City of Colorado Springs Web Accessibility

Office of Accessibility

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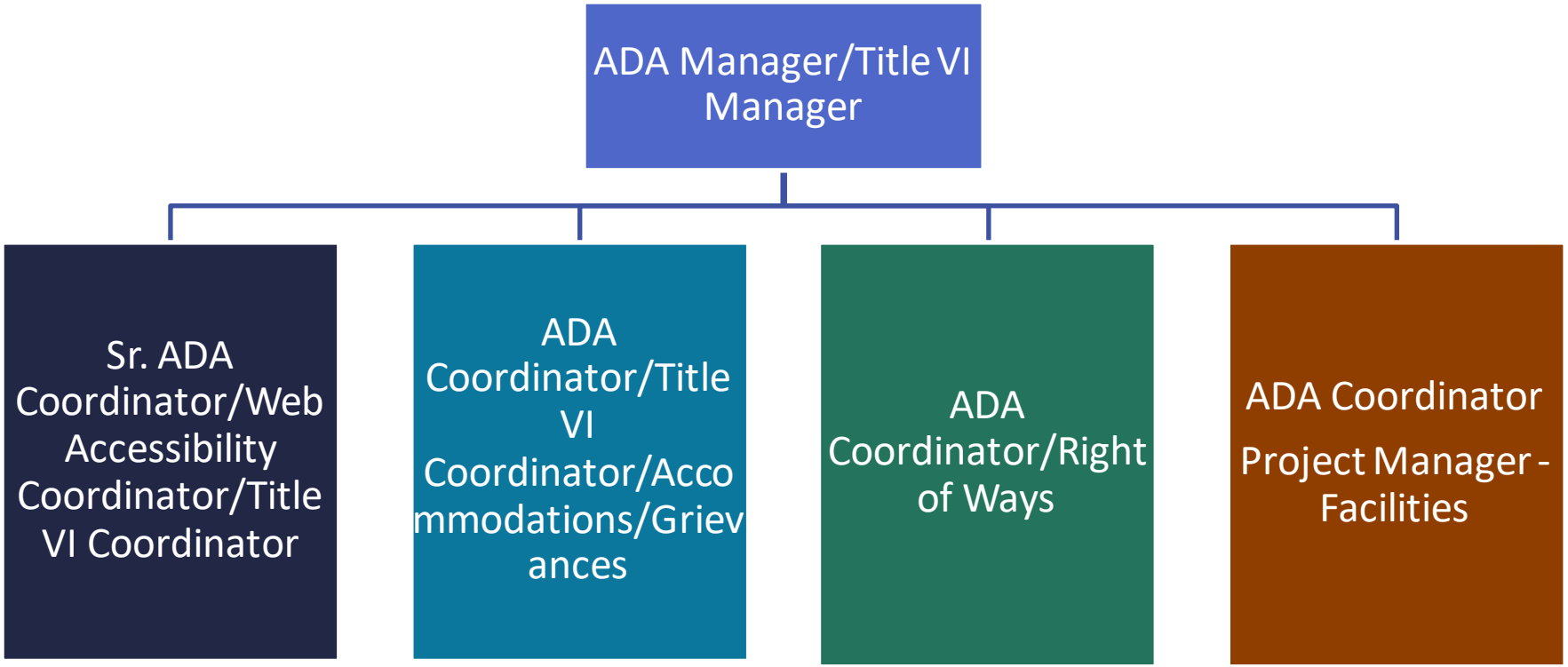
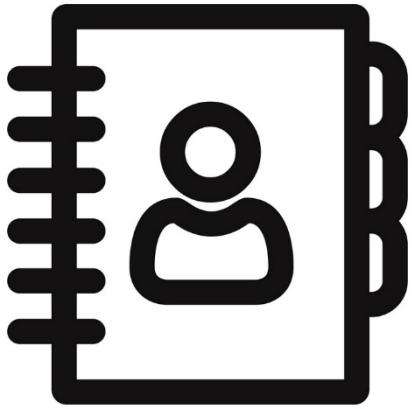


Agenda

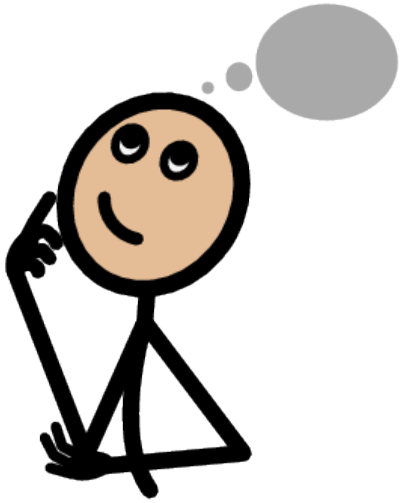
- Accessibility basics
- Assessing technology
- Developing solutions
- Monitoring progress



What Is Accessibility?

Accessibility is the practice of making your technology usable by as many people as possible.

Who Are We Talking About?



23% of the population

12 million Americans are blind or low vision

What Is Technology?

- Websites
- Online Applications
- Digital Documents
- Kiosks
- Emails
- Videos
- Social Media

Low Hanging Fruit In Technology – Create a Baseline

- Your site has an accessibility statement
- Videos have closed captions
- Images have alternative text
- Your tab index works properly
- Your forms have labels
- Your documents are tagged

Example Accessibility Statement

Our Commitment to Accessibility

- The City of Colorado Springs is committed to making its websites accessible to the widest possible audience. We are constantly working to increase the accessibility and usability of our website. We strive to maintain conformance to **W3C's Accessibility Guidelines (WCAG) 2.0 as well as US. Federal Government Section 508 Guidelines.**
- The City of Colorado Springs will be evaluating this site on a regular basis and it will continue to evolve and improve over time as new technologies and opportunities emerge.

Help Us Make Our Websites More Accessible

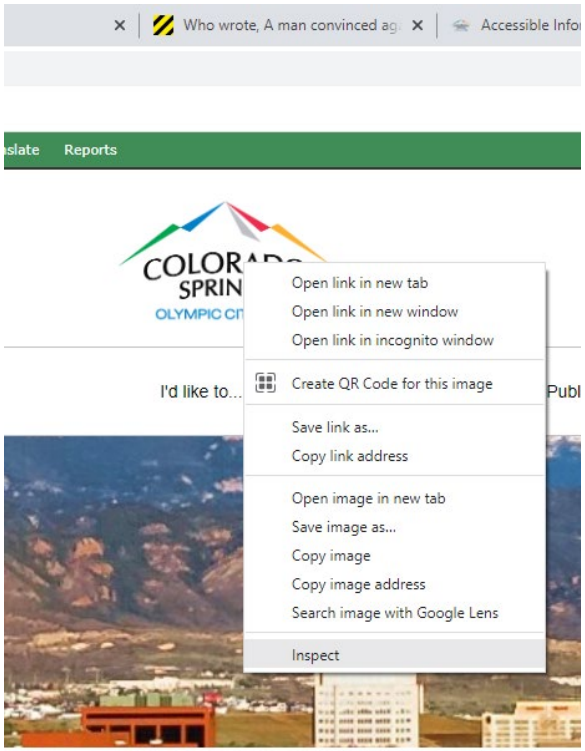
- We appreciate your patience as we continuously work to improve. Should you have problems accessing information on this website, please let us know. We also welcome your questions about this accessibility statement and comments on how to improve the site's accessibility.
- Due to current technology constraints, there are some instances where we are unable to provide information in an accessible format (e.g. mapping information). We will be monitoring these sections and will develop accessible solutions as technology improves.
- To comment on website accessibility, please contact us via the online form below or call **The Office of Accessibility at 719-385-5181** | **Email**: ADACompliance@coloradosprings.gov.

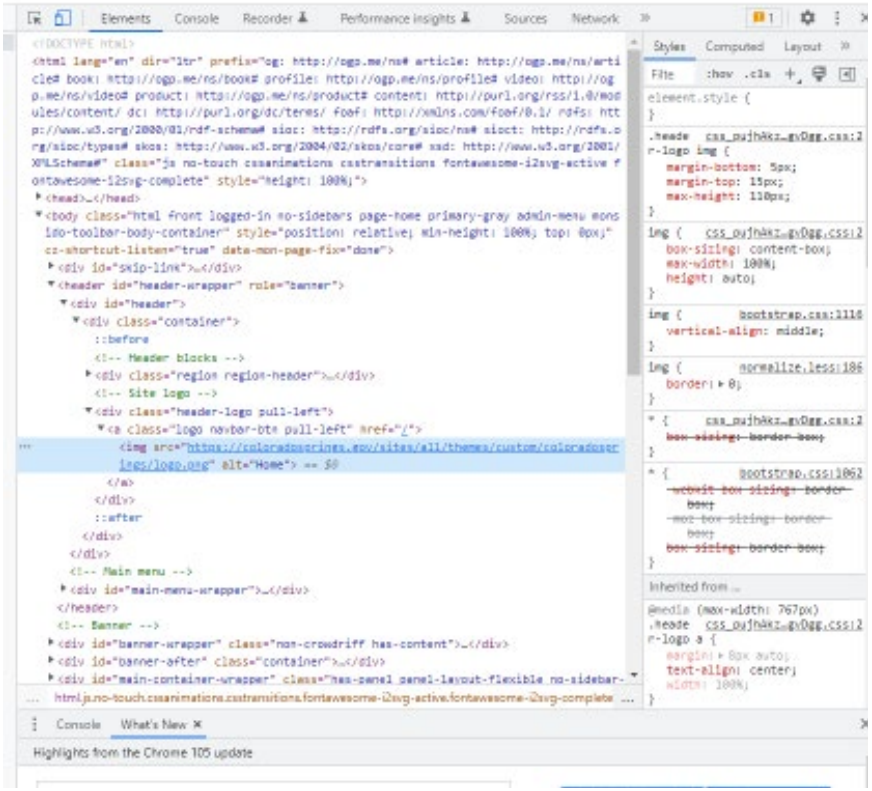
Videos Have Captions (and transcripts)

Watch the State of the City

Read the State of the City address

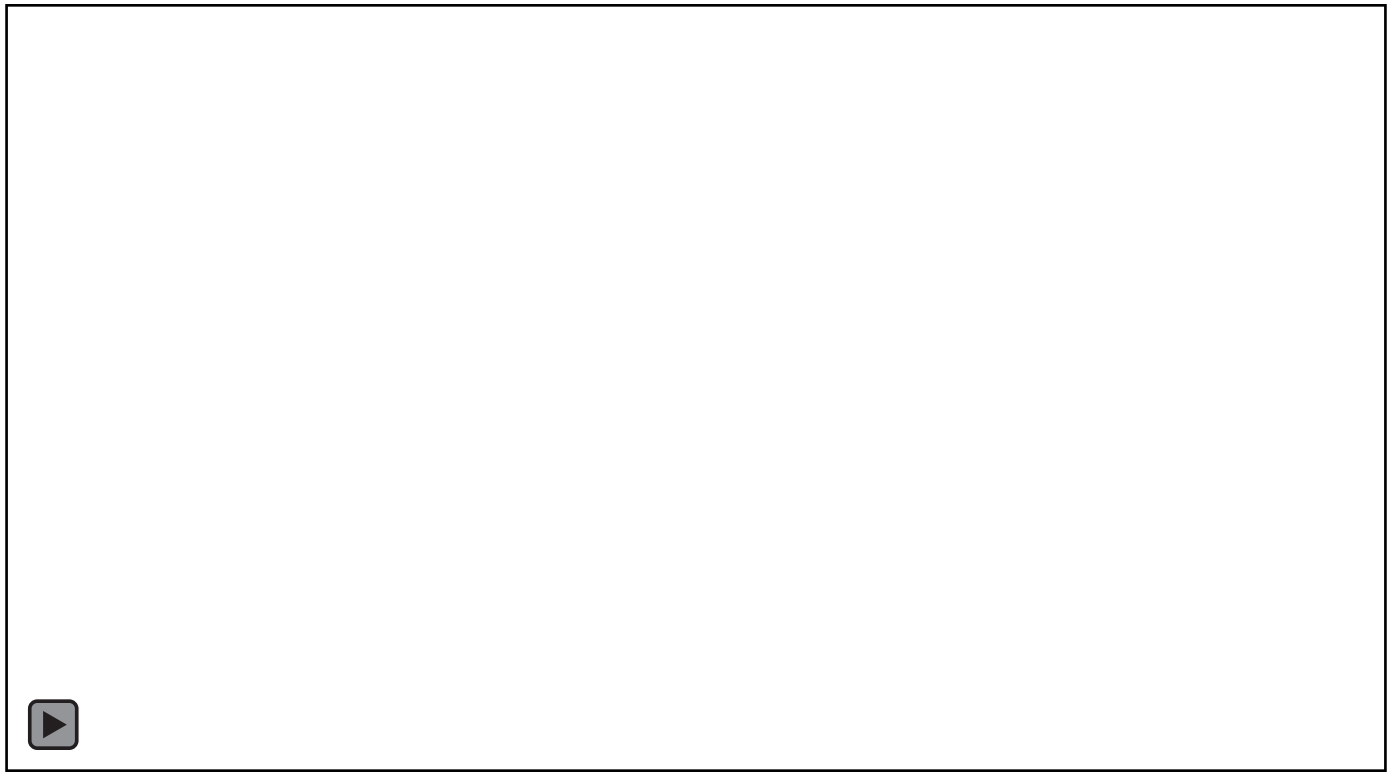
Images Have Alt Text (alt="text here")



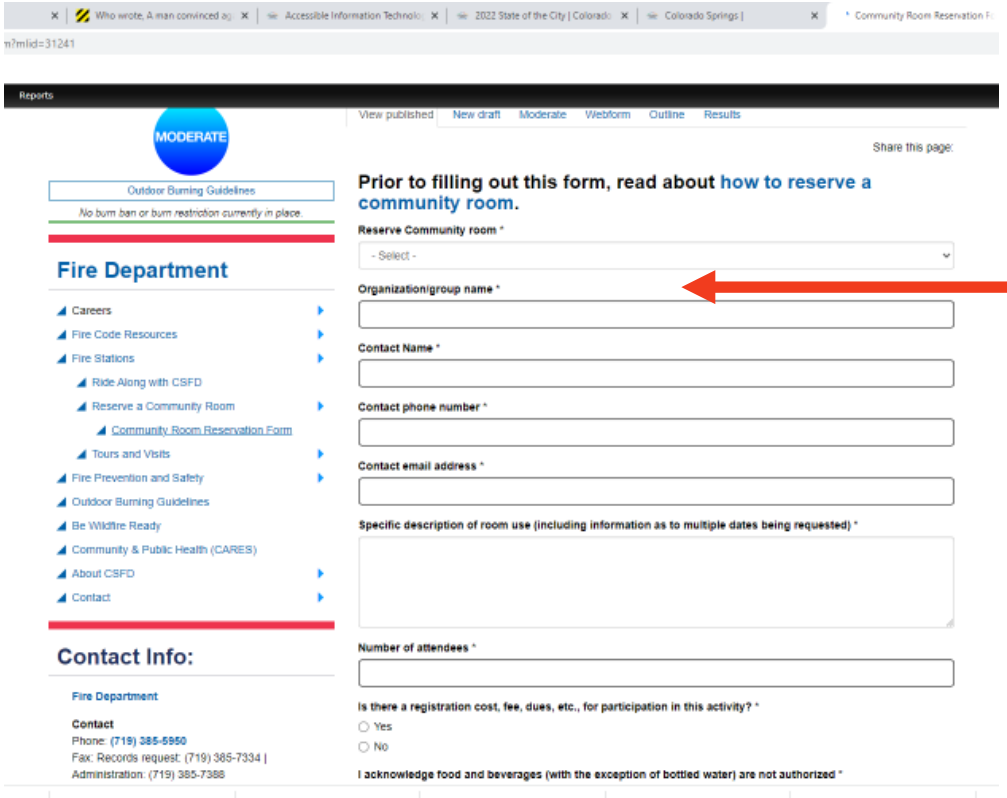


COLORADO SPRINGS
OLYMPIC CITY USA

Your Tab Index Works Properly



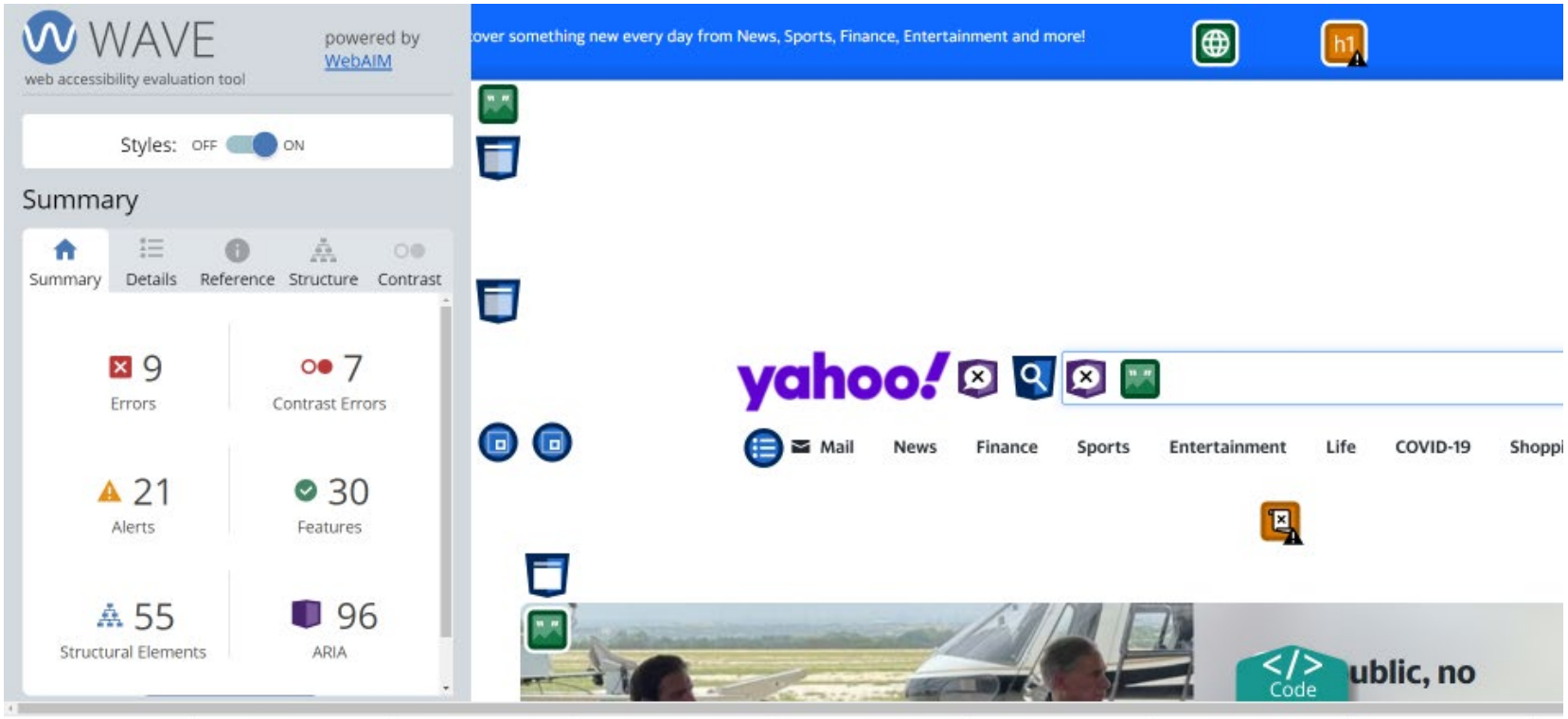
Your Forms Have Labels



These are labels

<label for="OrgName" class="someClass">Organization Name*</label>
<input required="required" type="text" id="OrgName" name="submitted[contact_name]" >

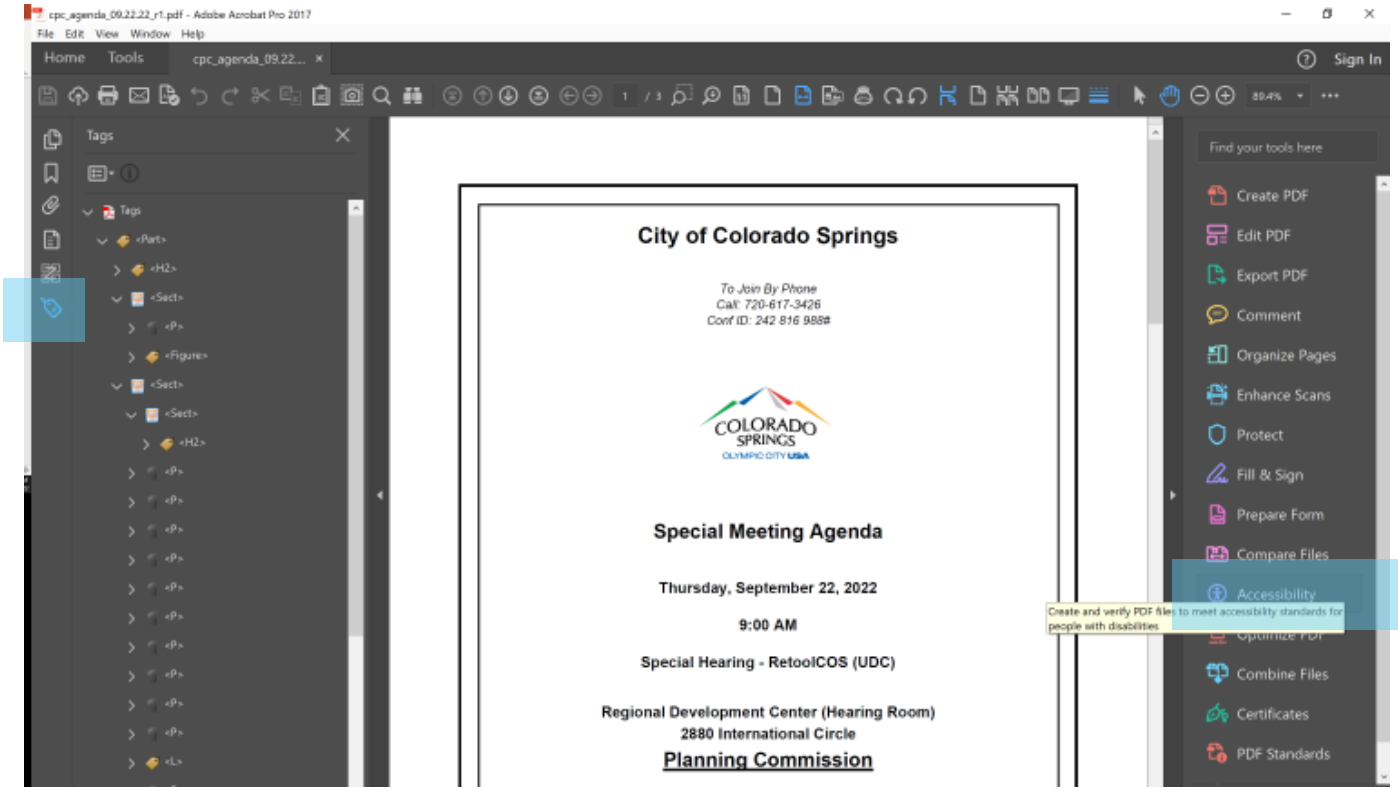
WAVE Violations



Documents Are Tagged

- All Microsoft documents are “Exported” as PDF and not “saved” or “printed to PDF” (note, to accomplish this on a Mac you must download the PP as a PDF from Outlook online)
- Documents have headings
- Forms are fillable
- **some documents should be excluded, but those decisions must be made at the local level**

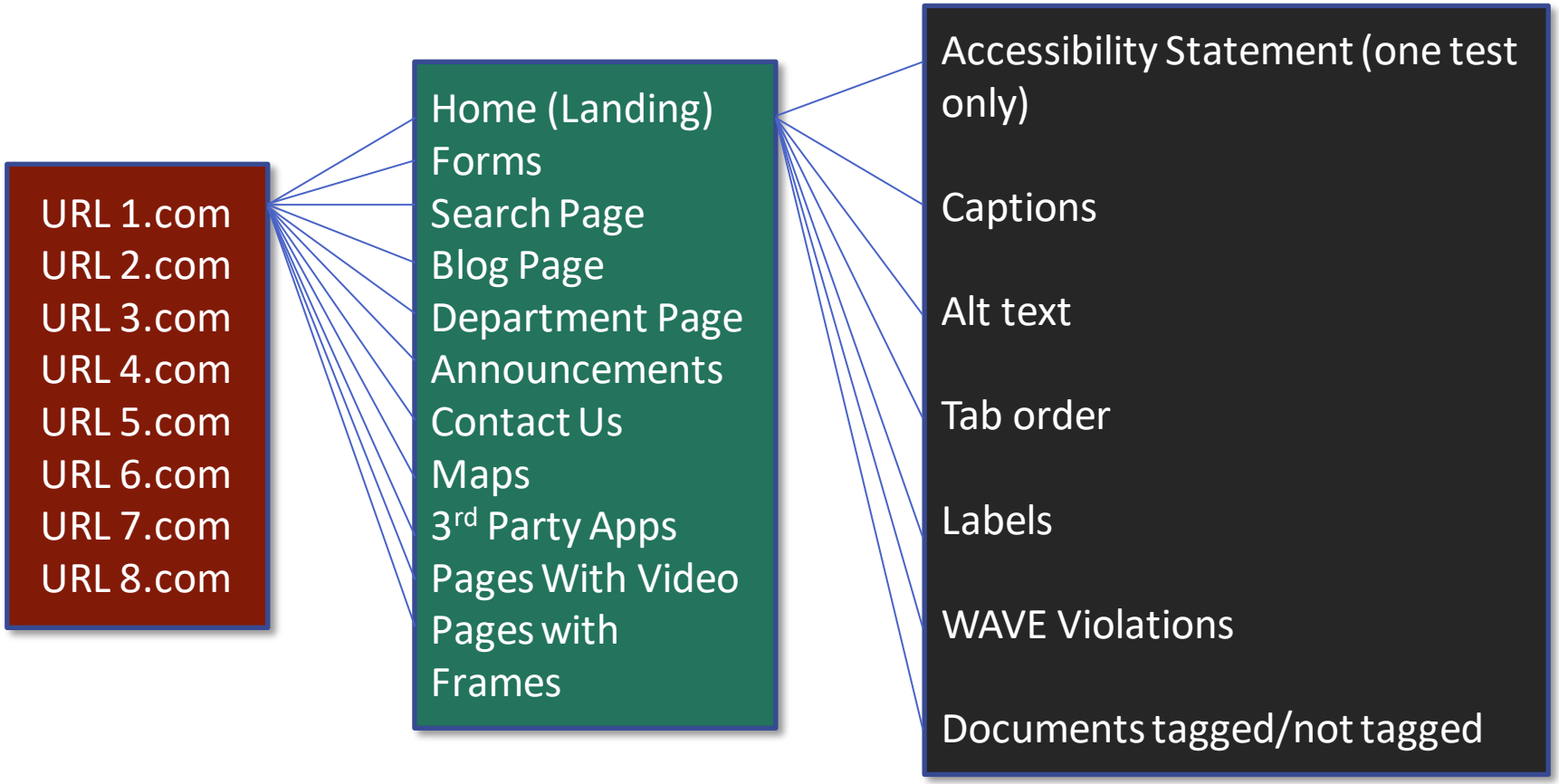
Looking For Tags



Assessing For Accessibility

- Collect all URLs from internal and external stakeholders
- Select 10 pages from each site (or 10% of the pages)
- Conduct snapshot test

Snapshot Test



Budget Formula

Websites

(nSites x nAVGPages x 30) + (nSites x 10,000)

(100 x 50 x 30) + (100 x 10,000)

150,000 + 1,000,000

$1,150,000

Documents

(nDocs x 10AVGpages x $7)

3,600 x 10 x $7

$252,000

Document Remediation

Portable Document & External Site Access Project

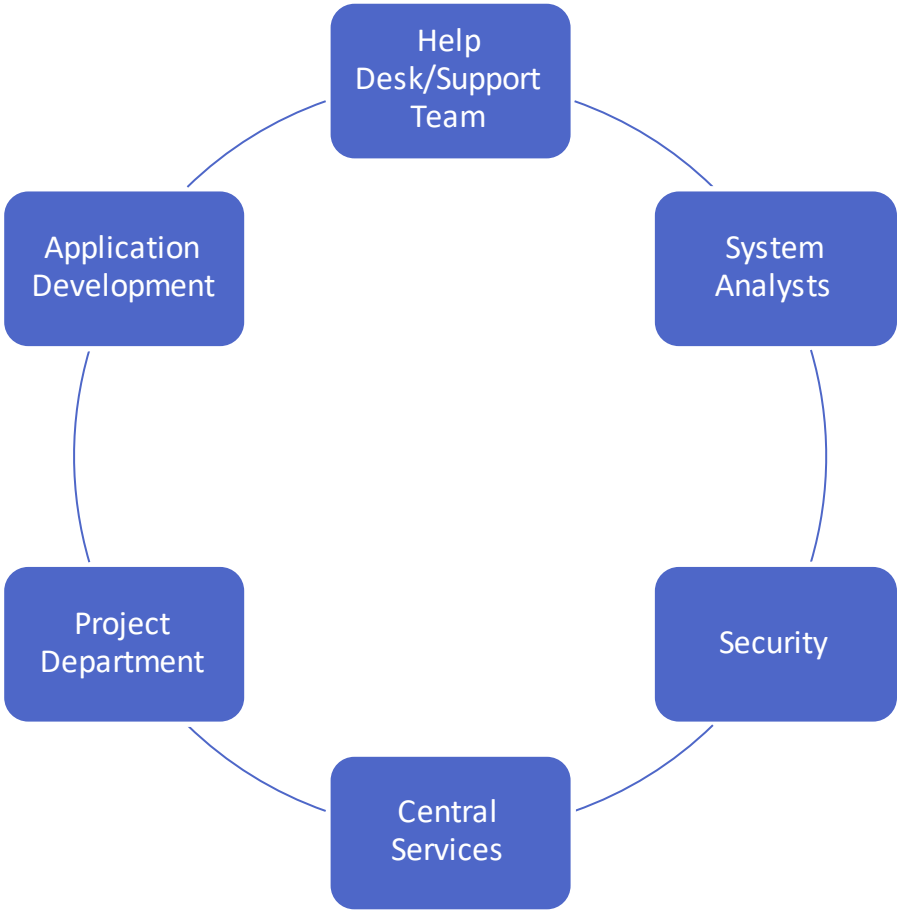
Total Project Hours Remaining:	0
Pages Remaining:	46533
Estimated Pages Per Hour:	2.73
Contract Cost Savings (total est.):	$ 445,734.00
Cost Savings to date (old docs exemptions + remediation):	$535,745
Transition Plan Remediation cost savings to date:	$ 73,470.00
New Documents	$63,108
Total Cost Savings (Portable Doc):	$ 672,323.00

	Remaining Hours	*Original*	Applications (hrs.)	Total
Phase 1	**0**	***383.8***	0	**0**
Community Development	0	*127*		
Innovation and Sustainability	0	*39.6*		
Municipal Court	0	*20*		
OEM	0	*68*		

Advocate For Accessible Policy

- Add accessibility to technical manuals
- Create general ADA training programs for new employees, with specialty training provided for new tech employees
- Require accessibility be adhered to during the procurement process
- Create quarterly checkpoints to monitor progress

IT Departments



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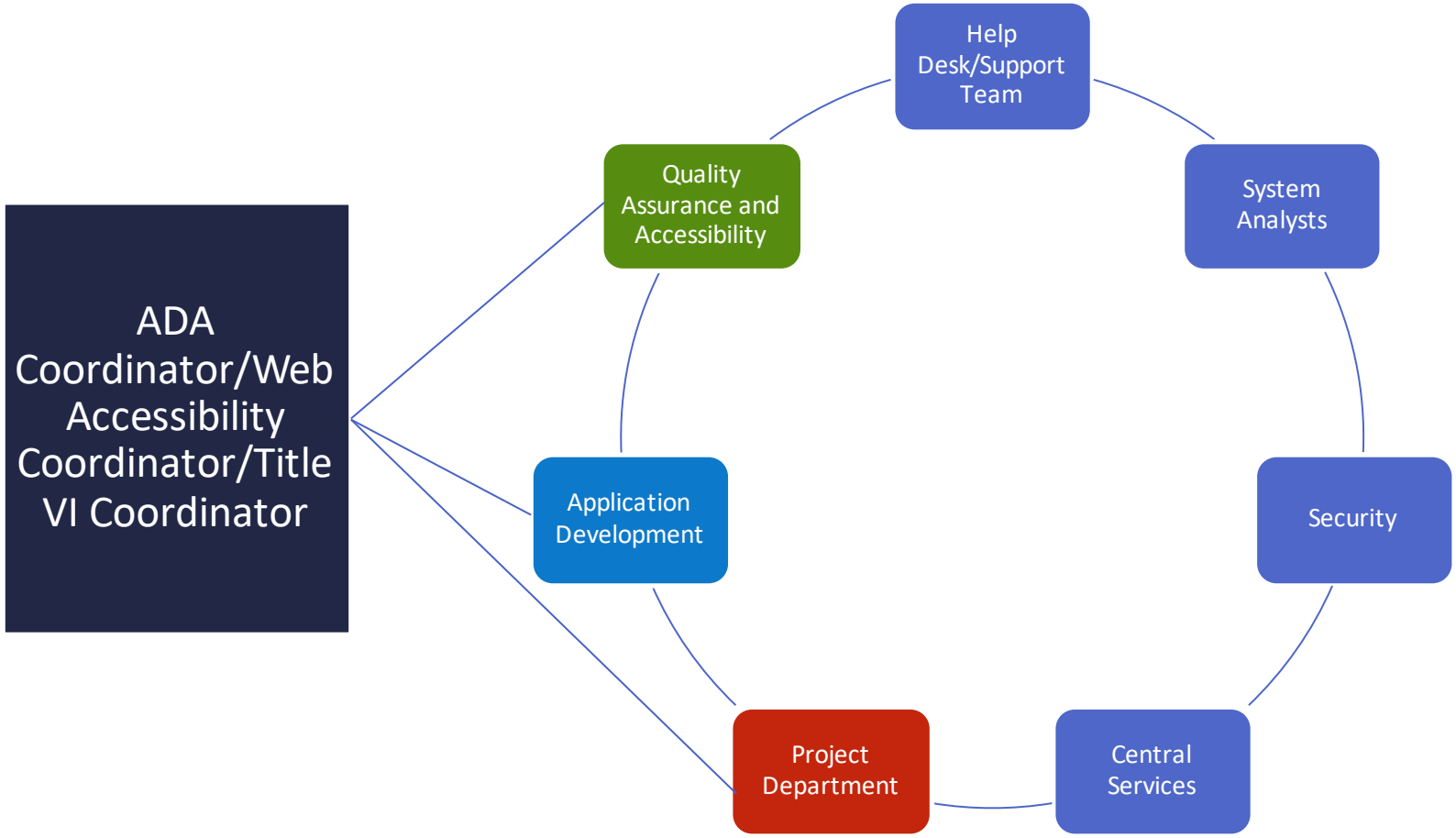
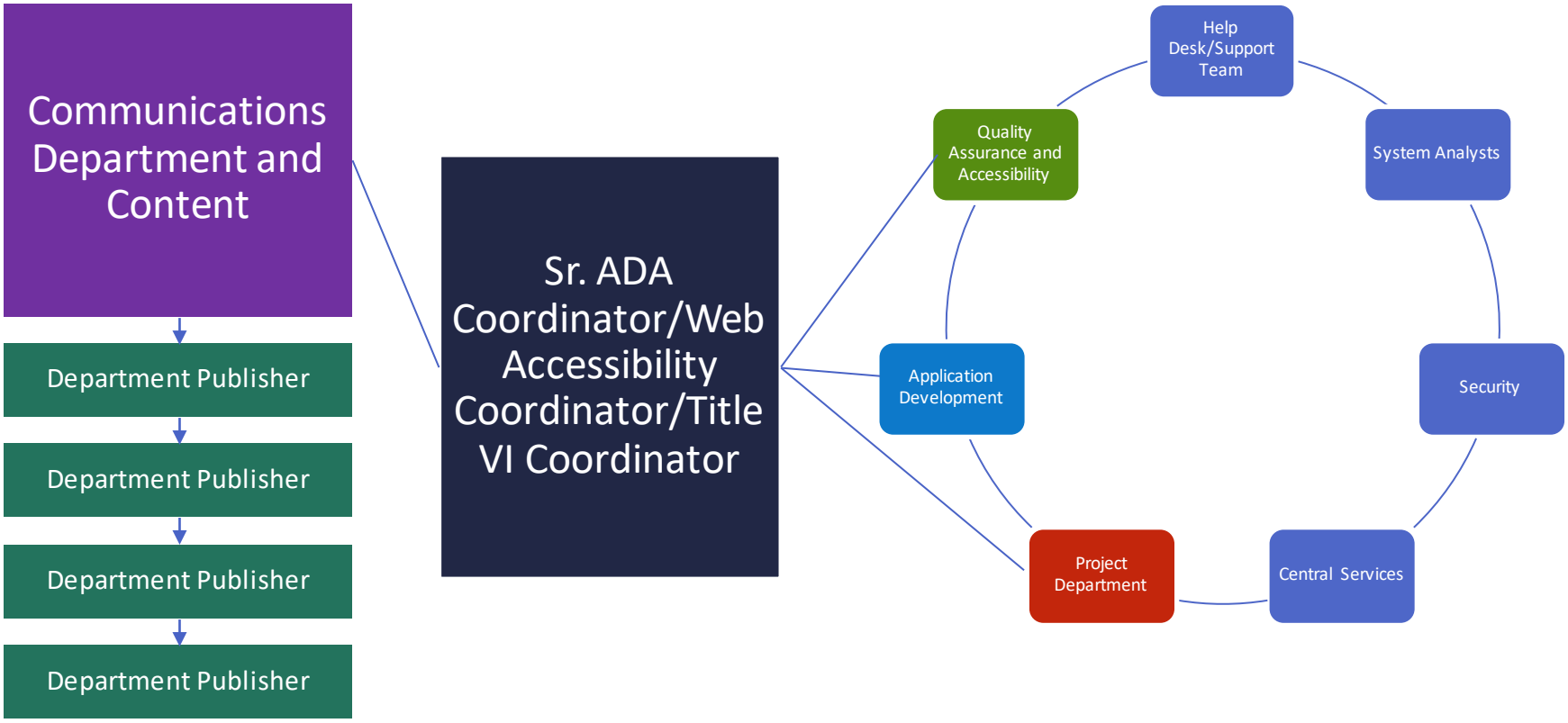


IT Departments

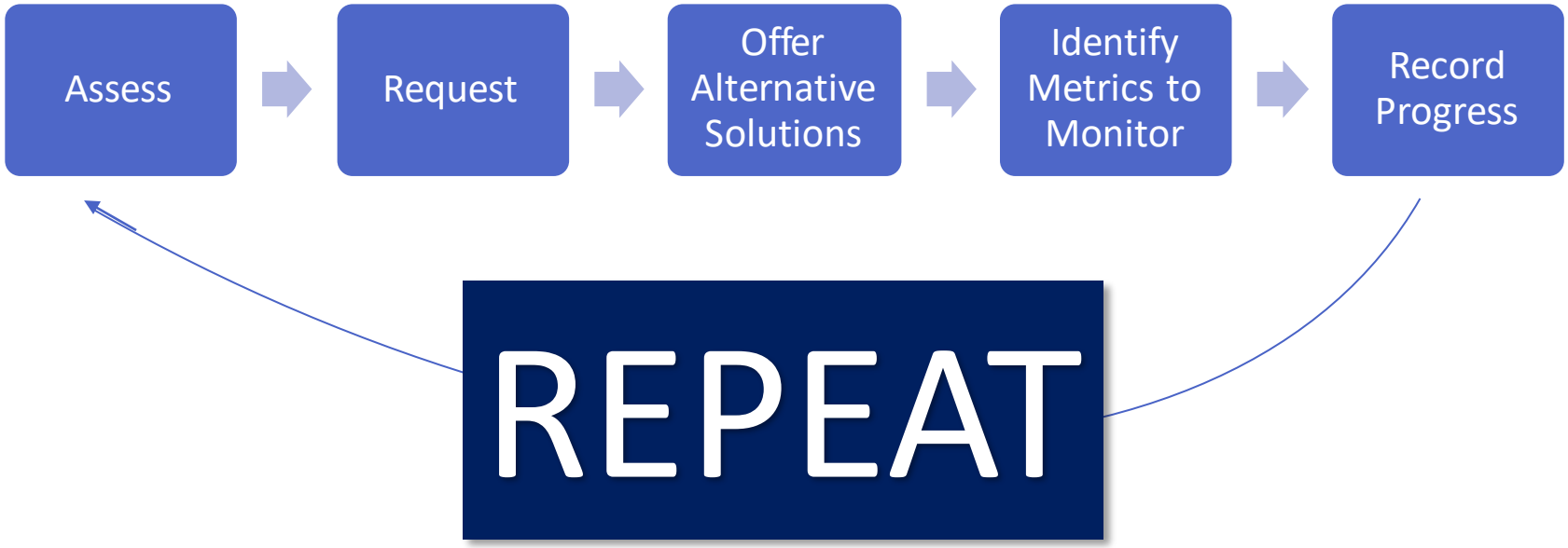
Communications Department and Content

Sr. ADA Coordinator/Web Accessibility Coordinator/Title VI Coordinator

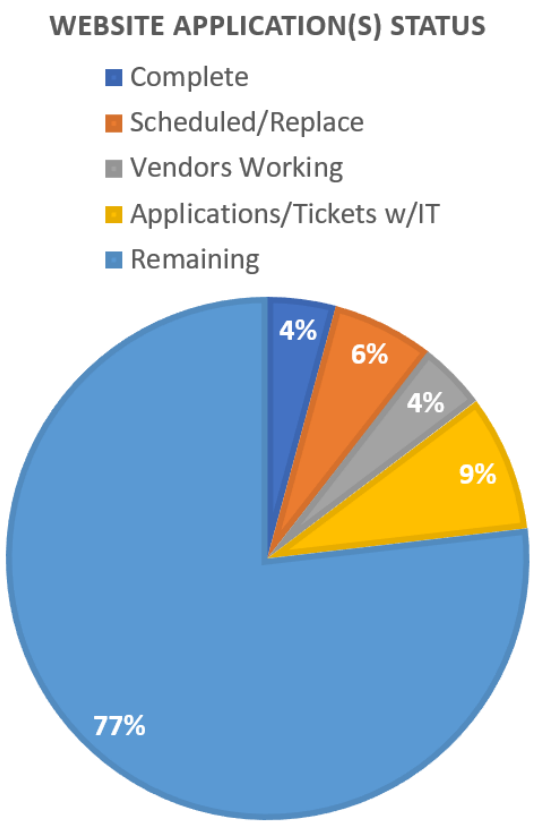
IT Departments



Timeline

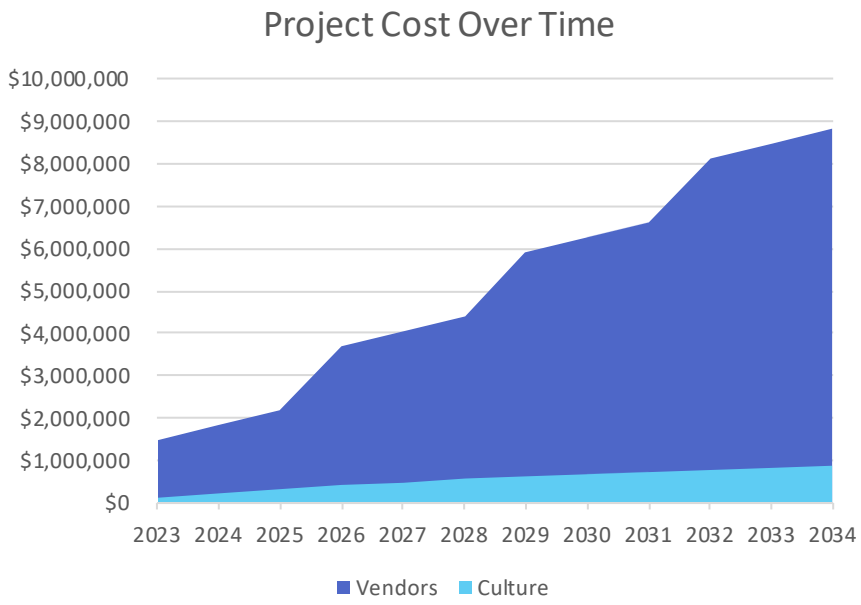

Assess
Request
Offer Alternative Solutions
Identify Metrics to Monitor
Record Progress
REPEAT

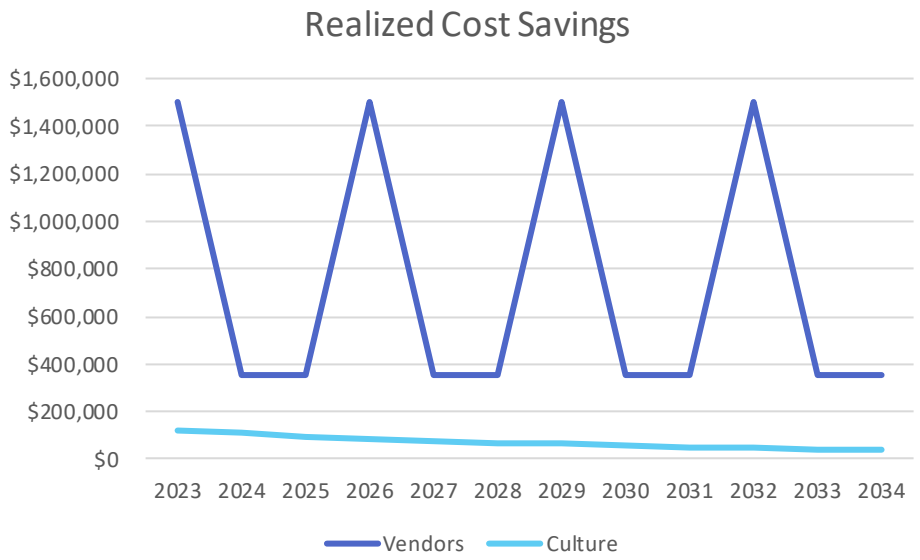
Create a Scorecard



Document Compliance Average	84%
Training Hours	122.5
Training Participants	350
Applications Addressed/IP	22

Project Costs





Resources

- Accessibility Verification in Procurement
- Monsido, SiteImprove, WAVE
- Colour Contrast Analyzer
- Accessibility Checklists
- Training Manuals
- Organization Policies
- Maturity Models

Maturity Models

Accessible Technology Charter Point	Level 1- Informal No documentation or process in place	Level 2- Defined Documented but not actioned or completed once	Level 3- Repeatable Process established and actioned consistently	Level 4- Managed Process monitored & improved, business as usual	Level 5- Best practice Innovate, improve and share
1. Executive Level Technology Champion	• No company level mandate/ policies • No dedicated resources or budget in place • No executive level champion in place	• Executive level technology champion in place • Policy/ Strategy in place • Aim to avoid prosecution/ reputational damage • Ensure roles and responsibilities are defined • Commitment to use the Accessible Technology Charter • Budget available with understanding of who pays for what	• Public commitment from Exec level technology champion • Clear business strategy being implemented • Accessible Technology Charter being realised • Sufficient budget provided with investment strategy in place • Collaboration between different areas within the organisation to achieve accessibility e.g. building services and technology.	• Management level champion(s) in place • Integrated strategic view across all business areas • Continuous objectives against organisational objectives • Accessibility recognised as business as usual	• Executive technology champion is active externally • Specific budget for accessibility innovation
2. Disability awareness	• Disability not included in the organisations diversity and inclusion strategy • No staff training in place	• Disability is included in the organisations diversity and inclusion strategy • Limited Awareness/ training for target audience • Executive level disability champion in place • Established organisation staff disability network	• Disability awareness training offered to all staff • More specialist training offered to managers and front line members of staff • Accessibility commitment is promoted externally • Recruitment channels are accessible and role profiles are inclusive • Information available about accessible products/services for customers and staff, utilising the disability network	• Disability awareness training given to all Line Managers • Main stream adverts include people with disabilities • Social media used to engage with people with disabilities • Accessibility information on products and services included on main content and not hidden away	• Disability awareness training continuously reviewed & improved in conjunction with disabled staff and external parties • External communications are actively improved to ensure that disability inclusion is 'business as usual'
3. Consultation	• No disabled staff/customer consultation	• Consultation planned with disabled employees/customers and staff networks using accessible channels • Process in place to deal with complaints relating to an accessibility issue	• Consultation underway to listen and understand improvement opportunities • Process in place for reviewing and reacting to consultations and complaints, including resolutions	• Continuous involvement with disabled employees/customers in products selection and testing • Consultation with external experts & charities to validate and seek best practice • Continuous feedback channels available for disabled	• Consultation with external experts & charities to continuously validate and implement best practice • Sharing learnings and implementation methods from consultations with external audiences
4. Built in Accessibility	• No personalisation of staff or customer systems available - all systems locked down • All personalisations managed through workplace adjustments process	• End user personalisation guidelines are defined by your organisation, setting out what can and can't be changed	• Personalisation guidelines are implemented and communicated • Customers can make changes that are reflected on some digital platforms • Staff can make some changes to their technology settings to suit their needs	• All staff and customer digital platforms have personalisation options built in • Personalisations are remembered	• Active monitoring of personalisations being used to drive future design across all digital platforms • Continuous feedback sought on how to make personalisations better, evaluated and implemented
5. Workplace Adjustments	• No process in place • Best endeavours to handle requests	• Published policy on workplace adjustments • Worplace adjustments managed by existing helpdesk • Line Managers drive the process	• Centrally managed process which covers requests and escalations • Dedicated helpdesk in place • Centralised budget for funding adjustments • Prefered suppliers for delivery of adjustments in place • Adjustments catalogue of available resources published	• Capturing and reporting against SLAs • Staff consulted about services • Adjustments catalogue actively managed • Co-ordination of processes during physical moves with other services • Tailored adjustment agreement or passport in place • Ongoing monitoring of satisfaction of adjustments • Staff can self serve some adjustments from the catalogue	• Best practice sharing • Staff consultation directly influences process improvements • Performance data includes user satisfaction

Don’t rely on patches (one-time purchases), invest in improving your culture. Everyone needs to buy in, not just leadership. Otherwise, new mistakes will just be made again.

“A man convinced against his will is of the same opinion still.”

- Mary Wollstonecraft

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