



DRAFT

March 10, 2015

RE: Legistar Agenda Management System Access Review Task Force Report

To Yvonne Spence, Fresno City Clerk:

On behalf of the Disability Advisory Commission (DAC), we are writing to provide recommendations and feedback on the Legistar Agenda Management System's accessibility to persons with disabilities and the community at large. We recently assessed the navigational ease of the site, and we have identified some challenges. While Legistar has many positive aspects, we would like to recommend that some modifications be made to make the entire program readily accessible for anyone who visits the site.

Some of the positive accessible aspects that Legistar provides include:

- Availability of audio-video of the meetings provides enhanced access for people with visual disabilities
- Legistar is navigable using screen readers and the links and tabs read effectively
- Minutes and Agendas that are in PDF format are readable with assistive technology
- Search function works well
- "Meeting details" section provides access to meeting and minute information without having to open PDF

We recommend that the following changes to be made to boost functionality of Legistar:

- Posted videos need to include captions for the Deaf and Hard of Hearing; those with hearing and/or sight challenges benefit from audio but without captions, the Deaf and Hard of Hearing are not able to obtain information imparted through the videos
- The system needs to become more user-friendly because it is not intuitive for users and may be challenging for Older Adults, people with cognitive or developmental disabilities, and those who are not tech-savvy
- Accessibility of PDF attachments depend on how they are uploaded by City Staff; training is recommended to staff on how to make the PDF attachments more accessible
- The format for the Minutes allows for a user to get information about a specific action item associated with ID numbers without opening the full PDF of the minutes, however, notes on items without an associated ID# are only available in

PDF. It is recommended that you explore alternative means for the public to access those notes.

Additional suggestions to increase accessibility of Legistar include:

- Change “Calendar” to “Minutes and Agendas” to make it easier for users to find what they need
- Make link to Legistar more prominent on the main City of Fresno website
- Add a magnifier and an audio reader to the Legistar page; those with low vision and blindness, including Older Adults, may be able to benefit from those tools being built into the site
- Add a video explaining how to navigate Legistar (insert the video on the home page) and ensure that the video is captioned along with the visual aids and audio

Incorporating these recommendations and suggestions in addition to the already positive aspects of the agenda management system will make Legistar more user-friendly and accessible to anyone who navigates the City of Fresno website. It is DAC’s goal that all citizens, including those with disabilities, can procure information and resources from the City of Fresno website without any technological barriers.

Thank you in advance for reviewing our feedback and recommendations regarding Legistar. If you have any questions or would like to discuss this matter further, please feel free to contact Shannon M. Mulhall, DAC Secretary and Americans with Disabilities Act Coordinator, at 559-621-8716 or Shannon.Mulhall@fresno.gov.

Sincerely,

DAC Legistar Review Task Force

Member Michelle Bronson

Executive Director, Deaf and Hard of Hearing Service Center, Inc.

Member Heather Flores

Director of Case Management, Central Valley Regional Center