

Memorandum

TO: City Council
FROM: Renee Eisenbeisz , Assistant City Manager
DATE: February 2, 2026
SUBJECT: Approve a renewal with AudioEye for website accessibility services
ITEM NUMBER: 8.j
SECTION: CONSENT AGENDA

REQUESTED MOTION

To approve a renewal with AudioEye for website accessibility services and authorize the city manager to execute the enterprise order.

INTRODUCTION

The city council is being asked to approve a renewal with AudioEye for website accessibility services for the city's three websites and authorize the city manager to execute the order.

DISCUSSION

In 2017, the United States Access Board published a final rule on the requirements for website accessibility. This is covered by Section 508 of the Rehabilitation Act and Section 255 of the Communications Act. The ruling required all governments to meet a minimum set of guidelines in order for their websites to be accessible. In 2024, the Department of Justice published a new ruling to update the guidelines. The rule adopted Web Content Accessibility Guidelines (WCAG) 2.1, levels A and AA. These standards address a variety of items such as color contrast, link text, and image descriptions. The city needs to ensure compliance by April 26, 2027.

Since 2019, the city has been working with AudioEye for website accessibility services. Since then, we have updated our agreement to include thinkshoreview.com and shoreviewcommunitycenter.com. Our agreement is up for renewal and staff have been working with AudioEye to finalize it this last month. Through the agreement, AudioEye provides the following services:

- Scans webpages according to WCAG 2.1 standards
- Resolves any issues
- Provides a toolbar to install on the website that allows individuals to customize their visit to the city's website based on their needs
- Provides the city with remediation plans and ongoing training
- Assists the city with responding to any accessibility questions or claims

The attached renewal is \$29,190. The order has been reviewed and approved by the city attorney.

RECOMMENDATION

It is recommended that the city council approve a renewal with AudioEye for website accessibility services for the city's three websites and authorize the city manager to execute the order.

ATTACHMENTS

[AudioEye renewal](#)