



The City of Englewood's Digital Accessibility Plan

Updated 3/29/24

The City of Englewood’s Digital Accessibility Plan	1
Introduction	5
Overview of Colorado Laws for Persons with Disabilities (HB21-1110)	5
Our Current Digital Services Inventory	6
Testing Tools and Techniques	7
Layover Tool – SiteImprove	7
Screen Reader Tool – NVDA.....	7
PDF Remediation – Allyant CommonLook Online.....	7
Manual Testing and Evaluations	7
Review Process.....	7
Results.....	7
Englewoodco.gov Results via Be Accessible	7
Englewoodco.gov Recommendations.....	8
Status of englewoodco.gov’s Manual Testing Remediation Tasks	9
Southplatterenewco.gov Results via Be Accessible	9
Southplatterenewco.gov Repairs.....	9
Status of southplatterenewco.gov’s Remediation.....	10
The Transition Plan	10
Year to Year Plan Overview.....	10
Remediation & Compliance Efforts.....	10
Goal	10
Maintenance Timeline	10
Remediation and Compliance Status.....	10
Maintenance Timeline	11
Training & Awareness	11
Goals	12
Training & Awareness Status	12
Maintenance Timeline	12
Documents	12
Number of Public Facing Documents on Platforms	12
Assessment	12
Goal	13

Document Status.....	13
Maintenance Timeline	13
Policies & Guidelines.....	13
Goal	14
External Applications	14
Goal	14
Create an Accessibility Committee with Department Champions	14
Goal	14
Transition Plan Status	14
Future Milestones	15
Digital Accessibility Policies, Guidelines & Resources.....	16
The City of Englewood’s Digital Accessibility Statement	17
Accommodation Requests and Feedback.....	17
The City of Englewood’s Digital Accessibility Policy.....	17
Policy Statement	17
Roles and Responsibilities.....	18
Undue Burden, Fundamental Alteration, or Direct Threat.....	19
Exclusions.....	19
Accommodation Requests and Issue Submission Procedure	20
Response Timeline	20
Grievance Procedure	20
Response Timeline	21
Grievance Vs. Accommodation Request.....	22
Department Accessibility Champions	22
List of Department Accessibility Champions.....	22
Staff Training Requirements	23
Procurement & Our Current Digital Services.....	25
Policy for Procurement of Digital Services.....	25
Procurement Contract Language.....	26
Policy For Outside Consultants Providing Compliant Documents	27
Vendor Accessibility Agreements for Our Current Digital Services	28
Moving Forward.....	28
Toolbox	28

Accessibility Principles	28
Portable Document Format (PDF) Guidelines.....	29
When will a PDF will be added to our website?	29
If Your Department Champion is Unavailable	30
PDF Checklist.....	30
PDF Remediation Workflow.....	30
Uploading & Updating a PDF to the Website.....	31
Naming.....	31
Deciding What to Delete.....	31
Maintenance Plan	31
Website Checklist.....	31
Checklist for Content Contributors	31
Checklist for Website Administrators	32
Social Media Checklist.....	32
Checklist for Social Media Specialists	32
Graphic Design Checklist.....	32
Checklist for Designers.....	32
Video Checklist.....	33
Checklist for Video Editors & Uploaders.....	33
Additional Resources	33

Introduction

The City of Englewood is committed to providing online services that are accessible to the widest possible audience, regardless of technology or ability. Our goal is to deliver an online experience that achieves “Level AA” conformance according to the [Web Content Accessibility Guidelines v2.1](#) (WCAG 2.1).

The following accessibility plan assists with a long-term strategic approach to continue improvements to the accessibility of city Information. This document summarizes the city’s web accessibility self-evaluation, transition plan, and ongoing management plan.

- An overview of the State of Colorado online accessibility requirements
- Identifying customer-facing applications and portable document types that may create barriers to digital accessibility
- Manual testing and evaluations of englewoodco.gov and southplatterenewco.gov
- A comprehensive transition plan which includes future milestones
- An overview of the city’s digital accessibility policy and guidelines
- A toolbox with digital accessibility resources

Overview of Colorado Laws for Persons with Disabilities (HB21-1110)

On June 30, 2021, the HB21-1110 Act was signed. This act added language to strengthen the current Colorado law for protection against discrimination against persons with disabilities. This specifically relates to accessibility with government information technology. The added provisions include:

- Prohibiting a person with a disability from being excluded from participating in or being denied the benefits of services, programs, or activities of a public entity or a state agency
- Clarifying that such prohibition includes the failure of a public entity or state agency to develop an accessibility plan and fully comply, on or before July 1, 2024, with accessibility guidelines established by the office of information technology (OIT)
- Any Colorado agency with the authority to promulgate rules shall not promulgate a rule that provides less protection than that provided by the "Americans with Disabilities Act of 1990"

Our Current Digital Services Inventory

1. The City of Englewood's Website – *Manually Testing was Required, Remediation In Progress*
2. South Platte Renew's Website – *Manually Testing was Required, Remediation Completed*
3. Tri Cities Homelessness Website – *Manually Testing was Required, Remediation Completed*
4. Englewood Engaged/Engagement HQ – *Signed Vendor Agreement, Remediation In Progress*
5. RecTrac – *Signed Vendor Agreement, Remediation In Progress*
6. ICompass – *Signed Vendor Agreement, Remediation In Progress*
7. Team Sideline – *Signed Vendor Agreement, Remediation In Progress*
8. IMS – *Signed Vendor Agreement*
9. MuniRevs – *Signed Vendor Agreement*
10. OpenGov/Cartegraph – *Signed Vendor Agreement*
11. Utility Billing/Paymentus – *Signed Vendor Agreement*
12. Polco (Input Now!) – *Signed Vendor Agreement*
13. Police Reporting System – *Signed Vendor Agreement*
14. Municourt – *Signed Vendor Agreement*
15. Englefix/Qscend – *Signed Vendor Agreement*
16. Ultipro – *Signed Vendor Agreement*
17. ArcGIS – *Has an Accessibility Plan*
18. Laserfiche – *Signed Vendor Agreement*
19. Camp Docs – *Signed Vendor Agreement*
20. Marmot – *Signed Vendor Agreement*
21. LibCal – *Signed Vendor Agreement*
22. Libby – *Has an Accessibility Plan*
23. Hoopla – *Has an Accessibility Plan*
24. Kanopy – *Has an Accessibility Plan*
25. Creative Bug – *Has an Accessibility Plan*
26. Niche Academy – *Has an Accessibility Plan*
27. BuyCrash – *Signed Vendor Agreement*
28. LexisNexis Community Crime Map – *Signed Vendor Agreement*
29. CARFAX – *Signed Vendor Agreement*
30. Microsoft - *Has an Accessibility Plan*
31. Asana - *Has an Accessibility Plan*
32. Languages in Motion Ltd. – *Signed Vendor Agreement*

Testing Tools and Techniques

The City of Englewood will incorporate a variety of tools, techniques, methods, and processes to identify accessibility barriers and meet existing and new assistive technology needs. The following tools and techniques are not intended to represent an inclusive list, but a shortlist of tools and processes that the city will use in its accessibility compliance initiatives.

Layover Tool – SiteImprove

The city utilizes SiteImprove to give an immediate overview of the city’s website compliance levels, which removes guesswork and provides focus in order to meet current web accessibility standards (WCAG 2.1, AA).

Screen Reader Tool – NVDA

The city utilizes NVDA (Non-Visual Desktop Access) which allows blind and vision impaired people to access and interact with the Windows operating system and many third party applications.

PDF Remediation – Allyant CommonLook Online

The city utilizes Allyant CommonLook Online to remediate PDF documents to a variety of formats which includes large print, braille, accessible PDF and e-text.

Manual Testing and Evaluations

Review Process

In addition to the automated testing tool described above, the city coordinated with Be Accessible in order to complete manual testing for englewoodco.gov and southplatterenewco.gov, Be Accessible utilized the success criteria of WCAG 2.1 AA to manually evaluate our online technologies and documents.

While testing the site, NVDA with Firefox, and JAWS with Chrome were the primary screen readers used. Other screen readers were used as needed. Rocket by Be Accessible was the primary resource used for automated testing.

The websites were also manually tested for conformance including and not limited to testing for keyboard-only users, text zoom, color contrast, and testing performed by a usability lab with disabled testers. Disabled testers were provided a list of tasks to complete on the website including locating specific information and completing form elements.

Results

It was determined that englewoodco.gov and southplatterenewco.gov did not meet WCAG 2.1 AA conformance on December 14, 2022.

Englewoodco.gov Results via Be Accessible

Englewoodco.gov includes many accessibility features such as orientation capabilities, page language declarations, and reflow capabilities. Below are a few items we noticed that we feel are critical to your website’s accessibility or are found multiple times on your website and need attention. In addition to

repairing these barriers and the others listed in the audit spreadsheet, we recommend keeping these techniques in mind moving forward as you update your website:

- Alternative text should be both descriptive and succinct. Avoid using alternative text for keyword stuffing. Additionally, when an image is linked, ensure the alternative text includes the purpose of the link.
- Color contrast should be sufficient in all states (active, hover, focus, visited). User interface controls such as form elements should provide borders with sufficient contrast so that all users know where to select in order to access the control. Use a tool such as one recommended by W3C on the Web Accessibility Evaluation Tools List to assist with testing contrast ratios
- Avoid link text such as “Read more.” When using this type of text for links, include an aria-label on the link to ensure the purpose of the link is presented to all users.
- Heading structure (h1, h2, h3, etc.) is an important aspect to an accessible webpage. Not only is it visually appealing, but it also provides a layout structure that users can navigate through to find important information. Ensure text that is styled to resemble a heading is wrapped with HTML heading markup to allow screen readers to present content as headings.
- Keyboard navigation is vital to the overall accessibility of a website. Ensure that all active elements can be accessed using only a keyboard. Additionally, when an element receives keyboard focus, there must be a visible focus indicator such as an outline or underline present so that users are always aware of the location of their focus.
- HTML tables should not be used only for layout purposes and reserved for tabular data. When using an HTML table for table data, ensure table markup includes table heading cells <th>. This will allow screen reader users to orient themselves within a table while listening to the content.

[View the WCAG 2.1 AA audit spreadsheet for a summary of our results.](#)

Englewoodco.gov Recommendations

Based on this evaluation, the website needs remediation in order to meet WCAG 2.1 AA conformance requirements.

It is recommended that City of Englewood take the necessary steps to ensure accessibility compliance including but not limited to:

- Require all staff submitting content for and updating the website to complete web accessibility training.
- Remediate all items listed in the WCAG 2.1 AA audit spreadsheet.
- Perform PDF remediation on all linked PDF documents.
- Perform a comprehensive web accessibility audit annually or sooner as needed depending on the frequency of updates.

We recommend continuous monitoring of the website and accessibility requirements in order to remain in compliance with accessibility standards.

Status of englewoodco.gov's Manual Testing Remediation Tasks

- 55 out of 87 issues have been fixed
- 63% complete
- **Estimated Date of Completion: 7/1/24**

The remediation tickets provided from this audit will be remediated by **June 1, 2024**. In total 87 items were flagged for remediation and those items were sent to our web developer team on January 20, 2023.

Southplatterenewco.gov Results via Be Accessible

The website includes many accessibility features such as heading structure, keyboard navigation, alternative text and color contrast. Below are a few items we noticed that we feel are critical to your website's accessibility or are found multiple times on your website and need attention. In addition to repairing these barriers and the others listed in the audit spreadsheet, we recommend keeping these techniques in mind moving forward as you update your website:

- Alternative text should be both descriptive and succinct. Avoid using alternative text for keyword stuffing. Additionally, when an image is linked, ensure the alternative text includes the purpose of the link.
- Color contrast should be sufficient in all states (active, hover, focus, visited). User interface controls such as form elements should provide borders with sufficient contrast so that all users know where to select in order to access the control. Use a tool such as one recommended by W3C on the Web Accessibility Evaluation Tools List to assist with testing contrast ratios
- Avoid link text such as "Read more." When using this type of text for links, include an aria label on the link to ensure the purpose of the link is presented to all users.
- Heading structure (h1, h2, h3, etc.) is an important aspect to an accessible webpage. Not only is it visually appealing, but it also provides a layout structure that users can navigate through to find important information. Ensure text that is styled to resemble a heading is wrapped with HTML heading markup to allow screen readers to present content as headings.
- Keyboard navigation is vital to the overall accessibility of a website. Ensure that all active elements can be accessed using only a keyboard. Additionally, when an element receives keyboard focus, there must be a visible focus indicator such as an outline or underline present so that users are always aware of the location of their focus.
- HTML tables should not be used only for layout purposes and reserved for tabular data. When using an HTML table for table data, ensure table markup includes table heading cells. This will allow screen reader users to orient themselves within a table while listening to the content.

Southplatterenewco.gov Repairs

Southplatterenewco.gov has successfully addressed 44 accessibility concerns identified during a recent audit. These improvements enhance the website's usability for everyone, particularly those with disabilities. The website now features more descriptive and concise alternative text for images,

improved color contrast to meet accessibility standards, and uses clear and specific link text instead of generic phrases like "Read more." Additionally, headings are properly coded using HTML markup, ensuring screen readers can interpret them correctly. All interactive elements are now accessible via keyboard navigation, and HTML tables are used appropriately for data presentation, with proper table heading cells for screen reader users.

Status of southplatterenewco.gov's Remediation

- 44 out of 44 issues have been fixed
- 100% complete
- **Date Completed: 3/1/23**

The Transition Plan

Year to Year Plan Overview

- **2022:** Planning & Manually Testing
- **2023:** Remediation & Training
- **2024:** Remediation & Maintaining Technologies

Remediation & Compliance Efforts

The Digital Accessibility Coordinator(s) will conduct accessibility assessments of all public facing websites, portable document types, user interfaces, and other communication tools such as telecommunications, video conferencing, and other interactive devices such as kiosks and digital information boards. The status will be updated at the end of each quarter throughout the year.

Goal

- **In Progress** Start remediating platforms for WCAG 2.2 Level AA compliance in 2023 and complete by July 1, 2024.

Maintenance Timeline

Remediation of all website pages will take place in quarter 1 of each year.

Remediation and Compliance Status

Updated 3/29/24

- www.englewoodco.gov - **Complete**
 - # of pages remediated to reach the WCAG 2.2 Level AA Rating: **715**
 - # of pages remaining: **0**
 - **715 Total Pages**
 - **Date of Completion: 3/29/24**

- www.engaged.inglewoodco.gov - Englewood Engaged - **Complete**
 - # of pages remediated to reach the WCAG 2.2 Level AA Rating: **26**
 - # of pages remaining: **0**
 - **26 Total Pages**
 - **Date of Completion: 3/29/24**
- www.southplatterenewco.gov - **Complete**
 - # of pages remediated to reach the WCAG 2.2 Level AA Rating: **27**
 - # of pages remaining: **0**
 - **27 Total Pages**
 - **Date of Completion: 3/29/24**
- www.tricityshomeless.com - **Complete**
 - # of pages remediated to reach the WCAG 2.2 Level AA Rating: **8**
 - # of pages remaining: **0**
 - **8 Total Pages**
 - **Date of Completion: 3/29/24**
- englewoodgov.civicweb.net - iCompass - **In Progress**
 - # of pages remediated to reach the WCAG 2.2 Level AA Rating: **0**
 - # of pages remaining: **40**
 - **40 Total Pages**
 - **Estimated Date of Completion: 6/28/24**
- secure.inglewoodrec.org - RecTrac - **In Progress**
 - # of pages remediated to reach the WCAG 2.2 Level AA Rating: **0**
 - # of pages remaining: **5**
 - **5 Total Pages**
 - **Estimated Date of Completion: 6/28/24**

Maintenance Timeline

Each quarter the Digital Accessibility Coordinator(s) will conduct accessibility assessments of all public facing websites, portable document types, user interfaces, and other communication tools such as telecommunications, video conferencing, and other interactive devices such as kiosks and digital information boards. The remediation status will be updated at the end of each quarter throughout the year and the transition plan will be updated on the digital accessibility webpage at the end of each quarter.

Training & Awareness

Training is an initial investment that pays off as understanding of accessibility increases and it becomes more common practice. Increased knowledge should result in more accessible implementations first time, helping to reduce evaluation and rework costs and limit risk.

Online learning will be available for general staff to take during on-boarding or as periodic refreshers. Staff that are assigned to a particular role that is detailed in the Accessibility Policy will be trained for that role yearly with a comprehensive training program that is crafted by the ADA Coordinators.

Goals

1. **In Progress** Have a general staff awareness training annually starting in 2024.
2. **Complete** Create a role-based training program and have staff in a particular role utilizing the training program by May 31, 2023.

Training & Awareness Status

Updated 3/29/24

- General Staff Training Program - **In Progress**
 - Implementing in March 2024
 - # of employees trained: 26
 - **550 Total Employees**
 - **Estimated Date of Completion: 12/31/24**
- Role Based Training (Digital Accessibility Champions) Program - **Complete**
 - Implemented in March 2023
 - # of employees trained: **26**
 - **26 Total Digital Accessibility Champions**

Maintenance Timeline

Each year general staff and the Digital Accessibility Champions will complete a training program that will be determined by the Digital Accessibility Coordinator(s).

Documents

Number of Public Facing Documents on Platforms

- www.inglewoodco.gov - The city has identified approximately **6,854** public facing documents. As of 3/29/2024.
- www.tricityshomeless.com - The city has identified approximately **15** public facing documents. As of 3/29/2024.
- www.engaged.inglewoodco.gov - The city has identified approximately **70** public facing documents. As of 3/29/2024.
- www.southplatterenewco.gov - The city has identified approximately **56** public facing documents. As of 3/29/2024.

Assessment

Assessments of these documents incorporate checklists to ensure barriers are removed in the production of digital content by encouraging adherence to the following principles:

1. **Tags:** Meaningful content is marked with appropriate semantic tags – this is a “tagged” document. This includes a correct heading structure.
2. **Reading Order:** Document structure tree must reflect the reading order of the document.
3. **Title:** A document title must be given.
4. **Language:** The language of all content must be noted.
5. **Images:** Pictorial elements must have corresponding alternative text or be marked as decorative images.
6. **Tables:** Tables must be labeled appropriately and include a correct table header and caption.

7. **Color:** Color should not be the only way to convey content or distinguish visual elements. Text colors should have sufficient color contrast with background colors (WCAG Level AA requires contrast to be 4.5:1). Add shapes if color is used to indicate status.

Goal

- **Complete** Initial assessment of portable documents to be completed by July 1, 2023 and a path will be identified for document remediation.
- **In Progress** Digital Accessibility Coordinator(s) will remediate PDF's with 10 or more clicks quarterly starting January 1, 2024. PDF's that need to be added to a website or platform will be remediated before being linked on that website or platform.

Document Status

Updated 3/29/24

- www.englewoodco.gov **In Progress**
 - # of documents remediated: 0
 - # of documents that need remediation: 6,854
 - **Estimated Date of Completion:** 12/31/25
- www.tricityshomeless.com **Complete**
 - # of documents remediated: 16
 - # of documents that need remediation: 0
 - **Date of Completion:** 3/29/24
- www.engaged.englewoodco.gov **In Progress**
 - # of documents remediated: 0
 - # of documents that need remediation: 70
 - **Estimated Date of Completion:** 6/28/24

Maintenance Timeline

Every year, the Website and Digital Accessibility Committee will perform a PDF accessibility audit to ensure that uploaded PDF's are meeting WCAG 2.1 Level AA criteria.

From that audit the Digital Accessibility Coordinator(s) will remediate PDF's with 10 or more clicks quarterly. The remediation status will be updated at the end of each quarter throughout the year and the transition plan will be updated on the digital accessibility webpage at the end of each quarter.

Policies & Guidelines

The website committee will create online PDF guidelines and workflows in order to create an easy to use and consistent process for ensuring our online documents meet WCAG 2.1 Level AA compliance.

The Digital Accessibility Coordinator(s), the City Attorney's Office and the Information Technology department will collaborate and draft the digital accessibility policy and procurement guidelines. The Digital Accessibility Coordinator(s) will create guidelines and workflows for social media, video, graphic design and website to ensure projects meet WCAG 2.2 Level AA compliance.

Goal

- **Complete** Online PDF guidelines will be created by March 1, 2023.
- **Complete** Social media guidelines will be created by May 1, 2023.
- **Complete** Video guidelines will be created by May 1, 2023.
- **Complete** Graphic design guidelines will be created by May 1, 2023.
- **Complete** Website guidelines will be created by May 1, 2023.

View these guidelines on *page 19*.

External Applications

External Applications – Agreements

Digital Accessibility Coordinator(s) will reach out to the point of contacts for all external platforms and a vendor agreement will be created. The agreements will ensure that vendors meet WCAG 2.1 Level AA compliance by July 2024.

Goal

- **Complete** Agreements Due by May 31, 2023.

Create an Accessibility Committee with Department Champions

Digital Accessibility Coordinator(s) will reach out departments to create an accessibility committee with will be responsible for meeting regularly to discuss accessibility issues and remediation steps. A minimum of two department champions will be identified for each department and they will be included on the accessibility committee and they will serve as department liaisons for all topics regarding online accessibility.

Goal

- **Complete** The committee will be finalized by March 1, 2023.

Transition Plan Status

- **Manual Testing and Evaluations:** 75% Complete
- **Remediation and Compliance Efforts:** 94% Complete
- **Training & Awareness:** 5% Complete
- **Documents:** 0.1% Complete
- **Policies & Guidelines:** 100% Complete
- **External Applications:** 100% Complete
- **Create an Accessibility Committee with Department Champions:** 100% Complete

Total 68% of the transition plan is complete.

Future Milestones

Milestones 1-3 were added 3/29/24.

1. Milestone 1: Yearly Digital Accessibility Labs

- a. Objective: Launch the first annual digital accessibility lab by Quarter 1 2025.
- b. Action Items:
 - i. Develop framework for the lab.
 - ii. Partner with local disability organizations to recruit volunteers who use assistive technology.
 - iii. Establish a process for scheduling and conducting the lab sessions.
 - iv. Analyze volunteer feedback and use it to identify and prioritize accessibility improvements.

2. Milestone 2: Website Redesign and Platform Change

- a. Objective: Complete the website redesign and/or platform change, prioritizing accessibility from the start.
- b. Action Items:
 - i. Conduct a comprehensive website and platform report by Quarter 1 2025.
 - ii. Develop a detailed plan for the redesign project.
 - iii. Ensure accessibility considerations are integrated throughout the design and development process.
 - iv. Prioritize the use of WCAG 2.2 compliance standards as a guiding principle.

3. Milestone 3: In-House Digital Accessibility Program

- a. Objective: Establish an internal digital accessibility program by Q4 2024, focusing on the City of Englewood's digital services.
- b. Action Items:
 - i. Develop outline of program.
 - ii. Create individual frameworks for each digital service the city utilizes.
 - iii. Film how-to videos for each digital service.
 - iv. Implement the training program to the individuals utilizing and updating the digital service.



Digital Accessibility Policies, Guidelines & Resources

Updated 3/29/24

The City of Englewood’s Digital Accessibility Statement

The City of Englewood is committed to providing digital services that are accessible to the widest possible audience, regardless of technology or ability. We are actively working to increase the accessibility and usability of our website and in doing so adhere to many of the available standards and guidelines. Our goal is to deliver a web experience that achieves “Level AA” conformance according to the [Web Content Accessibility Guidelines v2.1](#) (WCAG 2.1).

In the meantime, to accommodate all individuals and ensure accessibility to the public, we have staff ready to assist you to access all functions of the city’s website and other technology by calling 303-762-2300.

Website Assistance

If you need assistance with a website function, please call 303-762-2300 Monday through Friday from 8 a.m. to 5 p.m. and a representative will be ready to assist you.

Accommodation Requests and Feedback

To request reasonable accommodations or modifications, or to report inaccessible content, please reach out to the ADA Coordinator through any of the following means:

- Online Form: [Submit an Online Form Here](#)
- Phone: 303-762-2300
- E-mail: ada@englewoodco.gov
- Visitor Address: 1000 Englewood Parkway, Englewood, CO 80110

Within 7 calendar days after receipt of the issue/request, a member of the city’s ADA Coordinator will contact the person initiating the issue/request to discuss the problem and the possible resolutions. Within 14 calendar days of the meeting, the ADA Coordinator will respond in a format accessible to the submitter. The response will offer options for a resolution. If the response by the accessibility committee does not satisfactorily resolve the issue/request, the submitter or their designee may submit a grievance through the City Attorney’s Office. [Submit a Grievance Here.](#)

The City of Englewood’s Digital Accessibility Policy

In accordance with Colorado Laws for Persons with Disabilities (HB21-1110), the City of Englewood must provide persons with disabilities equal access to city programs, services, and activities, including those programs, services, and activities that are made available through city websites and other online technology. This policy has been developed to promote equal access to such programs, services, and activities provided through the city to persons with disabilities. This policy applies to all online technologies, including city customer facing websites, mobile applications, electronic communication, and digital documents such as portable document format (PDF).

Policy Statement

1. New and redesigned web content published on the city's online technologies after the effective date of this policy will conform to WCAG 2.1 Level AA compliance, with the exception of content specifically excluded from this policy.
2. Existing web content published prior to the effective date of this policy will either be archived or modified to conform to WCAG 2.1 Level AA compliance or to the maximum extent feasible, with the exception of content specifically excluded from this policy. Web content hosted on city public websites will be evaluated, prioritized, and scheduled for remediation no later than January 1, 2024.
3. No particular technology or design approach is required. The aim is to maximize access to and use of the city's online technologies by persons with disabilities.

Roles and Responsibilities

1) Digital Accessibility Coordinator(s)

- a) Establish grievance procedure
- b) Coordinate the city's compliance with this policy
- c) Prepare and provide accessibility training and guidance
- d) Develop accessibility compliance standards
- e) Develop procurement guidelines and standards for new technologies
- f) Promote web accessibility awareness internally
- g) Respond to user inquiries related to web accessibility
- h) Organize on-going assessment of the accessibility of city technologies
- i) Establish an Accessibility Committee to oversee ongoing compliance of this policy
- j) Perform annual audits and prepare annual status reports for presentation to the Accessibility Committee

2) Information and Technology (IT) Department and Website Manager

- a) Attend accessibility training as provided by the Digital Accessibility Coordinator(s)
- b) Choose and implement tools that conform to this policy
- c) Provide tools to support in automated accessibility testing (SiteImprove)
- d) Participate in Accessibility Committee meetings as needed

3) Website Administration Team, Content Creators and Department Champions

- a) Attend appropriate and regular accessibility training as provided by the Digital Accessibility Coordinator(s)
- b) Fix accessibility issues identified by the Digital Accessibility Coordinator(s)
- c) Identify inaccessible online content and remediate
- d) Champion accessibility best practices within the department
- e) Provide mentorship to department document authors
- f) Participate in Accessibility Committee meetings as needed

4) Graphic Designers

- a) Complete accessibility training as provided by the Digital Accessibility Coordinator(s)
- b) Create graphics that are compliant with this policy
- c) Fix accessibility issues identified by the Digital Accessibility Coordinator(s)

- d) Participate in Accessibility Committee meetings as needed
- 5) Leadership**
 - a) Complete accessibility training as provided by the Digital Accessibility Coordinator(s)
 - b) Comply with this policy
- 6) Authors of Documents Intended for Public Use**
 - a) Attend accessibility training as provided by the Digital Accessibility Coordinator(s)
 - b) Comply with this policy
- 7) General Staff**
 - a) Attend accessibility training as provided by the Digital Accessibility Coordinator(s)
 - b) Comply with this policy

Undue Burden, Fundamental Alteration, or Direct Threat

The City of Englewood is committed to providing accessible services to all individuals, including those with disabilities. However, there may be instances where full compliance with all accessibility standards might not be achievable due to:

- **Undue Burden:** Implementing certain accessibility measures may pose an unreasonable financial, technical, or administrative burden on our limited resources, potentially impacting our ability to deliver essential services effectively.
- **Fundamental Alteration:** Strict adherence to accessibility standards could fundamentally change the nature of some of our programs, services, or activities, rendering them unfeasible or ineffective.
- **Direct Threat:** In rare cases, full accessibility might pose a direct threat to the health or safety of individuals, requiring specific risk assessments and alternative solutions.

In such situations, the City of Englewood will:

- **Demonstrate the burden or risk:** We will transparently explain the specific reasons why full compliance is not achievable in a particular instance.
- **Explore alternative solutions:** We will actively seek alternative solutions or reasonable accommodations that effectively address accessibility needs without causing undue burden, fundamental alteration, or direct threat. This may include providing different formats of information, alternative communication methods, or accessible technology solutions.

If you encounter any barriers accessing our services, please submit an accommodation request (link to the grievance procedure) or call 303-762-2300.

Exclusions

While the City of Englewood strives for accessibility compliance the following content types may create an undue burden. However, this doesn't mean the information is inaccessible. Accommodation requests can be made to explore alternative solutions for understanding this content.

1. Syndicated content is excluded from this policy such as social media streams.
2. Blueprints
3. Architectural drawings

4. Diagrams displaying information that is also provided in narrative text
5. Complex and/or atypical images and diagrams
6. Scanned historical publications
7. Handwritten correspondence
8. Technical drawings
9. Site plans, development plans, and maps
10. Complex and comprehensive tables and charts
11. Any image where there is no logical methodology to create an alternate description that will make the image understandable to assistive technology.

Accommodation Requests and Issue Submission Procedure

Online accessibility-related accommodation requests or issue identification should be submitted via an [online form](#) or via email at ada@englewoodco.gov. This is the information required to submit a accommodation request:

1. Name of the person initiating the request or identifying an issue
2. Address
3. Phone number
4. Please provide a complete description of the specific request/issue
5. Program or location of the issue on the website

Alternative means of submitting an issue/request, such as personal interviews or a tape recording of the issue/request will be accepted for persons with disabilities upon request. Though personal details are required to adequately record and respond to the issue/request, these details will be treated with the utmost confidentiality except as required otherwise by Colorado Open Records Act.

For employment related issues/requests the City of Englewood's Human Resources ADA Policy governs that process and can be discussed with the human resources department. The city's Human Resources EHub page offers details on employment related ADA accommodations and processes.

Response Timeline

Within 7 calendar days after receipt of the issue/request, a member of the city's ADA Coordinator will contact the person initiating the issue/request to discuss the problem and the possible resolutions. Within 14 calendar days of the meeting, the ADA Coordinator will respond in a format accessible to the submitter. The response will offer options for a resolution. If the response by the accessibility committee does not satisfactorily resolve the issue/request, the submitter or their designee may submit a grievance through the City Attorney's Office. [Submit a Grievance Here.](#)

Grievance Procedure

Under Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") and Section 504 of the Rehabilitation Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities,

programs, or benefits by the City of Englewood (“City”). The City’s Administrative Policy Manual governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. A Complaint/Grievance Form can be obtained below. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

- [Submit a Grievance through an Online Form Here.](#)
- [Download the Grievance Procedure Form Here.](#)

The complaint should be submitted by the grievant or their designee as soon as possible but no later than 60 calendar days after the alleged violation to the ADA Coordinator as follows:

- Via Online Form. [Submit a Grievance through an Online Form Here.](#)
- Via regular mail
 - Victoria McDermott
Deputy City Attorney and ADA Coordinator
1000 Englewood Parkway
Englewood, CO 80110
- Via email at ada@englewoodco.gov
- Via telephone 303-762-2331 (available Monday-Friday between the hours of 8:00 a.m. - 5:00 p.m. Mountain time excluding observed City holidays)
- Via Relay Colorado (Deaf and Hearing Impaired Citizens) Call 7-1-1.

Response Timeline

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or their designee will meet with the complainant to discuss the complaint and any possible resolutions. Within 30 calendar days of the meeting, the ADA Coordinator or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the City’s position and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant or their designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager.

Within 20 calendar days after receipt of the appeal, the City Manager or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 30 calendar days after the meeting, the City Manager or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or their designee, appeals to the City Manager, and responses from these two offices will be retained by City for at least three (3) years. Alternative forms of this Grievance Procedure are available upon request.

Complaints may also be filed with the following state and federal agencies:

Colorado Civil Rights Division

1560 Broadway
Lobby Level Welcome Center
Denver, CO 80202
Phone: (303) 894-2997
V/TTD—Relay: 711
Fax: (303) 894-7830
Email: DORA_CCRD@state.co.us
[Colorado Civil Rights Division Website](#)

U.S. Department of Justice

950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section – 1425 NYAV
Washington, DC 20530
Fax: (202) 307-1197
[U.S. Department of Justice's Website](#)

Grievance Vs. Accommodation Request

What is the difference between submitting a grievance versus an accommodation request/online issue?

A request for accommodation is when an individual or their representative requests a change or modification in order to participate in an event or service. A grievance can be filed if the individual disagrees with the ADA Coordinator's decision on the accommodation or to report a violation of the ADA.

Department Accessibility Champions

Each department in the City of Englewood will have a minimum of one department champion. They will be responsible for creating and remediating PDFs for online accessibility, making sure their online content is accessible and serving as the department liaison for digital accessibility if their team members have questions.

Department champions will follow a training program and they utilize Allyant to remediate PDFs. They serve on the Website and Digital Accessibility Committee and will be available to help create remediation plans for any issues that arise in their department.

List of Department Accessibility Champions

- **City Clerk:** Jackie McKinnon, Casey Rogers and Sara Harkness
- **City Manager:** Christa Graeve
- **Communications:** Lucia Magnuson, Amanda Arnce and Madeline Hinkfuss
- **Community Development:** Nancy Fenton and Shelly Worek
- **Municipal Court:** Kennetha Julien
- **Finance:** Jennifer Nolon and Alex Kotula
- **Human Resources:** Courtney Johnson-Rocho
- **Information Technology:** Fletcher Johnson and Brawny De Leon

- **Library:** Bethany Lafferty and Carrie Watson
- **Parks and Recreation:** Angela Smith and Debby Severa
- **Police:** Marlene Lammers
- **Utilities:** Brenda Varner and June Jose
- **South Platte Renew:** Erin Bartlett
- **Englewood Downtown Development Authority:** Meryl Icove

Staff Training Requirements

1) Digital Accessibility Coordinator(s)

- a. [Learning Path: Accessibility Champion](#)
 - i. Accessibility Fundamentals for the Web
 - ii. Accessibility Auditing Websites for Complaint Resolution
 - iii. Accessibility for Content Contributors
 - iv. Accessibility for Designers
 - v. Accessibility for Excel
 - vi. Accessibility for iOS Apps
 - vii. Accessibility for Marketers
 - viii. Accessibility for Marketing Emails
 - ix. Accessibility for Multimedia
 - x. Accessibility for PDFs
 - xi. Accessibility for Purchasing
 - xii. Accessibility for Social Media
 - xiii. Accessibility for Web Developers - Part 1
 - xiv. Accessibility for Web Developers - Part 2
 - xv. Accessibility Testing for the Web
 - xvi. Accessibility Testing in your Organization: A Holistic Approach
 - xvii. Accessibility with WCAG 2.1
 - xviii. Leveraging the Accessibility Module
 - xix. SEO & Accessibility
 - xx. Siteimprove Accessibility: Next Generation

2) Information and Technology (IT) Department and Website Manager

- a. [Learning Path: Accessibility for Web Developers](#)
 - i. Accessibility for PDFs
 - ii. Accessibility Testing for the Web
 - iii. Accessibility with WCAG 2.1
 - iv. Accessibility Fundamentals for the Web
 - v. Accessibility for Web Developers - Part 1
 - vi. Accessibility for Web Developers - Part 2
 - vii. Accessibility for iOS Apps
 - viii. SEO & Accessibility

3) Website Administration Team, Content Creators and Department Champions

- a. [Learning Path: Accessibility for Content Contributors](#)
 - i. Accessibility for PDFs
 - ii. Accessibility for Multimedia

- iii. Fundamentals of Descriptive Transcripts
 - iv. Accessibility with WCAG 2.1
 - v. Accessibility Fundamentals for the Web
 - vi. Accessibility for Social Media
 - vii. SEO & Accessibility
 - viii. Accessibility for PDFs with InDesign
 - ix. Accessibility for Documents
 - b. [Learning Path: Accessibility for Microsoft Office](#)
 - i. Accessibility for Excel
 - ii. Accessibility for Word
 - iii. Accessibility for PowerPoint
 - iv. Accessibility for Outlook
 - c. [Accessibility for Marketing Emails](#)
- 4) Graphic Designers**
- a. [Learning Path: Accessibility for Designers](#)
 - i. Accessibility for PDFs
 - ii. Accessibility for Multimedia
 - iii. Fundamentals of Descriptive Transcripts
 - iv. Accessibility with WCAG 2.1
 - v. Accessibility for Designers
 - vi. Accessibility for Social Media
 - vii. Accessibility Fundamentals for the Web
 - viii. Accessibility for Documents
- 5) Leadership**
- a. [Learning Path: Accessibility for Leadership](#)
 - i. Accessibility for PDFs
 - ii. Accessibility for Multimedia
 - iii. Accessibility Fundamentals for the Web
 - iv. Accessibility for Marketers
 - v. Accessibility with WCAG 2.1
 - vi. Accessibility for Social Media
 - vii. SEO & Accessibility
 - viii. Accessibility for Marketing Emails
 - ix. Accessibility for Documents
- 6) Authors of Documents intended for public use**
- a. [Learning Path: Comprehensive Document Accessibility](#)
 - i. Accessibility for PDFs
 - ii. Accessibility for Word
 - iii. Accessibility for PDFs with InDesign
 - iv. Accessibility for Documents
- 8) General Staff**
- a) Accessibility training determined by Digital Accessibility Coordinator(s) *Coming soon!*

Procurement & Our Current Digital Services

Policy for Procurement of Digital Services

Purpose: As of September 2021, the state of Colorado passed a new law, HB21-1110, which requires all state and local government entities to ensure that their digital services are accessible to people with disabilities. This policy aligns with the requirements of HB21-1110 by mandating the procurement of digital services by the City of Englewood meet the WCAG 2.1 Level AA accessibility standards.

Scope: This policy applies to all digital services purchased or contracted for by the City of Englewood, including but not limited to websites, web applications, mobile applications, and digital documents.

Policy Statement: The City of Englewood shall procure digital services that meet WCAG 2.1 Level AA accessibility standards to ensure that all users, including those with disabilities, have equal access to digital services.

Requirements:

1. **Procurement documents:** All procurement documents for digital services must include requirements for WCAG 2.1 Level AA accessibility standards. This includes specifying the level of compliance required and referencing the relevant accessibility standards.
2. **Evaluation of vendors:** The City of Englewood shall evaluate potential vendors for their expertise in accessibility, including reviewing their accessibility policies, practices, and experience working on accessibility projects.
3. **Accessibility testing:** Potential vendors shall be required to conduct accessibility testing on their digital services to ensure they meet WCAG 2.1 Level AA compliance. This testing should include both automated and manual testing.
4. **Contract language:** The contract with the vendor shall include specific requirements for WCAG 2.1 Level AA compliance, including a statement that the vendor is responsible for ensuring the digital services meet these requirements. The contract shall also include provisions for addressing any accessibility issues that arise.
5. **Monitoring compliance:** The City of Englewood shall monitor the vendor's compliance with the accessibility requirements specified in the contract. This shall include regular accessibility testing, reviewing accessibility documentation, and requesting remediation of any accessibility issues that arise.
6. **Implementation:** The City of Englewood shall ensure that all staff involved in the procurement of digital services are aware of this policy and its requirements. This policy shall be incorporated into all relevant procurement procedures and guidelines.
7. **Enforcement:** The City of Englewood shall enforce this policy through regular monitoring of compliance and by taking appropriate action, including withholding payment or terminating the contract, in the event of non-compliance.

Conclusion: This policy ensures that the City of Englewood procures digital services that are accessible to all users, including those with disabilities. By complying with WCAG 2.1 Level AA accessibility standards, the City of Englewood ensures that its digital services are inclusive and provide equal access to all users.

Procurement Contract Language

The City affords equal opportunity to individuals in its employment, services, programs, and activities in accordance with the laws, including Section 508 of the U.S. Rehabilitation Act of 1973 and C.R.S. 24-85-104, ARTICLE 85. "INFORMATION TECHNOLOGY ACCESS FOR INDIVIDUALS WHO ARE BLIND OR VISUALLY IMPAIRED.". This includes effective communication and access to electronic and information communication technology resources for individuals with disabilities pursuant to [State of Colorado Technical Standard TS-OEA-001: Technology Accessibility for Persons with Disabilities](#); [State of Colorado Technical Standard TS-OEA-002: Technology Accessibility for Web Content and Applications](#); and [W3C's Web Content Accessibility Guidelines](#) WCAG 2.1 (collectively, "Standards"). To this end, [Software Developer] shall: (1) read, review, and understand the Standards; (2) develop software with intent to comply with the Standards (which currently require compliance with WCAG 2.1 Level AA); (3) prior to delivery of any software, test it for compliance with the applicable Standards and report testing results to the City in a VPAT or other format specified by the City; (4) use best commercial efforts to modify the software to maximize accessibility compliance and otherwise resolve any identified accessibility compliance issues; and (5) ultimately deliver software that complies with the Standards, to the extent feasible as determined by the City. Pending verification of compliance with this provision, the City is authorized, but not required, to withhold any payment to [Software Developer] pursuant to this agreement. [Software shall not be considered in compliance with this provision unless or until the City's Director of Information Technology or their designee has approved.]

If a [Software Developer] claims the website satisfies the applicable WCAG Standard, and it is later determined by the City that any part of the website is not in compliance, City will promptly inform [Software Developer] in writing of the noncompliance, and [Software Developer] shall, at no cost to City, remediate website within the time period specified by City. If [Software Developer] fails timely to make the remediation, City may, in addition to any other rights or remedies: (a) cancel the contract (or the specific deliverable) without termination liabilities and/or (b) perform, or have performed any necessary remediation, and [Software Developer] shall promptly reimburse City (or City may credit against any sums due [Software Developer]) the amount of any expenses incurred thereby.

Policy For Outside Consultants Providing Compliant Documents

Purpose: The purpose of this policy is to ensure that all documents provided by outside consultants to the City of Englewood for online projects are accessible to all users, including those with disabilities. To achieve this goal, outside consultants providing services to the agency must comply with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

Scope: This policy applies to all outside consultants providing services to the City of Englewood, including but not limited to document creation, editing, and formatting.

Policy:

Compliance with WCAG 2.1 Level AA: All outside consultants providing documents to the City of Englewood for online projects must comply with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA for accessibility. This includes but is not limited to document structure, formatting, and alternative text for non-text content.

Document Creation: All documents provided by outside consultants to the City of Englewood for online projects must be created with accessibility in mind. This includes using appropriate headings, lists, and alternative text for non-text content.

Document Review: The City of Englewood will review all documents provided by outside consultants for compliance with WCAG 2.1 Level AA. If non-compliance is identified, the outside consultant must take corrective action to ensure compliance.

Contract Requirements: All contracts between the City of Englewood and outside consultants must include language requiring compliance with this policy. The contract must specify the requirements for WCAG 2.1 Level AA compliance for documents and the consequences of non-compliance.

Training: All outside consultants must complete training on accessibility and WCAG 2.1 Level AA compliance prior to providing services to the City of Englewood. The training must cover best practices for creating accessible documents and the requirements of WCAG 2.1 Level AA.

Review: The City of Englewood will conduct periodic reviews of all documents provided by outside consultants for compliance with WCAG 2.1 Level AA.

Consequences of Non-Compliance: Failure to comply with this policy may result in termination of the contract with the outside consultant and may preclude the consultant from working with the City of Englewood in the future.

Conclusion: This policy ensures that all documents provided by outside consultants to the City of Englewood for online projects are accessible to all users, including those with disabilities. By requiring outside consultants to comply with WCAG 2.1 Level AA, the agency is demonstrating its commitment to inclusivity and accessibility.

Vendor Accessibility Agreements for Our Current Digital Services

In Summer of 2022, vendor point-of-contacts were established for the digital services identified on page 6 of this document. The City Attorney and the Digital Accessibility Coordinator(s) created a vendor agreement for vendors to sign to ensure their compliance with WCAG 2.1 Level AA. See the content of the agreement below.

On June 30, 2021, Colorado HB21-1110 strengthened Colorado law for protection against discrimination against persons with disabilities; specifically, it requires accessibility to government information technology. To comply, all online experiences provided by the City of Englewood must achieve “Level AA” conformance according to the Web Content Accessibility Guidelines v2.1 (WCAG 2.1).

In order comply with the law, [platform name] must meet the WCAG 2.1 “Level AA” guidelines and perform functional accessibility evaluations or manual testing evaluations at least once per year. The evaluation results should be provided to the City of Englewood within 30 days after testing. If [platform name] cannot meet these compliance standards or perform these evaluations, the City of Englewood, at its sole discretion, may terminate any contract between the parties without recourse to obtain legally compliant platforms.

By signing this form, [platform name] hereby certifies that it will meet WCAG 2.1 “Level AA” compliance no later than July 1, 2024. In so certifying, [platform name] acknowledges and agrees that [platform name] will ensure compliance in testing, maintaining, and updating, and will swiftly resolve and remediate all accessibility issues discovered while the City of Englewood utilizes [platform name].

Moving Forward

In 2022, vendor accessibility agreements were established to communicate our WCAG 2.1 Level AA compliance requirement for their platforms by July 1, 2024. To streamline the process, these agreements will transition to standard procurement language incorporated into all new and renewed contracts starting January 1, 2024. This ensures ongoing WCAG 2.1 Level AA compliance for all digital platforms.

Toolbox

Accessibility Principles

The W3C Web Accessibility Initiative (WAI) has developed the POUR principles for web accessibility, which provide guidelines for creating websites that are perceivable, operable, understandable, and robust.

- **Perceivable:** This principle refers to making sure that web content can be perceived by all users. This includes providing text alternatives for non-text content, such as images and videos, and making sure that content is presented in a clear and easy-to-read format.
- **Operable:** This principle is about ensuring that web content is operable by all users, regardless of their abilities. This includes providing keyboard accessibility, making sure that users can easily navigate through the site, and avoiding any content that could cause seizures or other physical reactions.

- **Understandable:** This principle is about making sure that web content is understandable to all users. This includes using clear and simple language, organizing content in a logical and easy-to-understand way, and providing feedback to users when they complete actions on the site.
- **Robust:** This principle is about making sure that web content is robust and can be interpreted by a wide variety of user agents, including assistive technologies. This includes using valid HTML and CSS, avoiding deprecated code, and making sure that all content is accessible via multiple platforms and devices.

[Learn More About Accessibility Principles Here](#)

[View the WCAG Guidelines Here](#)

Portable Document Format (PDF) Guidelines

When will a PDF will be added to our website?

Department Champions will upload a PDF to document central on the website if the document meets the following criteria:

1. **The document that cannot be made into a news story or a landing page on the website.** The best way to get information to the public is to add the information into a content area on either a news story or a landing page on the website. This ensures that search engines can crawl the information and get users the correct information in the fewest clicks possible.
2. **The document exceeds five pages of content.** If there are more than 5 pages associated with a document and the document cannot be split up into multiple landing pages, then that document will need to be uploaded to document central as an accessible PDF. Department Digital Accessibility Champions will need to upload the document to Allyant in order to remediate the document. The page limit for Allyant is 75 pages. If your document is over 75 pages then you will need to remediate it in sections and then finish the remediation process in Adobe Acrobat.

For the Accessibility Champions:

- 🔗 [Training for Allyant can be accessed here.](#)
 - 🔗 If you need credentials or have any questions about the platform, please email ada@englewoodco.gov
3. **The below document types can be added to our online services with the following disclaimer and a short summary above the document hyperlink:** *[Insert the short summary of the document] Upon request the city will make reasonable accommodations for alternative access to the documents listed below. Submit the request here (link to the accommodation procedure) or call 303-762-2300.*
 - Blueprints
 - Architectural drawings
 - Diagrams displaying information that is also provided in narrative text
 - Complex and/or atypical images and diagrams
 - Scanned historical publications
 - Handwritten correspondence
 - Technical drawings

- Site plans, development plans, and maps
- Complex and comprehensive tables and charts
- Any image where there is no logical methodology to create an alternate description that will make the image understandable to assistive technology.

If Your Department Champion is Unavailable

If you have a document that needs to be uploaded to the website and the designated department champions are unavailable, [submit a service request to Communications here](#).

1. Fill out the Communications Request Form
2. Fill out all the information prompted on the form and upload the document. Select **PDF Remediation** from the service list and **Submit**.
3. You will receive an email confirmation that your request was received by the Communications Department.
4. Communications will then assign a communications team member and the employee will set up any appropriate follow-up meetings if needed.
5. The communications team member will then remediate the PDF to become accessible or upload the document with the appropriate disclaimer on the website.
6. Once complete, you will receive an email that the request has been completed.

PDF Checklist

- ALT Text:** Add alternative text descriptions to images to help visually impaired users understand the content of the image. The alternative text should be concise, descriptive, and convey the purpose or function of the image.
- Links:** Do not use “Click Here”, instead use more descriptive language about the link destination like: “Visit Our Contact Us Page”. Also, make sure links stand out from surrounding text and don’t rely on color alone use an attribute like underline or bold.
- Fonts:** Use standard sans-serif fonts. Ornate fonts are hard to read.
- Color:** Color should not be the only way to convey content or distinguish visual elements. Text colors should have sufficient color contrast with background colors (WCAG Level AA requires contrast to be 4.5:1). Add shapes if color is used to indicate status.
- Headings:** Use logical heading order (H1, H2, H3). Use the built in style formatting tools in your program.
- Tables:** use a simple table structure with defined header rows. Do not have blank cells in a table. Do not use tables for layout on pages. Add alt text to the table.

PDF Remediation Workflow

1. Create an accessible document from the start
2. Apply Accessibility Principles (ALT Text, Heading Structure, etc.)
3. Run the accessibility checker in program (Microsoft Office)
4. Convert to a Tagged PDF (Save in a PDF format, not “printing” to a PDF file, select the Tagged PDF box)
5. Run the PDF Program’s Accessibility Checker (Adobe Acrobat Pro)
 - a. Perform an accessibility check
 - b. Take note of the items that are flagged as accessibility issues
 - c. Go back into your source document to fix the issues that came up

- d. Save the document as a tagged PDF
- e. Perform another accessibility check
- f. If you cannot fix the issues in the source document, then run the PDF through Allyant and fix the issues through the platform.

Uploading & Updating a PDF to the Website

- [Watch the how-to video on how to upload a document to document central.](#)
- [Watch the how-to video on how to update a document in document central.](#)

Naming

All document titles should be max 25 characters.

- **Monthly**
 - [Month Year] [Descriptive Title of Document]
 - Example: June 2022 Strategic Plan
- **Specific Date**
 - [Month Day, Year] [Descriptive Title of Document]
 - Example: June 10, 2022 Strategic Plan
- **Yearly**
 - [Year] [Descriptive Title of Document]
 - Example: 2022 Strategic Plan

Deciding What to Delete

The original file needs to be located on our server.

- **Ordinances:** 30 days
- **Financial Documents:** 2 years
- **Department Based Documents** – Department champions will determine expiration dates and how PDF’s will be updated.

Maintenance Plan

Every year, the Website and Digital Accessibility Committee will perform a PDF accessibility audit to ensure that uploaded PDF’s are meeting WCAG 2.1 Level AA criteria.

From that audit the Digital Accessibility Coordinator(s) will remediate PDF’s with 10 or more clicks quarterly.

Website Checklist

Checklist for Content Contributors

- ALT Text:** Add alternative text descriptions to images to help visually impaired users understand the content of the image. The alternative text should be concise, descriptive, and convey the purpose or function of the image.
- Videos:** Provide captions and audio descriptions for videos.
- Color:** Ensure there is sufficient color contrast between text and background.
- Tables:** Ensure that tables on the website are properly marked up with table headings and captions so that they can be navigated using a screen reader.

- Headings:** Use headings to organize content and provide a clear structure to the page. Headings should be used in a logical order (H1, H2, H3, etc.), and should accurately reflect the content they are introducing. Avoid using headings for styling purposes only, and don't skip heading levels (e.g. going from H2 to H4 without using an H3 in between).
- Language:** Use simple language that is easy to read and understand. Avoid using jargon, complex words, or abbreviations that may be confusing to some users.

Checklist for Website Administrators

- Easy Navigation:** Make sure website is easy to navigate and is easy for users to find what they are looking for.
- Input Modalities (Developer's Responsibility):** Provide options to allow users to bypass repetitive content, such as navigation menus, and go directly to the main content of the page.
- Readable Content (Developer's Responsibility):** Ensure that the text on the website is easily readable, with a minimum font size of 12pt.
- Adaptable Content (Developer's Responsibility):** Ensure that the website can be navigated using only a keyboard and that all functionality can be accessed through a keyboard.
- Compatible with assistive technologies (Developer's Responsibility):** Ensure that the website can be used with a range of assistive technologies, such as screen readers, magnifiers and speech recognition software.

Social Media Checklist

Checklist for Social Media Specialists

- Language:** Use simple language that is easy to read and understand. Avoid using jargon, complex words, or abbreviations that may be confusing to some users.
- ALT Text:** Alt text describes the content of an image to users who may not be able to see the image. Each social media platform has the capability to add ALT text to images.
- Color:** Ensure that images have enough contrast between the background and foreground colors to make it easy to read. WCAG 2.1 recommends a contrast ratio of at least 4.5:1 for normal text and 3:1 for large text.
- Video:** Captioning videos makes the content accessible to individuals who are deaf or hard of hearing. Automated captions are not always accurate, so it is recommended to review and edit them for accuracy.

Graphic Design Checklist

Checklist for Designers

- Color:** Ensure that there is sufficient contrast between the text and the background to make it easy to read. WCAG recommends a contrast ratio of at least 4.5:1 for normal text and 3:1 for large text. Avoid using color alone to convey meaning. Do not use color alone to convey information or meaning, as some users may not be able to perceive color. Use other visual cues such as icons, text, or patterns to communicate the intended message.
- ALT Text:** Add alternative text descriptions to images to help visually impaired users understand the content of the image. The alternative text should be concise, descriptive, and convey the purpose or function of the image.

- Headings:** Use headings to organize content and provide a clear structure to the page. Headings should be used in a logical order (H1, H2, H3, etc.), and should accurately reflect the content they are introducing. Avoid using headings for styling purposes only, and don't skip heading levels (e.g. going from H2 to H4 without using an H3 in between).
- Tables:** Ensure that tables on the website are properly marked up with table headings and captions so that they can be navigated using a screen reader.
- Form Field Labels:** Ensure that form fields are properly labeled and associated with their respective labels.
- Fonts:** Use standard sans-serif fonts for body text. Ornate fonts are hard to read.

Video Checklist

Checklist for Video Editors & Uploaders

- Captions:** Captioning videos makes the content accessible to individuals who are deaf or hard of hearing. Automated captions are not always accurate, so it is recommended to review and edit them for accuracy.
- Audio Descriptions:** Provide audio descriptions for all visual content that is important to understanding the video. Ensure that the audio descriptions accurately convey the visual content. Ensure that the audio descriptions are synchronized with the video content.
- Transcripts:** Provide an alternative means of accessing the video content for users who cannot view the video, such as a text-based summary.
- Flashing:** Ensure that the video does not contain flashing or rapidly changing content that could cause seizures or other health issues.
- Colors:** Ensure that the video content does not rely solely on color to convey information.
- Navigation:** Provide a way for users to navigate to different sections of the video, such as chapters or bookmarks.

Additional Resources

- [Color Contrast Checker](#): Check the contrast between different color combinations against WCAG standards.
- [Colorado Relay](#) (includes Spanish services) 711 or 800-337-3242: Relay Colorado is a public service that enables people with hearing or speech loss who use a teletypewriter (TTY) or other assistive device to communicate with standard telephone users.
- [Rural Auxiliary Services \(RAS\)](#): Provides sign language interpreting and captioning (Communication Access Realtime Translation, or CART) services.