



City of Highland

Larry McCallon, Member
District 5

Jimmy Saldana, Member
District 2

Finance/Personnel Subcommittee Meeting Agenda

April 14, 2026 at 5:15 PM
City Hall Upright Conference Room
27215 Base Line, Highland, CA 92346

Staff

Carlos Zamano, City Manager
Lawrence Mainez, Community Development Director
Leticia Nava-Cruz, Director of Administrative Services/City Treasurer
Lissette Nock, Deputy City Clerk
Michelle Gomez, Assistant Director of Administrative Services
Octavio Duran Jr., Public Works Director/City Engineer

Mission Statement

Highland is dedicated to the betterment of the individual, the family, the neighborhood and the community. The City Council and the staff of Highland are dedicated to providing the quality of public facilities and services that its citizens are willing to fund and will do so as efficiently as possible.

In compliance with the Brown Act, any writings or documents provided to a majority of the legislative body regarding any item on this agenda, that are not exempt from disclosure under the California Public Records Act, will be made available for public inspection at City Hall, 27215 Base Line Highland, CA 92346, during normal business hours. Such documents will also be made available on the City's website at www.highlandca.gov.

In compliance with the Americans with Disabilities Act (ADA), if you need special assistance, please contact the City Clerk's office at (909) 864-6861, ext. 226, at least 72 hours prior to the meeting for any requests for reasonable accommodations, including interpreters.

Levine Act: Pursuant to Government Code Section 84308, any party to a City proceeding must disclose on the record any campaign contributions made to a member of the City Council (or commission) in excess of \$500 in the past 12 months. This disclosure requirement includes contributions by the party's agent and aggregated contributions from persons or entities related to the party. Please make the disclosure as soon as possible, but no later than the beginning of the proceeding.

Call to Order

Roll Call

Public Comment

Limited to items on this agenda only. To address the Finance/Personnel Subcommittee, please complete a speaker form located at the entrance prior to the beginning of the meeting. For those wishing to make public comments by email, please submit your comments by 4:15 p.m. on April 14, 2026, to publiccomment@highlandca.gov. Please identify the agenda item number in the subject line. Emailed comments will be distributed to the Subcommittee and retained as part of the public record; however, submissions will not be read out loud during the meeting.

Business Items

1. Minutes - March 23, 2026 Finance/Personnel Subcommittee Meeting
Approve the Minutes as submitted.
2. Minutes - March 24, 2026 Finance/Personnel Subcommittee Meeting
Approve the Minutes as submitted.
3. Approval of Agreement for Website Accessibility Services
 1. Approve an agreement with CivicPlus for AudioEye and DocAccess services to ensure website accessibility compliance;
 2. Authorize the City Manager to sign the agreement; and
 3. Approve bringing a budget adjustment for this item to this Subcommittee during year-end budget adjustments.

Adjourn

Certification

I, Alondra Muñoz, City Clerk, or my designee, hereby certify that the foregoing agenda was posted on our website at www.highlandca.gov and in the following designated areas: Highland Branch Library (7863 Central Avenue), Fire Station No. 1 (26974 Base Line), and City Hall (27215 Base Line) at least twenty-four (24) hours prior to the meeting per Government Code Section 54956.



Staff Report

to the Finance/Personnel Subcommittee

Agenda
Item
No.1.

Date: April 14, 2026
From: Carlos Zamano, City Manager
Reviewed By: Alondra Muñoz, City Clerk
Prepared By: Lissette Nock, Deputy City Clerk
Subject: Minutes - March 23, 2026 Finance/Personnel Subcommittee Meeting

Recommendation:

Approve the Minutes as submitted.

Fiscal Impact:

None.

Public Notice:

The agenda for this item was posted at the three locations per Resolution No. 2011-047 and on the City's website.

Background:

The Finance/Personnel Subcommittee is required to maintain an official record of its proceedings. Minutes serve as the permanent record of actions taken by the Finance/Personnel Subcommittee and provide transparency to the public regarding the business conducted at each meeting. In accordance with standard practice, the draft minutes from the March 23, 2026, Finance/Personnel Subcommittee Meeting have been prepared and are submitted for the Finance/Personnel Subcommittee's review and approval.

Attachments:

1. Minutes - March 23, 2026 Finance/Personnel Subcommittee Meeting

Call to Order

The Finance/Personnel Subcommittee special meeting was called to order at 4:00 p.m in the Upright Conference Room, 27215 Base Line, Highland, California.

Roll Call

Present: McCallon, Saldana
Absent: None

Public Comment

None

Business Items

1. Minutes - February 17, 2026 Finance/Personnel Subcommittee Meeting
Approved the Minutes as submitted.
2. Contract Change Order and Contingency Authorization – Financial Management Software Upgrade (Work Program HP+).
 1. Approved a contract change order with Tyler Technologies for additional implementation services related to the Financial Management Software upgrade to Enterprise (Munis); and
 2. Authorized a 10% contingency on the revised implementation contract amount to address unforeseen necessary system configuration and integration modifications identified during implementation with change orders to be signed by the City Manager.
3. Unrecorded Investment – Principal Financial Group Shares
Received and filed this report regarding a previously unrecorded investment in Principle Financial Group shares and the related accounting treatment. No further action is required.

Adjourn

There being no further business, Member Saldana adjourned the meeting at 4:07 p.m.

Submitted By:

Approved By:

Lissette Nock, Deputy City Clerk

Subcommittee Member



Staff Report

to the Finance/Personnel Subcommittee

Agenda
Item
No.2.

Date: April 14, 2026
From: Carlos Zamano, City Manager
Reviewed By: Alondra Muñoz, City Clerk
Prepared By: Lissette Nock, Deputy City Clerk
Subject: Minutes - March 24, 2026 Finance/Personnel Subcommittee Meeting

Recommendation:

Approve the Minutes as submitted.

Fiscal Impact:

None

Public Notice:

The agenda for this item was posted at the three locations per Resolution No. 2011-047 and on the City's website.

Background:

The Finance/Personnel Subcommittee is required to maintain an official record of its proceedings. Minutes serve as the permanent record of actions taken by the Finance/Personnel Subcommittee and provide transparency to the public regarding the business conducted at each meeting. In accordance with standard practice, the draft minutes from the March 24, 2026, Finance/Personnel Subcommittee Meeting have been prepared and are submitted for the Finance/Personnel Subcommittee's review and approval.

Attachments:

1. Minutes - March 24, 2026 Finance/Personnel Subcommittee Meeting

Call to Order

The Finance/Personnel Subcommittee special meeting was called to order at 4:32 p.m in the Upright Conference Room, 27215 Base Line, Highland, California.

Roll Call

Present: McCallon, Saldana
Absent: None

Public Comment

None

Closed Session

CONFERENCE WITH LABOR NEGOTIATOR

Pursuant to Government Code Section 54957.6

Agency Negotiator: Carlos Zamano, City Manager

Employee Organization: All unrepresented employees

Adjourn

There being no further business, Member Saldana adjourned the meeting at 4:36 p.m.

Submitted By:

Approved By:

Lissette Nock, Deputy City Clerk

Subcommittee Member



Staff Report

to the Finance/Personnel Subcommittee

Agenda
Item
No.3.

Date: April 14, 2026
From: Carlos Zamano, City Manager
Reviewed By: Carlos Zamano, City Manager
Prepared By: Tish Nava-Cruz, Director of Administrative Services/City Treasurer
Subject: Approval of Agreement for Website Accessibility Services

Recommendation:

1. Approve an agreement with CivicPlus for AudioEye and DocAccess services to ensure website accessibility compliance;
2. Authorize the City Manager to sign the agreement; and
3. Approve bringing a budget adjustment for this item to this Subcommittee during year-end budget adjustments.

Fiscal Impact:

Current Fiscal Year Cost: \$3,500
Payment Due July 1, 2026: \$23,940.40 (will require a budget adjustment)
Ongoing Annual Cost: \$20,440.40

Staff will process the required budget adjustment as part of the year-end adjustment process.

Public Notice:

The agenda for this item was posted at the three locations per Resolution No. 2011-047 and on the City's website.

Background:

Recent ADA requirements mandate that public agency websites meet accessibility standards by April 24, 2026. Compliance is required to ensure access for individuals with disabilities and to avoid potential legal risk. This item is also part of the City's work program related to infrastructure improvements, including IT needs, software, and hardware enhancements.

The City's current website and digital documents require enhancements to meet accessibility standards. Our current website and agenda management consultant, CivicPlus, offers AudioEye and DocAccess services, which provide tools and monitoring to bring the City into compliance.

These services are essential to ensure all users, including those with disabilities, can access City information and services. Compliance is mandatory, and the City must meet the established deadline.

Approval of this agreement will allow the City to meet required accessibility standards by the federal deadline, support the City's IT infrastructure improvement goals, and ensure equitable access to online services.

Attachments:

1. Proposed Agreement
2. AudioEye and Doc Access Factsheets

Attachment 1
Proposed Agreement



CivicPlus

302 South 4th St. Suite 500
Manhattan, KS 66502
US

Quote #:
CivicPlus Pricing
Approval Date:
Expires On:

Statement of Work
Q-120087-1
3/31/2026 3:03 PM
4/24/2026

Client:
City of Highland, CA

Bill To:
HIGHLAND CITY, CALIFORNIA

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Jake Andrade	(858) 762-3733	jake.andrade@civicplus.com		Net 30

Discount(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Web Accessibility Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	USD -1,566.99
1.00	PDF Accessibility Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	USD -3,599.11

One-time(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	AudioEye Managed Implementation	AudioEye Managed Implementation	USD 1,500.00
1.00	DocAccess Implementation	Implementation of DocAccess	USD 2,000.00

Recurring Service(s)

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	AudioEye Managed	AudioEye Managed: https://www.cityofhighland.org/	USD 6,200.00

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	DocAccess	DocAccess is a document accessibility platform that scans, converts, and monitors PDF documents on websites to support ADA and Section 508 compliance efforts for users with disabilities.	USD 14,240.40

List Price - Initial Term Total	USD 29,106.50
Total Investment - Initial Term	USD 23,940.40
Annual Recurring Services (Subject to Uplift)	USD 20,440.40

Initial Term	12 Months Beginning at Signing
Initial Term Invoice Schedule	\$3500 invoiced at signing. Remainder invoiced 7/1/2026.
Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date
Annual Uplift	5% to be applied in year 2

This Statement of Work ("SOW") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement and the applicable Solution and Services terms and conditions located at <https://www.civicplus.help/hc/en-us/p/legal-stuff> (collectively, the "Binding Terms"). By signing this SOW, Client expressly agrees to the terms and conditions of the Binding Terms throughout the term of this SOW.

Please note that this document is a SOW and not an invoice. Upon signing and submitting this SOW, Client will receive the applicable invoice according to the terms of the invoicing schedule outlined herein.

Client may issue purchase orders for its internal, administrative use only, and not to impose any contractual terms. Any terms contained in any such purchase orders issued by the Client are considered null and will not alter the Binding Terms, the Agreement or this SOW.

If the customer has subscribed to the DocAccess services, which is evidenced by the DocAccess line item shown above, the covered domains for the service shall be limited to:

Unlimited Pages Plan

<https://www.highlandca.gov/>

<https://highlandca.portal.civicclerk.com/>

Acceptance of Quote # Q-120087-1

The undersigned acknowledges having read, understood, and agreed to be bound by the binding terms and conditions incorporated into this SOW. This SOW shall become effective as of the date of the last signature below ("Effective Date").

For CivicPlus Billing Information, please visit <https://www.civicplus.com/verify/>

Authorized Client Signature

CivicPlus

By (please sign):

By (please sign):

Printed Name:

Printed Name:

Title:

Title:

Date:

Date:

Organization Legal Name:

Billing Contact:

Title:

Billing Phone Number:

Billing Email:

Billing Address:

Mailing Address: (If different from above)

PO Number: (Info needed on Invoice (PO or Job#) if required)



Attachment 2






AudioEye and DocAccess Fact Sheets




AudioEye

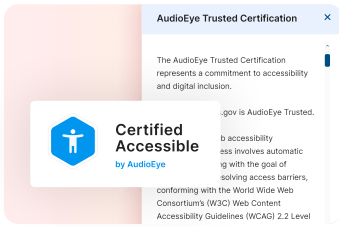
Improve compliance with hands-off web accessibility and remediation.

AudioEye Benefits:

-  **Gain peace of mind** with trusted, certified website accessibility alignment to WCAG 2.2 standards
-  **Demonstrate and prove accessibility efforts** with simplified reporting
-  **Take the guesswork out of ADA compliance** with our unique approach that combines automated remediation, expert fixes, and continuous monitoring
-  **Reduce the costs of maintaining compliance** with hands-off remediation services
-  **Provide instant website accessibility and personalization for visitors with and without disabilities** with the Accessibility Help Desk tool

“Since implementing AudioEye, a huge burden has been lifted off my shoulders. I trust them to address accessibility issues, which has allowed me to focus on other priorities. It’s so important to have a tool that not only improves your position on accessibility but also alleviates the heavy workload that comes with maintaining compliance at a high level. AudioEye has truly been a breath of fresh air in this regard.”

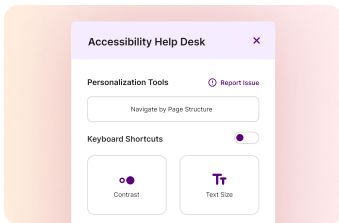
 **Chaquinta Fisher, IT Support Manager | McLennan Country**



Hands-off Accessibility Remediation

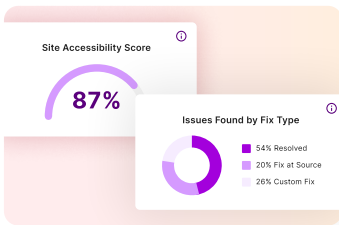
AudioEye automatically fixes most accessibility issues, while improving ongoing compliance with the latest standards. Our certified experts write custom fixes for accessibility issues on your website that automation alone can't fix.

AudioEye provides an Accessibility Trusted Certification that details and validates your organization's commitment to digital inclusion and conformance to WCAG and other ADA-related laws, mandates, and guidelines.



Accessibility Help Desk Tool

Website visitors can personalize their experiences and improve accessibility by customizing things like contrast, text size, images, and more. Additionally, users can submit feedback through a 24/7 Help Desk if they encounter access barriers on a website.



Compliance Reporting

Comprehensive reporting gives better visibility into flagged accessibility issues and enables you to effectively provide proof of compliance progress. Receive reporting for a period of time on items like site accessibility score, issue found by fix type, issues fixed by severity, top fixes applied to site, and more.



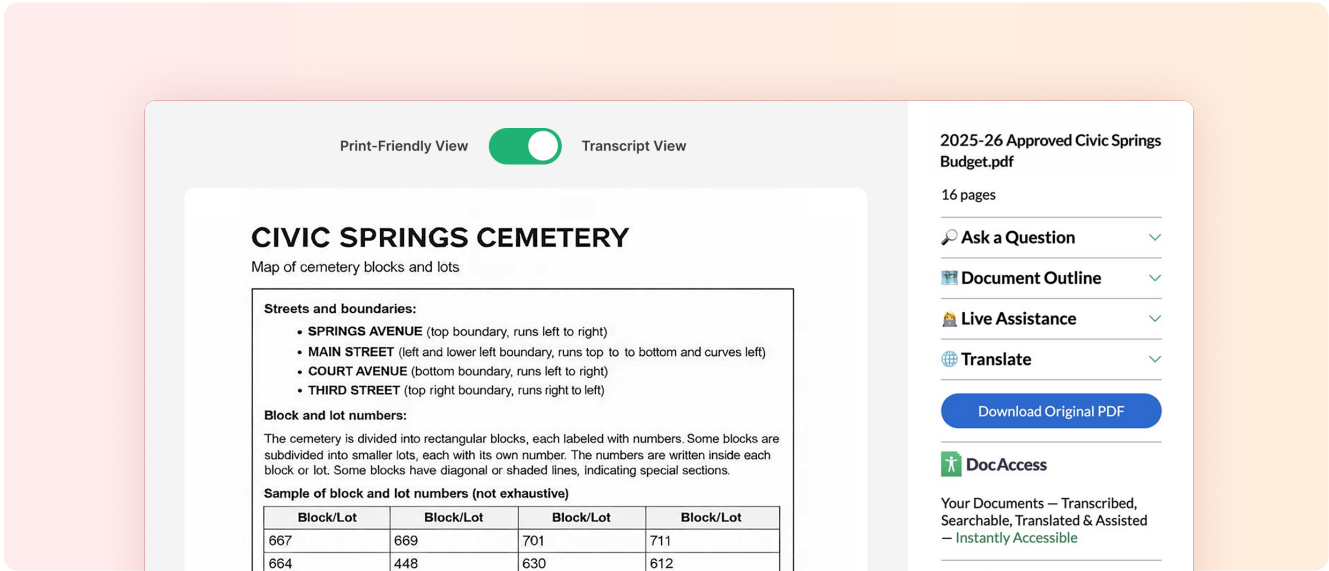
2,600+ frivolous legal claims against customers analyzed and refuted by AudioEye since 2022



AudioEye's AI-based automation and custom fixes offers 300% more protection from legal claims than traditional consulting approaches—and 400% more protection than automation-only solutions

Ready to see it for yourself?

[Schedule a Demo](#) →



DocAccess

Simplify compliance by automatically converting all current and future PDFs into screen reader-friendly, WCAG 2.1 AA-aligned HTML transcripts.

Key Benefits:



Align all current and future PDFs to ADA standards by automatically converting documents to WCAG 2.1 AA-aligned, screen reader-friendly HTML transcripts



Eliminate access barriers with 150+ language translations, optional live visual interpretation support, and interactive document outlines



Empower residents to explore content with a searchable, mobile-friendly HTML format and built-in Ask a Question tool



Save time, resources, and stress while effortlessly aligning even complex documents to accessibility standards

150+

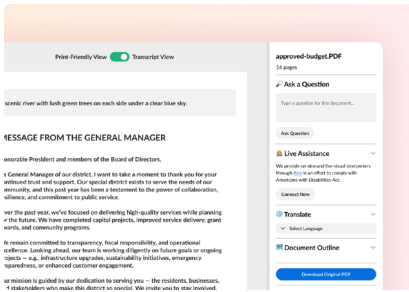
language translations provided

1 Day

to set up on your website

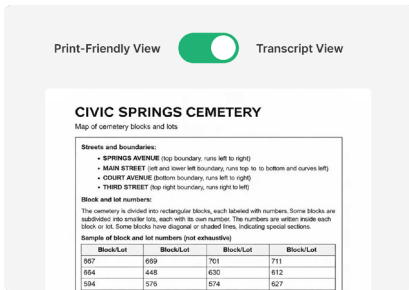
5 Minutes

for new PDFs to be automatically detected and converted



Instantly Convert Documents to HTML Transcripts

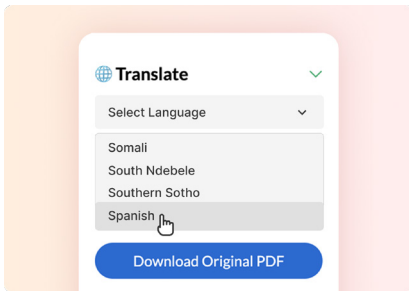
Once DocAccess is activated, all PDF links on your website automatically open in the mobile-friendly DocAccess view. Residents can use the print-friendly version or the HTML transcript, which includes detailed alt text for images.



Align Tricky Documents to WCAG 2.1 Standards

DocAccess is built for the complexity and range of government documentation. Use it to convert even your most difficult PDFs, including:

- Historical and handwritten documents
- Complex RFPs with diagrams and decision trees
- Comprehensive financial audits
- Multi-column brochures with scanned maps
- Scanned legal documents and budgets with handwritten signatures



Translate into 150+ Languages

Over 150 built-in language translations can be applied to the HTML transcript with one click. Translations also apply to DocAccess features, including the Ask a Question tool.

Ready to see it for yourself?

[Get a Demo →](#)