



City Of Rifle ADA Digital Accessibility Plan

The City of Rifle values full inclusion and access for all facilities, programs, activities and services. We are pleased to provide meaningful accommodations to comply with the Americans with Disabilities Act (ADA) and reasonably provide translation, interpretation, modifications, accommodations, alternative formats, auxiliary aids, and services.

The goal of this plan is digital content that reasonably enables an individual with a disability to access the same information, engage in the same interactions, and enjoy the same services offered to other individuals, with the same privacy, independence, and ease of use as exists for individuals without a disability. This includes all information and communication technology (ICT). ICT is defined as information technology and other equipment, systems, technologies, or processes, for which the principal function is the creation, manipulation, storage, display, receipt, or transmission of electronic data and information, as well as any associated content.

Accessibility is one of the most important parts of creating web services. When you improve the online experience for people with disabilities, you improve usability for all. In addition, you enhance trust in government, drive innovation, and extend service reach. The quality of accessible content you create and share is the difference between a colleague or community member's success and failure in their ability to accomplish a goal or receive essential services.

The City has established an ADA Compliance Team consisting of the City Manager, IT Director, HR Director, Public Information Officer, City Clerk and City Multimedia Manager. This group will meet as frequently as necessary to track progress, review updates from the State of Colorado Office of Information Technology and make recommendations for improvement. Questions or problems should be directed to Kathy Pototsky, kpototsky@rifleco.org or call 970-665-6420 and ask for Kathy.

Background Information

Title II of the Americans with Disabilities Act (ADA) established that local governments are prohibited from discriminating against individuals on the basis of a disability in spaces of public accommodation. The Department of Justice (DOJ) has interpreted this to include online technology.

Colorado House Bill 21-1110 (HB 21-1110) requires local governments to meet full digital accessibility by July 1, 2024. Colorado House Bill 24-1454 (HB24-1454) establishes a one-year grace period that extends the current deadline for full compliance to July 1, 2025, under specific conditions. Public entities and state agencies must make a good faith effort toward compliance and create a progress-to-date report with quarterly updates. We have posted a spreadsheet detailing our conformance status.

Section 508 Compliance

The City of Rifle recognizes the importance of ensuring that its digital platforms are accessible to all users, including those with disabilities. To this end, we are committed to complying with Section 508 of the Rehabilitation Act, which mandates that all electronic and information technology developed, procured, maintained, or used by the federal government be accessible to people with disabilities.

How is Rifle Improving Digital Accessibility?

The City of Rifle is dedicated to ensuring digital accessibility for all. The City is working toward compliance with the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA, which set the standard for website accessibility. Our goal is to enable citizens to successfully gather information and conduct business through our digital platforms. We are committed to providing timely responses to

reports of inaccessible digital content or requests for reasonable accommodation or modification.

The City of Rifle is currently using a number of CivicPlus platforms. This content management system is built to be highly compliant with ADA Section 508 and WGAC 2.1 A and AA levels. CivicPlus is the leading government website provider and leader in accessibility and compliance.

As part of our digital accessibility plan, the City is focusing on making City services as inclusive as possible. This includes taking the following steps:

- Designing digital accessibility policies, guidelines and strategies alongside partners with a diverse range of abilities and perspectives.
- Providing easy ways for people to request special accommodations and report any issues.
- Providing ongoing training, support and resources to staff.
- Improving procurement processes and supporting City employees with procurement guidelines, training and support.
- Third party vendors will be advised that any digital content provided to the City must be accessible or made available in an alternative format. See Vendor Accessibility Checklist at <https://oit.colorado.gov>.
- Use of AudioEye and UserWay, accessibility tools which feature automated remediations and continuous monitoring on the main City website, www.rifleco.org.

Technology Accessibility Statement

The City of Rifle will provide a timely response to reports of inaccessible ICT or requests for a reasonable accommodation or modification. Our accommodation

statement, which is featured on all of our digital platforms and printed on messaging and agendas, offers multiple methods for individuals to request reasonable accommodations.

Remediation of Existing Content

The City of Rifle is working on both remediation of existing digital content assuring that new content meets the ADA standards. Our compliance plan aims to specify current issues and seek remediation. A checklist has been created to facilitate this process. This is an evolving document which will allow website visitors to see the action steps being taken as well as track the progress.

Due to funding and staffing limitations, remediating all digital content before the July 2024 deadline would cause an undue burden to the City Rifle. By prioritizing content and providing paths for content to be requested in alternative formats, we ensure equal access to our programs and services. For new content, content creators are responsible for developing and publishing content that meets best practices for digital accessibility.

City of Rifle ADA Action Plan

Task	Staff Lead	Status
Formation of ADA Team	City Manager/PIO	6/17/24
Weekly Meetings - Until Quarterly	City Manager/PIO	continuing
ADA Email Creation	IT	in progress
All Staff Accessibility Training	HR	in progress
Web Content Creation and Formatting Training	HR/Multimedia	in progress
Social Media Training	HR	in progress
Update Job Descriptions as Needed	HR	in progress
Update Onboarding Training	HR	in progress
"Cheat Sheet" - Front Line Staff	PIO	in progress
"Newsletter ADA Updates"	PIO	scheduled
Update Board Agendas with Verbiage	Department Heads	6/17/24
Audit Images, Content Headings, and PDFs on the Website	Multimedia/CivicPlus Users/Department Heads	in progress
Review Website for Forms Not Used	Department Heads/Multimedia/City Manager	in progress
Accomodation Statement	Multimedia/City Manager/ City Attorney/PIO	6/17/24
Prioritize PDF to be transitioned to Form Center or HTML/webpage	Multimedia/Department Heads	in progress
Update Website with ADA Verbiage	Multimedia/City Manager	in progress
Creation of Best Practices For Content	IT	in progress
Creation of Digital Accessibility Plan	City Manager	in progress
Boilerplate language for Bidding	Procurement	in progress
Updates to Purchasing Policy	Procurement	in progress
Vendor Letter - Compliance	Procurement, IT, City Manager	in progress
Continue Working With Firm for PDF Response	Procurement, IT, Multimedia	in progress
Ute Website	Main Street Manager	in progress
Visit Rifle Website Updates	Main Street Manager	in progress
Creation of How-To and Accessible Docs.	IT	in progress
Form Center	Department heads/IT	in progress
Creation of button for front page of website linking to policy	Multimedia	in progress
Ensure policy is on all social media pages	Department heads	in progress
Investigate the value of Monsido	Multimedia	in progress
Obtain software for pdf compliance/remediation	Multimedia	6/17/24
Create a grievance policy and procedure	ADA Compliance Team	in progress