How An Accessibility Consultant Can Help Arapahoe County Meet HB 21-1110

An Accessibility Consultant ("The Consultant") can help Arapahoe County ("Arapahoe" or "County") meet the challenges of HB 21-1110 by providing the following services:

- **Manual Review of Web and Digital Technologies**. HB 21-1110 and the W3C's Web Content Accessibility Guidelines (WCAG) focus on the disabled user's experience. This requires manual assessments, which is a very labor-intensive process and can take up to 2 hours per page. To limit costs, however, we recommend testing the smaller subset of pages used for accessing essential information or services. This testing will give the County both a good snapshot of its current accessibility and the information it needs to get its technology fixed.
- **Remediating Inaccessible Technology with Vendors and Document Workarounds.** Armed with our manual testing results, The Consultant and the County can reach out to the County's vendors and work with them to have the barriers eliminated. In the meantime, The Consultant can help the County understand where it needs to use non-technical workarounds (e.g., telephone access). This step will give the County the information it needs to create a digital transition plan for its existing technology managed by internal teams.
- **Training and Procurement.** The above steps only fix existing problems; the County must also avoid future problems. For training, The Consultant will focus on the specific issues that content authors create day-to-day. Here, The Consultant will teach County staff how to prevent problems and test to ensure the issues are avoided. They will also help the County refine its procurement process to ensure future IT purchases are accessible.
- **Additional Testing and Consulting Services.** Manual testing of content is only needed with significant upgrades or technology changes. In the meantime, The Consultant can help the County institute an inexpensive automated testing program. They can also advise the County on other technologies such as PDF documents—and recommend trusted and cost-effective solutions from our network of digital accessibility partners.

Approach and Interaction

Each Agency's approach will differ based on the organization's challenges and culture. The Consultant can interview staff and then meet with the project leadership weekly or biweekly. They also can work with a shared workspace (e.g., Microsoft Teams) to ensure that the county (and their team) have regular and complete visibility and know precisely how the project develops.

Developing the Plan

Manually reviewing the County's technology, remediating that technology with the County's vendors, and developing non-technical workarounds will enable them to develop a clear transition plan for the County's existing technology. Refining training and procurement processes will ensure that future technologies stay accessible. Regular check-ins and weekly communication through a shared workspace will ensure that everyone on the project understands the plan and their roles in meeting it.