

SB 929 and AB 2019: Website compliance for California Healthcare Districts



STREAMLINE

Find us @
StreamlineGov



Sloane Dell'Orto



This is us.

Streamline:

4 years, 320
special district
websites, 500+
local government
agencies using our
free compliance
tools.

Digital

Deployment:

15 years, 300+
websites for
nonprofits,
institutions and
associations.



STREAMLINE

What we'll cover

Posting requirements:

Public Records Act

The Brown Act

State Controller Reports

AB 2019: Healthcare District Website Additional Requirements

Formatting requirements:

“Open Data”

Section 508 Compliance

Public Records Act

☐ SB 929

Our district has created and maintains a website

Passed in 2018, all independent special districts must have a website that includes contact information (and all other requirements) by Jan. 2020

☐ SB 272

Our Enterprise System Catalog is posted on our website

All local agencies must publish a catalog listing all software that meets specific requirements—free tool at getstreamline.com/sb272

☐ AB 2853 (optional):

We post public records to our website

This bill allows you to refer PRA requests to your site, if the content is displayed there, potentially saving time, money, and trees

The Brown Act

☐ AB 392:

Agendas are posted to our website at least 72 hours in advance of regular meetings, 24 hours in advance of special meetings

This 2011 update to the Act, originally created in 1953, added the online posting requirement

☐ AB 2257:

A link to the most recent agenda is on our home page, and agendas are searchable, machine-readable and platform independent

Required by Jan. 2019—text-based PDFs meet this requirement, Microsoft Word docs do not

State Controller Reports

☐ Financial Transaction Report:

A link to the Controller's "By the Numbers" website is posted on our website

Report must be submitted within seven months after the close of the fiscal year—you can add the report to your site annually, but posting a link is easier

☐ Compensation Report:

A link to the Controller's PublicPay website is posted in a conspicuous location on our website

Report must be submitted by April 30 of each year—you can also add the report to your site annually, but posting a link is easier

Open Data

☐ AB 169:

Anything posted on our website that we call "open data" meets the requirements for open data

Defined as "retrievable, downloadable, indexable, and electronically searchable; platform independent and machine readable" among other things

Section 508 ADA Compliance

☐ CA gov code 7405:

State governmental entities shall comply with the accessibility requirements of Section 508 of the federal Rehabilitation Act of 1973

Requirements were updated in 2018—if you aren't sure, you can test your site for accessibility at achecker.ca



Healthcare District Websites

☐ AB 2019:

If we're a healthcare district, we maintain a website that includes all items above, plus additional requirements

Including budget, board members, Municipal Service Review, grant policy and recipients, and audits

Public Records Act

SB 929 requires websites for all districts.
SB 272 requires Enterprise System Catalogs.
AB 2853 allows PRA content posted to sites!

Public Records Act

What it is: a law passed by the California State Legislature and signed by the governor in 1968 requiring inspection or disclosure of governmental records to the public upon request, unless exempted by law. California Government Code §§ 6250 through 6270.5.

Online requirements (so far) come through three recent additions:

- SB 929
- SB 272
- AB 2853 (optional)

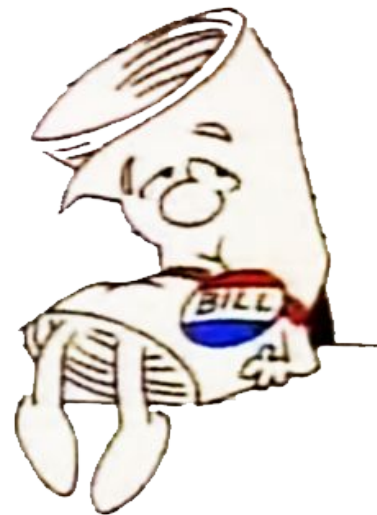


Public Records Act: SB 929

What it is: A law signed by the governor in September 2018 that requires all special districts in CA to have a website by Jan. 2020, including five posting requirements (two formatting requirements are assumed).

What to do about it: Make sure your district has a website by Jan. 2020 and posts all required content (and is Section 508 compliant). This includes contact information for the district.

Or, adopt a hardship resolution in a public meeting annually.



This bill would, beginning on January 1, 2020, require every independent special district to maintain an Internet Web site that clearly lists contact information for the special district, except as provided. Because this bill would require local agencies to provide a new service, the bill would impose a state-mandated local program.

The California Constitution requires local agencies, for the purpose of ensuring public access to the meetings of public bodies and the writings of public officials and agencies, to comply with a statutory enactment that amends or enacts laws relating to public records or open meetings and contains findings demonstrating that the enactment furthers the constitutional requirements relating to this purpose.

This bill would make legislative findings to that effect.

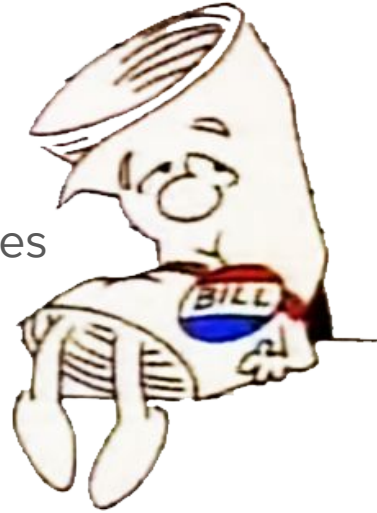
The California Constitution requires the state to reimburse local agencies and school districts for certain costs mandated by the state. Statutory provisions establish procedures for making that reimbursement.

This bill would provide that with regard to certain mandates no reimbursement is required by this act for a specified reason.



Public Records Act: SB 272

What it is: Enterprise System Catalog requiring local agencies to create a catalog of “enterprise systems” that fit certain criteria, make it publicly available upon request, and post it in a prominent location on the website if they have one.



What to do about it: review the law and create a spreadsheet of all systems your agency uses that aren’t exempt, or use Streamline’s free Enterprise System Catalog tool (www.getstreamline.com/sb272).
Due by July 1, 2016 and the catalog must be updated annually.

Make sure to post a link on your website in a prominent location!

[Agencies](#) / Fallbrook Regional Health District

Fallbrook Regional Health District

[✎ Edit agency profile](#)138 S. Brandon Road, Fallbrook, CA 92028 — 760-731-9187 — [Edit](#)

Step 1: System inventory

Create an inventory of all computer systems your agency uses, and qualify each of them for inclusion in your enterprise system catalog.

We'll walk you through each step to ensure you're including the proper systems.

[+ Add system](#)

Financial. QuickBooks

Microsoft Office Professional

Scanning software. Adobe Acrobat.

Some systems are not required to be included in your catalog, but you can still keep them here so you'll remember when you update your catalog next year. Anything exempt will appear below for your reference.

Step 2: Catalog revisions

Your agency has a published catalog.

[View](#)[Print](#)[+ Add catalog revision](#)Aug 28, 2017 11:44am **Published**[Show 2 older revisions](#)

About

SB 272 adds a new requirement to the California Public Records Act. It requires **every local agency**, except local educational agencies, to create a catalog of enterprise systems. Each agency must make the catalog publicly available upon request in the

THE DISTRICT[AFFILIATIONS](#)[OUR DIRECTORS](#)[BOARD MEETINGS](#)[STAFF](#)[DISTRICT
TRANSPARENCY](#)[ANNUAL REPORTS](#)[FINANCIAL
REPORTS](#)[POLICIES](#)[STRUCTURE](#)[CALENDAR](#)

District Transparency

Information**Where to find it**[Mission Statement](#)[Mission - Vision - Values](#)[Staff Members](#)[Staff](#)[Services/Functions and Service Area](#)[Structure](#)[Service Area Map](#)[Service Area Map](#)[Principle Act or Special Act](#)[Health Care/ Hospital Districts Principle
Enabling Act](#)[SB 272 Enterprise System Catalog](#)[SB 272 Enterprise System Catalog](#)[Board Overview](#)[Our Directors](#)[Board Members](#)[Our Directors](#)[Board Member Ethics Certificates](#)[Board Member Ethics Certificates](#)[Board Meetings](#)[Board of Directors](#)[Election Procedures and Filing
Deadlines](#)[Director Information - Powers, Meetings,
Officers](#)[Meeting Minutes Archive](#)[Board of Directors](#)[Current Agency Budget](#)[Current District Budget](#)[Financial Audit](#)[Audits](#)[Past 3 Years of Audits](#)[Audits](#)[Board Member and Staff
Compensation](#)[State Controller's Compensation Report](#)**PUBLIC RECORDS
REQUEST**

To review or obtain public records and documents please complete our Public Records Request Form

[READ MORE »](#)**STATE/LOCAL AGENCY
REPORTING**

San Diego Local Agency Formation Commission (LAFCO) report and response to report.

[READ MORE »](#)**ENTERPRISE SYSTEM
CATALOG**

As required by SB 272

[VIEW THE CATALOG »](#)

ADDRESS: **Fallbrook Regional Health District**
138 S. Brandon Road
Fallbrook, CA 92028

PHONE: 760-731-9187

Enterprise System Catalog:

AUGUST 28, 2017

VENDOR AND PRODUCT: **Microsoft, Office Professional**

SYSTEM PURPOSE: Email, Calendars & Documents

CATEGORIES/TYPES OF DATA: Communication, Scheduling, Office Data, Agendas, Minutes, Contact Data, Project Data

DEPT./PRIMARY CUSTODIAN: Not applicable

FREQUENCY OF COLLECTION: As needed

FREQUENCY OF UPDATE: As needed

VENDOR AND PRODUCT: **Adobe, Acrobat**

SYSTEM PURPOSE: Create and archive documents

CATEGORIES/TYPES OF DATA: Documents, Forms, Policies & Procedures

DEPT./PRIMARY CUSTODIAN: Not applicable

FREQUENCY OF COLLECTION: As needed

FREQUENCY OF UPDATE: As needed

FRESNO IRRIGATION DISTRICT

Catalog of Enterprise Systems

Pursuant to CA Government Code 6270.5

Vendor	Product	System Purpose	Description of Categories or Types of Data	Custodian	Frequency Collected	Frequency Updated
Laserfiche, Inc.	Laserfiche	Storage Of Records & Documents	Scanned documents of District records	Accounting Dept. Engineering Dept. Administration Safety Manager The Shop	Daily Daily Daily Daily Daily	As needed As needed As needed As needed As needed
Tyler Technologies, Inc.	Incode	Accounting software	Financial Accounting Data for the District Financial Accounting Data for the District	Accounting Dept. Engineering Dept. Safety Manager	Daily As needed As needed	Quarterly As needed As needed
Microsoft	Microsoft Office Suite	Office Automation	(for creating documents, data analysis, email) word processing & spreadsheets	Accounting Dept. Engineering Dept. Administration Safety Manager Water Department The Shop Maintenance & Construction	Daily Daily Daily Daily Daily Daily Daily	As needed As needed As needed As needed As needed As needed As needed
None	Custom Assessment	Issue and Track Assessments	Assessment charges, payments and water delivery information	Accounting Dept. Water Department	Daily Daily	As needed As needed

Public Records Act: AB 2853

What it is: In addition to maintaining public records for public inspection during the office hours of the public agency, a public agency may comply with subdivision (a) by posting any public record on its Internet Web site and, in response to a request for a public record posted on the Internet Web site, directing a member of the public to the location on the Internet Web site where the public record is posted.

What to do about it: post often-requested public records to your site, and point PRA requestors there, potentially saving lots of money. (Note that if they cannot access the site for any reason, you still have to provide printed copies.)





ACME MUNICIPAL UTILITY DISTRICT

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WHAT WE DO

[FAQS](#)

[MISSION](#)

[SERVICES](#)

[TRANSPARENCY](#)

[FINANCIAL
REPORTS](#)

[POLICIES](#)

Financial Reports

Acme Municipal Utility District 2015-2016 Budget

Our budget is finalized in the first quarter of each calendar year for the upcoming fiscal year.

[READ MORE »](#)

2015 Compensation Report

The required financial information can be found on the Controller's Public Pay website at <http://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistricts.aspx>

[READ MORE »](#)

2015 Financial Transaction Report

[READ MORE »](#)

2014-2015 Financial Audit

Audits are performed by Acme Auditing Company and are available by September of each year for the previous fiscal year.

[READ MORE »](#)

Records

How to make requests

HOW TO MAKE A PUBLIC RECORDS ACT REQUEST

Our most requested public financial documents are posted here on our website. If you cannot find the record you're looking for here, fill out this form to request it.

[READ MORE »](#)

PUBLIC RECORDS REQUEST POLICY OF ACME MUNICIPAL UTILITY DISTRICT

To establish District policy and guidelines concerning accessibility of District records.

[READ MORE »](#)

[Home](#)[Who We Are ▾](#)[What We Do ▾](#)[Updates ▾](#)[Contact Us](#)

THIS ITEM APPEARS ON

FINANCIAL REPORTS

How to make a Public Records Act request

Our most requested public financial documents are posted here on our website. If you cannot find the record you're looking for here, fill out this form to request it.

Your name

Your phone number

Your email address

Record requested

Reason for request

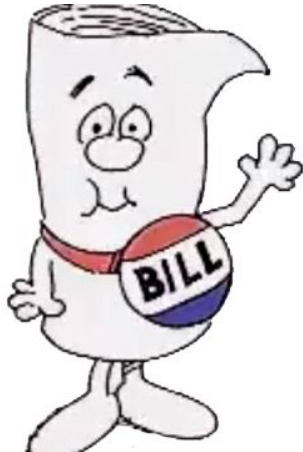
Pro tip: Make it clear that most records are available on your site, and give them a way to request others electronically

The Brown Act

AB 392: original agenda posting guidelines.
AB 2257: new formatting and home page link
requirements for agendas.

The Brown Act: agenda posting















What it is: law governing meetings. At least 72 hours before a regular meeting ... post an agenda containing a brief general description of each item of business to be transacted or discussed at the meeting... in a location that is freely accessible to members of the public and on the local agency's Internet Web site, if the local agency has one.



What to do about it: Set a reminder to post your agendas at least 72 hours before each meeting, including on your website (or use Streamline Web's agenda posting reminder tool so you never forget!)

The Brown Act: Agendas

Board of Directors Meetings

Date & Description	Agenda 	Minutes	Supporting Docs
 Wed Aug 17, 2016 Meeting	<div><input checked="" type="checkbox"/> Send an email reminder ahead of the 72 hour agenda deadline </div> <div>When to send the reminder: <div>24 hours before agenda deadline </div></div> <div>Where to send the reminder to:  <div>sloane@getstreamline.com</div><div>Send a test email</div></div> <div>Note: agenda reminders will be sent for meetings added to your site only. We recommend adding meetings for the next few months ahead of time.</div>	 Not uploaded <div>+ Add File</div>	<div>+ Add File</div>
 Wed Sep 21, 2016 Meeting		 Not uploaded <div>+ Add File</div>	<div>+ Add File</div>
 Wed Oct 19, 2016 This meeting has been canceled		 Not uploaded <div>+ Add File</div>	<div>+ Add File</div>
 Wed Nov 16, 2016 Meeting and Special Public Hearing		 Not uploaded <div>+ Add File</div>	<div>+ Add File</div>
 Wed Dec 21, 2016 Meeting		 Due Sun Dec 18 <div>+ Add File</div>	<div>+ Add File</div>



THIS ITEM APPEARS ON

[MEETINGS](#)[DISTRICT GOVERNANCE](#)

Board of Directors

The Acme MUD board of directors meets on the third Thursday of each month at 7:00pm in the board room at the district office. The board may also schedule special meetings at other times when needed, and will post notice according to the Brown Act.

Meeting agendas are posted to this site at least 72 hours in advance of each meeting, and minutes are posted after approved.

[2019](#)[2018](#)[2017](#)[2016](#)

JAN
24
2019

Board of Directors Meeting

- [Agenda](#)
- [Minutes](#)

[READ MORE »](#)

FEB
28
2019

Board of Directors Meeting

- [Agenda](#)
- [Minutes](#)

[READ MORE »](#)

MEETING AGENDA AND MINUTES ARCHIVE

For all meetings prior to 2016.

[READ MORE »](#)

CONTACT THE ACME MUNICIPAL UTILITY DISTRICT

We look forward to hearing from you.

[READ MORE »](#)



THIS ITEM APPEARS ON

[MEETINGS](#)[DISTRICT GOVERNANCE](#)

Board of Directors

The Acme MUD board of directors meets at 7:00pm in the board room at the district office. Meetings at other times when needed.

Meeting agendas are posted to this site and minutes are posted after approved.

[2019](#)[2018](#)[2017](#)[2016](#)

JAN
24
2019

Board of Directors Meeting

- [Agenda](#)
- [Minutes](#)

[READ MORE »](#)

FEB
28
2019

Board of Directors Meeting

- [Agenda](#)
- [Minutes](#)

[READ MORE »](#)

Pro tip: Instead of having separate sections for meetings, agendas, and minutes, add your agendas and minutes to each meeting, so that visitors can find what they're looking for based upon the meeting date.



**CONTACT THE ACME
MUNICIPAL UTILITY
DISTRICT**

We look forward to hearing from you.

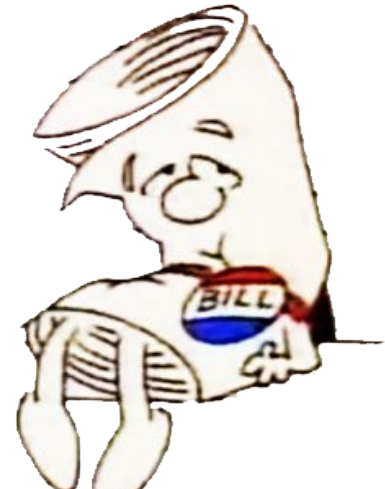
[READ MORE »](#)

The Brown Act: AB 2257 posting requirements

What it is: AB 2257 - a new(ish) law dictating that agencies post the current agenda directly on the home page of their website, in an electronically searchable / retrievable platform-independent format.

What to do about it: Post a link to the “current” agenda on your district’s homepage in the required format (or use Streamline Web’s automatic meeting feature so you don’t have to worry about it).

Note that the link to the agenda cannot be in a “contextual menu”



The Brown Act: Agendas



Job Openings

We're hiring! All jobs are open to any candidate regardless of race, color, religion, gender, nationality, sexual orientation or sleep schedule.

- [Office Manager position](#)
- [Customer Success Manager](#)

[READ MORE »](#)

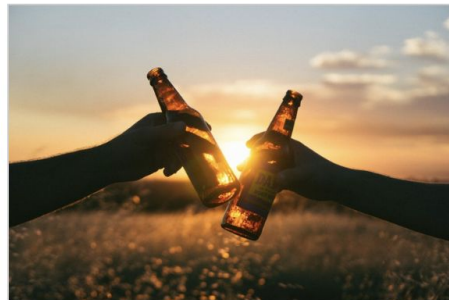


Public Records

Our district takes the Public Records Act seriously. Making public records act requests should be as easy as possible for citizens to submit, and for our staff to comply with (ultimately saving your...

- [Make a Public Records Act request](#)

[READ MORE »](#)



Upcoming Events

When we do things, we post about them on our website so that you can decide to come do things too.

- [Feb 15 Fundraiser](#)
- [Jul 5 Sloane's Birthday](#)

[READ MORE »](#)

Board Meetings

 [View Current Agenda](#)

APR
25
2019

Board of Directors Meeting

- [Agenda](#)

MAY
23
2019

Board of Directors Meeting

JUN
27
2019

Board of Directors Meeting

The Brown Act: AB 2257 formatting tips

Keep the agenda separate from the packet! Do this:

- Create your agenda in Word (or Docs), export or save to PDF
- Upload that PDF file as your official agenda
- Then print and add to other docs if needed, scan to create the packet
- Upload the packet separately

**Only the agenda needs to meet the requirements of AB 2257*

***Any PDF you add to your site should be text based, and fully accessible*

State Controller Reports

Financial Transactions and Compensation

Financial Transaction Report

What it is: CA Govt Code Section 53891 and 53893, requiring local government agencies to submit a specific financial transaction report to the State Controller's office "within seven months after the close of each fiscal year"...shall either post it in a conspicuous location on its Internet Web site...

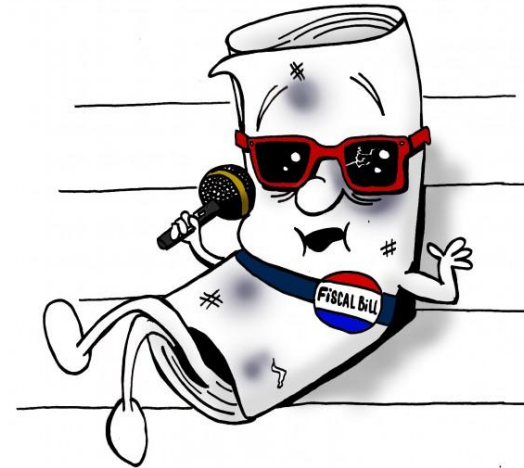
What to do about it: Visit the Controller's website for forms, and be sure that your agency is submitting the report each year. Make sure to post it on your website, if you have one...or post a link to the Controller's website bythenumbers.sco.ca.gov/ instead!

The screenshot displays the 'Create Content' modal in a web browser. The modal is titled 'Create Content' and has a 'Save and close' button. It shows the content type as 'Page', the title as 'District Financial Information', and the main body content as 'In compliance with state law, we provide income and expense information to the State Controller's office annually. To view this data please visit the State Controller's By The Numbers website.' The background shows the website's navigation menu and a list of policies.

Compensation Report

What it is: A report that must be submitted to Controller's office by April 30 each year, including information on the annual compensation of its elected officials, officers, and employees. If the agency maintains a website, the report must be posted to a conspicuous location. Alternately a link to the Controller's PublicPay website can be used instead.

What to do about it: Visit the Controller's website for instructions, and complete your reports annually. If you have a website, post the report on your site as well, or post a link to publicpay.ca.gov/ instead.



Compensation Report

California website requirement | Streamline Enterprise System | Acme Municipal Utility District

https://acmemud.specialdistrict.org/#dashboards/transparency

Apps DD mail DD Inbox Personal DD Stuff Media stock photos STR HubSpot Zoom Asana

Past 3 Years of Audits
Upload audits from the past 3 years.

Board Member and Staff Compensation
List compensation of Board Members and staff on the State Controller's webpage.

Reimbursement and Compensation
Your agency's policy on how Board members and staff are reimbursed for expenses.

Disclosure of Reimbursements
List all Board member and / or employee reimbursement.

Financial Reserves Policy
Include your agency's Financial Reserves Policy, or start from template.

Finished!

Finished!

Page Financial Reports

Page Financial Reports

Page Acme Municipal

Create Content

Save and close

Content Linked from 0 Menu Items Teased in 0 Locations

This Content is a

Page

☒ This content is accessible to the public

Title

District Compensation

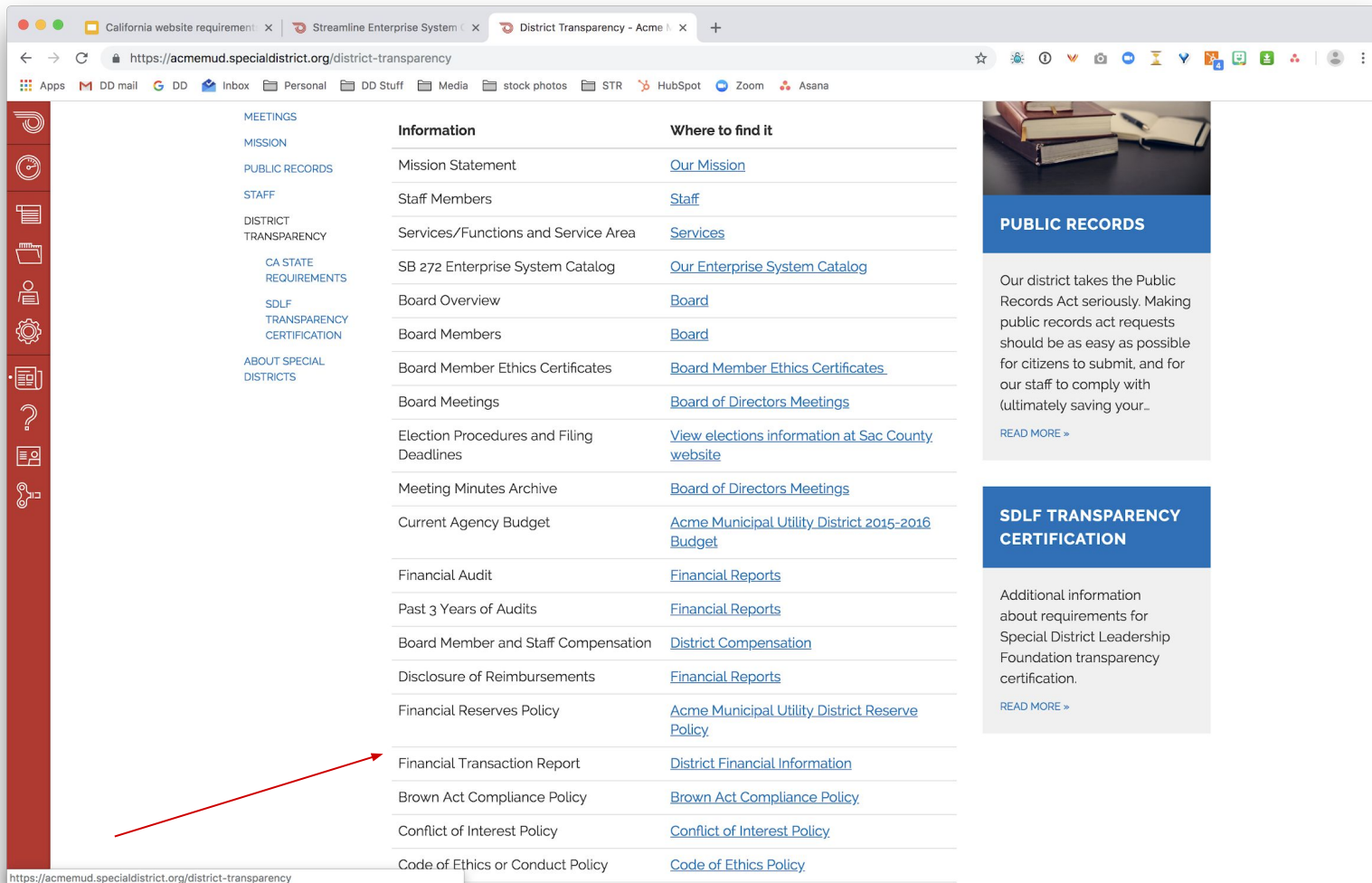
Main Body Content

In compliance with state law, we provide reports to the State Controller's office annually. Board and Staff member compensation can be viewed on the [State Controller's PublicPay website](#).

> Teasers Displayed Below Main Body Content (0)

> Teasers Displayed in the Sidebar (0)

State Controller Reports



The screenshot shows a web browser window with the URL <https://acmemud.specialdistrict.org/district-transparency>. The page features a red sidebar with navigation icons. The main content area is divided into three columns: a left sidebar with navigation links, a central table of transparency reports, and a right sidebar with informational text.

Navigation Links (Left Sidebar):

- MEETINGS
- MISSION
- PUBLIC RECORDS
- STAFF
- DISTRICT TRANSPARENCY
- CA STATE REQUIREMENTS
- SDLF TRANSPARENCY CERTIFICATION
- ABOUT SPECIAL DISTRICTS

Transparency Reports Table:

Information	Where to find it
Mission Statement	Our Mission
Staff Members	Staff
Services/Functions and Service Area	Services
SB 272 Enterprise System Catalog	Our Enterprise System Catalog
Board Overview	Board
Board Members	Board
Board Member Ethics Certificates	Board Member Ethics Certificates
Board Meetings	Board of Directors Meetings
Election Procedures and Filing Deadlines	View elections information at Sac County website
Meeting Minutes Archive	Board of Directors Meetings
Current Agency Budget	Acme Municipal Utility District 2015-2016 Budget
Financial Audit	Financial Reports
Past 3 Years of Audits	Financial Reports
Board Member and Staff Compensation	District Compensation
Disclosure of Reimbursements	Financial Reports
Financial Reserves Policy	Acme Municipal Utility District Reserve Policy
Financial Transaction Report	District Financial Information
Brown Act Compliance Policy	Brown Act Compliance Policy
Conflict of Interest Policy	Conflict of Interest Policy
Code of Ethics or Conduct Policy	Code of Ethics Policy

Public Records Section:

PUBLIC RECORDS

Our district takes the Public Records Act seriously. Making public records act requests should be as easy as possible for citizens to submit, and for our staff to comply with (ultimately saving your...

[READ MORE »](#)

SDLF Transparency Certification Section:

SDLF TRANSPARENCY CERTIFICATION

Additional information about requirements for Special District Leadership Foundation transparency certification.

[READ MORE »](#)

A red arrow points from the bottom left towards the [Financial Transaction Report](#) link in the table.

Health care districts

AB 2019 requires all health care districts to maintain a website with required information posted

AB 2019: Health care district website posting

Establish and maintain an Internet Web site that lists **contact information for the district**.
(This is the same as for all districts.) The Internet Web site shall also list all of the following:

- (1) The adopted **budget**.
- (2) A list of current **board members**.
- (3) Information regarding **public meetings** required pursuant to Section 32106 or the Ralph M. Brown Act (Chapter 9 (This is the same as for all districts.)
- (4) A **municipal service review** or special study conducted by a local agency formation commission, if any. The board may comply with this paragraph by posting a link on its Internet Web site to another government Internet Web site that contains the specified information.

...

AB 2019: Health care district website posting

....

- (5) **Recipients of grant funding** or assistance provided by the district, if any.
- (6) **Audits of the district's accounts and records** pursuant to [Section 26909](#) of the Government Code or [Section 32133](#) of this code. The board may comply with this paragraph by posting a link on its Internet Web site to another government Internet Web site that contains the specified information.
- (7) **Annual financial reports to the Controller** (This is the same as for all districts.)
- (8) The district's **policy for providing assistance or grant funding** [Example >](#)
- (9) Any other information the board deems relevant.

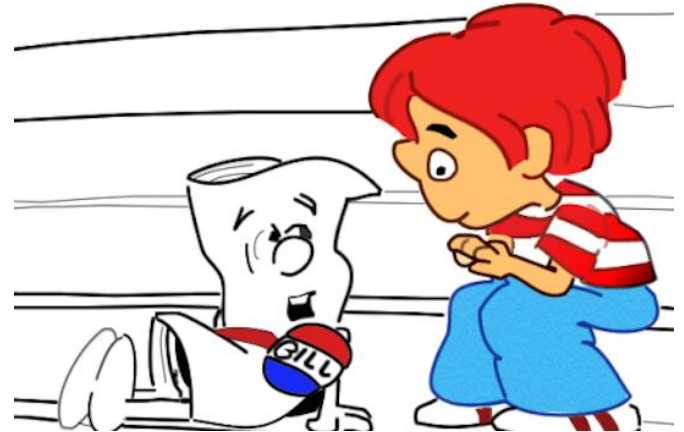
Formatting requirements

AB 169 and Section 508

Open Data

What it is: AB 169 is a California law defining what the term “open data” means, for content posted to an agency website. If you call it open data and you post it to your website, it’d better meet the guidelines, which are mostly about the searchability and structure of the data.

What to do about it: if your content doesn’t fit the requirements to be called open data, then just don’t call it “open data” :)



AB 169: Open Data

“This bill, if a local agency, except a school district,* maintains an Internet Resource, including, but not limited to an Internet Web site, Internet Web page, or Internet Web portal, which the local agency describes or titles as “open data,” and the local agency voluntarily posts a public record on that Internet Resource, **would require the local agency to post the public record in an open format that meets specified requirements, including, among others, that the format is able to be retrieved, downloaded, indexed, and searched by a commonly used Internet search application.**”

** School districts are almost always exempted from state mandates*

Section 508 (ADA, WCAG 2.1 AA)

What it is: a Federal law requiring that various technology be accessible to people with disabilities. Web section concerns itself with making sure websites work effectively with assistive tech (screen readers, magnifiers, Braille readers, etc.)

What to do about it: You can use online testing software to check for Section 508 compliance. Reach out to your website vendor if your site isn't compliant - or just use Streamline Web.



What does “website accessibility” mean?

Major categories of disability type, in relation to website accessibility, are:

- Visual: blindness, low vision, color-blindness
- Hearing: deafness and hard-of-hearing
- Motor: Inability to use mouse, limited fine motor control
- Cognitive: learning disabilities, distractibility, inability to remember or focus on large amounts of information

People with disabilities often rely on assistive technology (AT) - screen readers, browser zoom, text to speech, etc...

Common pitfalls

- **No closed captions on video/audio files**
- **Not having accessible PDFs / documents**
- Not having ALT tags for images
- Lack of labels on form fields
- Color contrast
- Not having a mobile-responsive site
- Non-semantic HTML

But why?

- An estimated 15 - 20% of the population has a disability, many of which affect a person's ability to navigate the web
- Your website should be accessible by everyone if possible, and the basics aren't that difficult

[Video >](#)

But why?

- Accessible websites get better search results (bonus!) because they are typically formatted in a more clear, easy to parse way
- **Getting sued is very, very expensive**

In Florida, over 2,000 suits against cities, counties, and special districts have been filed by one law firm utilizing three separate plaintiffs.

City and county settlements have been in the \$22-30k range. Special districts have settled for \$2,500 each plus court and attorney costs.

The Department of Justice investigated Merced County's web-based services and programs. Settlement was reached, which included Merced County agreeing to designate a web accessibility coordinator to ensure ADA compliance, and hire and pay for an independent consultant to be approved by the DOJ

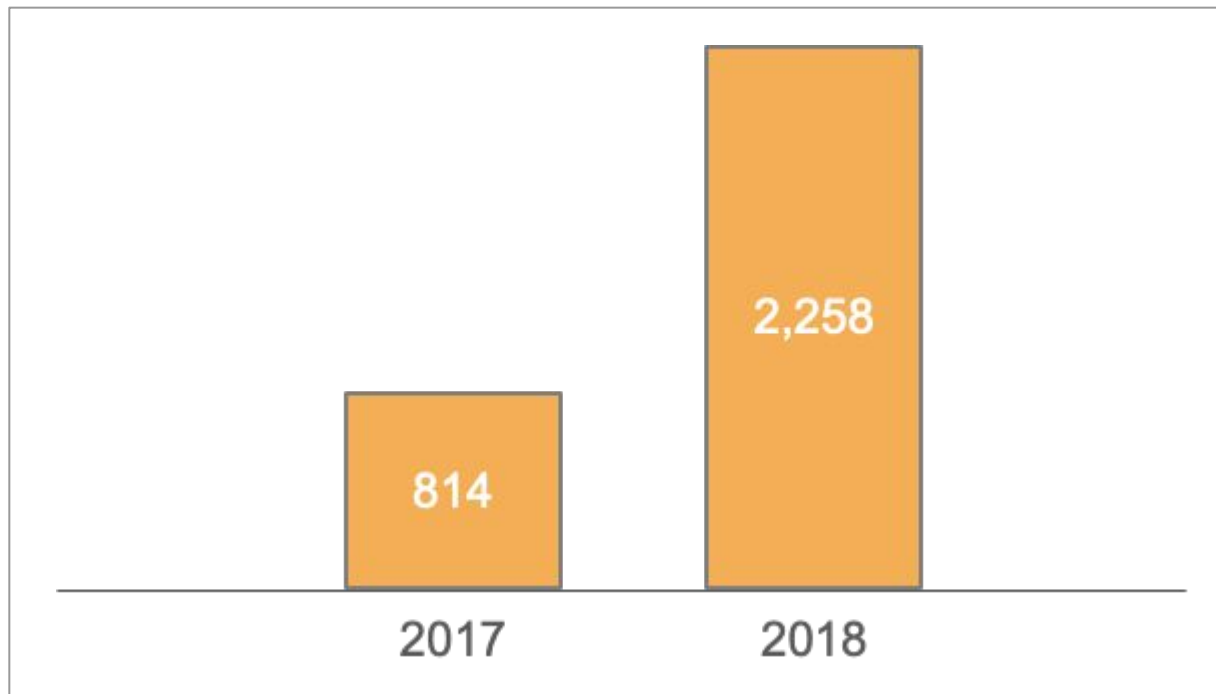
UNCATEGORIZED —

Target to pay \$6 million to settle site accessibility suit

Target has settled a class-action lawsuit with the National Federation of the ...



Rise in Title III website accessibility suits*



**Title III = private businesses. Title II = public agencies, and most suits settle so little data is available*

Action plan

- Develop a plan and schedule to test existing and future content
- Establish and publish a website accessibility policy
- Provide contact information for visitors to report any issues
- Ensure that your **platform** is compliant
- Train staff on how to create accessible content*

**Think text-based PDFs at a minimum, no text-based images or flyers without accompanying text-based content, alt-text on all images*

Action plan

Accessibility Policy

Garberville Sanitary District is committed to ensuring that this website is accessible to people with disabilities. We strive to ensure all the pages on our website meet W3C WAI's [Web Content Accessibility Guidelines](#) 2.1, Level AA conformance, however, if you have any problems accessing content on our site please use the form below to report any issues. We'll do our best to address them as quickly as possible.

You're also welcome to [contact the district.](#)

Testing resources

- **Chrome Lighthouse** - free, right in the browser, good for single page tests (or testing the whole site one page at a time)
- **achecker.ca** - free – good for single page tests for 508 or WCAG 2.0 AA standards
- Various paid services (Monsido, LevelAccess, ADA Site Compliance)

Note: automated testing tools only go so far, but show intention and effort to comply

Using Chrome Lighthouse

The screenshot shows a web browser displaying the Acme Municipal Utility District website. The browser's address bar shows the URL `https://acmemud.specialdistrict.org`. The website has a navigation bar with links: Home, Services, District Governance, Updates, Pay Online, and Contact Us. A search bar is also present. The main content area features a large image of a lighthouse on a rocky shore with the heading "Our mission" and a paragraph about the district's mission. Below this is a row of icons for Services, Meetings, Staff, Public Records, FAQs, and Follow Us. At the bottom, there are three columns of text answering common questions about billing, rates, and rate assistance.

Chrome Lighthouse is open on the right side of the browser window, showing the "Audits" tab. The "Audits" section includes a description: "Identify and fix common problems that affect your site's performance, accessibility, and user experience. [Learn more](#)". The "Device" section shows "Desktop" selected. The "Audits" section lists several audits, with "Accessibility" checked. The "Throttling" section shows "No throttling" selected. The "Run audits" button is visible at the bottom of the Lighthouse panel.

Our mission

The mission of Acme Municipal Utility District is to manage the natural resources with which the District is entrusted; to provide reliable, high quality water and wastewater services at fair and reasonable rates for the people of Acmeville; and to preserve and protect the environment for future generations.

SERVICES **MEETINGS** **STAFF** **PUBLIC RECORDS** **FAQS** **FOLLOW US**

How often does Acme MUD send bills?

Acme bills every other month, for the two months prior. Bills are due upon receipt. Customers can pay

How are my rates determined?

Rates are calculated on a base rate for a certain amount of water, then a per-gallon usage rate for

How do I qualify for rate assistance?

Rate assistance is available to homeowners and renters who live at the address for which they're

Using Chrome Lighthouse

The screenshot shows a web browser window with the address bar displaying `https://acmemud.specialdistrict.org`. The website header includes the Acme Municipal Utility District logo, a search bar, and navigation links: Home, Services, District Governance, Updates, Pay Online, and Contact Us. The main content area features a large image of a sunset over a body of water with the heading "Our mission" and a paragraph about the district's mission. Below this is a row of six icons with labels: SERVICES (wrench), MEETINGS (gavel), STAFF (people), PUBLIC RECORDS (pencil), FAQs (question mark), and FOLLOW US (Facebook 'f'). At the bottom, there are three columns of text answering common questions about billing, rates, and rate assistance.

Chrome Lighthouse Accessibility Audit Results:

- Accessibility:** 100 (Green circle icon)
- Additional items to manually check:** 11 audits
- Passed audits:** 21 audits
- Not applicable:** 14 audits

Runtime settings:

- URL: `https://acmemud.specialdistrict.org/`
- Fetch time: Jul 16, 2019, 9:34 AM PDT
- Device: No emulation
- Network throttling: Provided by environment
- CPU throttling: Provided by environment
- User agent (host): Mozilla/5.0 (Macintosh; Intel Mac OS X 10_14_2) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/75.0.3770.142 Safari/537.36
- User agent (network): Mozilla/5.0 (Macintosh; Intel Mac OS X 10_14_2) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/75.0.3770.142 Safari/537.36
- CPU/Memory Power: 1302

Generated by Lighthouse 4.3.1 | [File an issue](#)

Using achecker.ca

[Login](#) [Register](#)

Web Accessibility Checker

ACHHECKER®

Web Accessibility Checker

Check Accessibility By:

Web Page URL **HTML File Upload** **Paste HTML Markup**

Address:

Check It

Options

Welcome to AChecker. This tool checks single HTML pages for conformance with accessibility standards to ensure the content can be accessed by everyone. See the Handbook link to the upper right for more about the Web Accessibility Checker.

Translate to **English** | [German](#) | [Italiano](#)

Web site engine's code is copyright © 2011

Enter URL, click Options to choose test type

Check Accessibility By:

Web Page URL **HTML File Upload** **Paste HTML Markup**

Address:

Options

☐ Enable HTML Validator ☐ Enable CSS Validator ☐ Show Source

Guidelines to Check Against

☐ BITV 1.0 (Level 2) ☐ Section 508 ☐ Stanca Act

☐ WCAG 1.0 (Level A) ☐ WCAG 1.0 (Level AA) ☐ WCAG 1.0 (Level AAA)

☐ WCAG 2.0 (Level A) ☒ WCAG 2.0 (Level AA) ☐ WCAG 2.0 (Level AAA)

Report Format

☒ View by Guideline ☐ View by Line Number

WCAG 2.0 AA:
New/Current
Standards

Section 508:
Standards before
Jan 18, 2018

Evaluate results

Accessibility Review

Accessibility Review (Guidelines: [WCAG 2.0 \(Level AA\)](#))

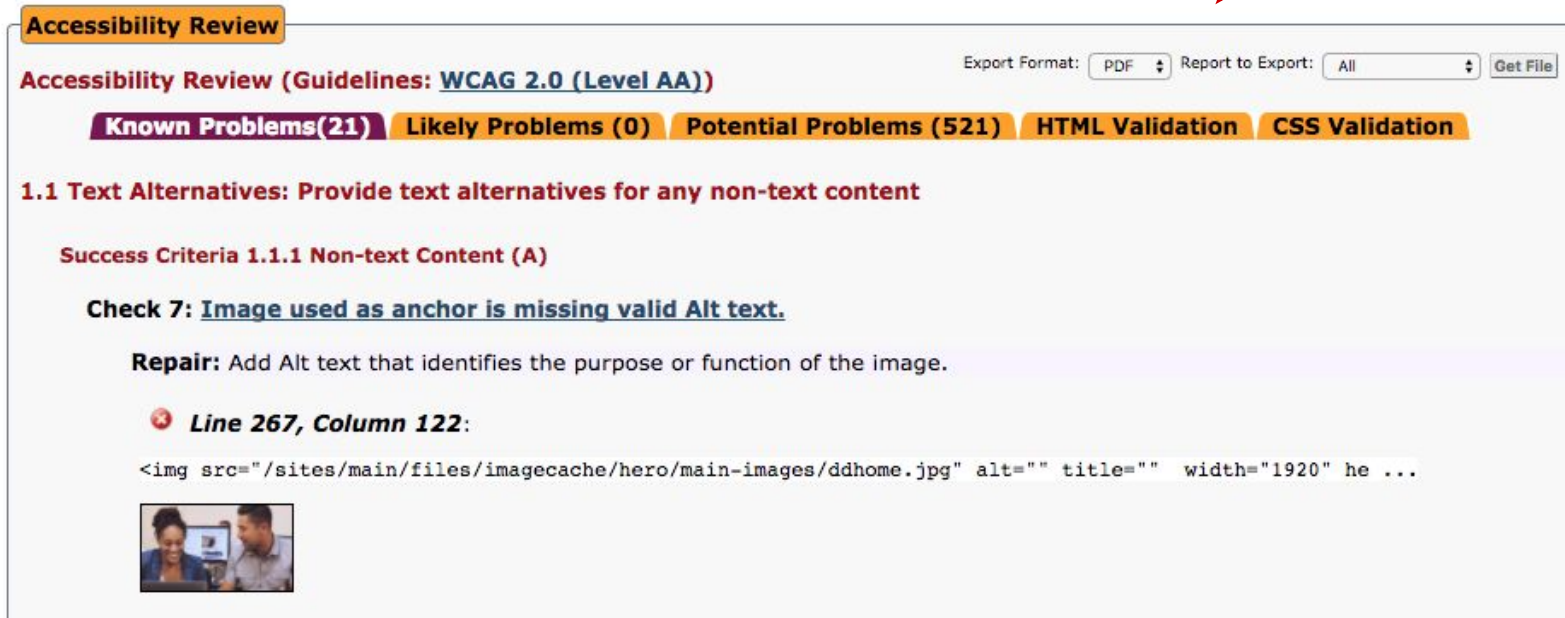
Export Format: PDF Report to Export: All [Get File](#)

Known Problems(0) **Likely Problems (0)** **Potential Problems (166)** **HTML Validation** **CSS Validation**

✔ **Congratulations! No known problems.**

- For compliance you need to pay attention to anything that shows up under Known Problems

What if there are errors?



Accessibility Review

Export Format: Report to Export:

Accessibility Review (Guidelines: [WCAG 2.0 \(Level AA\)](#))

Known Problems(21) Likely Problems (0) Potential Problems (521) HTML Validation CSS Validation

1.1 Text Alternatives: Provide text alternatives for any non-text content

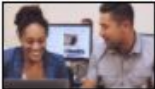
Success Criteria 1.1.1 Non-text Content (A)

Check 7: Image used as anchor is missing valid Alt text.

Repair: Add Alt text that identifies the purpose or function of the image.

❌ **Line 267, Column 122:**

```
<img src="/sites/main/files/imagecache/hero/main-images/ddhome.jpg" alt="" title="" width="1920" he ...
```



- If your report shows “Known problems,” export it and share with your website vendor to get a quote to have them fixed.

So how do you keep on top
of this stuff?

ACHD has your back.



ACHD
ASSOCIATION OF CALIFORNIA
HEALTHCARE DISTRICTS

ACHD is the steadfast advocate for California's Healthcare Districts before the California Legislature and other state agencies. They support Healthcare Districts as they navigate the evolving landscape of health care and changes to local governance.

- Advocacy for improved legislation, policies and regulations
- Educational training tailored for Healthcare Districts
- Certified Healthcare District Program
- Board and CEO Assessment Support
- Governance, financial reporting, compliance support (and more)

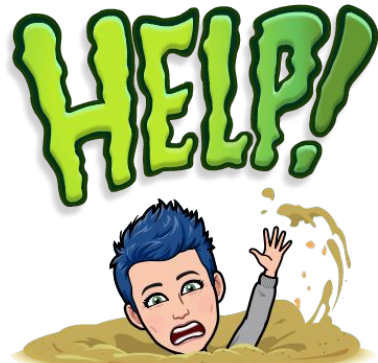
Streamline has your back.



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 - Transparency dashboard built-in
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 - All inclusive monthly fee: no contracts, unlimited hosting and support
- Free SB 272 compliance tool (getstreamline.com/sb272)

Whatever crazy laws come next, we'll be here to help.



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