

# City of Colorado Springs Web Accessibility

Office of Accessibility  
Accessibility Prioritization Committee  
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# What is Online Accessibility?

- Websites, tools, and technologies are designed and developed so that people with disabilities can use them.
- People can perceive, understand, navigate, and interact with the Web and other types of digital accessibility

# What is Online Accessibility?

- Online content, software, mobile apps, and digital documents such as Word, Excel, PDF, InDesign, etc.
- Encompasses all disabilities, including; auditory, cognitive, neurological, physical, speech, visual

# Laws and Regulations

- **Americans with Disabilities Act**
  - Federal government entities
  - State and local government
  - Private entities






# Guidelines and Standards

- WCAG 1.0
- WCAG 2.0 (adopted by the Federal government, State of Colorado, Florida, California, New York, etc.)

# Why WCAG 2.0?

- WCAG was published in 2008 and accepted as an ISO in 2012
- On January 18, 2017, the United States Access Board published a final rule to update accessibility requirements covered by Section 508 of the Rehabilitation Act
- The final rule revised the structure and substance of ICT requirements, to include WCAG 2.0 by reference and applying Level A and Level AA Success Criteria
- Any component or portion of existing, compliant ICT that is altered after the compliance date (January 18, 2018) must conform to the updated 508 Standards
- Arguments against WCAG 2.0...

# The Accessibility PM Playbook

1. Establish a Web Accessibility Coordinator 
2. Assess web accessibility maturity 
3. Develop a web accessibility roadmap 
4. Establish a web accessibility policy 
5. Develop a web accessibility team 
6. Collaborate with the accessibility community

# The Accessibility PM Playbook

7. Integrate accessibility needs into requirements and design processes



8. Integrate accessibility into acquisition and development processes



9. Conduct web accessibility testing



10. Track and resolve accessibility issues



11. Educate the workforce





# External App and Portable Document Workflow

1. Department liaisons are identified



2. High-level training provided to liaisons to include overall scope & project objective



3. Liaisons provided document lists, external websites housed in each respective Dept



4. Liaisons work w/OOA to review documents for exemption, review, or removal



5. OOA works w/liaisons to develop templates and tailor dept. specific training



6. Project plan is updated - OOA begins remediation on remaining PDF's - mentorship work in remediation of external websites



7. OOA is incorporated into approval process for new web pages, new documents, and other processes prior to publishing new content to ensure accessibility



8. Process and training audited for effectiveness

# Where are we in the process?

1. Administrative Order 2020-02 Signed by Mayor Suthers
2. Assessments of existing web applications and digital documents complete
3. Over 3,000 documents tagged or remediated
4. Approximately 50% of remediation tickets submitted complete or in progress (100% submitted)
5. Accessibility Trainings released
6. Design guides complete and adopted
7. Procurement manual draft complete
8. Approximately 80% of new documents posted are tagged PDF's
9. Kiosk standards in development
10. 1<sup>st</sup> APC Meeting!

# Administrative Order 2020-02

1. Digital content must conform to WCAG 2.0 or the maximum extent feasible
2. No design approach is required
3. Web Accessibility Coordinator established
4. Collaboration between City leadership
5. Department Heads to support effort
6. Content authors must participate in training
7. Creation of Accessibility Prioritization Committee
8. Exclusions from policy identified
9. Procurement to adopt accessible purchasing practices

# APC Objectives

1. Project oversight
2. Policy recommendations
3. Development of initiatives and processes
4. Identify and establish priorities
5. Establish auditing deliverables
6. Participate in annual reporting
7. Technical support



**Project: Customer Facing PDF Remediation – November 18, 2019**

Existing Documents on [www.coloradosprings.gov](http://www.coloradosprings.gov) by Department that require remediation. Document categories A, B, and C that are not represented by a number have been remediated and replaced online in coordination with the Communications Department.



Department	A Documents Outstanding	B Documents Outstanding	C Documents Outstanding
Airport	3	7	✓
Cemetery	✓	✓	✓
City Auditor	92	221	✓
City Clerk*	37	✓	✓
City Council*	✓	✓	✓
Communications	✓	✓	✓
Community Development	33	16	✓
Economic Development	✓	✓	✓
Finance	396	17	53
Fire Department	82	82	19
Forestry	✓	✓	✓
Human Resources	3	5	✓
Innovation and Sustainability	15	✓	✓
Mayor's Office	✓	✓	✓
MMT	61	✓	35
Municipal Court	20	✓	✓
Neighborhood Services	✓	✓	✓
Office of Emergency Management	21	7	✓
Special Events	38	✓	✓
Parking	✓	✓	✓
Parks	289	19	36
Pikes Peak	24	✓	✓
Planning and Development	214	47	105
Police Department	✓	✓	✓
Procurement	2	✓	✓
Public Works	108	23	✓
Real Estate	✓	✓	✓
Storm Water	156	31	46

\*Legistar/Granicus is a separate project, completed designation regarding coloradosprings.gov only

\*\*ASPX documents unresolved, PDF only

$\frac{\#(\text{total docs})}{\#(\text{docs without exemptions})} - \#(f, \text{forms included in total})$

A Documents: Highest Complexity

B Documents: Medium Complexity

C Documents: Low Complexity

113 of 2,496 documents remediated – 4.3%

# Future

Prioritization Committee Needs

Membership

Meeting Dates

Comments

# Questions