

City and County of Broomfield Digital Accessibility Update

The City and County of Broomfield is committed to ensuring and improving access to digital information, including for those who are blind or visually impaired, deaf or hard of hearing, in the neurodivergent community, or with additional digital access needs.

This high priority area aims to meet and exceed the WCAG 2.1 requirements outlined in HB 21-1110, leverage best practices in communications and engagement, and create a permanent culture of digital accessibility for the City and County of Broomfield. A cross-departmental team is leading the efforts to ensure equity of access and inclusion.

Q3 2024 Accomplishments

Visit the [2024 Q2 City and County of Broomfield Digital Accessibility Update](#) for highlights of work leading up to July 2024.

Training

- Completion of 30(+) in-person Digital Accessibility Core Concepts Trainings with all departments and divisions to introduce staff to digital accessibility requirements and the rollout of tools and topic specific trainings
- Onboarding of 50(+) departmental digital accessibility liaisons to ensure each department is receiving digital accessibility support customized to each department's needs
- Creation of 25(+) tool and topic specific users guides and several videos, which are part of the Digital Accessibility Learning Journey program to help users understand how to create digital outputs that incorporate WCAG 2.1 standards
- Launch of the formal self-paced Digital Accessibility Learning Journey training program for all staff (managed in the internal Broomfield Learning Management system)
- Significant communications and change management efforts promoting the training, including previews and all-level leadership support
- Ongoing 1-on-1 support for advanced users in creating new digital outputs and remediating already existing communications

Organization

- Launch of internal digital accessibility support service portal for: advanced digital accessibility remediation, digital accessibility training request, digital content accessibility audit, and one-on-one digital accessibility support.
- First round assessment and improvement of digital accommodation request process
- Identification and rollout of accessible digital content tools (including Grackle for Google Workspace)
- Continued participation in regional collaboration networks to ensure consistent, best practice service offering to the community in digital accessibility

Accessibility Management by Department

- Ongoing assessment and engagement with Broomfield's technology services partners for improvement around digital accessibility

October 2024 Quarterly report

- Tracking of purpose and details of engagement platforms with departmental digital accessibility liaisons
- Identification of all engagement platforms used by departments to right-size scope of training and support

Upcoming Milestones

- Addition of digital accessibility requirements to new contracts
- Creation of accessible templates for ongoing use for digital communications
- Continued audit activities, including CCOB website pages, frequently used public facing engagement software, and digital PDFs
- Creation of alternative access plans as needed by department
- Creation of key performance indicators to be tracked by departments
- Identification of permanent program ownership within organization