

# DIGITAL ACCESSIBILITY NEEDS

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Arapahoe County, CO

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coding it forward >



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# AGENDA

- Scenario & Background
- Project Objectives & Questions
- Methods
- Findings
  - Prior Data
  - Survey
  - Interviews
- Next Steps



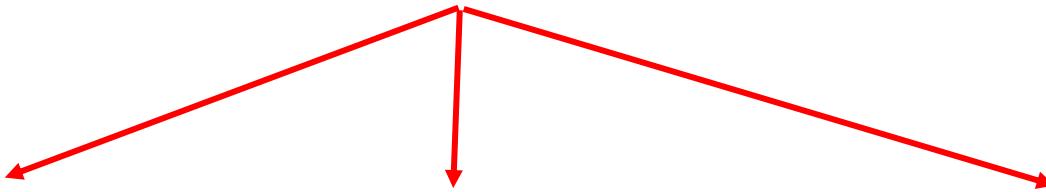
# IMAGINE...

- You are a resident in Arapahoe County:
  - 44 years old, healthy, and run half marathons.
- One day, you have a stroke.
- Just like that, **you have a disability**: you can no longer walk, talk, use your hands.
- You now use a wheelchair and need a screen reader to understand the web.



# IMAGINE...

You need an accessible tag for your vehicle. **Where do you go to find it?**



The screenshot shows the Arapahoe County website homepage. The 'County Services' section is highlighted with a blue background. It lists various services under categories like Government, County Services, Departments, About, and How Do I. The 'County Services' section includes links for things like 'Fargrounds Event Center Rental', 'Food, Financial Assistance', and 'Fraud Detection'.

The screenshot shows the Arapahoe County website homepage. The 'Departments' section is highlighted with a blue background. It lists various departments under categories like Government, County Services, Departments, About, and How Do I. The 'Departments' section includes links for things like 'Assessor', 'Coroner', 'Human Services', and 'Public Works and Development'.

The screenshot shows the Arapahoe County website homepage. The 'How Do I' section is highlighted with a blue background. It lists various services under categories like Government, County Services, Departments, About, and How Do I. The 'How Do I' section includes links for things like 'Apply For', 'Report', and 'Request'.

# IMAGINE...

Government	County Services	Departments	About	How Do I
<p><b>Apply For</b></p> <ul style="list-style-type: none"><li><a href="#">Change of Address</a></li><li><a href="#">Child Support Services</a></li><li><a href="#">Citizen Boards and Committees</a></li><li><a href="#">Food, Financial and Medical Benefits</a></li><li><a href="#">Foster Care and Adoption</a></li><li><a href="#">Job Openings</a></li><li><a href="#">Licenses, Permits and Approvals</a></li><li><a href="#">Marriage License</a></li><li><a href="#">Motor Vehicle Title and Registration</a></li><li><a href="#">Passport</a></li><li><a href="#">Senior Services</a></li><li><a href="#">Tax Exemption, Rebate or Deferral</a></li><li><a href="#">Veteran Services</a></li><li><a href="#">Volunteer Opportunities</a></li><li><a href="#">Weatherization Assistance</a></li></ul> <p><b>Request</b></p> <ul style="list-style-type: none"><li><a href="#">Public Records</a></li><li><a href="#">Reasonable Accommodation ADA</a></li></ul>	<p><b>Find</b></p> <ul style="list-style-type: none"><li><a href="#">Agendas and Minutes</a></li><li><a href="#">Birth and Death Certificates</a></li><li><a href="#">Board Meetings: Streaming &amp; Archives</a></li><li><a href="#">Building Records</a></li><li><a href="#">County Budget &amp; Financial Reports</a></li><li><a href="#">Court Records</a></li><li><a href="#">Crime Mapping and Statistics</a></li><li><a href="#">Deeds &amp; Legal Documents</a></li><li><a href="#">Divorce Records</a></li><li><a href="#">Food, Financial and Medical Benefits</a></li><li><a href="#">Foreclosure Property Information</a></li><li><a href="#">Homeowners Association</a></li><li><a href="#">Inmate Charges and Bonds</a></li><li><a href="#">Job Openings</a></li><li><a href="#">Legal Assistance</a></li><li><a href="#">My Commissioner</a></li><li><a href="#">Marijuana regulations</a></li><li><a href="#">Policies, Ordinances and Resolutions</a></li><li><a href="#">Property and Tax Information</a></li><li><a href="#">Public Records</a></li><li><a href="#">Public Health Services</a></li></ul>	<p><b>Pay For</b></p> <ul style="list-style-type: none"><li><a href="#">Child Support</a></li><li><a href="#">Legal Documents Copies</a></li><li><a href="#">Motor Vehicle Title and Registration</a></li><li><a href="#">Pre-Trial Supervision Fee</a></li><li><a href="#">Property Taxes</a></li><li><a href="#">Traffic Crash Report</a></li></ul> <p><b>Report</b></p> <ul style="list-style-type: none"><li><a href="#">Barking Dog or Dog at Large</a></li><li><a href="#">Child Abuse or Neglect</a></li><li><a href="#">Concern with County Service</a></li><li><a href="#">Non-Emergency Incident</a></li><li><a href="#">Road Maintenance Needed</a></li><li><a href="#">Senior Adult Abuse or Neglect</a></li><li><a href="#">Traffic Accident</a></li><li><a href="#">Zoning Violation</a></li><li><a href="#">Traffic Signal Not Working</a></li></ul>	<p><b>Schedule</b></p> <ul style="list-style-type: none"><li><a href="#">Court-Ordered Community Service</a></li><li><a href="#">Disability Placard/Plate Appointment</a></li><li><a href="#">Foregrounds Event Center Rental</a></li><li><a href="#">Inmate Visitation</a></li><li><a href="#">Motor Vehicle Appointment</a></li><li><a href="#">Passport Appointment</a></li><li><a href="#">Public Health Appointments</a></li><li><a href="#">Reserve a Park Pavilion</a></li></ul> <p><b>Subscribe or Register</b></p> <ul style="list-style-type: none"><li><a href="#">Citizen Emergency Alerts</a></li><li><a href="#">Commissioner Newsletters</a></li><li><a href="#">Property Tax Statement by Email</a></li><li><a href="#">Fraud Detection</a></li><li><a href="#">Meeting Agendas and Minutes</a></li><li><a href="#">News Releases</a></li><li><a href="#">Sheriff Citizen Notification</a></li><li><a href="#">Sheriff's Office Newsletter</a></li><li><a href="#">Town Hall Meetings</a></li><li><a href="#">Vote</a></li></ul> <p><b>Get Involved</b></p>	
				<a href="http://hoegov.com/792/How-Do-I">hoegov.com/792/How-Do-I</a>

# IMAGINE...

Motor Vehicle Registration

State Driver License Services

Persons with Disability Placard or Plates

New Resident Registration

Locations and Hours

Private Party Sales & Transfers

Home > Departments > Clerk and Recorder > Motor Vehicle Services > Persons with Disability Placard or Plates

## Persons with Disability Placard or Plates

Our customers who need to acquire Disability Plates or Placards can either **mail in** their documents, **drop off** documents at any secure 24-hour Motor Vehicle Office drop box (located outside all four Arapahoe County Motor Vehicle offices), or **make an appointment** for these services. One individual can only have 2 documents (either placards or plates) at any given time in their possession.

Please reference the State of Colorado DMV's [DR2816 brochure](#) for qualifying information, and note that no payment is due for this service. The associated [DR2219 application form](#) is also available for download.

[MAKE AN APPOINTMENT](#)

If you choose to **mail in** your documents, please remember to include:

1. Your full name
2. A contact phone number/email
3. A completed [DR2219 application form](#) with all signatures including doctor and witness (and accompanying documentation if needed)
4. Your vehicle license plate number
5. The last 8 digits of your VIN

**Please mail paperwork to:**

Arapahoe County Clerk and Recorder's Office-Motor Vehicle  
P.O. Box 9006  
Littleton, CO 80160-9011

PDF

Broken link

# IMAGINE...

- PDF doesn't work with your screen reader (Apple VoiceOver)
- Text is too small and crowded

DR 2816 (06/29/11)  
COLORADO DEPARTMENT OF REVENUE  
DIVISION OF MOTOR VEHICLES  
REGISTRATION SECTION  
[www.colorado.gov/revenue](http://www.colorado.gov/revenue)

## PERSONS WITH DISABILITIES PARKING PRIVILEGES

### QUALIFICATIONS

The State of Colorado issues license plates and placards to qualified persons with disabilities to park in reserved parking spaces. Disability parking is provided to assure that individuals requiring additional space to enter or exit their vehicles have the needed space and provide parking as close to the main entrance of a facility. The disability privilege allows a qualifying individual to park in any space marked with the International Symbol of Access.

To be considered "disabled" and eligible for persons with disabilities license plates and/or placards, the applicant must meet one of the criteria below and have it verified in writing by a Medical Professional\*.

- Mobility:** Persons who cannot walk two-hundred feet without stopping to rest.
- Assisted Mobility:** Persons who cannot walk without the use of, or assistance from, a brace, cane, crutch, another person, prosthetic device, wheelchair, or other assistive device.
- Respiratory:** Persons who are restricted by lung disease to such an extent that the person's forced (respiratory) expiratory volume for one second when measured by spirometry is less than one liter, or the arterial oxygen tension is less than sixty mm/hg on room air at rest.
- Oxygen:** Persons who use portable oxygen.
- Cardiac:** Persons who have a cardiac condition to the extent that the person's functional limitations are classified in severity as class III or IV according to the standards of the American Heart Association.
- Other:** Persons who are severely limited in their ability to walk due to an arthritic, neurological, or orthopedic condition.

\*Medical Professional means a physician licensed to practice medicine or practicing medicine pursuant to section 12-36-106(3)(i), C.R.S., a physician assistant licensed pursuant to section 12-36-107.4, C.R.S., a podiatrist licensed under article 32 of title 12, C.R.S., an advanced practice nurse registered pursuant to section 13-31-111.5, C.R.S., or a physician, physician assistant, podiatrist, or advanced practice nurse authorized to practice professionally by another state that shares a common border with Colorado.

### PLATE AND PLACARD RESTRICTIONS

Disability placards/plates are only to be used by the person to whom they are issued. The privilege does not extend to a qualified person who may be in a vehicle but not entering or exiting at a particular location.

Each qualified person or owner may receive one set of license plates and one placard, or two placards.

The placard must be visible by hanging from the rear view mirror at all times that the vehicle is parked in disabled parking. It must be removed before driving the vehicle. The placard may be used in any vehicle where the owner is a passenger or driver. When displaying

# IMAGINE...

Select Language ▾

Search C



Online Services   Appointments   Driver/ID Services   Vehicle Services   New to Colorado   Forms   Locations >   Contact Us >

[Home](#) > Page not found

## Page not found

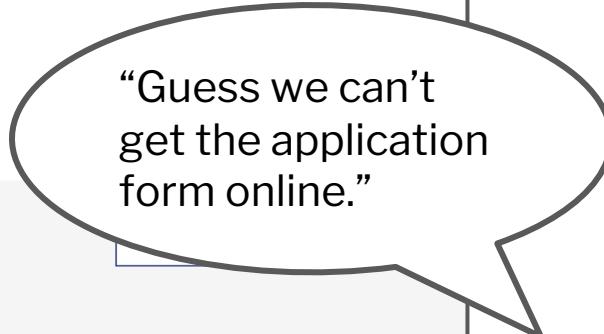
The requested page could not be found.

**Helpful Links**

[About Us](#)  
[Accessibility Statement](#)  
[A-Z Directory](#)  
[Difference Between State & County Offices](#)  
[DMV Careers](#)

**Contact Us**

[Contact a DMV Section](#)  
[Driver License Office Locations](#)  
[County Motor Vehicle Office Locations](#)  
[DMV Newsroom](#)  
[Ask for Help](#)

“Guess we can’t get the application form online.”



# IMAGINE...

4 CONTACT DETAILS ^

You have chosen:

Motor Vehicle - Persons with Disabilities  
Littleton Branch, Littleton  
August 09, 2023 8:40 am

Please enter your details. We will send you a confirmation once your appointment is booked.  
\* Fields are mandatory

Last name \*

First name \*

Email address \*

Country Code  USA +1 Mobile number \*

I agree to the [Terms and Conditions](#) and [Privacy Policy](#)

- Scheduled to visit the Admin building
- No communication of what documents to bring on this form

# IMAGINE...



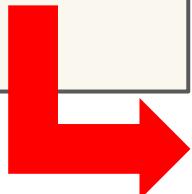
- Ramp outside admin building: “There’s no way that’s accessible”
- “Doors are heavy and hard to get through in a wheelchair”
- “County needs to do better with automatic doors”
- “Bathrooms aren’t accessible”

*(Quotes from User Interviews)*

# IMAGINE...

## Website Accessibility

If you use assistive technology (such as a Braille reader, or a screen reader) and it interferes with your ability to access information, please [contact us](#). To do so, please indicate the nature of your accessibility problem, the preferred format of the requested material, and your contact information.



“Who do I contact about this?”

Home > Staff Directory

Search the Directory

Category:

First Name:  Last Name:

Categories

	Telephone
<a href="#">Assessor's Office</a>	303-795-4600
<a href="#">Board of County Commissioners</a>	303-795-4630
<a href="#">Clerk and Recorder's Office</a>	303-795-4200
<a href="#">Communication and Administrative Services</a>	303-795-5467
<a href="#">Community Resources</a>	303-738-8040
<a href="#">Coroner's Office</a>	720-874-3625
<a href="#">County Attorney's Office</a>	303-795-4639
<a href="#">Facilities and Fleet Management</a>	303-734-5489
<a href="#">Finance</a>	303-795-4620
<a href="#">Human Resources</a>	303-795-4482
<a href="#">Human Services</a>	303-636-1130
<a href="#">Information Technology</a>	303-795-4460
<a href="#">Open Spaces</a>	720-874-6540
<a href="#">Strategy and Performance</a>	303-795-4667
<a href="#">Public Trustee</a>	303-730-0071
<a href="#">Public Works and Development</a>	720-874-6500
<a href="#">Sheriff's Office</a>	720-874-3600
<a href="#">Treasurer's Office</a>	303-795-4550

# IMAGINE...

Arapahoe County Title II Americans with Disabilities Act Complaint Form [Sign in to Save Progress](#)

First Name\*  Last name\*

Address  City\*

Zip Code\*  State  Email Address\*

Best phone number to reach you

Please describe your complaint\*

Department or Elected Office\*  
Please describe the County department or office where the complaint occurred.

General County Departments and Offices  
 Human Services Department  
 Sheriff's Office

Please upload any files, photos or documentation  Choose File No file chosen

- ADA Complaint Form: hard to find
  - “There are very few submissions”
  - “We don't get a ton of anyway, so I don't know if that's that huge of an issue”
- Not clear how to make complaint about online services

# IMAGINE...

You can't use the website, you struggled at the admin building, and you don't know how to properly file an accessibility complaint.

Arapahoe County has **failed three times over.**

How can we as a county think about constituents just like this moving forward?

# COLORADO HOUSE BILL 21-1110

- All state agencies must comply with accessibility standards for “information technology systems employed by state agencies.”
- Standards based on but not limited to the Web Content Accessibility Guidelines (WCAG 2.2).
- This must be done **before July 1, 2024. (10 months and 18 days left).**
- Arapahoe County is liable for all noncompliance and open to civil suits, including fines (\$3,500 payment for each violation).

# DISABILITY STATS - ARAPAHOE COUNTY

**From the 2021 American Community Survey (ACS):**

- **10.8%** of county identifies as disabled.
- **45%** of people aged 75+ have a disability.
  - Colorado's population is aging
- **97.5%** have a computer and **93.4%** have internet.
  - **5.6% (14K)** residents only have a smartphone with no other device.
  - **6.6% (16.6K)** residents do not have internet or broadband.

# PROJECT OBJECTIVES

1. Understand knowledge/practices related to digital accessibility → **What we know**
2. Increase awareness of and participation in digital accessibility plan → **How to motivate**
3. Uncover roadblocks or accessibility problems → **Biggest obstacles**

# RESEARCH QUESTIONS



## 1. What do we already know?

- How knowledgeable are current Arapahoe County staff on digital accessibility?

→ **Survey**

- What can we learn from existing roles - ADA coordinators, Communications, DEI?

→ **Interviews**

# RESEARCH QUESTIONS

## 2. How do we motivate?

- How can we increase awareness and motivate employees to participate in the digital accessibility plan?

→ **Interviews**

- Can we start conversations about accessibility?

→ **Your Priorities Platform  
(citizens.is pilot)**



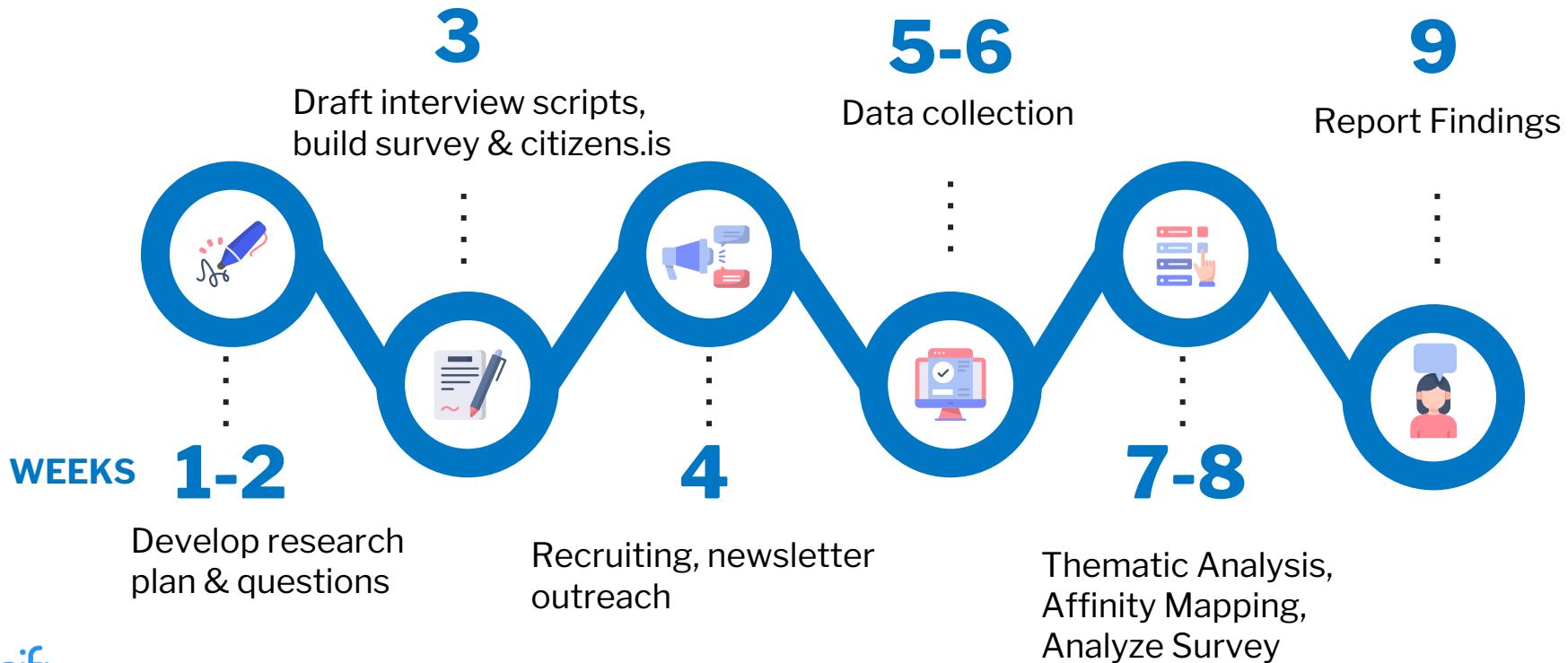
# RESEARCH QUESTIONS



## 3. What are the biggest obstacles?

- What are problems employees and constituents are already aware of?  
→ [Survey, Interviews](#)
- Can we learn anything from past survey responses?  
→ [ADA Complaint form, past disability survey](#)

# METHODOLOGY



# PRIOR DISABILITY SURVEY + ADA FORM

## **ADA Complaint form online**

- 7 submissions over 4 years
- Learning disability, issues with arrest and court processing
- Work accommodations
- Disability placard denied

## **2016 ADA Transition Plan**

- “The ramp on Prince St is very steep”
- Want county employees to know ASL



# SURVEY

## Digital Accessibility Survey

My progress: 0%

### Introduction

To help with the digital accessibility plan, the IT Department wants to better understand your attitudes, thoughts, and concerns regarding digital accessibility as a county employee. Your honest and anonymous feedback is extremely valuable to us. Please complete by no later than 5 PM MT on Friday, August 4th 2023.

This survey has four sections and should take 15-20 minutes to complete. Your survey responses will be strictly confidential.

Please begin by clicking the Next button below.

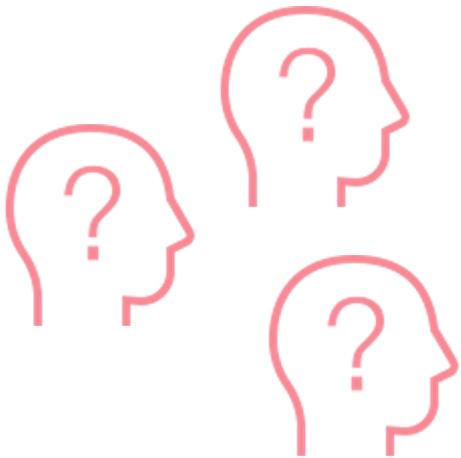
- 15-minute OpenForms questionnaire
- N = 21 (< 1 percent of staff)
- 6 departments & 13 work divisions



Save

Next

# SURVEY FINDINGS - AWARENESS



## Awareness of CO HB 21-1110:

- Most have “basic knowledge” (7) or “know it” (6).
- Only one person “knows it very well.”

## Awareness of WCAG:

- Most have never heard of WCAG (12).
- 0 respondents “know it very well.”

→ 71% do not know if we have an **internal digital accessibility policy** (15).

→ 67% do not know anyone with a **web accessibility certification** (14).

# SURVEY FINDINGS - AWARENESS

## Are Arapahoe County websites accessible?

→ Split opinion: 29% yes, 33% no, 38% don't know.

## Why not?

“**Too many links** leading to links leading to links before you get to what you need.”

“I think they could be provided in **multiple languages**”

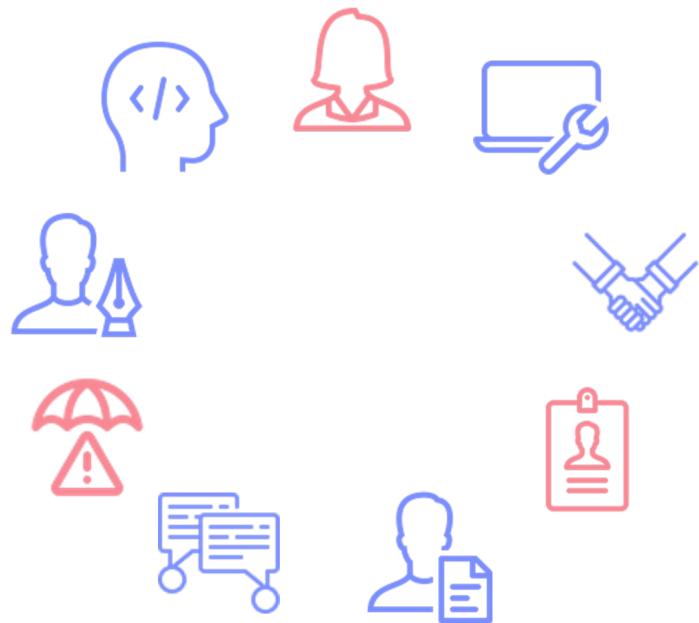
“Difficult to navigate on a **smartphone**”

“Kiosks are hard to use, even for sighted and hearing folks. The screens are often **broken/non-responsive**, and it is not always clear what the user needs to do.”

# SURVEY FINDINGS - KNOWLEDGE

## Who is responsible for digital accessibility?

- **“Very responsible”** - Web designers, developers, content writers, IT, social media managers, policy makers
- **“Somewhat responsible”** - Risk management, managers, all county employees
- **Split opinion** - People with disabilities

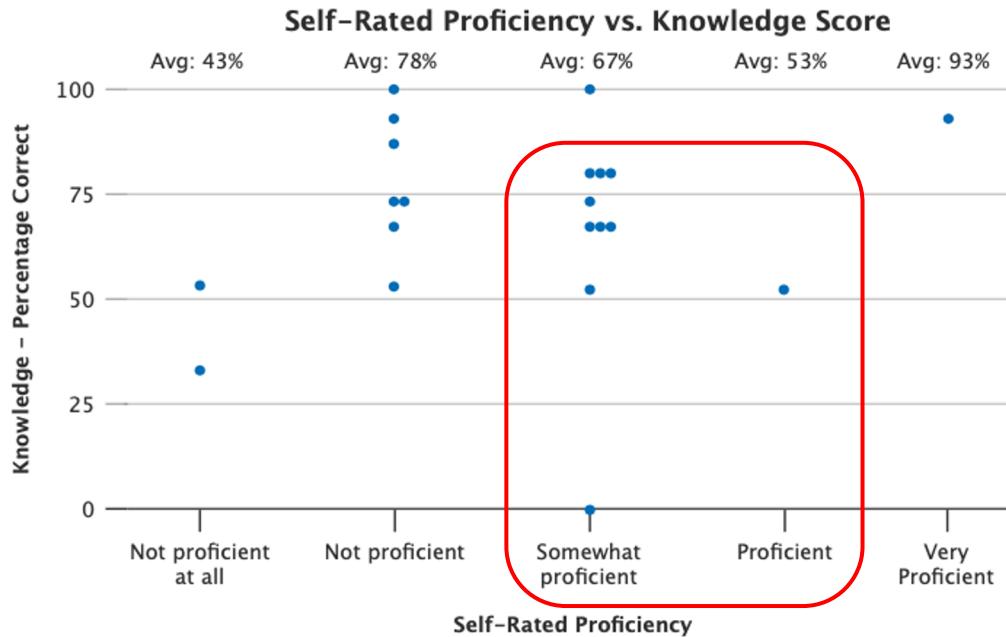


# SURVEY FINDINGS - KNOWLEDGE

## General Knowledge Questions

- Graded statements based on how they agreed/disagreed
  - +1 correct, -1 incorrect, 0 if neutral/don't know
- Average score was **69 percent.**
- Mostly confused by:
  - “Click here” link text
  - What to do about text within images
  - How to describe linked attachments

# SURVEY FINDINGS - KNOWLEDGE



**Problem:** looking at self-rated proficiency, “somewhat proficient” and “proficient” individuals **had lower accessibility knowledge**.

# SURVEY FINDINGS - CURRENT PRACTICES

- Half send **21+ emails every day** and create **1-5 documents per day...**  
...but they scored **69%** in knowledge on average.
- 4 people say they **check for digital accessibility** weekly and 1 daily...  
...but they only scored **53%** and **60%** on knowledge.
- ✓ 76% are willing to **join a digital accessibility training.**

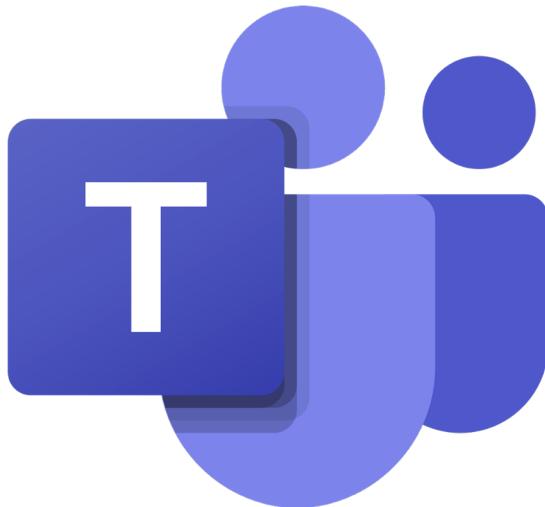
# SURVEY FINDINGS - ROADBLOCKS

## Half of respondents experienced a roadblock at work:

- Difficulty finding documents online - “clunky search”
- Trouble using travel and expense form
- ADWorks has job seekers with visual, hearing, physical, learning disabilities who cannot find a job with current resources.
- Lack up-to-date accessible technology in ADWorks centers
- Cannot use county tools on other devices like an iPad
- Concern about volume of PDFs online without searchable text

# USER INTERVIEWS

- 45 minute recorded Teams interviews
- **N = 16** (13 staff, 3 constituents)
  - 4 people with disabilities, 2 caregivers, 3 have close friends with a disability
  - 3 “experts” in digital accessibility
  - 7 no personal experience with disability



# INTERVIEW FINDINGS - WORD CLOUD

“In your own words, what does accessibility mean to you?”

able **accessibility** accomplish activity adapted  
attainable compatibility county disability documents elevators  
everybody **everyone** everything experience finding  
**getting** going hear **means** meets **needs** pdf people  
personal physical planning point previous provide reach read  
readers screen someone **something** stairs sure table talk  
tend **think** tool understand visually walker website **whatever**  
wheelchair worked

# INTERVIEW FINDINGS - AFFINITY MAP



To visualize the thematic analysis, grouped similar qualitative findings into clusters.

# INTERVIEW FINDINGS - STAFF PRACTICES

- **Accessibility is not on people's minds**
  - “I’m not thinking about accessibility when I’m creating a PowerPoint, I’m just putting words on a page.”
  - “Accessibility is not part of my role, it might be someone else’s responsibility”
- **“Not an expert”**
  - “I wouldn’t know the first place to start”
  - “**I should** know...”
- **Some people have expertise**
  - “Anything we can do to make it more accessible for people online, I’m all about it. That’s like my world right now.”

# INTERVIEW FINDINGS - COUNTY WINS

- ✓ **New website:** likes established process with departments to check old content
- ✓ Starting to use **plain language** in some departments
- ✓ **Checklist** to consider people with disabilities for public health events
- ✓ Workplace **accommodations** (remote work)
- ✓ Some ADA **trainings**, department-only trainings (emergency teams)

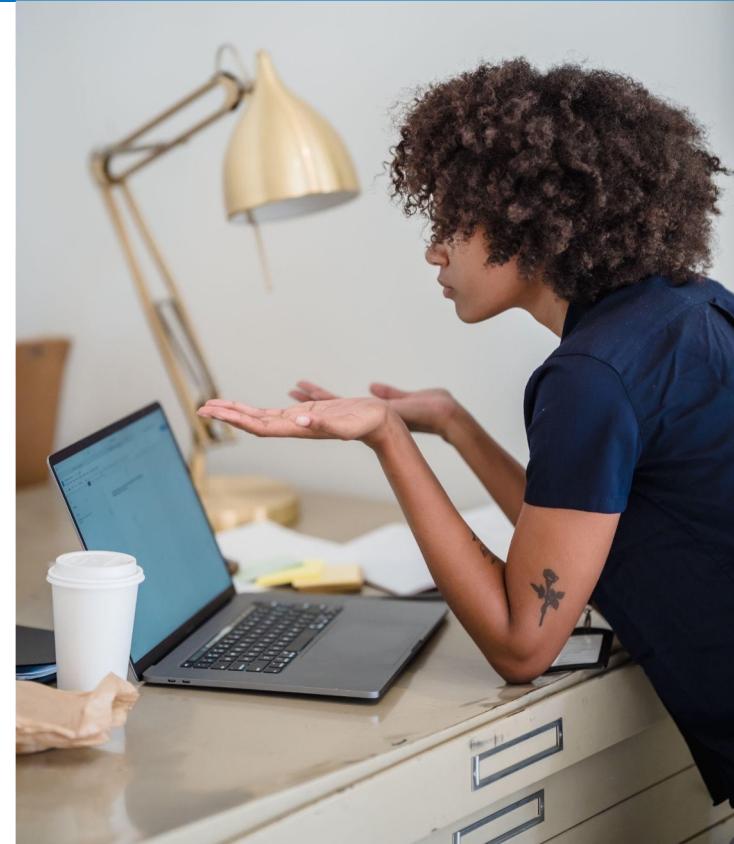
# INTERVIEW FINDINGS - PROBLEMS



- **Lost in navigation**
  - “I think many of our tools are inaccessible because I literally can’t find them.”
  - “Sometimes [on intranet] there’s a lot of clicking that needs to be done that doesn’t need to happen.”
- **Forms**
  - “We are creating so many PDFs when we could be making these online forms.”
  - “The form fields don’t work very well.”

# INTERVIEW FINDINGS - PROBLEMS

- **Tasks not online**
  - “Voting is a nightmare... her signature is rejected every year”
  - “Getting a handicap permit was very difficult”
- **Jargon, confusing language**
  - “If I can’t understand it, a resident can’t understand it.”
  - “We have people who don’t understand English very well”



# INTERVIEW FINDINGS - PROBLEMS

Officers interacting with people with disabilities:

“Sometimes all we have to give them is a piece of paper... it’s like, ***I don’t know what your disability is, but here’s a paper. Hope you can find somebody who can tell you what it says. Hope you can understand it.***”

# INTERVIEW FINDINGS - ORGANIZATION

- **Leadership**
  - “There seems to be a layer where information doesn’t go up or down, it just stops right there.”
  - After requesting closed captions on videos: “obviously that didn’t happen.”
- **Apathy**
  - Concerned about buy-in, “we’ve always done it this way” attitude
- **No Time**
  - Workload is too high right now, people are understaffed
  - “It’s not that they don’t care, but I have a feeling people will think ‘this is extra work.’”

# INTERVIEW FINDINGS - EMOTIONS



- **Fear**

- “Accessibility **scares the hell out of me**. I feel like this is so big and we don’t have the resources to handle things the way we would like to.”



- **Hopelessness**

- “Part of my frustration is I don’t feel like I have one person who could help me with this.”



- **Embarrassment**

- “I’m kind of embarrassed talking about it. I was so unqualified... sadly I wasn’t very well-trained [on digital accessibility]. I just did the best I could.”

# INTERVIEW FINDINGS - EMOTIONS



- **Boredom, Lost**

- “I’m just... lost. I don’t have a lot of things.”
- “Very dull” not being able to do things online

- **Invisible**



- “I think what I see a lot is people act like people with disabilities don’t exist... I think they’re just oblivious to what this person’s going through or dealing with.”
- “I would hate to think that our employees are doing that to people because they just don’t know them.”

# INTERVIEW FINDINGS - NEEDS

- Page Navigation, Organized Documents
  - Digitized, Accessible Forms
  - Accessibility Testing Tools:
    - “I don’t want to rely on Revize’s accessibility plugin.”
  - Trainings, Checklists, Worksheets
  - Plain language, translators
  - Direct communication:
- “I like when my role is clearly defined and knowing when it is part of my job.”**

# NEXT STEPS

## **Disability coordinator**

Trainings, checklists and documents, funding for tools

## **Disability Workgroup**

Involve IT, legal, HR  
Include people with disabilities

## **Empathy Lab**

Join to build relationships with other CO offices, people with disabilities

## **Document remediation**

IT to draft “how to”  
Departments own their own documents

## **Simplify Navigation**

Tree testing  
Which services do people with disabilities need the most?

## **Plain language**

Plain language training  
Translators

# NEXT STEPS - CHANGE MANAGEMENT

- Communicate changes “**early and often**”
  - Need fully fleshed-out change management strategy
  - Employees need access to stories from disabled people so they have a better sense of why they are making these changes
- Need better communication between county leadership, management, and everyday employees - people do not feel heard

# DIGITAL ENGAGEMENT PLATFORM

- Pilot of citizens.is Your Priorities
- Only 3 participants thus far
- **Needs stronger promotion**
  - Stories about Disability
  - Learning Opportunities
  - Accessibility Problems at Work

The screenshot shows the homepage of the Arapahoe County Digital Engagement Platform. At the top, there's a header with an arrow pointing up, the text "Your Priorities", a login button, and a "LOGIN" link. Below the header is a banner featuring a sunflower field and the Arapahoe County logo. To the right of the banner is a sidebar with the heading "Accessibility in Arapahoe County" and a descriptive text about sharing stories and resources for accessibility. Below the banner are three main content cards: "Stories about Disability" (with a photo of three people at a table), "Learning Opportunities" (with a photo of two women in a kitchen), and "Accessibility Problems at Work" (with a photo of a person working at a desk). Each card has a caption, a small image, and engagement metrics (likes, comments, shares) at the bottom.

# GENERAL TIMELINE

**10 months left - need to refine timeline during a working session**

- Hire disability coordinator ASAP
- Start committees/workgroups alongside hiring coordinator
- Join Empathy Lab in fall 2023
- Document remediation / website reviews
- Plain language training
- Translator solutions
- Tree testing for website and intranet
- Change management - involve process improvement experts within the organization

Remember: there are legal ramifications to not meeting the deadline.  
Also, it is the **right thing to do.**

# WHY FOCUS ON ACCESSIBILITY?

“Making something accessible may feel like an overwhelming responsibility. You may be worried about getting it wrong. And if you're a business owner or employer, you might even be worried about being sued for not complying with the law.

But here's the thing: **disabled people aren't bad guys out to get you** because of inaccessibility. Our goal is to get closer to realizing **truly equal access** and **equal opportunity.**”

*-Emily Ladau, Demystifying Disability*

# THANK YOU - QUESTIONS?



# REFERENCES

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