

# City and County of Broomfield Digital Accessibility Update

The City and County of Broomfield is committed to ensuring and improving access to digital information, including for those who are blind or visually impaired, deaf or hard of hearing, in the neurodivergent community, or with additional digital access needs.

This high priority area aims to meet and exceed the WCAG 2.1 requirements outlined in HB 21-1110, leverage best practices in communications and engagement, and create a permanent culture of digital accessibility for the City and County of Broomfield. A cross-departmental team is leading the efforts to ensure equity of access and inclusion.

## Accomplishments

### Organization

- Launch of Digital Accessibility Steering Committee comprised of leadership from across the City and County, along with Deputy City and County Manager as Executive Sponsor
- Launch of cross-departmental project team
- Engagement of a digital access planning vendor
- Onboarding of a staff digital accessibility specialist
- Creation of goals for the “project” of launching efforts around digital accessibility and the “program” of permanent governance and ongoing improvement

### Assessment, Analysis and Planning

- Completion of digital accessibility assessment across departments and Broomfield.org website audit for all pages
- Orientation for CCOB departments to website accessibility best practices and a web audit project to streamline and make accessible web pages
- Business analysis work in-progress to further identify subject matter experts and understand of at what point accessibility work occurs so project team can create appropriate procedures and supports
- Outreach to technology services vendors to ensure WCAG 2.1 compliance; continued audit and communication with vendors

### Engagement, Training Design and Governance

- Introduction of core concepts and overall plan to all management and departmental teams through focus sessions; ongoing communications to employees
- In-person Empathy Lab held in February 2024 for all employees on the “what and why” of digital accessibility, including best practices introductions, screen reader use, and tables from a range departments including Human Resources, Recreation and Senior Services, and Library, Arts, History, and Extension demonstrating the importance and impact of the work
- Procurement of digital communication creation and remediation tools to match user needs
- Addition of digital accessibility requirements to contract renewals
- Participation in regional working groups on digital accessibility efforts; creation of change management framework for digital accessibility shared with regional partners
- Training pilots held with a sample of departments to test approach, content, tools, support and tracking for digital accessibility best practices

7.1.2024

## Upcoming Milestones

- Onboarding of departmental digital accessibility liaisons
- Launch of formal digital accessibility training program
- Project team support system built and in place as digital accessibility practices and policies are implemented
- Addition of digital accessibility requirements to new contracts
- Creation of accessible templates for ongoing use for digital communications
- First round of assessment and improvement of the accommodation request process complete
- Continued audit activities, including CCOB website pages and frequently used public facing engagement software and digital PDFs

## Accommodation Request Process Summary

- To file any ADA grievance or request, including those related to digital accessibility, use the [online ADA and Accessibility Grievance and Request Form](#) and fill it out in its entirety. If you need assistance completing this form or require a different format or other accommodation, please contact the ADA Coordinator at [ada@broomfield.org](mailto:ada@broomfield.org).
- All employees have received notice that the digital accommodation request process exists; and all employees will receive continued training in 2024 on this process so there is a “single point of entry” for anyone needing alternative access to digital information.
- Once submitted, a digital accommodation request is routed through the Risk Manager, the appropriate departmental digital accessibility representative and a member of the digital access project team, who will then work with the requesting community member to find a solution for access.
- Internal employees should continue reaching out to their HR representative for any ADA request.