

Web and Technology Accessibility Plan

Moving the City of Longmont towards web and technology accessibility

Introduction

The City of Longmont is committed to serving all members of its community and is dedicated to improving its web and technology accessibility. The City has created the following Web and Technology Accessibility Plan in compliance with Colorado HB21-1110 and applicable statutes, including C.R.S. section 24-34-802, as well as applicable rules and accessibility standards established by the State Office of Information Technology (OIT), including 8 CCR 1501-11. Other laws, including the Americans with Disabilities Act (ADA), as well as rules from the Department of Justice (DOJ) or other federal agencies, may also be applicable.

Scope

The plan covers all information and communication technology (ICT) that is both public-facing and internal-facing, that is procured, developed, maintained, or used by the City. ICT includes but is not limited to websites, applications, kiosks, digital signage, digital documents, video, audio, and third-party tools that are owned or controlled by the City. The State OIT has defined ICT to mean 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.

In addition, pursuant to the ADA and DOJ rules, web content and mobile apps that the City provides or makes available, directly or through contractual, licensing, or other arrangements, must be readily accessible to and usable by individuals with disabilities unless an exception otherwise applies. Web content means the information and sensory experience to be communicated to the user by means of a user agent, including code or markup that defines the content's structure, presentation, and interactions. Examples of web content include text, images, sounds, videos, controls, animations, and conventional electronic documents. Exceptions include archived web content, preexisting conventional electronic documents, content posted by a third party, individualized password-protected or otherwise secured conventional electronic documents, and preexisting social media posts.

Standards and guidelines

The City strives to make its web content, mobile apps and ICT compliant with the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.1 conformance levels A and AA standards and to comply with all applicable laws. Hardware components that transmit information to a user or has a user interface may be considered ICT, and such hardware might also need to follow the technical standards contained in US Section 508 of the Rehabilitation Act of 1973.

Even if web content or ICT is not required to or does not fully conform to these standards, the City will provide reasonable accommodations or modifications. In other limited circumstances, the City may also be able to provide a conforming alternate version. The City is committed to timely responding to reports of inaccessible web content or ICT, as well as requests for a reasonable accommodation or modification.

Pursuant to applicable law and depending on the nature of a specific web content or ICT, the City may not be required to fully conform to these standards or make reasonable accommodations or modifications if a request would fundamentally alter the nature of the service, program, or activity, present an undue burden, or pose a direct threat to the health or safety of others.

Strategies

The following is a list of non-exhaustive strategies and steps that the City is currently taking in its efforts towards increased accessibility:

- Websites
 - We audit all websites for accessibility issues
 - We create a schedule for auditing websites
 - We contact vendors and assess expected compliance by July 2024
 - We utilize VPATs when contracting new tools and terms
 - We use our web governance tool (i.e., Siteimprove) as a guide to address accessibility issues continuously and systematically on our websites, including code and content
- Software
 - We contact vendors and assess expected compliance by July 2024
 - We utilize VPATs when contracting new tools and terms
- Third-party tools
 - We contact vendors and assess expected compliance by July 2024
 - We utilize VPATs when contracting new tools and terms
- Electronic documents
 - Using available analytics, we audit the usage of documents and may remove documents that do not meet minimal usage criteria
 - We assign document owners to all existing documents
 - We work to remediate documents on a schedule
 - Certain preexisting conventional electronic documents that are not in active use may not be remediated. (e.g., past agendas, past meeting minutes, past season program brochures)
- Trainings
 - We train select staff (communications staff and document owners) on remediating existing documents for accessibility and creating new, accessible documents in source programs such as Adobe Acrobat and InDesign and Microsoft Word, Excel, and PowerPoint
 - We train all document creators on creating new, accessible documents in source programs such as Adobe Acrobat and Microsoft Word, Excel, and PowerPoint
- Testing
 - We use automated tools, conduct manual review, and contract users of assistive technology to review digital content, websites, and 3rd party tools
- Monitoring and reporting

- We outline metrics to be tracked and how results will be communicated to stakeholders

Timeline and progress to date

- Websites
 - We conduct an inventory and communicate to vendors about the importance of accessibility and compliance efforts by **6/30/23 - Assistant City Manager, Shared Services**
 - We determine priority order of work, including user impact and the importance of the program, service or activity, and other legal requirements by **6/30/23 - Assistant City Manager, Shared Services**
 - We complete audits of websites by **12/31/23 - Website Administrator**
 - We establish a review policy for auditing websites by **12/31/23 - Website Administrator**
 - We evaluate vendor compliance by **3/31/24 - Assistant City Manager, Shared Services**
 - We address code and content issues by **4/30/24 - Website Administrator**
 - We plan to launch a new compliant website on the week of 8/29/24 – **Website Administrator**
- Software
 - We conduct an inventory and communicate to vendors about the importance of accessibility and compliance efforts by **6/30/23 - Assistant City Manager, Shared Services**
 - We determine priority order of work, including user impact and the importance of the program, service or activity, and other legal requirements by **6/30/23 - Assistant City Manager, Shared Services**
 - We establish a review cycle for auditing software by **12/31/23 - Website Administrator**
 - We evaluate vendor compliance by **3/31/24 - Assistant City Manager, Shared Services**
 - We will launch a new compliant Utility Billing portal the week of 8/19/24 – **Strategic Integration Staff**
- Third-party tools
 - We conduct an inventory and communicate to vendors about the importance of accessibility and compliance efforts by **6/30/23 - Assistant City Manager, Shared Services**
 - We determine priority order of work, including user impact and the importance of the program, service or activity, and other legal requirements by **6/30/23 - Assistant City Manager, Shared Services**
 - We establish a review cycle for auditing 3rd party tools by **12/31/23 - Website Administrator**
 - We evaluate vendor compliance by **3/31/24 - Assistant City Manager, Shared Services**
- Electronic documents

- We set a schedule for existing documents to be reviewed and remediated by **1/31/24 - Website Administrator**
- Trainings
 - We train communication staff and document owners of existing documents by **6/30/23 - Website Administrator**
 - We train all document creators by **9/31/23 - Website Administrator**
 - We establish an ongoing document training schedule by **12/31/23 - Website Administrator**
 - We establish document review cycle by **12/31/23 - Website Administrator**
- Testing
 - We establish a review schedule that includes all component of accessibility, including screen readers, other assistive technology, and manual review by **4/30/24 - Website Administrator**
- Monitoring and reporting
 - We determine the analytics to track by **7/31/23 - Assistant City Manager, Shared Services**
 - We create tracking and reporting mechanism by **9/31/23 - Website Administrator**
- Contracting and Purchasing
 - We will work to include accessibility compliance language in future contracts and include accessibility as a review criteria in the RFP process
 - We will work to hire an on-call ADA consultant to assist in accessibility and compliance efforts

Ongoing monitoring and reporting

We understand that accessibility is an ongoing process, and as such, we will continue to monitor and report on the accessibility of our web content and ICT to ensure that they meet accessibility standards. The City is committed to removing accessibility barriers and to continue to make progress in providing accessible web content and ICT.

To achieve this, we will regularly review our web content and ICT to identify any accessibility issues that need to be addressed. We will use a variety of tools and techniques to test our web content and ICT for accessibility, including automated accessibility testing tools, manual testing by accessibility experts, and user testing with individuals with disabilities.

Once we have identified any accessibility issues, we will work to fix them as quickly as possible. We will prioritize fixing issues that impact the most users, as well as evaluate the importance of the program, service or activity, and other legal requirements.

In addition to ongoing monitoring, we will also provide reports on the accessibility of our web content and ICT. These reports will include information on the number and types of accessibility issues identified, the status of any ongoing accessibility initiatives, and any changes to our accessibility policies or procedures.

Conclusion

Overall, this plan provides a roadmap for improving accessibility for City web content and information and communication technology.