

Straight to Number One: How Wasatch County Government achieved top accessibility ranking with new 'Digital Layer'

OBJECTIVES

- + Modernize digital infrastructure
- + Achieve compliance with WCAG 2.2AA Standards
- + Enhance citizen engagement
- + Streamline operations
- + Improve service delivery

RESULTS

- + Improved accessibility ranking
- + Achieved WCAG 2.2 AA standards
- + Enhanced user experience to access services and information online
- + Streamlined workflows
- + Reduced manual tasks
- + Increased efficiency



Faced with rapid population growth and increasing demands for efficient public services, Wasatch County recognized the need to modernize its digital infrastructure.

About

Wasatch County, Utah, has achieved a remarkable milestone by securing the top spot among over 3,000 U.S. county government websites for accessibility. This significant accomplishment results from a strategic digital transformation initiative to enhance citizen engagement and service delivery.

The Challenge

Faced with rapid population growth and increasing demands for efficient public services, Wasatch County recognized the need to modernize its digital infrastructure. The existing website was outdated, lacked user-friendly features, and did not comply with the Web Content Accessibility Guidelines (WCAG) 2.2 AA standards, which are essential for ensuring inclusivity for all residents, including those with disabilities.

The ambition for accessibility

Time is running out for public sector organisations. Under the [Department of Justice's new accessibility requirements published in April 2024](#), all state and local governments must ensure their websites and mobile apps meet [WCAG 2.1 Level AA standards](#). Larger jurisdictions with populations of 50,000 or more must comply by 24th April 2026, while smaller jurisdictions and special district



► Watch the Wasatch County Story:

[Wasatch County Builds an Enterprise Digital Layer and moves Straight to Number 1 in all US Counties](#)

governments have until 26th April 2027. Wasatch County's early adoption and achievement of top accessibility ranking position them well ahead of these mandatory compliance deadlines, setting a benchmark for other government entities.

Aside from the legal challenge, Wasatch wants to meet its growing community where they are. With an inclusive website and portal, the County wanted to streamline its operations and ensure it could continue to deliver critical public services to its communities.

The Solution

To address these challenges, the county implemented the Hyland Content Portal powered by Jadu Central. This integrated platform provided a centralized system for managing content, forms, and data, enabling seamless integration with the county's existing systems. The portal's user-friendly interface allowed citizens to access services and information online, reducing the need for in-person visits and enhancing the overall user experience. Key features and benefits of the platform were articulated to stakeholders:

Accessibility Compliance

The new website was designed to adhere strictly to WCAG 2.2 AA standards, ensuring that all residents, regardless of their abilities, could easily navigate and utilize online services, on any device and with any assistive technology.

Enhanced User Experience

The portal's intuitive design and low-code functionality provided a personalized experience for users, facilitating easy access to information and services. Secure 'MyAccount' features will be rolled out in the next phase, with new accessible online forms and portal pages.

Operational Efficiency

The portal's integration streamlined various workflows, reducing manual tasks and improving overall efficiency within county departments. The platform came pre-integrated with OnBase, the County's strategic content services back-end system, WorkView, a low-code business process and workflow platform, and ESRI for maps embedded into forms and content pages.

The Difference

Following the launch of the new website, Wasatch County experienced a dramatic improvement in its accessibility ranking, moving from 1,385th to first place in the Silktide Index for U.S. local government counties. This achievement not only reflects the county's commitment to inclusivity but also



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demonstrates the effectiveness of the Hyland Content Portal in delivering highly accessible digital experiences.

Looking Ahead - Creating The Digital Layer

Building on this success, Wasatch County plans to expand the use of the Hyland Content Portal to include additional services and functionalities. By continually leveraging technology to meet its residents' evolving needs, the county aims to set a standard for digital transformation in local government.

The county's team learned about The Digital Layer framework delivered by Jadu (partners with Hyland, one of the County's strategic technology providers). Jadu is partnered with Hyland to provide Hyland Content Portal (Jadu Central). This framework helps organisations understand how they can prepare themselves for AI and automation by connecting their back-office systems to customer-facing tools in a way that is transparent, efficient, and above all, accessible.

Wasatch County's ascent to the top of the U.S. county government website accessibility rankings underscores the transformative power of a well-implemented digital layer. By integrating the Hyland Content Portal, powered by Jadu Central, the county has not only enhanced accessibility but also streamlined operations and improved citizen engagement. This digital layer is a robust foundation for future innovations, ensuring that Wasatch County remains at the forefront of delivering inclusive and efficient public services.