



Administration Building
5334 South Prince Street
Littleton, Colorado 80120-1136
Phone: 303-795-4460
arapahoe.gov

Date: February 26, 2024

Subject: Digital Accessibility Consulting Services

Dear Board of County Commissioners,

As we embark on our journey of Digital Accessibility towards enhancing our organization's commitment to inclusivity and accessibility, we strive to not only meet but exceed the Web Content Accessibility Guidelines (WCAG) 2.1 AA. Procuring a consultant to assist with our Digital Accessibility Transitions Plan is essential. This decision underscores our dedication to our constituents and reinforces that ensuring digital accessibility is not just a law but the right thing to do.

We have partnered with the City of Centennial to procure the consulting services of Ken Nakata, owner, and operator of Converge Accessibility to provide us with specialized expertise and insights, guiding us through the intricacies of HB21-1110 and the WCAG standards. His team's involvement will ensure that our digital platforms are accessible to all, including people with disabilities, thereby expanding our reach, and fostering a more inclusive community.

We have taken a significant step towards this journey in forming an internal Digital Accessibility Advisory Committee who will champion our efforts throughout the Digital Accessibility Transition process. They will play a pivotal role in leading other departments towards understanding, learning, and ultimately leading the way in digital accessibility. The committee is no just a testament to our commitment but also a mechanism to ensure that accessibility becomes a cornerstone of our organizational culture.

Furthermore, we have identified the who, what, when, where and why's in our approach to ensure digital content is accessible to all users, including those with disabilities.

Who's Involved:

- Digital Accessibility Advisory Committee (DAAC), Information Security and Compliance Team, Information Technology Department, Converge Accessibility Consultants, Communications Department representatives, Human Resources and Compliance teams, Finance and Procurement Representatives, Legal and anyone who creates digital content (email, word documents, PowerPoint presentations, etc.)

What:

- **HB21-1110 and WCAG Compliance:** Following the WCAG, a set of guidelines developed to ensure digital content is accessible to people with a wide range of disabilities. These guidelines cover various aspects of digital accessibility, including text alternatives, time-based media, adaptability, distinguishability, keyboard accessibility, and more.

When:

- **Immediately and Ongoing:** the process of becoming WCAG compliant should start as soon as possible. HB21-1110 sets the deadline for compliance on July 1, 2024. Compliance is not a one-time task but an ongoing effort that involves regular reviews and updates as technology standards evolve.

Where:

- **Everywhere Digital Content Exists:** this includes websites, mobile applications, online documents, video and audio media, and any other digital platforms or tools that users interact with.

Why:

- **Ethical Responsibility:** ensuring that digital content is accessible to everyone regardless of their abilities, is the right thing to do.
- **Legal Requirement:** HB21-1110 requires digital accessibility in all state and public entities in Colorado, and non-compliance can result in legal and monetary consequences.
- **Broader Reach:** Accessible content can reach a wider audience, including millions of people with disabilities.
- **Improved User Experience:** Accessibility improvements often enhance the overall user experience for all users, not just those with disabilities.

With the services of Converge Accessibility, we can ensure that we understand the needs of all users, which include implementing the necessary technical and design changes to meet those needs and maintaining an ongoing commitment to accessibility. It's about creating an inclusive digital environment that welcomes everyone.