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.

Q4 2024 Accomplishments

This report highlights the work completed in Q4 2024 to enhance digital accessibility within the organization, with a focus on training, organization-wide improvements, departmental engagement, and remediation efforts, all of which will continue to evolve in 2025.

Visit the 2024 Q2 City and County of Broomfield Digital Accessibility Update for highlights of work leading up to July 2024 and the 2024 Q3 City and County of Broomfield Digital Accessibility Update for highlights of work for Q3.

Training
- Continued support provided to departmental digital accessibility liaisons, ensuring that each department receives tailored accessibility assistance to meet specific needs.
- Updates made to the training program in the internal Broomfield Learning Management system, helping staff access comprehensive resources to enhance their digital accessibility skills.
- Continued one-on-one support for advanced users, assisting with the creation of new digital outputs and remediation of existing digital content to meet accessibility standards.
- Communications and change management efforts continued to encourage staff use of the internal services ticketing system, ensuring that all digital accessibility requests are efficiently managed.

Organization
- Expanded use of internal digital accessibility support service portal for: advanced digital accessibility remediation, digital accessibility training request, digital content accessibility audit, one-on-one digital accessibility support, and accessibility audits for potential vendors.
- Increasing use of digital accessibility tools, including Grackle for Google Workspace, was expanded, supporting staff in creating accessible content.
- Continued participation in regional collaboration networks to ensure consistent, best practice service offering to the community in digital accessibility.
- Broomfield staff spoke at the Colorado Government Association of IT Fall 2024 Conference on building a culture of digital accessibility.
- Collaboration with representatives on alternative access plan guidance initiated, with plans for rollout in 2025.

Accessibility Management by Department

- Ongoing assessment and engagement with Broomfield's technology services partners for improvement around digital accessibility.
- All base and renewal contracts, as well as certificates of insurance, were updated to include digital accessibility requirements.

Remediation

- Work continued on enhancing organization-wide communications templates, with improvements for better accessibility.
- Ongoing coaching for representatives and remediation efforts were made to improve accessibility for high-impact publications.

Upcoming Milestones

- Continued audit activities, including CCOB website pages, frequently used public facing engagement software, and PDFs
- Identification of permanent program ownership within organization
- Launch of a regular FAQs training series for all staff - drop in to learn about different applied topics in digital accessibility
- Further remediation of forms and templates for accessibility and training and adoption of use of new forms and templates
- Launch of updated digital accessibility core concepts training as part of required 2025 overall employee annual training program