



ADA Community Forum 2019 – 4th Quarter

Date: Friday, December 13, 1:00 p.m. – 2:00 p.m.

Location: Gold Hills Police Substation, 955 W. Moreno Ave

Subject: Residents can come learn about GoCOS! Citizens Request, Web Accessibility, and the Transition Plans

Accommodations: Looping system to include speaker

Rob Hernandez, ADA Manager, began by introducing the ADA Title II staff, reminding attendees to sign in, and reviewed the three main topics for today's forum. He then introduced Jay Anderson, Citizen Engagement Specialist, to discuss the city's new GoCOS! App.

Jay Anderson works with digital tools to improve citizen interaction with government. The city has a new application for reporting issues, asking questions, etc. The Independence Center facilitated testing earlier this year, and the City used the feedback to improve the app.

Mr. Anderson then demonstrated the capabilities of the app, walking through how to enter a request. There are over 90 categories to choose from, which are searchable. A photo can be added to the request. It is then routed to the appropriate department. The city promoted the app with several press releases and interviewed with local media. Mr. Anderson can assist with downloading the app after the presentation today. It can be found in the Apple App Store and Google Play Store by searching for: GoCOS

Question from the audience: Can someone with Disabled Veteran plates on their vehicle park in an accessible parking space without also having an accessible parking placard? There are different Disabled Veteran plates. The one that only says "Disabled Veteran" does not qualify for an accessible parking space, but the one that says "Disabled Veteran Handicapped" does qualify. Additional information may be found on the State of Colorado, Department of Revenue, Division of Motor Vehicles website: <https://www.colorado.gov/pacific/dmv/persons-disabilities>

Patrick Going indicated there are materials available regarding accessible parking plates and placards at the rear of the room.

Mr. Hernandez introduced Kevin McDaniel, Title II ADA Coordinator, to discuss the city's efforts in web accessibility.

Kevin McDaniel indicated web accessibility is important because we increasingly use the internet to access information about programs and services. In 2018, the Access



Board adopted standard for web accessibility. The City is in the process of adopting these standards, WCAG 2.0. These standards may be viewed online here:

<https://www.w3.org/WAI/standards-guidelines/wcag/>

In the last 5 months, our office has evaluated and remediated about 20% of total documents on the City's website, and has tested the web applications. Some documents are exempt, but will be tagged indicating how to request an accommodation. Examples of exempt documents include blueprints and technical drawings, and maps.

Question from audience: Is the city remediating their own documents, or has the city hired a contractor? We are remediating in-house due to the amount of documents and their complexity. We are training our content authors, creators and designers to make documents accessible. We are prioritizing which documents to make accessible first based on usage.

Mr. Hernandez introduced Anna Kangas, Title II ADA Coordinator, to provide an update on the Transition plan.

Phase 8 was cemeteries and golf courses. Phase 9 was the three Sports Complexes. Phase 10 is the airport and will be released next week. Phase 11 is Metro Transit.

Mr. Hernandez indicated even though the City will continue to release phases through 2021, we are already remediating facilities.

Question from the audience: If someone doesn't have access to a mobile device, how else can they report issues? Issues may be reported through the city website, or by phone. Grievance procedures are posted at all city facilities.

Question from the audience: Can snow accumulation on curb ramps be reported? Yes

Question from the audience: What about people who are blind who can't access the website? The city accepts complaints by phone. Also, one of the main reasons the city moved to a new application was because it works better with assistive technology.

Mr. Hernandez thanked everyone for attending.

Mr. McDaniel indicated the city will be putting together a prioritization committee, for staff to work with the community. We want to know what the community would like prioritized for access, so we know where to better focus our resources.

Vickie Pacheco from HLAA requested the t-coil symbol be added to the city website so it is clear the city works with people other than mobility disabilities. Mr. Hernandez indicated the city has been considering other icons for the website, as we acknowledge we need to be more inclusive.



Office of Accessibility

Mr. Hernandez indicated t-coil technology has been installed in nearly all the court rooms at municipal court, in the City Administration Building room 102, two rooms at the Pioneer's Museum, the Pikes Peak conference room at City Hall, and counter loops at city hall and the city clerk's office. Mr. Killebrew indicated the city will add a list of locations with t-coils to the website.

Question from the audience: If I report someone parked in an accessible parking space at the supermarket, will someone take care of it? Yes, the reporting through the app is real-time, and the Police Department can be more responsive. Reporting can also be anonymous. Make sure to include a photograph of the vehicle in the accessible parking space when reporting.