

Our Mission

Enhancing the quality of life of our residents, businesses, and visitors through community focused leadership.

Introduction

Title II of the **Americans with Disabilities Act (ADA)** prohibits discrimination on the basis of disability in spaces of public accommodation. The **Department of Justice (DOJ)**, which enforces the ADA, has interpreted this to include access to online technology.

Under the **Colorado Anti-Discrimination Act (CADA)**, it is unlawful for any person to discriminate against an individual with a disability. **Colorado House Bill 21-1110** expands this prohibition by defining discrimination to include two standards:

1. It is discrimination to exclude an individual with a disability from participation in or being denied the benefits of services, programs, or activities provided by any Colorado government entity.
2. It is discrimination for any Colorado government entity to fail to develop an accessibility plan by July 1, 2022, and to fail to fully comply with accessibility standards developed by the **Colorado Office of Information Technology (OIT)** by July 1, 2024.

The new language specifically applies to accessibility of government information technology and expands the state's accessibility standards to include all individuals with disabilities, as defined by the ADA, instead of just people with vision problems.

This document represents the City's accessibility plan using the accessibility standards developed by OIT to be in full compliance with WCAG 2.1 AA Guidelines in the creation and publication of any online content and materials; including, but not limited to text, links, images, forms, PDFs, documents, and embedded third-party applications.

The City of Evans is committed to online accessibility for all residents and has prepared this continuing action plan to identify online barriers to accessibility and opportunities to remove those barriers for people with disabilities through policy modification and training. The Plan assists with a long-term strategic approach to continue improvements to the accessibility of the City's web-based technology.

This document summarizes the City's web accessibility evaluation, action plan, and ongoing commitment to making changes that increase accessibility. This document is the result of the City's coordination and management efforts to improve the accessibility of our online technology.

City of Evans Digital Accessibility Plan

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Our Scope

This Digital Accessibility Plan applies to all City of Evans web pages that are contained within our website at evanscolorado.gov.

Web Content Accessibility Guidelines

The **Web Content Accessibility Guidelines** (WCAG) and the Federal Amendment to Section 508 of the **Rehabilitation Act of 1973** are different guidelines for accessibility, each requiring agencies (Section 508 is Federal) to make their Information and Communications Technology (ICT) accessible to people with disabilities, with WCAG addressing a more in-depth level of accessibility than Section 508. While the City will continue to align its web platform with WCAG guidelines, it will also be aware of Section 508 standards and equivalences. Based upon the recommendation of the State of Colorado, WCAG 2.0 Level AA encompasses priority Section 508 standards, and will be the City of Evans' accessibility goal as a policy.

WCAG Information: <http://w3.org/WAI/standards-guidelines>

Section 508 Information: <http://section508.gov/>



Images from civicplus.com/blog

Overview and Expectations

The City of Evans Communications Office, in accordance with accessibility policies laid out by Colorado OIT, is responsible for ensuring Evans' web-based tools and sites broadly follow WCAG 2.0 (*Level AA*) accessibility standards. We expect individual offices and departments to be responsible for the accessibility of content that they request to be published to the web and in the software/tools that they choose to use to engage residents. To that end, we encourage and offer tools for those who contribute to Evans' websites to learn and follow web content accessibility best practices.

To support these efforts, the Communications Office will:

- Provide site visitors with a way to let us know if they have difficulty accessing something on our website.
- Provide web accessibility training to primary site maintainers.
- Give site editors access to tools that help identify accessibility issues, so they can fix them and, ultimately, avoid them.
- Plan for periodic self-audits (2x/year).
- List accessibility compliance (based on current standards at the time) as a requirement when evaluating 3rd party products that will be used in conjunction with the website.
- Request that departments provide information and forms in various ways both online and offline.



Technology Accessibility Statement

Pursuant to **8 CCR 1501-11**, the City of Evans has developed, and publicly posts in a conspicuous place, a Technology Accessibility Statement, as follows:

- The City is committed to a timely response to reports of inaccessible **Information and Communications Technology (ICT)**, or to requests for a reasonable accommodation or modification.
- Individuals with disabilities may request reasonable accommodations or modifications, or report inaccessible ICT, by contacting the **Evans City Clerk's Office** by email at cityclerk@evanscolorado.gov, by phone at (970) 475-1104, or by U.S. Mail at 1100 37th Street Evans, CO 80620. A person knowledgeable about the City's ICT will be available to assist you.

Website Platform

The City is currently using a website developed and hosted by **EvoGov**. As of April 2024, staff are actively seeking a new web hosting and development vendor to better accommodate the City's digital growth, support needs, and accessibility compliance. The City is committed to ensuring that all content produced and hosted with a future provider adheres to and complies with the State of Colorado Accessibility requirements as a standard.

"The State of Colorado aligns to the Web Content Accessibility Guidelines (WCAG) 2.0, adopted as a Technical Standard by the Governor's Office of Information Technology (OIT) on April 26, 2018."

References:

1. Colorado OIT 8 CCR 1501-11 Technology Accessibility Rules (<https://oit.colorado.gov/standards-policies-guides/guide-to-accessible-web-services/accessibility-law-for-colorado-state-0>)
2. Section 508 of the U.S. Rehabilitation Act of 1973 (<https://www.fcc.gov/general/section-508-rehabilitation-act>)
3. C.R.S. 24-85-104, ARTICLE 85. "INFORMATION TECHNOLOGY ACCESS FOR INDIVIDUALS WHO ARE BLIND OR VISUALLY IMPAIRED" (<https://codes.findlaw.com/co/title-24-government-state/co-rev-st-sect-24-85-104/>)
4. State of Colorado Technical Standard TS-OEA-001: Technology Accessibility for Persons with Disabilities (https://drive.google.com/file/d/0B_ZUv6gW8QZMenFUNlgxQ3dRZ28/view)
5. State of Colorado Technical Standard TS-OEA-002: Technology Accessibility for Web Content and Applications (<https://drive.google.com/file/d/1GTMGpJspCagbaVyw0OmMBgl35JgRYw1P/view>)

Ongoing Implementation

This accessibility plan will follow the below implementation for broadly meeting WCAG 2.0 (Level AA) Accessibility Standards.

1. Conduct weekly accessibility audits of website pages, PDFs, forms and other integrated tools with assistance from a website accessibility monitoring tool, to be evaluated and purchased by Q3 2024.
2. Document, evaluate, and fix identified issues of the accessibility audit
 - a. The adjustment of identified issues will be prioritized based on:
 - i. The volume of traffic to the page (high traffic pages as a higher priority)
 - ii. The seasonal use of certain data that can be found on the website
 - iii. The opportunity that an end user has in encountering the issue or error (more opportunity, higher priority)
3. Web accessibility content violations will be documented in a list of files with specific issues as well as the resolution for those issues. If the issue cannot be resolved, the file/content will either be replaced or removed.



Quality Assurance, Testing, and Maintenance

The City is committed to maintaining transparent and accessible websites and digital environments through/by:

1. Continued use of a web accessibility auditing tool solution.
2. Updating a notice in the website all-page footer stating that we are ADA compliant and continuing to provide a telephone number and email address for visitors to request accessible information or services, or to give feedback or input into how accessibility can be improved.
3. Periodically enlisting disability groups to test web pages for ease of use; using the feedback provided to increase the accessibility of the website.
4. When updating web pages, remember to ensure that updates are accessible. For example, when images change, the text equivalents in “alt” tags and long descriptions need to be changed so they match the new images.
5. Ensure key staff and contractors responsible for the website receive ongoing training to stay current on ADA compliance standards and requirements.
6. Annual training for any staff (e.g. administrators, faculty, support staff, employees) responsible for creating or distributing information with online content to employees, residents, and visitors of the City; including but not limited to, training on this Digital Accessibility Plan, and each staff member’s role and responsibilities in ensuring that web design, documents, and multimedia content are accessible. Training will be facilitated, in whole or in part, by an individual with sufficient knowledge, skill, and experience to understand and employ the technical standard(s) adopted by the City.
7. Third party vendors will be advised that online content provided for the City needs to be accessible. If information cannot be made accessible without undue burden or fundamentally altering the nature of the program, it will be made available in an alternate format.

References and Education

City employees who develop online content for residents, visitors, or local businesses, as well as anyone interested in learning more about how to create more inclusive and transparent online spaces should include the below readings and resources in their educational tools.

Web Accessibility Perspectives

1. Stories of Web Users (Reading) - www.w3.org/WAI/people-use-web/user-stories/#onlinestudent
2. Web Accessibility Perspectives - Compilation of 10 Topics/Videos (Video: 7:36) - www.youtube.com/watch?v=3f31oufqFSM
3. accessiBe - Blind User Review & Web Accessibility Perspective (Video: 1:39) - www.youtube.com/watch?v=a2hmqmZzegg
4. Tools and Techniques (Reading) - www.w3.org/WAI/people-use-web/tools-techniques/



How To Create Accessible Documents & PDFs

1. Accessible documents for readers with cognitive differences (Reading) - accessibility.appstate.edu/news/accessible-documents-readers-cognitive-differences
2. Accessible PDFs and Documents (Reading) - oit.colorado.gov/standards-policies-guides/guide-to-accessible-web-services/accessible-pdfs-and-documents
3. Creating Accessible PDFs (5 part training, 53 mins) - www.section508.gov/create/pdfs/training-videos/
4. Creating an Accessible Word Document (14 parts, 55 mins) - www.section508.gov/create/documents/training-videos/
5. Creating an Accessible Spreadsheet (11 parts, 33 mins) - www.section508.gov/create/spreadsheets/training-videos/

How To Write More Accessibly

1. Page Structure (Reading) - oit.colorado.gov/standards-policies-guides/guide-to-accessible-web-services/page-structure
2. Plain Language (Reading) - oit.colorado.gov/standards-policies-guides/guide-to-accessible-web-services/plain-language
3. Plain Language Checklist For Documents - www.nala.ie/wp-content/uploads/2019/08/A-plain-English-checklist-for-documents.pdf

How To Design Accessible Forms

1. Designing Accessible Forms for Everyone (Video: 4:42) www.youtube.com/watch?v=72nrJJAf_Ak