



## **The City of Grand Junction Accessibility Plan HB 21-1110**

### **April-May 2023:**

- An audit was conducted of digital services and content and improvements/changes were prioritized with external accessible digital services and content taking priority
- A regular monthly review of city websites was planned
  - A project team was assembled with monthly meetings
    - City Manager, IT, Communications and Engagement and City Clerk's office

### **May 2023:**

- Presentations about the new legislation were given to the City Manager and the Director Team. Updates on the city's progress toward compliance were provided during weekly meetings.

### **May – July 2023:**

- Project team began addressing high-priority issues (e.g. vendors, purchasing contracts, web content, file formats for readability and navigation, alternative text for graphics and photos, captioning for videos, and color contrast)
- Communications and Engagement staff created a How-To Accessibility Guide for use citywide
  - Training was conducted for web admins and all other staff over the course of three months on how to create compliant pdf, word, PowerPoint, and Excel files, update web pages as well as adding Alt Text to all graphics on the city website and to presentation slides
  - Created accessible templates for staff use to include Memos, letters, and other documents, and a compliant version of the City-branded PowerPoint was created and circulated for staff use
- IT contacted all vendors to determine accessibility and identify potential upgrades that would offer that capability.
- City Clerk's office contracted with new company to ensure all Municipal Code posted online is compliant.
- The City Purchasing Department conducted outreach to vendors requiring the production of reports and presentation to be created in an accessible format. Language was also added to RFPs.
  - Incorporate accessibility language in Purchasing manual for vendors

### **June 2023 – Present:**

- Communications team drafted articles about accessibility that appear in the twice monthly City newsletter.
  - Included links to information, documents and PowerPoint templates and How To Guide posted to the city's intranet site

## **August-November 2023:**

- Communications Team continues addressing high-priority issues identified with Monsido
  - Conducts ongoing staff training as needed for remediation of web pages and file creation
  - Reviews Accessibility and language on website, update
  - Reports monthly progress toward 80 percent online compliance (Sept of 2023 accessibility at 68.4% and as of 6/13 have moved to 78%)
- First batch of files from the website are sent for remediation by Monsido early Nov.

## **September 2023:**

- Work to gain compliance began with the City contracting with Monsido for their accessibility checker tool and to remediate files on our website that were not compliant. The first batch of online files was provided to Monsido for remediation. Those files were received back in February and replaced on the website. Another batch of files was sent for remediation in March of 2024.
- Communications staff met with City Clerk's office to determine record retention standards by department and a citywide cleaning out of obsolete documents and records was conducted of online archives and current online folders.
- How-to Guide and templates posted to City Intranet

## **October 2023:**

- Staff were notified that after December 1, 2023, any file posted to the city website had to be in an accessible format. Reminder was sent January 1, 2024.

## **December 2023-February 2024:**

- Create complaint form and process with timeline for response – Feb. 1
- Create process for training interns and AmeriCorps volunteers-Approve content and files before live on the website
- Track web usage by heat maps to determine priorities for remediation
- Acquired iPads and accounts for each city customer service window to use for access to live, remote video translation including ASL.
  - Added iPads for ambulances, fire engines and IT added app to city-issued iPhones
  - Trained staff in the use of the iPads including police and fire personnel for interactions in the field
  - Purchased six more for community events that can be checked out by staff

## **February of 2024:**

- Language was added to each department and division webpage noting anyone needing accommodation in order to review a file or document could schedule an in-person meeting with staff.
- Captioning was also added to all video recordings of City Council meetings posted online with the use of CivicPlus software. Videos posted to the website and social media are also captioned.
- Two members of the Communications and Engagement Department attended an Accessibility Course hosted Virtually by University of Colorado Professor to gain insight on document creation and navigation.

**May-June 2024:**

- A CrossAbility Roundtable was created following outreach to local organizations including the Center for Independence and Strive. An invitation was extended to differently-abled community members to provide feedback on effective methods of communications and the importance of making changes to city communications related to accessibility. Particular attention has been paid to the website however, attention to accessibility is also evident with the use of technology at community meetings/events. Recently iPads were used for live remote video ASL translation to accommodate the needs of six attendees.
  - In-person meetings were held in April and June of 2024 to learn about communication preferences and which technologies or changes to current practices are the most effective. While some suggested changes based on feedback have already been made to the website, a report is currently being compiled.
- The City of Grand Junction was awarded the SIPA Accessibility Grant allowing 25 Allyant licenses to be made available for city staff for accessible document creation.
- A web re-design is currently underway with CivicEngage to organize the city's website to make it easy to use and to increase compliance.