February Accessibility Program Managers Meeting Captioned Text

February 4, 2020

The February 4, 2020 Accessibility Program Manager Meeting was hosted by the General Services Administration, Office of Government-wide Policy at GSA Headquarters in Washington, DC.

The Relay Conference Captioning (RCC) translations provided during the event are included below, verbatim, and without editing. Portions of this event were not transcribed due to technical difficulties.

For additional assistance, please contact us at [section.508@gsa.gov](mailto:section.508@gsa.gov).

--- BEGIN CAPTIONED TEXT ---

[ CAPTIONER STANDING BY FOR REALTIME CAPTIONS ]

[ Captioner standing by for realtime captions ]

[ Audio number does not work - invalid code ]

[ Access code 288 649 invalid ]

[ If there has been a change, please contact VITAC at 800-590-4197 or cc@captionedtext.com. Thank a change, please contact VITAC at 800-590-4197 or cc@captionedtext.com. Thank you. ]

[ Captioner standing by ]

Good morning, testing 123, testing 123.

[ Captioner standing by ] good morning testing 123 testing 123. Hello.

Hello Captioner. We are in a breakout right now. Thank you for joining. We will be there in just one minute.

I just want to let the Captioner know.

Eileen Fulk says: I'm here and thank and thank you!!!

Yes. I have been talking to them.

[ Event is in Breakout Rooms ]

[ Captioner standing by ]

What happened?

Hello?

Hello?

This is CMS, hello, who was on the line?

We're just attendees. I said something. That's typing. Let's see what she says.

Do we need to reconnect? Or do they have us on silent mode or something?

[ Captioner standing by ]

Okay. Your time is up.

Hello? Time is up. Which tends down please. Put your pins and down please.

Okay. Is everyone done. Pens down. Okay now. We're going to stop to see who has the most common. Will start with one. I will call one. I know we didn't need the groups but you will see as we go through. Tim was the one. So we will have you come up with your [ Indiscernible ].

Most coordinated. All right. Good morning. Good morning everyone. I am tempted again. My group is Cami. Meredith, Mark, yea, Pat and Marcus Gauthier. At the table. We will go first and we asked you a bunch of questions. We thought of nine categories. Of the nine categories are we all like chocolate. We are all not shy. We're all not from here. We all like to drink pop or soda. The person from Massachusetts calls Lesotho but everyone else knows it's pop. We all like pizza with two toppings. To with pepperoni toppings and pizza with sausage toppings. We have all sprained or broken bones. And finally where all people with disabilities. That is our list. Thank you.

[ Applause ].

Awesome. Thank you Tim. Okay, now group two, Sarah., Been present please.

I am not quite as thorough but we got greater results because we have 37 things in common. That is because we just name the things and took things that were given for free like 508, human, eat food. [ Laughter ]. Without you gave this for free. We felt that we should have those. L okay so we're down to 45. We have been to a wedding, married, college, mice Canada, on a plane, we get paychecks, so she with a copy it of one under the rest eating sushi. We have vehicles, badges, we know what an ACRP means two pairs of shoes, we all have children, furry or otherwise, play Pac-Man and Atari eat seafood, voted in the last four years, been to a football game, high school or professional. Own homes or eat Chick-fil-A, been to shy town, drink coffee and we are creative and we have been to the dentist. [ Laughter ]. [ Applause ].

You Sarah. That was awesome. 37. 35 right because the two, yes. So my next group is John Sullivan group.

While Mia is making her way of those that do not like the Chick-fil-A please try the Popeyes sandwich.

All right. Good morning everyone. I am your day with the Air Force, title VI coordinator for, I was a little late getting in and I am the spokesperson because I actually don't match everything on here. So we all support the federal government, we all work in the DMV, we all work in [ Indiscernible ] policies, we were all born on the East Coast, minus myself, we all had hair minus myself, we were all placed in section 508 program from various backgrounds, that is accurate. We all travel, we all speak English, I'm not sure what the other, what this is. We all have siblings, we are college grads, we all dress well, we all like sweet, we have been to a casino, I don't know what that is, nonmilitary experience. Okay. That is accurate. None of us have military experience, all born in the 20th century. All have cell phones and all the like to eat. It looks like we are all [ Indiscernible ]. And I cannot read the rest of that. Computer users, shoes.

This is for how many?

About 22 John? [ Laughter ]. Okay.

Thank you Mia.

Okay. Our next group is group 4 which is Alex. Your group is for? Come on up.

Okay. FYI. This is Alex with one the newest member of our team at GSA. [ Applause ].

Thank you.

Can this come up a little bit. Okay. You will have to duck. Sorry. I am very tall. As John said thank you. Alex Wilson knew to the GSA team and glad to be here. I am representing team four which is myself, Antonio, Liz, Denise and Yolanda. We had 24 things in common. We had a little more time we could of thought of more but we are chugging. We are in second place so that is good. We're all working for federal MCN 508. 23 then. We were all born in the U.S., we all customer oriented and enjoy helping people, we all travel to Europe before and flow plane to get there. We enjoy or have advanced recently. We have done and do trainings regularly. We have been to Texas and California. We all like chocolate and ice cream and dogs. We all have brothers and all but one of us had no sister so we always had two there. We all foodies and we have all written on a motorcycle or ribbon one. Have gone camping and we all want to go see the pyramids but none of us has actually been there. That was interesting. We have been in a race like most of us for a charity type of race or some sort of competition, 5K or 2K, what have you. We will all right-handed which is statistically significant with numbers. We all have corrective lenses. Less double letdown because some of us really enjoy ice cream. I am not saying who. We have all played or been in a sport or either now or when we were in high school. All of both, that is what we counted. I think that is it. Thank you. [ Applause ].

Thank you Alex. Group five, aminos group. Joseph key. Come on up

All right. This group. Best alas. Quantity over quantity. For us we had, we all work at the DMV, within the CIO, we all wear glasses, we all try to work, we love ice cream specifically chocolate. We all have iPhones. We love sleep and try to get 6+ hours of sleep a night. We love to travel outside of the U.S.. We love captioning, we like to look at regular movies with captioning. We love family, we love to talk, [ Audio lost ].

[ Audio lost ].

[ Captioner standing by ].

> This is Mike. Can anyone hear the call. Let me double back into the room.

[ Captioner standing by ].

Can you hear the room now?

We can hear it when you speak but everything in the room is at different levels.

Okay. We will work with our tech folks to get this resolved.

Should we stay on the line then or should we dial back in in a little while?

[ Audio Issues ].

[ Captioner standing by ].

[ Captioners transitioning ]

[ Captioner standing by waiting for the participants to resolve technical issues. Thank you. ]

Hello everyone. This is even at -- Yvette, we are trying to figure out what is wrong. I do not hear anything. It is actually an Adobe connect issue. And it is not allowing you to hear what is going on. Re: I will leave my telephone on. I am upfront with the microphone.

As long as it is close enough so that we can hear it.

Okay.

[Silence]

For the folks, on the telephone, we are trying to get things set up again. I see the captions are working.

[ Audio Issues ].

The next slide I am going to move to part three. And this section is on the metrics that we have been talking about. There are a number of pages that were evaluated, automated or manual. An numeric value, no comments, and webpages. Found to be conformant, and then we have the percentage sign, this is just for the intranet. And the pages evaluated with the percentage sign and I think we have covered that pretty well.

We are going to move on the accessibility challenge. And this was the document that was sent out Friday. For those who can see the screen, I have a background that is radiant dark to light. I have a rectangle in the middle of the screen. And I want to ask someone to tell me if the rectangle in the middle is a [Indiscernible] or is it a gradient that is reversed of the background. I think Antonio is going to take one.

It looks like it is gradient, but it is a tough one.

It is the same color. I usually use a mouse. But we have a little squishy thing on here. And hopefully on here. And hopefully we can show a good image. Let me pull this up here and this is my color. I am going to use the picker on one side. And the background for the other. And this is a reasonable test. And we will see that they are both 7/8. I like optical illusions because I like to remind people that we see the world differently. So it is about, providing a way for everybody to interact with their world. And that is the point of this little mental exercise. And also because we are going to change topics, I thought it would be helpful to get away from the other reporting.

[ Audio Issues ].

And the next slide, introduces the PDF download challenge. This is the one that I talked about first. And I am excited about this one. And building on the success, your success, on reducing the web issues. We are going to look at the PDFs and we are going to challenge you to reduce by 10% of the nonperforming PDF documents, get your 10 downloads by the end of March. And the goal is to reduce what ever is in the top 10. To look at the files that I tested back in October. There is a flow because there is a new tax season coming up. So your agency has a cycle of information. Take a look at that file. Please do it today or tomorrow. And report back with a snapshot and compared to what I found in October. And you may see some similarities or differences. And you may have to look at more than that top 10, you could look at the popular ones, but do not fix only the ones that I found. And I will talk about more in the next slide. So how did I test the PDF? We used Adobe acrobat, and I used accessible electronic documents. And I did [Indiscernible] guidelines and I did track that. When I evaluated that, I was looking for an issue. If it was not tagged, right out of the [Indiscernible] it was not performing. If there was one issue that it was nonconforming and that is how it was graded. Do you have any questions?

[ Audio Issues ].

If it is not tagged does it make the score worse weight

It is formant or not conformant. This is where you can find your top-down loads from the yesterday file. These are the visual cues that should be properly tagged on how to do that. And as I mentioned before collaborate with the webmasters and stakeholders and make sure they understand what is their responsibilities are and what are not their responsibilities. And one of the best ways to fix this is to integrate 508 into their process. Instead of having a separate process. And if they do not have that I would have a discussion with them as well. And where [Indiscernible]. I think we have one more question.

Is there a possibility to report what conditions we used. Did you use Adobe 2015 versus [Indiscernible]? And you might get a different answer. At one time our office was working on 15 versus 17 because you might get different answers. If I am testing, I believe it is conformant, I cannot be faulted with saying this is the standard that we are going to use. One of the things that I find effective, or informative, look at properties but I do not know if properties are checked in Adobe.

I checked. And everything was manual.

I have a lot of documents that might pass 508 but not the properties. And this was tested under 508 .

To your point, if you do not use Adobe acrobat please let me know and I will track that. We are not looking for a response per se but I can include that in the summary report.

How do you address the question of, this is the conformant seat versus accessibility?

Folks, I appreciate your time and thank you for not going to sleep. I am going to hand this over to someone.

[ Indiscernible- muffled ]

I want to introduce Timothy, and John Sullivan. Tim was going to share [Indiscernible] training.

Thank you and good morning. I am going to be brief, because I have another call. John, I am going to skip over this because this is the introduction about 508 updates. For training, I want to talk about the access with that CIO, and 508 practice. Show your hands have you attended one of our webinars? Now my second question, I was tagged with doing 508 on Tuesday ? Do you know where you can get information about the webinars? So the webinar series have been established since 2013 and we have one every other month. And you will notice that it alternates with 508 manager meetings . And that is intentional. We try to coordinate. You can get credit for this. And that is something that we discussed at great lengths with our contractors. We need to go to accessibility [Indiscernible] schedule. Next webinar is March 31. We will talk about accessible social media. And May 27 we have a webinar on accessible [Indiscernible]. We are planning the webinars for the rest of the year. And the webinars will continue on the last day of every month. I will give you the information. And finally, 508 , Kathy, please raise your hand. She is my colleague. If you have any questions you can write to us. I would like to leave you with a point, because I am a lawyer I always like to split hairs. A lot of times we are getting questions from people about Beat Talk after I got a speech from procurement, we should not have to tell people how to fill out their V Pack and that is absolutely true for everybody. So we have to talk about the language in the provision. If you have any questions, on what is required, you should talk to your contract for your agency that puts out the solicitation and this is very important. Members of the public will call up they are looking at this from the perspective of what I need to do? They are expecting you to have it filled out this way but no. I spent two hours yesterday with some guy who finally said, do I still have to do this? And I said if you want to work with the government you will. But people are aware of 508 in the private sector. But they are not always grateful or appreciated. Do we have any questions? Kathy will answer all of your questions that you might have.

[Applause] be back good morning everyone.

I want to thank everyone for being here and we are so in rest to see so many people here and paying attention and not being on your phone. There are a couple of things, as I was sitting here I went to social media, and looked up 508 managers. And I saw that many of you were not here. I want you to make sure that you are on the list and if you are a program manager or an alternate program manager you should be on the list that if not, make sure that everything is correct. Let us know and we will make sure everything is squared away. Another announcement, the revision for section 508 was January 2017 and it has been years since it has been revised. First we need to talk about the Federal Register. It is going to hit, I was told this week or next week, it has to go through IRA review. And it is going to go out as a proposed rule, not a final role. There is a comment period. But it has taken us so long to get here but we are grateful for what we got. Mike ?

I think we have Roberts question up.

[ Indiscernible- muffled ]

I do not know the answer off hand. Where is Kathy with all of the answers ?

She just stepped outside.

We will take a look. I know there was a few things at the last minute, that the access Board requested for some changes. And they were going to be deferred to the final rule. Out of fear of missing another timeline and getting behind on other things. So that was my big surprise. But it has not happened yet. But we know that you read the Federal Register daily, so look out for that. I want to talk about the PDF challenge and I will not say any more about that, from the summer. But the folks really like that idea and they are taking the short challenge idea for other topics of interest. And the notion is to find something that is small and doable to show there was attention to an immediate area. So they are very happy and they are encouraging us to do more. And that 2020 interagency accessibility for him, will be held September 1 at the Bureau of Census. They had agreed to hosted at the super federal center. So we did a site visit. I live on the other side of the universe man I said [Indiscernible] really? The visitors interest is on top of the Metro station. It is a gorgeous building. It is the largest federal conference facility that I have ever seen. We are very happy to be out there. But September is nine months away. So it is time to put a planning committee together. You will see a call for planning committee members, we will do it after this meeting, we want to have a planning committee to help this be a great success. And let us know over here a control center, that you want to be part of the planning committee. We like to have a couple of agencies. We also need a sponsor, to give us higher clout. So think about someone that can do this with us. This is an anniversary for ADA. And the 30th anniversary is in July and we would like to do something in July. This is for national disability awareness month, in October, 41 day -- for one day. I do realize that on September 30 we will probably not getting procurement people. We are going to have a larger space for the exhibits. And we really enjoyed being at the Hungry Building. We had video captioning and we had a whole team of people, it was a professional studio production. I think it is good to switch it up but they do have more room. That way we do not have people in a side room. I think we will have a good time. We are looking at locations for the next one in 2021. We are looking at FDIC for the following year, I think it is in the Virginia Square area. But both are great locations. Who is going to go in this room? That is great. It is the Cal State University conference, March 8 teeth or something like that -- if you have not been try to go. To see that many disabilities interacting with AHA other -- interact with each other is amazing. Let me see, Kathy, Mike, Robert and I will do one around May 4. We will do one for the trusted tested program. We have Betsy and I will do one on acquisition. Bruce and Tim will do a presentation on 508 Q&A from a legal perspective and Shannon you have one on -- I think she needs a microphone.

I guess my theme or focus is on the intelligence community, and restrictions on security. I will talk about what the IC is doing and what defense and military are doing.

That is going to be fast -- fascinating on what you will be allowed to say. [Laugh].

[ Indiscernible- muffled ]

One other plug, GSA plug, we have the 2020 conference in April and I believe it is going to be in Atlanta. We have not done a big acquisition conference since the old days. We are trying to have a placeholder for accessibility as well. And likewise for the Smart pay environment. But they are not set yet. But we are working on that as well. But Fast is a big deal. This is something that they announced that they were going to bring back. This conference. Everyone is familiar with the 20% digital experience act. We were happy that during development we were able to get 508 requirements into the active websites. Implementation of this act, it has various stages, on what they are going to focus on. Within the last couple of weeks, decide what you think is the most important website, and you will have to figure out how you are measuring improvement on those websites over a time period that will be specified. And accessibility is just one thing that is being measured. We have to look at what was followed regarding the standards. And if you are not part of that in your agency, put your foot in the door and be part of that. This is a great opportunity. Everything in this act it was what you were supposed to be doing parent -- doing and it is your opportunity to get your foot in the door. Or any websites that you are redoing, make sure that the accessibility testing is done on those websites. It is a great time to leverage, you know get your foot into the door. I know the next focus area, will be forms, digital forms. And what is involved and what is needed to redo the forms. I know that some of you this year, Lauren from Energy and other folks, with the result of the 20% act, had to do a significant number of forms. This is something for your web managers. If you do not know who the web managers are, you need to get to know them. We will be trying more and more to put this community together. But it does bring attention to something that is needed and we need to work on that. I know that people are going to work on other dimensions with the digital forms. But we have to look at the [Indiscernible] act and IDR's. You have to go to the burden of analysis at all of that. But folks are going to be coming to your agency regarding the forms. Make sure that when those forms are redone they are accessible. And the last thing, that is not on my flight, but I want to mention, who in your agency has a project that is funded by the modernization to knowledge he act? -- Modernization technology? There are a couple of others, where agencies are given significant amount of money to do something. And when you say I cannot do it there is a payback make.. -- period. Farmers.gov Is a new one. If you know your agency has this money, because you do not want to see yourself in [Indiscernible]. Because you got money and things are still not right. If it is like farmer start of, we have to remind folks that this is not a story that you want in the press. And with that said I like what we did this morning. I am not one who is a natural at the icebreaking things. But this is fun. To see the amount of fun in the room, and I do not know how it translates over the telephone, but we had a lot of fun here in the room.

You can take an extra three minutes for your break. We have index cards for this afternoon session. There is a basket on the table that you can drop in your questions. And do not forget to vote, which group you think was the best. So go on your break and enjoy. Please return at 11:45 thank you.

[ Session is on a break. The session will reconvene at 11:45. Captioner standing by. Thank you. ]

Hello everybody if you would like to get something for lunch, please go out the store. Go to your right, cross over [Indiscernible] and there is a Starbucks.

[ Indiscernible- muffled ]

Who is asking?

Okay, let me come up to you.

[Silence]

[ Session is on a break. Captioner standing by. Thank you. ]

I do not have any paper paper but I do have construction paper. I think it is color-coded. You will have to go down to 8.5 x 11 for the color code.

[ Captioner transitioning ]

[Captioner standing by.]

Good afternoon, everyone so this afternoon we will move forward and look at a 508 program on the move. And I don't know if anybody outside of us the Census Bureau lately -- it is nice. And I'm talking about the little perks just a nice building and with that said I'm going to introduce Joy before I saw your last name can you say for us?

Hello everyone my name is -- by Boyd coordinator at the U.S. Census Bureau

We have Lawrence and David and they will introduce themselves and Larry it is in your hands.

Good afternoon today we will talk a little bit about what the Census Bureau Section 508 program office is doing. I will have some remarks about slides I am covering followed by Joy and David. And here's what we will cover today, the background admission of our office are admission and history and policy charter procedures and how we catalog and certify applications and webpages in our steps to integrate Section 508 into the software development lifecycle acquisition processes and how we establish Section 508 as a multilevel service offering. We do offer in our office Section 508 certification, training and some other items which we will cover later. So this is somewhat of the history of Section 508 in our office, in the 70s Section 508 was established for the rehab act of 1973, and added in 86 then President Clinton signed into law in 1998 and then our office was established in 2017 and we became a working entity in 2018 and the Section 508 refresh idea act became effective in 2018. So our mission began with establishing again with creating and publishing Section 508 charter policy and procedures for the Census Bureau, we are working on developing cataloging and certifying all applications that means commercial off-the-shelf applications and census developed act -- applications as well as webpages and we are integrating Section 508 into the software development lifecycle and acquisition processes and establishing Section 508 as a multilevel service offering. So our charter is the background of 508 the targeted in the Census Bureau and explains the federal mandate authority and guidance and finds the scope and operating procedures and composition of the Census Bureau Section 508 program office. So -- is your charter signed by your CIO or Director of agency?

I defer to the coordinator on that question

Let me answer that question quickly basically what's happening as Census Bureau is designed as what they call the direct or it and what happens each of the directors I consider to be the division and basically what happens is when a program officer establish in that directory domain to be signed the division signs off on that however we have signature of the CIO on that also however Director oversights overall agency Director all the direct towards assigned overall policies and we have elected policy which he assigned also. Okay

Our charter became effective in February of last year, we also have a Section 508 policy that policy ensures that all information communication technology procured and produced by and for the Census Bureau complies with the rehab act of 1973. So our senses develop products and webpages all have to follow the rules that were established after January 18 and we want to make sure that they meet W3C W tech 2.0 level a and AA to assessment monitoring reporting and we have four phases of this and have preparation transition, implementation and monitoring, in the preparation phase we have established tools available for the census evaluation tools and doing research to identify additional tools as needed, we are identifying training, creating checklist and help list for creation and we have a center for applied technology laboratory Census Bureau and that's where we install assessment tools, and also raise awareness through in a surety training pair they have every year and for transition the staff should attend training to augment their outstanding accessibility and current loss and each program should identify staff to be responsible for accessible content. Like we heard earlier the authors responsible for their documents anything they publish. To implement this policy we assess and distribute and prepare accessibility reports about products we work on each program is responsible to remediate Section 508 based on the assessment, and once a product has been assessed they get a compliance certificate once these efficiencies are resolved. We do monitor products in websites biannually or based on the needs of the program so might be more frequent, and each certified application is certified biannually. And we update templates as needed. At this point I'm handing off the microphone to the 508 coordinator George.

[ Applause ]

Thank you everyone for giving me the opportunity to prevent section 508 program office at this than you I appreciate all your time and effort you put together to come here to look into us. So when I was brought into [ Indiscernible] I was given an opportunity to build everything from -- opportunity to design and the charter in policy and process procedure and also enact something tangible meaning we elected something called Section 508 certification process and what that does is what we do is our goal is to certify an application under 2.0 singly and AA guidelines and we think that take 30 checkpoints and check it against application website and a number of other things for example documents PDFs and PowerPoint and that -- and currently as part of the process, rather than starting everything at the very late stage in you know application deployment kind of stage what we have done is we created a process where we are engaging from the get-go. Some of the slides I will be going over will basically show how we are engaging in those levels of SDLC or those layers of SDLC and try to make it different in terms of how we could really make Section 508 application are released on a regular basis. Just to let you know we have almost completed over 20 application certified over 20 applications in ISR Internet self response which will be census application that we will use to pound the population of the United States this is achievement for us. Just to start with my slide at seven, the way we basically embedded ourselves into the SDLC processes we started from the very beginning which is the initiation process anytime how procurement whether it is an application or software procurement or service procurement is been discussed we have an agreement or an understanding with the acquisition team that they should engage in that process what they do is whenever they are talking about this kind of [ Indiscernible] they polis into product owners or business owners and same you need to talk to section 502 to see what is the criteria applicable and becoming a part of the initiation phase already so that is what I do find they're doing the initiation phase [ Indiscernible] with evaluating the scope and applicable revise Section 508 standards. Second part of it is the product funding so during the project planning when they decide to bring about a product or software what we do is evaluate the VPAT and if comparing two products the kneepads and any other Section 508 related document they may have and basically recommend our product whether something is better in Section 508 related criteria and make those recommendations. So to read out the text during the product funding the Section 508 program office did assist sections related to 508 Compliant form vendors and criteria in Section 508 applicable award ship and second part program office will equip ICD project in the scheduling what is happening is we're becoming part of the project planning process anytime they are actually doing any of their agile scrubs or sprints and any kind of [ Indiscernible] becoming part of that basically giving our then when procurement is taking into consideration the double up can make those applicable Section 508 guidelines within the double up framework from the get go. And the fourth stage is initiation phase engages during the initiation conforming Section 508 applicable requirements and conducting assessment Section 508 initiation process followed by ICD projects receipt for certification and go through those in depth exactly how the process works and how the process is in my subsequent slides but want to touch upon it where we are in terms of SDLC stage and deployment during the deployment the product is released for user acceptance testing if vital system verifications performed on the pre-Prague content as the last step in the Section 508 certification process and we basically issue that certificate based on the UA G into a final verification after the production after the application of the software production. And operation from the internal phase continuous phase of the product around production environment for continual use changes and issues with the product are to be continually identified by annual sexual fibroid assessment for recertification are conducted another element I outlined here is when we reissue a certificate it is for perpetuity what happens is this is reissue by annually and what that means is we have certified application in the year of 2019 and 2021 will be reaching out to them and monitoring them and talk to them and said it is your time for you to renew your certification and then look into the coaches and already have been procurement capital blunted updates happened into that application taking to consideration of the [ Indiscernible] or 60 508 certificate disposition phase so far we have not been participated into it yet because we started issuing a certificate right now but we also plan to be part of that process also so the seven stages he disposition the disposition of the end of system alive cycle provides for organized and preservation of information ICD products are removed from the section 508 program list office project schedule what we do let's say if we have certified an application and if we are planning to phase out the application or really take that application of the system overall Network, then we basically keep that into our [ Indiscernible] for further assessment -- that may not be as applicable to every agency here. Sometimes a specific to census because of the fact that some of that application only for that time period it could be a year the lifespan of the whole application could be a year during the time of the census and probably let go or put it to bed till the next year census comes him and that it [ Indiscernible] here are basically some sections of 508 we participate in agile releases and as you probably know nowadays majority of double up meant down using the agile methodology not as much of you know waterfall so in that regard what we decided that we would be part of their Sprint process and things like that so we could know they can know what Section 508 related elements of the items they need to double up or build into it and in addition to that, the Section 508 correction coming in continuously and this is a model of continuous assessment and deployment framework. So that's looked different stages we have so to start with product backlog room to define the scope and estimate applicable Section 508 procurements included in the user stories as mentioning in the first stage and in agile saturation is a planning and have a test planning in 508 and 2.0 cingulate AA died what we created so we faced a question and engaging in this large-scale how do you come up with all the test cases -- and things like that for multiple applications be delivered and we came up with an innovative idea were we said you know what we could use WCAG 2.0 cingulate and AA guidelines and 30 criteria and the webpage or single that can be used as a test script for [ Indiscernible] what that does is each page evaluated for against and we certify every time if there is a need or question about a test script that is there and we are doing much more rigorous assessment of a page feet together functional other kind of testings are doing and and finding functional issues through our Section 508 assessment. Let's just go through this different phases and first a planning a test plan including Section 508 and WCAG 2.0 and 2.0 cingulate and AA guidelines and create and second one is development implementation details based on detailed design specification and based on design phase and identifying retirement [ Indiscernible] that helps build those requirements into their development screens. The third is a verification stage and Section 508 program office conducts a performance test bikes execution and accessibility test and combine integration and testing on business tactical procurement for user acceptance criteria and validation review test analysis report including Section 508 outcomes and complete Section 508 functionality returns to the product backlog prayer the fifth stage of the Sprint is basically retrospective which are standard of any agile process update Section 508 documentation is needed prior ties backlog in Section 508 to conduct the verification. This is how we are engaging in the agile framework. So this is our accusation process we try to make it as generic as possible of course every agency or bureau has their own process of doing it, but in general this is how we actually engage our plan of engagement in basically the first stage of any kind of software procurement is to define the functional requirements define the business needs, and conduct market research in any of these parts we have 508 do not participate but the parts owner and business owner does that. And what happens is they determine the scope and then there is something within as WG called a working group the software working group and evaluate the need and basically look at a similar product census domain to see there's a way to elaborate the application or bring in an application this could be different based on the agency and the Bureau because something called change approval barred summer it is different and we have CAB and SWG for them and basically when an application is approved, what we actually do is --

My question I have two of them were so user integrated into this process? And going back to a couple slides back, where's user testing integrated into this process?

Right, so this is basically a generic kind of in process were we say how we engage in the process of basically in the release plan to identified the Section 508 related activities that will take place you could become part of that and when you become part, you have to be part of that until the deployment because you have to complete the three-part verification that is our goal and framework we follow and that is where we are peer I guess you have the second question about testing?

Go ahead -- where do you bring in the user?

Very good question, when you say user you're talking about Section 508 folks or? Here's an activation process so what we are actually doing when SWG approves an application we look at the view bad where we come in and basically play our role and we review the Section 508 related documents to say whether or not this is a good product to be sectioned to be implemented another thing would be sometimes that happens is a product are not built into it but have the capacity to do it and you could for example PeopleSoft can be a highly customized product even though if you take out of the [ Indiscernible] 99% [ Indiscernible] so your business process so --

I was going to say based on what I see in my agency and experience is if you don't integrate them into that purple top area, you already failed up at the top of functional requirement defined business in conducting market research --

In that case we need army of Section 508 analyst that is not achievable you know why because it has to be I mean in the agency procuring many applications and gather many applications what we have done is we have let them decide what they are bringing in and we are working with the team to say you know what these can be bring in and as a product or not and if you bring an end compliant or noncompliant those kind of things --

Are you finding though that you find out later on that it is not usable or compliant? In the end? Look later on down the road when you hire someone or you have someone you use it as requires assistive technology or other I think that's what we have found is we don't get integrated into that top area even though we don't have the numbers, it is more of an educating our folks procuring and testing and acquiring to educate them they may not be 100% but to educate them on I need to consider this peer peer

Excellent question we have an answer for that and we have an answer for that also and what we have done we have done go through that in my next slides we have done a whole bunch of sessions periodically and created colors sitter training and have one for general understanding of what Section 508 what applies we have one for the team and for the meeting acquisition folks participating they are aware of this is a law and need to take into consideration and have one for the projects and program managers so they will understand the implications and hopefully --

[ Indiscernible - Participant too far from mic ]

My question fits in with that is I see it in one direction where you have review pad ACR and after that work is done are they that well-trained that is not a back-and-forth so by the time they get to you it is a quality ACR or are you working with them so they develop inappropriate ACR by the time he gets to it is good to go and includes things like accessibility testing, assistive technology testing user testing may be as big a slide and that green box and 508 program office getting more than just of the pad is it getting a package is compatible and accessible and people doing the market research in really that well-trained? Hopefully they are

I hope so

Is at back-and-forth

As mentioned I made it a little more generic rather than being the send specific so for example an application that we are on-boarding and we branded it it is RNA called applicant something and re-rendered it and when we they said I'm not going to name the product -- get into trouble maybe progress but what happened is when we are on-boarding the product they're saying you know what? Ager says he is a whole bunch of other organized and nobody complained about Section 508 because we compliant letters do an assessment and if you're so confident let us do it in we have identified a whole bunch of issues and actually made a commitment to fix it when there on-boarding the product and yes I mean you say I mean it's a progress we're making not 100% at this point in to give a background we started in 2018 there was new program office existed in the Census Bureau until the March of when I was on-boarding March or April of 2018 there was not a dedicated coordinator or Provo office% so we had made those changes and things like that try to make -- seen some of those effects come in to play and probably are not 100% there but [ Indiscernible]

I wanted to add when you talk about we integrate users there's a box missing and it is where we do our type of testing were we do market research and we were evaluating a screen magnification software and had a couple different tools we were evaluating and this was before we actually purchased it so we were doing testing in the lab and I would call that DT testing and we wanted to do more operational testing with some users so we had some folks some actual lung vision users for usability test and a whole another thing and decided we are testing this product like I don't have the requirement to test this and we have people in building that meet the requirements so we Ashley brought them up to the lab put them in front of the tool and got their thoughts on it and we can bind that along with our team testing overall evidence and were able to make a better informed decision if we wanted to actually move forward and procure it. Also involved in that process is our desktop folks, it is also folks from a plethora of security so it is not just us kind of chiming in if this is an okay product, it is a group of people.

Department of Veterans Affairs and we been doing agile for a couple years two or three years and I think some things this is interesting program and I think some questions the group could consider is when we talk about agile what do we mean? Right now we have at the Department of Veterans Affairs have daily sprints and weekly sprints and have biweekly sprints and that's the timeframe we are working with and working with over 700 projects. We don't have the ability to take 25 government people or even 60 people and put them on project teams because in addition to agile and projects we are doing websites and a whole bunch of other things. So I think part of it is how agile are you and what is the capacity of them and what's the number of the projects you're working on and how quick are your sprints and one of the things that we are pushing because we don't have enough by void experts or even users to do testing all the time, we are pushing automation and automation up front automation that is looking at the code, that will give us maybe 30 or 40% and maybe some more test and what we are trying to do in the projects responsible for them to integrate their own 508 people within their project. If we could mandate they could have trust testers on their projects which part of the VA do that would be great but too many times they are coming to the 508 office looking for the expertise that they already should have on their project level. There is a lot to consider here and I applaud the work that census is doing but I think we would also have to understand what we mean by agile? What are we looking at as far as number project speed and that sort of thing and the all-important question will be what happens when you integrate a commercial off-the-shelf product into that whole timetable goes crazy. Sort of goes down the tubes.

You said you guys require certain projects to identify a tester on the project that as -- they are a dollar threshold projects and what's the area can it be every project or is it every project?

Is what we strive to do. Like DHS has done in some of their DHS you guys can correct me here but in their projects when the projects are out there, one of the mandated positions is to have a trusted tester on that project and so what it comes down to is because we are doing websites and doing documents and doing projects we are doing a whole bunch of other things that are not in agile and so how do you take 25 people and split them among 700 projects websites mobile e-learning and everything else we have to do? You cannot do it so you have two push automation and have to push automation all the way to the left so you're looking at code and that's another whole set up in problems and issues and you also have to hold the projects responsible for if they can't get a trusted tester into the project, somebody has to be responsible on that project for integrating 508 and you can go behind those people and test and then as you're working through the project when you are in pre-partner or something like that you can bring in users and they can do UAT testing and all of that. Is it perfect? No, -- are we still fighting with issues at Department of Veterans Affairs, absolutely paired but I'm pleased to see the efforts going on here and I think it is great thank you Peter

Thank you very much Patrick I appreciate it and for the time sake I'd like to -- [ Indiscernible]

Furtive I like to commend you and your lifecycle work and particularly the timeframe that you've implemented and I think all of us can recognize that it takes a long time to get buy-in to put boxes on the screen that matter. If you would be interested in conferring about strategies to address 508 in the blue boxes, feel free to call me in our strategies you can use to equip teams without using 508 themes to mitigate the risk of getting down the pike where you have something that Bill testing because they started out pursuing something that we never had a chance to proceed in pure so we've been focusing our efforts on how to equip Contracting Officers contracting staff, technical architects, people who originally envisioning of a problem don't know what my solution is yet -- don't know what products yet but I know a problem needs to be solved how to start providing guidance in that stage so they get established in the selection you take by void compliance out of the conversation and say I'm looking to build an accessible solution one way I'll measure that down the road is what the 508 Compliant check but how do I get people up front looking for the best type of solution? Understanding when they're doing a market research assessment generally should they be looking for and how to set yourself up for success which can emphasize things about what they may or may not work and going down the path with so we learn trying to focus the 508 needs suggest on testing is expensive and it also can be frustrating because you are finding the answer is inaccessible at the end of the lifecycle and that's when the [ Indiscernible]

This is a generic process and not specific to any agency per se but that is a good way to engage. This is a generic process that we thought people can take a look at it and be able to adopt and things like that okay so going to the next part of this, here I am discussing how how senses we are providing services and basically what happens in Census Bureau is IT Director offered services as service model what that means is that we have to have services that will provide to flow the agency in outline what the services are so we basically did a catalog of services of these are the services that we currently provide and that we think helped us in many different ways to bring about more compliance. One the first one is Section 508 certification services for sense of IEP what they did website pages application would just documents and official communication guidance how to correct Section 508 issues within existing websites applications and documents, also to help achieve Section 508/2.0 single A AA and certification of section 5 2.0 single A AA guidelines and framework and we also provide independence in addition verification for conformance reporting and noncompliance and participation in Section 508 procurement to help obtain higher level of quality assurance and we also provide service in terms of performing scans in assessment for the risk management what we mean by that? What we are actually living on implementing which we already have some instances we are going to something you probably aware of it and RPA Robert process automation and we will use some of our tools that are available to actually run those scans and actually give it in the form of report there's two ways you could actually do that and RPA is short of bought --

The senses comes out this year correct?

Correct.

So how does it come out? It comes out in soft copy or hard copy how or both?

A good question the way the goal is to be basically digitized as much as possible the way they are doing it this year is that they actually are sending in the mail are sending a card in the mail and card has a number on it so let's say use it sent to you it will be tied to your name and family when you enter that number you'll be able to see some of the prefilled application the web-based application and be able to fill it out and submit it and other way is that what they call the non-ID path the ID path and they non-ID path has a similar thing but you have to enter all the information

Okay so that is coming in the mail and then clearly this is a web application, so I'm assuming it has been tested already?

Yes Section 508 certified.

We are testing the web app now and are working out the issues before it goes live okay and it's available on desktop and mobile. Okay so you'll be on senses 2020.gov and that's where you go and that works with desktop and mobile thank you.

I could actually touch upon that also basically what's happening is we have two applications getting into the complexity level we have two applications based the primary applications called the IFR and IFR as to platforms using one is a pica in Primus the ticket has been completed and sent certified and working on the other platform which is called Primus and we are certifying that that should be done sometime this coming week or so and what happens is you'll be able to do it through a mobile device and also enter devices some kind of in -- [ Indiscernible]

Will you be able to add a bigger question would be able to can you scan it like can you scan the barcode so with your smart phone or manually key it in? Or could you scan it in and when you do your testing how broad is your assistive tech knowledge he testing? Is it just one AT or diversity of 18 or diversity of versions AT?

It's an excellent question I think if you're using IFR you could scan that number and get that [ Indiscernible] the website application scan we are talking about no barcode or anything we will use something called robotic process automation RPA and that will basically be using the URL of the application whatever the URL is an basically use that as a way of running that scan against the system and we will be using that to prove -- [ Indiscernible] some other tools and what it basically does is take the report use basically to [ Indiscernible] put it in a document for review -- we are currently using JAWS and JAWS is a better product assistive technology for the web interface part of it and then we use voiceover for mobile devices and talk back for entry devices and that is what you are asking.

Talking about is scan?

Assistive Technology JAWS and use color contrast analyzer site improve and Andy and DQ and all of them to capture [ Indiscernible]

Dragon speak and -- [ Indiscernible]

We have two questions,

From Department of Energy and one of the questions maybe I could clarify somebody had is so say hypothetically I'm a blind person and I give a postcard in the mail and no one happens to be home except myself, would there be a way that I could get that code into an app and begin the census taking processes and forces with the mobile app have a QR scanner built in so I can hold the card in front of mine iPhone camera for instance or what I need to actually use something like a scene eight I app to capture that code or even a flatbed scanner and then manually enter that code into the website?

Yes so to answer the question if my understanding it is my understanding you should be able to scan it through your camera. So you should be able to do that and if you are using the mobile device, it is voiceover if you are an Apple user it is a voiceover compatible and we have sections so it should work voiceover if you're doing Android device it should also work with talkback and when the scanners during any of those tools a part of the inventory or I as to places you should scan and tools you may have.

You stole my question I'm wondering as a blind person determine it is my senses and I am home you answer the question and says it does --

If I -- I didn't understand the question.

I think you answer the question as a blind person I'm listening to you and say to myself once I figure out the piece of technology that it is my senses question and questionnaire how I can use it without having site assistance and I believe what you just answered was an answer to my question.

As a blind person I can do my own sense is basically what I'm asking?

As part of our other activities we are providing as a service, we have built a Section 508 lab at our the Census Bureau Center for advanced [ Indiscernible] lab in a lab in that and implemented a host of tools and within that lab we have future technology and also other web assessment tools as well as Zoom Text Dragon etc. and also have office our for supporting consultation and pay advisory role in SJC tailoring session double uppers can really take a Section 508 into their double up [ Indiscernible] and access to assistive technology to enable the remediation process what we are doing if anybody needs JAWS or any kind of assistive technology we are providing them deploying them into the computer and spending time with them to train them if they need to use so they could proactively use it for the assessment with as pure the next 20 Section 508 compliance management process and [ Indiscernible] related and created dedicated email line and phone line were people can call us for issue or about their Section 508 related challenges it is published in census.gov and available for the employees and for general public and they could access that email or call us and we be able to take those questions and make sure we are able to address their concerns. And Section 508 awareness and knowledge so we are periodically doing some of these events through our senses we have traveled to some future NPC in Jeffersonville Indiana, National processing center and went there and did sessions there and planning to go this year and every October we host events for the whole month where we actually train everybody anybody can join train on document [ Indiscernible] JAWS and web-based technologies available out there and give them training and that is basically our outreach project we are doing. Basically next one we want to talk about the certification process and since that is successful for us in terms of providing a benchmark because when I came into Census Bureau, and started engaging with [ Indiscernible] a waiver and got a vendor says we are compliant and we don't have documentation associated with it at that time I decided we need to really create a platform where a certificate will be able to show was whether or not a person as went through any kind of assessment or not. And that's how we engage ourselves when we are doing an assessment basically when the census system signs up for Section 508 certification process, the office of subject matter expert work with product from the beginning through all stages of the process and the team will collaborate with assisting the system providing accessibility reports and offering guidance throughout assessment and remediation fiction are research in the system test environment and once conformance has been built websites product and systems that complete the process with certificate identifying the product as Section 508 and 2.0 level ANC single-A and AA conformance and final verification on performance is confirmed on the systems production level. Here is a graphic a diagram to show -- this is a graphic depiction of how we actually go about managing our Section 508 certification process and next I'm basically here broke it down to different section and the text and basically if you look here we start with the project intake process and I make sure the process starts and [ Indiscernible] for the certification process project kickoff meeting to find [ Indiscernible] Section 508 WCAG 2.0 single-A AA checklist and audit and assessment baseline current compliant deployment assistive technology and automated analyze application and prioritization determining priority of the beating task based on impact of compliance planning and implementing probability implementing roadmap incorporating tactical fixes in the dev environment and the independence addition verification validate Section 508 compliance and ability status conformance providing final compliance certificates for the application and verification of governance on the production environment on going guidance and David will go to the next level.

All right everyone I've been told I have five minutes maybe so I don't know whether to say thank you Joy or -- upon establishing our program office we looked around and did an assessment of the agency in to see how we were doing and we found we were doing pretty good we were putting out good produce but we did have sums stuff out that would not apply and what I mean by stuff is apps websites documents things of that sort so then even more so we did a poll and found that not everyone that was putting out the stop under silver 508 was about and one of the first things we decided to do was backtrack educate everyone on what 508 is so we cleared it first training module it was Section 508 overview for all census employees and to date over 1000 people at the Bureau has taken the training and we've also had an approval rating of 92% so not only are people taking a people like it right so next we decided to jugular developers because again we found that the stuff getting out to let you our websites in even [ Indiscernible] developed a training module section 508 four developers and testers and now we are part of the application services development division and I think I screwed that up at our division on the application developers and our division Chief Dave peters came from VA patching he's a champion of 508 great thing was he made this training mandatory for all of our developers so everyone that's applied a part of the agency. Developer you've got to take this and guess what if you knew you get onboard and it is automatically assigned to you so we are up to work with HR to identify those positions and grade so again with that training over 350 developers have taken that and we rolled that out about a year ago. Again furthering that we had a big discussion on acquisitions, we found that a lot of stuff we were buying was not compliant so we said okay how can we solve this? Soap we developed a new training module in it as Section 508 for acquisition professionals and we will gear this toward all of our course all of our acquisition folks all of our purchases people that are buying things in it aims to look in 508 with the acquisition process and inform people as you're moving through the acquisition process and doing your market research you should be asking the vendors is the successful you should be taking a look at your re-patch and bringing that to and doing some testing in house you should be doing all this and not just checking a box and not just saying that is compliant there are some things you should be doing and if you need help, we're here as a program office tool reach out to us we have another training that we are developing right now for program managers again it will Program and Project Management through the software development lifecycle in the different stages of different products you should be eyeballing as you are moving through our process. Another thing so we've got senses we put out a lot of stuff we put a lot of surveys and not just the 2020 census, coming out this you're not sure if you all know we put out service every year and get the ACS, in the HHA as survey which deals with housing information the population sort of like in many senses but we do this every year we put out the economic office service that tells you the pulse of the country and how we are doing economically and so a lot of those teams they put out not only the service but also put out training materials, advertising materials a lot of stuff has to be compliant and what we found some of the stuff is escape you getting out especially the promotional material and some are great some of these teams started reaching out partnered up with us to do many trainings and targeting not only the teams and concept providers but also looking at positions who are constant folks who are adamant people that are publishing your website how can we train them and putting on brown bags and do trainings all time, and I want to say a lot of this training material you don't have to create it from scratch we are not going to grading it from scratch getting it from already existing resources so Section 508.gov but Access Board and WCAG 2 Microsoft Adobe with you want to know how to create a compliant Word Document, Microsoft Adobe, we are using resources already out there and we are reaching out to a lot of you all. I know you will get emails and we bug you a lot but it we keep doing it. And our next line -- again Joy did talked about this we got a lot of tools that we introduced to the agency and we know there's can't just introduce tools without having a plan for training people bring them up to speed in some sort of maintenance and the whole nine yards but in doing this, one of the things that we realized was as a team we sort of need a place where we could evaluate new tools and we could shore up our practices and we could stay up to date even if we did not want to move the agency along to a new version a new version of JAWS comes out we need a place where we can play with and JAWS 2020 is a and maybe don't want to be -- also for customers they needed a place where they could test their stuff and they have stuff they are developing and should be able to come to a lab or setting and play with it or we got a new tool we will visually rollup you may want to have people come down and play with that tool, so there's a lot of valuation that was needed and needed a place where we could kind of do this so as we were talking with our management, we should want to get a bunch of PCs and software installs and stand up all that crap but we found that we had an existing solution to Cadillac and joint touch upon the center for applied technology already existing infrastructure there already being managed and I Guy Alex Cohen ran it he is at GSA but gracious enough to let us come and install all of our tools and look around and you have 25 pods developers and folks already coming in and already pulling their technology we were able to put our system of technology tools on that infrastructure and as you evaluate your stuff it's also accessibility we've been training down there Larry Knight sit there once a week so we have a presence our training materials and as you look around your agency you may be thinking of standing up in assistive technology lab but maybe there's some sort of existing infrastructure you could use pair so I will wrap this up. You hooked me up.

Joy covered this we successfully thus far assessed the number of applications and started off with our high visible application in the census 2020 website we anticipate millions of visitors visiting that daily basis one of the first applications we decided to assess. Another thing our agency we are begun partnering so not only are we members of this group here in this group is great, for not only's staying abreast of what's going on in 508 but this is a great group and we get a ton of information but we also partner with other agencies and so within commerce we've got a web advisory group and we are members of that we established a 508 subcommittee and members of that, if you have a group give it to us and we will join we will come and see you. And finally I just want to touch upon this, I don't have a traditional 508 background, I used to work at DoD and back in the day one of the things I will say I've served a lot of roles have a captive evaluation background and a Scrum master and done it all developer project management, configuration management, you know what all of that helps me with my job today. Being a Scrum Manager you wanted to talk agile and SDLC jump right in that acquisition piece came up the fact, core level III in I understand the DoD acquisition cycle could jump right in so you may not have a traditional 508 background but don't let that push you away or shy away from this because you are beneficial in thank you all and we hope to see you September 30 and October 1 if I'm not mistaken at the Census Bureau. [ Applause ]

Thank you Larry, Joy and David we appreciate it and one thing I will say if you have questions for them still, you will have the opportunity to ask them. In the meantime we are going to have a roundtable in there's two things I want to mention for the group and we will split [ Indiscernible - Participant too far from mic ] [ Indiscernible - Poor Audio ] before I go on there was a question for one of the persons listening and and Patrick comedy team members do you have? -- How many team members do you have? You mentioned about projects and they wanted to know --

We have 25 government and 35 contractors so 60 altogether and are 508 SMEs for projects 25.

He has 25 federal and 35 contractors and altogether 60

You have about 25 people that would be working on those 700 projects. It -- as Robert said that's where you need to have 508 Subject Matter Expert on those assigned to those projects either trusted testers or someone that knows 508. You can't take 25 people put them into 700 projects in that is only 50% of the work we do we do websites PDF documents everything everyone else is doing acquisition training, -- the to move it to the left automation and the tools and hold the projects responsible for 508.

This is Mike, this afternoon I haven't said anything so I'm jumping in. Mentioned twice I was reminded something that I thought it was germane and we have talking about these people supporting these systems what other foes can we think of quickly that are assigned to support systems? We have security soft service support this systems and designed and I assure you there are more than 25 security professionals that support these 700 system so 25 accessibility people to support them I don't think is too much maybe it's too little I'm not there so I don't know I'm just saying sometimes replacing accessibility was security gives you perspective of how important other things are and how we need to get that.

Thank you, Mike. This will be an open discussion if you have a question you can throw it out and let everyone in here chime in and answer.

On behalf of Jeff, Section 508 quarter for Department of several years in that position and my question is for all of us to discuss and figure I've been struggling with sissy discussion early this morning and discussion of surveys the top 10 surveys and survey of top 10 PDFs and curious as to what people are using and pros and cons of Adobe Acrobat EC and Adobe acrobat professional 2017 in general and particularly with Assistive Technology as draws users of gotten conflicting information from freedom scientific and apparent company and some saying one tactical representative best to use Adobe Acrobat DC other tactical representative Saint Adobe acrobat professional 2017 I'm looking for feedback as to what best or what conditions how do we determine when somebody should use Adobe Acrobat DC as opposed to Adobe Acrobat professional 2017 with Assistive Technology?

Adobe Acrobat doesn't give you a WCAG a special ability report accessibility report that certifies WCAG 2.0. You have to combine that it has accessibility checker [ Indiscernible - Multiple speakers ]

If it doesn't give -- Adobe Acrobat doesn't give you a report that indicated she met 2.0 what do you do? What do you do when you have thousands of PDF documents that you cannot fix yourself and document authors are going to have to fix and test with Adobe Acrobat DC that might give you 15% compliance with the accessibility question?

This is Gary adding on, the question of which targeted audience are we talking about those for office professionals who are testing documents will accessibility versus end-users of which we may also be who are Assistive Technology Users

You have to have the tool has to have the accessibility in it for the people creating those documents because if you are the user testing that which will eventually be anyway you don't have enough users to test all the thousands of documents so they look at the Internet in intranet and start attacking SharePoint you've got to have and we've had and I've had discussions with Adobe, we asked them why you don't have a WCAG 2.0 checker on your tool and basically indicated that it wasn't where they were making money and what they said to me was we use we partner with [ Indiscernible] and you integrate common look and Adobe Acrobat and can't get a WCAG 2.0 report what does that due to the price of Adobe Acrobat when you put it forward? PDF Accessibility global access PDF.

Thank you Patrick and Jeff. So we will open up with some more questions but before we go there, I have a need and what I need are people who understand accessibility which are all of you in the room and Section 508 to exist with the element of training to support our community so this is who I am looking for, I am looking for program managers, acquisition folks, and technical -- those who have a strong technical background, please please please this is for not only for you but to meet the needs of our community so I need SMEs and if you are willing and have time and I promise you we won't take up a lot of your time but we do need you, I have a sign-up sheet you can sign up for all three, one, two, whatever but I need you. And I'm asking for your assistance so the sign-up sheet Kathy has them and she's going around in whatever your expertise is, please help us out. What usually happens is let me tell you, we will develop a cause and I will need your input to review it to see if it meets the needs for that particular topic. Just your eyes and suggestions. Brooke you want to give them insight?

Everyone can do it it is really fun. So GSA produces amazing courses that we have all used in seeing and they just need more needs to look at them and give comments and that is really it. It is a great way to show your management that you are working with other federal agencies.

Thanks Brooke and you are needed I need you. Are there any more questions? You can ask if you have questions for these gentlemen

This is Betsy Section 508 program managers my question will be followed up with an explanation of why I'm asking is how many of you have struggled with being able to get either a Z pad or ACR from vendors or OEMs? To show of hands I only see a couple so y'all are very lucky and here is the reason we are asking John Sullivan and I cochair the vendor industry outreach component of the [ Indiscernible] and we focused on efforts this past year on smaller businesses that may lack the resources and we want to encourage small businesses in the ecosystem with the larger ones generally understanding to adopt her practices to address 508 but we are seeing up proliferation of companies that have been doing business with the government not just ones that are trying to break in and they have not completed of GPAT or the like and what we are trying to struggle with is that you don't want to be the one sole person impeding omission because somebody else acquired this and why is it I got it at DoD and they did not need 508 etc. we heard it what can we do what suggestions do you have we need your ideas as to how we can improve our vendor industry outreach to ensure that they understand that while there may be valid exceptions that apply, that is on a case-by-case basis determined by the agency or department, that they as an industry produce of a product or service say it does not apply to us so we are not required to do it so any suggestions or ideas please.

My suggestion is -- vendors are posting information about themselves in the GS universe could we require them that part of their submission should involve a VPAT so when procurement officials are doing the search that the VPAT will be there instead of having to go ask for it?

This is Mike, one of the things we are working on don't know the pace of success will be but one of the things we are working on is to integrate into for example the acquisition gateway.gov site a tag that mimics six already there so for example you can filter by the green tag which means does this product meet energy star compliance and the vendor provides that information or some magical way that information is there in the tool one of the things we're working on is to say do you have a 508 claim there is a 508 tag in a claim ACR based on the VPAT should be there a goal of ours in don't know when that will get done. Something we want to do and there's also the development of a new storm that GSA where consulting a bunch of GSA stuff to a different marketplace and so talking with them to make sure that there's some filtering based on by white claims. Again it is a VPAT and have to review it but it could be there at the market research and have that for your consideration in your evaluation selection. Hopefully that helps.

One of the things that would be beneficial is if there's governmental solidarity across what happens is essentially the larger companies they will go to one government agency and they will give them a by Dan expect the same from the others and until we all mandate that they all comply, and don't buy from them when they don't they will continue to pass Ron and try to slide and slip and that's been my experience.

Responding to the same --

I was going to say you're asking the question Betsy was asking about VPAT and seriously the single most important aspect of this is education because I just phone call from the general term is [ Indiscernible] the other thing is on Cordy what's her saying to me the terminology the multisyllabic acronym heavy terminology is a dense slide for most companies -- 508 accessibility and 20 pages of paperwork to fill out and why am I doing this and a lot of [ Indiscernible] perception of barriers and conversation I have breaking down to people from nonfederal environment and people from federal environment and the answer to both is you have to do it if you want to do the business and I try to help them prioritize and understand context and the basic I line -- 508.gov are good it would be really helpful to have a skeletal outline or something of the process because there's too many steps and people get too confused and the other point I will say is when it comes to the private sector because private sectors are operating under a different set of laws and choosing 508 as an evaluation criteria, for them I say the laws in most cases the laws dealing with the private sector is strict liability which from a legal perspective needs either you do this or [ Indiscernible] businesses understand is my God I do not want to get sued and clarity explaining to them a risk management issue as well as a requirement for procurement those are the points you have to emphasize everything else tend to get lost in the sea of multisyllabic words and that stuff in the [ Indiscernible] Section 508 page talks about the tap and in ACR and doesn't tell you how and I'm giving feedback

This is Mike and one of the folks soliciting for acquisition and I would work with them to help create that content for our site. Is there something not there let me know and I'll work with you to get it on our site and obviously there's gaps and don't have everything and that's why Alex is here although he left all don't know where he is -- let us know we can't update the site or work with those that can help us create that if we don't know this is a good form but obviously you have our personal emails and general mailbox as well and back to.

Thank you, Mike. I have a question sent in and this is going to go to you Mike, I would like that talk to we elevate the 1B report so it matters? Is it possible to add more questions to request more data i.e. how many applications does your agency own and of those applications how many are tested for 508, how many [ Indiscernible - Audio cutting in and out ] are you engage with your CIO? And the question for the OMB report and what are you lacking within your program? So that could be for everybody

[ Indiscernible - Multiple speakers ]

What are we lacking the program means you guys and that's in OMB and the challenge with OMB is that they are under a very significant effort to reduce the reporting burden on agencies and want to reduce the number of questions we are asking impact if you recall three cycles ago, we used to ask for a narrative from those that were around long enough to know we would ask you to write a narrative about your program and how it works what the challenges are and that was removed. To reduce or read porting Bertie not agencies paired and we are continuing to work with OMB to try and add more questions, but the comments I hear a lot is that's more than what you have and that is a nonstarter so we will have to be creative about that, I am interested in how we can leverage the 21st century idea act section 7 if you have not read it speaks to standards and commonalities so we have trusted tester we have ICT testing baseline which supports that, as well as any automated tools you want to align with the baseline so that is a good thing to do so now we are measuring on a standards weight how do we record that? Is it an opportunity for us to have tools that can automatically report your activities? If we can do that, we can track all sorts of things that we don't have to ask or before it we could have the data through an API collection like other data that comes through [ Indiscernible] maybe not a discussion for today but I think there's an opportunity for us to have data and data to analyze and help make management decisions and I don't know if the 1B reporting is a way to do that currently. So I'm sorry for the nonanswer but I think there's an opportunity for us to get the data we need because as I said earlier today we have 13 questions and two of them are with your agency what your name in the next two or where your employees and contractors there's five subjective to everybody's interpretation of how they are ad hoc plants resource or measured and skip those, and the next four metrics on Internet and intranet basically number three of six questions is what OMB is getting six meaningful questions across a program that supports everything from capital planning procurement through deployment and development through testing through O&M which includes all those other media types PDFs documents videos whatever gets published and before you decommission some we have a huge lifespan and asking six questions and I think we need to ask more and track more but we need to figure out how we can do that across government in a way where we can pull that data much easier.

This is Tim just to jump in with historical perspective on OMB narrative, this originated back I want to say 2007 OMB issued a memorandum talking about implementation of Section 508 across government and listening sessions and all kinds of things going on seeking input to OMB about how to best integrate 508 across government and a lot of our common plat practices today evolved from that original memoranda in the research they did for example the accessibility statement at the bottom of the page that is a result of that, the Q&A was a result of that also and one of the things details at the time survey came out there was a strongly worded application or inference from OMB that they were going to do something with all these reports and that the time people were very concerned in this is back when you had to write narratives and all this other stuff so a few years went by and OMB shifted and said is too much of a burden [ Indiscernible] the point is there's history behind all of this, the emphasis the OMB has [ Indiscernible] it is -- the ultimate goal is to improve 508 performance to the extent that we raise these issues about what it would take to implement it across government in a uniform predictable way all helps and I anticipate reporting back to OMB and one of the things we do is we do talk about what we are doing and OMB kit get that information in a lot of different levels and I don't know what they're doing with it and I personally don't know it the contact person is but the information does filter backup. I think if I'm not -- particular issue or need it is a thing we could probably say okay we need these two things or need this one thing or this item whatever I think it would be helpful. I will stop there thank you.

This is Mike I will add one answer to the question we skipped over which is often we elevate it? You guys can do it better that we can within your agency and I encourage you to reach out to your CIO directly and be with them and show the reports we are sending you, that certainly -- it is a partnership we will do together and I think that the answer is elevating within your own agency and Larry had a different question and then we can move forward.

This is Larry on the section program office Census Bureau and we are developing acquisition training and one of the options is to use the accessibility resource tool, I've gone into it and the questions are very difficult and very obscure, the person supposed to answer the question to buy ICT, unless you already know the standards, is are going to be any effort to simplify it or create a database were things mapped to the standards? Thank you.

Any answers would help.

This is John Sullivan, there's two levels of tool assistance tips in there the first one go this question is you need to say what part of the log referring to that is there and the ToolKit and click on actual [ Indiscernible - Muffled audio ] second tooltip to say okay this is being provides examples and the notion on that was that it would give you an example to help you understand the questions and ideas you do not have to be in 508 expert to use the requirements tool and if that still the case then good feedback we need to go forward and simplification and we do look at [ Indiscernible] a simple model of the art tool and looking at that high again how do we simplify it and simplify the issue of standardized language being based on type of disability but also the type of procurement and you also see in there we've gone like 40 different packages and therefore different types of technology buys and go right there they are good I think the question is where we still need to streamline things is getting the Contracting Officers to pay attention and in recognition their performance metric is getting the acquisitions in RP's INFEWS out the door and anything that slows down that process is a roadblock. We do not want to be in that annoying speedbump for three of them half a mile from my house but let's work together to look at what should be in there and everything in there is a careful interpretation of theirs the law written Tim still here? Written by attorneys and are trying to decode that into something [ Indiscernible] it needs some work.

All right John this is Mark Section 508 patent office you mentioned color coding in the art tool how to use it if you are visually impaired such as myself I'm guessing there's more than color coding?

Is not just color-coded there's different symbology but they are also if you're not this is not college -- [ Indiscernible] we are on top of that.

Kathy to do a question?

[ No Audio ] [ Silence ]

I did not hear the question.

I'm saying the IDE will not be a natural envelope like a letter it will be --

After a certain period of time, -- on a personal level, [ Indiscernible - Audio cutting in and out ] [ Indiscernible - Poor Audio ]

How do you interact a question raised how do you partner with community-based organizations to do education so ACB or [ Indiscernible - Audio cutting in and out ] [ No Audio ] [ Silence ]

How do you partner so you get buy-in because to use the federal service?

Just to quickly touch upon it, and Internet-based but there's about 200,000 people 250,000 people who have devices and going there knocking at the door and helping people so it is actually a two front approach we adopted at this time if you get a card and fill it out you [ Indiscernible] another will be coming in collecting the data. [ Indiscernible] [ Indiscernible - Audio cutting in and out ] [ No Audio ] [ Silence ]

The next few months we will Target communities that traditionally we missed. And like Joyce said we will follow up with ISAR and paper and knock on the door if you don't respond and come knock on the door a few times and there's ways we have to get you and look at and result public utility records and some other things so we will guesstimate.

Many more questions?

Any more questions?

That -- Yvette you want to --

Thank you Census Bureau for coming we appreciate you. [ Applause ] thank you everyone for coming and thank you for your questions and John? Anything to share?

I would like to thank everyone for giving us the opportunity to present this year and welcome you to our Census Bureau for next meeting in September and look forward to seeing all of you guys and hopefully that will be a productive session for all of us. Bring your questions and maybe give us ideas if there's a group work session or any session you think would be beneficial we be able to -- if we know before hand communicate and we look forward to seeing you in September.

See you all April 7.

[ Event Concluded ]