

30-day Challenge: ADA Compliance for the California Department of Consumer Affairs

QUEST TECHNOLOGY MANAGEMENT continually combines its resources and expertise to deliver a full suite of Cybersecurity, Managed and Cloud, Disaster Recovery, Professional, and Infrastructure Services across the technology spectrum — including compliance.

ADA Compliance

Case in point, Quest completed a challenging ADA compliance-driven webpage remediation project in just 30 days for the California Department of Consumer Affairs (DCA) with its partner, codemantra.

The DCA web remediation compliance project was huge but straightforward: make certain that the designated webpages and PDFs published by the participating departments within the DCA are compliant with the mandate of the Americans with Disabilities Act (ADA). In California, that means ensuring that state documents and websites are “AB 434-compliant,” referencing the Assembly Bill that states, in short, all information disseminated by any state agency must be available to people who are visually impaired.

The job was complicated by the fact that work needed to be completed by the end of DCA’s fiscal year, June 30, and could not be started until the very end of May—an extraordinarily short window. In addition, the scale of the project was vast. In the end, after numerous revisions, 225,000 pages of content were vetted.

“Using the NASPO ValuePoint contract helped us to streamline the procurement process. From the qualified cloud solution providers, the Quest–codemantra team had the specific skills and experience we needed to complete a job this size in a short amount of time.”

Cathryn Hunley
IT Projects Contract Manager
Client IT Support Services Section
Department of Consumer Affairs

Further complicating matters, DCA, which licenses professionals, including doctors, auto mechanics, and beauticians, comprises 38 separate boards and agencies with little standardization across each site. So, to navigate multiple information architectures from the Board of Accountancy to the Veterinary Medical Board, an artificial intelligence (AI) program had to be employed.



Quest pulled off a challenging ADA compliance remediation feat with its partners in support of the California Department of Consumer Affairs.

When sighted individuals look at a page, the context of the information on that page is instantly understood—it’s obvious which text is the headline, subhead, photo caption, footnote, etc. Visually impaired people don’t have that benefit. For them, some digital documents are impenetrable because the contextual information, is missing. AI, used in the DCA project, can accurately predict the context within a document, forecasting its logical structure, reading order, and text flow.

Partners in Government

Quest offers its technology management services across all businesses, but with over 30 years of experience, Quest has developed an exceptional partner program and government practice. This allows for diverse solution providers to market and sell their offerings to state and local government and education clients by leveraging one of Quest’s government contracts.

Government procurement is often facilitated through cooperative agreements, as was the case for DCA who chose to use the NASPO ValuePoint Cloud Solutions contract which encompasses Quest’s software as a service (SaaS) and its partner’s web remediation solution.

Communication—a Key Factor

While Quest’s NASPO ValuePoint Cloud Solutions contract simplified procurement for DCA and accelerated the agency’s approval process, implementing the project required good communication. Throughout the process, communication had to be clear so that DCA’s expectations were met and the best possible outcome was delivered.

Ultimately, through excellent collaboration, Quest and its partner nailed the deadline and delivered almost a quarter-million pages of content that meets California’s stringent AB 434 conformance level AA standard.

“We were consistently impressed with our partner team’s focus and skill and extraordinarily pleased with the project’s outcome. We were able to complete a formidable task within a one-month timeframe and ensure a smooth-running engagement for DCA.”

Adam Burke
Quest’s VP of Sales and Partnerships

Keeping in line with the FCC—Are you E911 Compliant?



TIM BURKE | President and CEO

BY NOW, MOST ORGANIZATION LEADERS ARE AWARE THAT THEIR WEBSITES MUST COMPLY WITH STATE AND FEDERAL LAWS, such as the Americans with Disabilities Act, but it's less widely known that voice over internet protocol (VoIP) services—the telephone systems in most offices—also face compliance regulations. Some of these are meant to deal with life-or-death situations associated with the emergency-dispatch 911 system.

Since 1999, the Federal Communications Commission (FCC) has required all private companies, public agencies, and non-profit organizations to provide 911 access on all their phones. That law also created **Enhanced 911 (E911)**, which automatically provides dispatchers with a caller's location. These rules were extended to VoIP services in 2005.

Earlier this year, those regulations were again expanded to include multi-line telephone systems (MLTS). I recommend that you take a moment to understand these rules.

Kari's Law and Section 506 of Ray Baum's Act

In 2018 Congress passed Ray Baum's Act, a communications bill named for a legendary telecom guru. The first compliance deadline is January 6, 2021. Section 506 of that law requires that a dispatchable location be automatically transmitted when someone places a 911 call.

Ray Baum's Act defines "dispatchable location" as not simply the street address of your building; it must also include information such as floor number, room number, and cubicle number. And the law requires that an MLTS transmit the location *regardless* of technological platform, so it applies to traditional key telephone systems, VoIP, Centrex, PBX, and hybrids.

A related FCC rule was triggered by the 2018 passage of H.R.582, known as Kari's Law, which took effect in February 2020. This law mandates that multi-line telephone systems provide direct-dialing to 911. It was inspired by a **tragedy** that took place in a hotel room, which could have been prevented if a young caller had been able to reach 911 without having to first press nine or an access code to get an outside line.

The removal of a prefix digit could result in an increase of unintended emergency calls, but Quest can provide functionality that virtually eliminates that risk. We've had a lot of **experience** helping companies switch from outdated and expensive telephone systems to VoIP services, and we keep informed about new regulations and emerging technologies.

E911 Laws and Rules: The Basics

The FCC's recent enactment of these new regulations gives you an opportunity to assess your own communications system to make sure everything is in compliance with E911 laws.

All facilities with voice communication access to the public switched telephone network (PSTN) are mandated by law to provide E911 service. No one is permitted to opt out.

- All organizations are also required to provide accurate emergency locations with the service, as well as to update those locations to keep them accurate.
- The FCC's Public Safety and Homeland Security bureau requires that all 911 calls include a callback number and name as well as location, and that the calls be routed directly to a designated **public safety answering point (PSAP)**.
- In instances where 911 service limitations exist, you need to notify potential callers by placing a label on the VoIP-enabled device.

Why E911 Compliance is Urgent

Of course, we all want to do whatever it takes to keep our people safe. We also need to protect our organizations from the serious civil liabilities that would arise if something bad happens. You should also know that the FCC is empowered to enforce its rules by imposing and collecting fines and penalties.

It's not too soon to take steps to put a compliant system in place. Let us know if we can help.

Thank you for trusting us to help with your IT needs. Contact us anytime, we're always happy to help.

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