying technical standards under the ADA has not been adopted yet. Until the DOJ adopts specific technical requirements for web accessibility in a final rule, there is flexibility in determining how to make websites compliant with ADA**

Compliance – Digital Accessibility

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Current Status

- TOML Website developed in 2012
- Remediation & Self Audit (June 2018)
  - ✓ Current Provider: Xomatech
  - ✓ Achecker – No issues
- 3rd Party Compliance Independent Audits (Oct 2019):
  - ✓ Monsido +250k issues/risks
  - ✓ AudioEye +240k issues/risks
- Mobile friendly:
  - ✓ TOML Vs City of Miami

audioeye

Evaluation ID 29499 | Report Generated 10/21/2019

Website Overview

The results of this evaluation serve as a starting point for understanding and tracking your website's accessibility status. Assessing the status of certain best practices requires human review, as the results of Automated Testing do not cover elements that return test results that are subjective or require manual observation. Use the information provided below to improve the usability and accessibility of your website.

Result on day 1 with the AudioEye javascript installed.

Issues

Classification	Remaining
Errors	E 17,072
Risks	R 233,125

monsido.

Accessibility Report
Generated: Thu, 24 Oct 2019 00:06

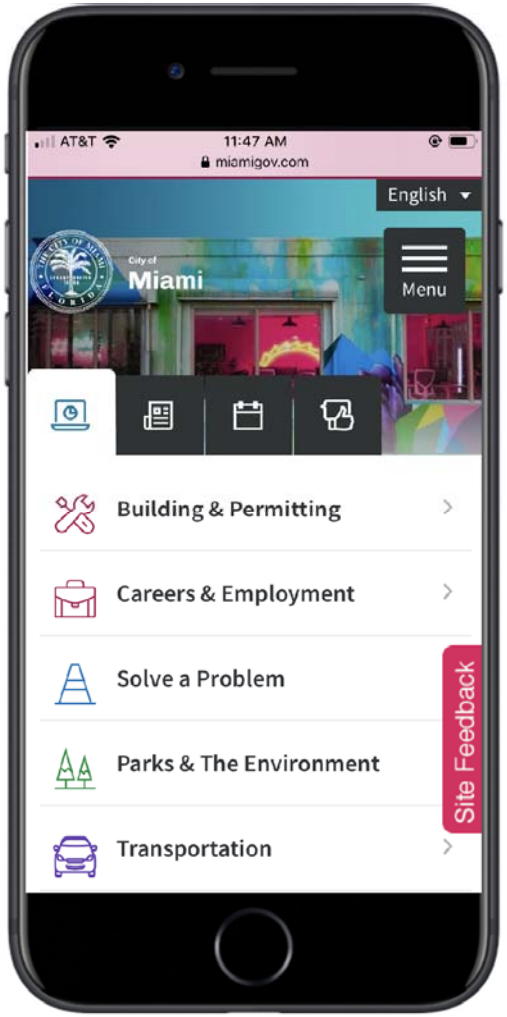
Report for: https://www.miamilakes-fl.gov/ - 500 pages
Crawl done at: Sat, 19 Oct 2019 08:05

Accessibility Report

Overall Accessibility compliance status (92 out of 164 passed) 57%

Crawl information

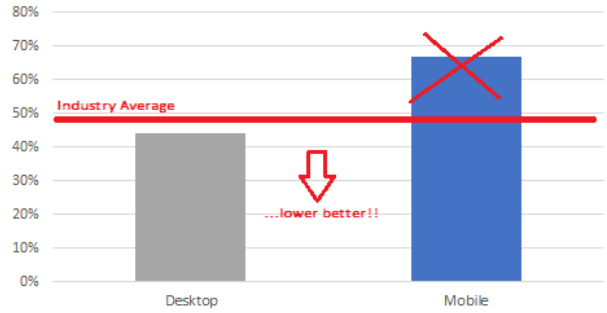
Pages scanned	500
Pages with issues	417
Total issues	260,747



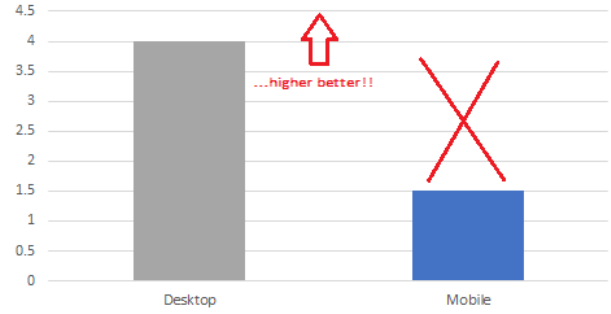
TOML Website – Desktop Vs. Mobile

- **Website Access: 350k (last 3 years):**

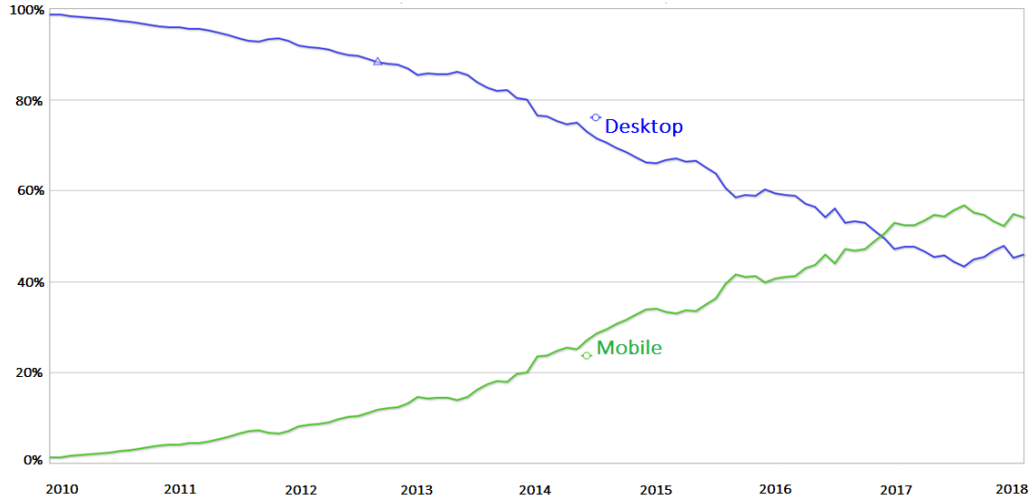
- **Hard Bounce Rate*:**



- **Aver. Session Duration**:**



Desktop Vs. Mobile Worldwide Web Access Share 2010-2018



*Hard Bounce rate:: % of visitors who enter the site and leave rather than continuing to view or accessing other pages within the same site.

**Aver. Session Duration: Amount of time (in minutes or seconds) visitors have spent in a website

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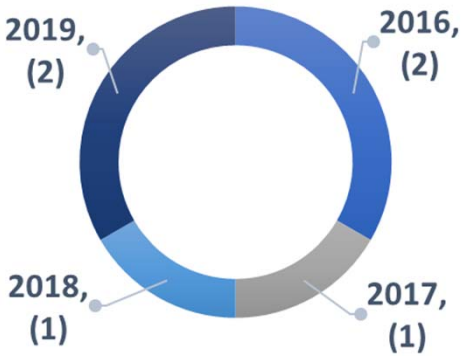
Who Responded?

- Miami Dade County
- City of Coral Gables
- Village of Pinecrest
- North Bay Village
- City of Doral
- City of Miami

Developed New Websites



Top Priorities:

- Train Staff
- Finance, Legal, Clerk
- Remediate Old Content
- Convert New Content
- Acquire Necessary Tools

Left or Removed Non-ADA Content

5 out of 6 Left Content

1 out of 6 Removed Content

Key Outcomes

- 50% installed websites' ADA auditing tools
- 66% sending docs to 3rd party remediation services
- 83% contracted 3rd party website designers/developers
- 100% still defining the process of complex remediation

Steps Taken by Other Municipalities to Conform with ADA

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Steps & Options

1
- In-house and/or 3rd Party (per priority/request)
- Replace non-compliance docs

2
- Redesign & deploy new site
- Overlay a JAVA script (mask)

3
- Auditing content tool
- Auditing website tool
- Create accessible Docs Get-Go

Steps/Options to Improve ADA Compliance

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Data Analysis

- Simple docs: 4,000 PDF files (equiv. to 600,000 pages)
- Complex docs: 200 PDF files (equiv. to 20,000 pages)
- No more than 3 years of data is been accessed or downloaded
- Cost to Remediate all Content via 3rd Party: $8M to $10M

Recommendation:

- Remove Content 4 years old or more
- Remediate Last 3 years
- Develop New Website
- Acquire Remediation Tools
- Train Personnel

Estimated Investment:

Item	One-Time Cost	Recurrent Cost
Basic Docs (1 FTE + Temp/Help)	$45,000	$30,000
Complex Docs (3rd Party)	$60,000	$20,000
New Website	$70,000	$15,000
Remediation Tools	$10,000	$10,000
Training	$5,000	$1,000
GRANT TOTAL	$190,000	$76,000

ADA compliance isn't a pass-fail test. Rather, it's a spectrum…

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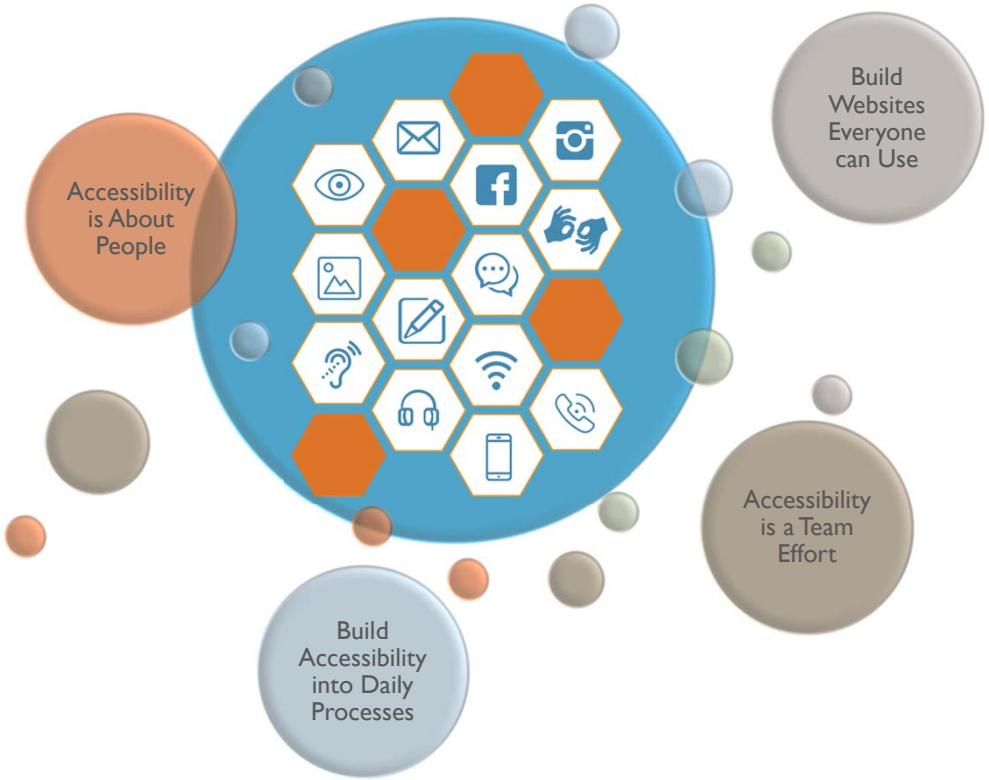

Questions?

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