

**Pueblo County Government
Progress Report, July 1, 2024
Colorado House Bill 24-1454**

Introduction:

Pueblo County supports the importance of ensuring full accessibility, inclusivity, and equal access for individuals with disabilities to state and local government digital resources. The purpose of this plan is to demonstrate in good faith that Pueblo County has attempted to and continues to identify and mitigate all external and internal facing applications, hardware, and ancillary equipment in compliance with the standards identified in Colorado HB 21-1110. Pueblo County also recognizes the magnitude and resource constraints of such an effort and has attempted to prioritize accessibility upgrades that have the highest impact on the community and employees of Pueblo County. In cases that may not be feasible due to competitive limitations, security (cyber or physical), contractual, or may place an undue burden on Pueblo County, Pueblo County will identify alternative accommodations for services or information.

Key Contacts:

Sabina Genesisio, County Manager	(719) 583-6617
Dr. Brandon Mathews, Workplace Compliance Director	(719) 583-6548
Ed Martinez, ITS Director	(719) 593-6027
Paul Toth, Sheriff's Office, Bureau Chief	(719) 583-6416

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Technology Accessibility Information Site and Statement:

Access to the Pueblo County ADA Information Site and Pueblo County ADA Accessibility Statement through the Pueblo County Web site was identified as the number 1 priority based on its High Impact and Low Effort. The Pueblo County Information Site is accessible through a link listed on the front page of the Pueblo County Web Site and provides information to:

- The phone numbers and email addresses to the Pueblo County ADA Pueblo County Coordinator and the Pueblo County ADA Compliance Officer
- Access to the Pueblo County Progress Report (HB24-1454)
- Access to a toll-free number
- Access to an ADA Accessibility Form
- Access to the Allyant partner badge

It is the commitment of Pueblo County to respond to any ADA accessibility or ADA accommodation requests within 24 hours.

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Pueblo County Web Page Access:

The Pueblo County Web Page was identified as the number 2 priority based on High Impact and High Effort. Ensuring web accessibility for people with disabilities is a priority for Pueblo County as the Pueblo County Web Page has become a primary form of information and communications to Pueblo County with a multitude of services continuing to move online. For January 2024 – June 2024, the top 10 accessed sites included:

Assessor \ Pueblo County	125,353
Homepage \ Pueblo County	57,687
Motor Vehicle \ Pueblo County	47,765
Treasure’s Office \ Pueblo County	41,814
Online Services \ Pueblo County	38,800
\Pueblo County	30,279
Apply for a Job \ Pueblo County	21,245
Dept of Human Services \ Pueblo County	18,739
Pueblo County Health \ Pueblo County	16,393
Clerk and Recorder \ Pueblo County	15,660

Pueblo County purchased a product from Monsido in Feb 2022 to continually scan and monitor the County’s web site. The most recent test results as of May 31, 2024, have been:

- WAG 2.2 AA 99.43%
- WAG 2.2 AAA 88.32%

The Pueblo County Sheriff’s Office Web Site which is supported through CivicPlus and is currently waiting for an updated compliance report.

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In addition, Pueblo County contracted with Allyant in 2024 to perform an audit on the Pueblo County Web Site and assist with remediation through 2025. Allyant completed their initial audit on June 20, 2024, identifying 289 issues. The initial focus will be to resolve the critical and serious issues with a priority 1 and 2.

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PDF Content:

Pueblo County estimates that there are approximately 1,600 PDF documents that support most content on the Pueblo County website ranging from 2000 to 2024. Pueblo County is currently drafting a policy to delete old documents and remediate current documents. The current proposal is to delete all documents greater than 2020 and remediate any PDFs based on High Impact Usage from 2020 to 2024. The estimated cost to remediate approximately 1000 documents is \$52,323. Pueblo County will continue to evaluate the need to remediate or delete many of these documents based on usage, impact and alternative sources.

Pueblo County applied for and received a grant from the Colorado State Internet Portal Authority for 25 CommonLook licenses. The 25 CommonLook have been distributed across Pueblo County to key content providers. While remediation of existing documents will take some time, Pueblo County wants to ensure all new documents are compliant.

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Applications:

Pueblo County identified Applications as either:

Custom Applications

Commercial Off the Shelf (COTS) Applications

- Commercial Off the Shelf Applications (COTS) County General Enterprise applications
- Commercial Off the Shelf Applications (COTS) Human Services applications
- Commercial Off the Shelf Applications (COTS) Public Safety \ Sheriff's Office \ E911 Enterprise Applications

The COTS applications have been the most difficult to obtain compliance statements. While many of the COTS providers have a national or even international presence, they seem to be unaware or generally do not care about Colorado ADA requirements. The replacement or upgrade of the COTS applications also consume the most time and financial resources. COTS applications may also be bound by contractual, competitive and security requirements. While the number of applications required to support a City, County, or State Government is lengthy, Pueblo County has elected to focus on the applications that have the most impact on our citizens and county wide employees. Pueblo County anticipates spending approximately \$5,000,000 between 2023 – 2025 on replacing or upgrading existing Enterprise Applications. Applications that serve a single purpose or relatively few employees will be considered a low impact and will be addressed as a low priority.

In any case, a citizen or employee may submit a request to review the application or request an alternative form of access.

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Pueblo County identified 56 custom .Net and Visual Basic applications that needed to be re-written. Of those:

Complete	34
Due July 1, 2024	10
Due April 1, 2025	12

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Commercial Off the Shelf Applications (COTS) County General Enterprise applications

Pueblo County has identified approximately 40 Commercial Off the Shelf Applications (COTS) that support County General Enterprise applications. The Enterprise Applications that have the highest impact on the citizens and employees have also been identified as having the highest priorities. Pueblo County has made significant progress on with Enterprise Application with many slated for completion in 2024 and 2025 as follows:

Enterprise Resource Planning (ERP)	December 31, 2024
Budget and Finance	
Benefits	
Human Resources	
Purchasing	
Assessor Property Search	July 31, 2024
Treasurer \Taxation	April 31, 2025
Clerk and Recorder Records	October 31, 2024
Planning and Development \Permitting	Complete
Public Works Asset Management	Complete
Fleet Asset Management	Complete
Retirement	Complete
ITS Work Order System	August 1, 2024
Training LMS	Complete
Training Cyber Security	Complete
Policy Management	Complete

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Commercial Off the Shelf Applications (COTS) Department of Human Services applications

To address the accessibility compliance and provide an overview of the systems and services used by the Department of Human Services (DHS) in Pueblo County, the following summary is provided:

DHS Specific Cloud-Based Systems

DHS uses 5 non-state cloud-based systems. Three of these 5 vendors have provided ADA compliance statements confirming compliance. Another vendor expects to provide ADA compliance statements by the third quarter of this year. One other vendor is actively working on ADA compliance but has not provided a specific statement or timeline.

DHS Specific On-Premise Systems

Two of the three current on-premise systems are scheduled to be replaced by the end of 2024. A statement regarding ADA compliance for the remaining vendor has been received.

State Systems

DHS utilizes a variety of state systems which are developed and maintained by Colorado's Office of Information Technology. An update on the accessibility standards for these programs has been requested. The use of these state systems will remain mandatory.

Lobby Signage and Assistance

The signage in DHS building lobbies include internally produced documents and flyers from other sources, providing instructions, resources, events, and other information.

During business hours, DHS ensures accessibility by having either a security guard or readily available staff to assist customers who are unable to read this information.

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Commercial Off the Shelf Applications (COTS) Public Safety \ Sheriff's Office Enterprise Applications

Currently waiting for an update from the Pueblo County Sheriff's Office Web Page provider and COTs providers.