City of Edgewater
Digital Accessibility Plan

Updated 6.27.2024

Introduction

The City of Edgewater 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 www.Edgewaterco.gov
- A comprehensive transition plan

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"

Scope

This Plan applies to city digital assets which are public-facing or internal-facing; is procured, developed, or maintained by the city, and is in active use or was created, developed, acquired, or purchased on or after July 1, 2024

Testing Tools and Techniques

The City of Edgewater 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.

Extension 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 –

The city is in the process of remediating PDF documents to a variety of formats which includes large print, accessible PDF and e-text.

Manual Testing and Evaluations

Review Process

In addition to the automated testing tool described above, the city coordinated with Mile High Accessibility to complete manual testing for EdgewaterCO.gov. Mile High Accessibility utilized the success criteria of WCAG 2.1 AA to manually evaluate our online technologies and documents.

View the Website Accessibility Audit for a summary.

Automated Testing: WAVE, developed by Web Accessibility in Mind, was the primary resource used for automated testing to determine our Automated Accessibility Score.

Manual/Human 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

EdgewaterCO.gov Results via Mile High Accessibility

The Accessibility IMpact (AIM) Score is a combination of the Automated Accessibility Score and Manual Accessibility Impact Score above. It provides insight into the overall accessibility of the site in relation to web pages generally and as calculated by a human tester A score of 10 indicates that

the site is among the very best in comparison to web pages generally. A score of 5 indicates that the detected errors on the site are about average compared to other pages on the web.

Automated Accessibility Impact Score: 7.7 out of 10

Manual Accessibility Impact Score: 8.2 out of 10

Web Aim Score: 7.9 out of 10

A high Web AIM Score may still pose notable barriers. Below are a few items that are critical to EdgewaterCO.gov's accessibility. In addition to repairing these barriers and the others listed in the audit spreadsheet, we aim to keep these techniques in mind moving forward:

- **Keyboard navigation** is vital to the overall accessibility of a website. Ensure that all active elements can be accessed using only a keyboard. Additionally, some elements receive keyboard focus in an illogical order. Keyboard focusable elements should receive focus top to bottom, left to right.
- **Color contrast** should be sufficient in all states (active, hover, focus, visited). Use a tool such as one recommended by W3C on the Web Accessibility Evaluation Tools List to assist with testing contrast ratios.
- **Alternative text** should be meaningful and succinct. If the content of the image is conveyed in the context or surroundings of the image, or if the image does not convey content or have a function, it should be given empty/null alternative text (alt=""). When an image is linked, ensure the alternative text includes the purpose of the link.
- **Heading structure** (h1, h2, h3, etc.) is an important aspect to an accessible webpage. This provides a layout structure that users can navigate through to find important information.

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

EdgewaterCO.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 Edgewater 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 or replacement on all linked PDF documents.
    - [View the PDF Remediation Tracking spreadsheet.](#)
- Perform a comprehensive web accessibility audit annually or sooner as needed depending on the frequency of updates.

Continuous monitoring of the website and accessibility requirements to remain in compliance with accessibility standards is necessary.

The Transition Plan

Remediation & Compliance Efforts

The Communications & Events Department 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.

Priorities and timelines are set as the following:

Priority 1 January 1, 2025	Critical	High traffic; high impact	Ex. Home page, news release, accommodation requests, new documents
Priority 2 February 1, 2025	High	Opportunity that an end user has of encountering issue	Ex. Recreation, Events, Employment, Police, Street Maintenance
Priority 3 July 1, 2025	Medium	Periodic or seasonal use	Ex. Bids, RFPs, Budget, Meeting Agendas, Permitting, Forms, Engineering, GIS
Priority 4 remediated or archived by July 1, 2026	Low	Low or no traffic	Ex. Planning, Town Closures, Proclamations, Ordinances, Archive Documents

Digital assets shall conform with the standards at the earliest time that does not present an undue financial, technical, or administrative burden. Each request will be responded to as quickly as possible based on staffing, undue burden, and remediation needs. For future updates to W3C WCAG guidelines, the city will meet conformance levels A and AA of the most current non-draft version of the guidelines within two (2) years of the release date.

Goal

- **In Progress** Remediate platforms for WCAG 2.2 Level AA compliance to be complete by January 1, 2025

Maintenance Timeline

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

Remediation and Compliance Status

Updated 6.10.2024

- www.EdgewaterCO.gov – **<mark>IN PROGRESS</mark>**
  - # of pages remediated to reach the WCAG 2.2 Level AA Rating: **103**
  - # of pages remaining: **90**

  - *103 Total Pages*
  - **Date of Completion:** 7.25.2024
- www.EnvisionEdgewaterCO.com – **<mark>IN PROGRESS</mark>**
  - # of pages remediated to reach the WCAG 2.2 Level AA Rating: **28**
  - # of pages remaining: **0**

  - *27 Total Pages*
  - **Date of Completion:**

Maintenance Timeline

Bi-annually, the Communications Department will conduct accessibility assessments of all public facing websites, portable document types, user interfaces, and other communication tools such as telecommunications. The remediation status will be updated throughout the year.

Documents

Number of Public Facing Documents on Platforms

- www.Edgewaterco.gov **-** The city has identified approximately **1,118** public facing documents.

  As of 6.4.2024.

- www.EnvisionEdgewaterCO.com **-** The city has identified approximately **34** public facing documents.

  As of 6.4.2024.

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** Communications team will archive or remediate PDF's based on priority level determined by usage. 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.Edgewaterco.gov **In Progress**
  - # of documents remediated:
  - # of documents that need remediation: **1,118**
  - **Estimated Date of Completion:** 12.31.2025
- www.EnvisionEdgewaterCO.com **In Progress**
  - # of documents remediated:
  - # of documents that need remediation:
  - **Date of Completion:** 12/31/25

Maintenance Timeline

The Communications team will remediate PDF's with 10 or more clicks bi-annually. The remediation status will be updated throughout the year

- Website guidelines will be created by 6.28.2024.
- Online PDF guidelines will be created by 6.28.2024.
- Social media guidelines will be created by 9.30.2024.
- Graphic design guidelines will be created by 12.1.2024.

External Applications

External Applications – Agreements

The Communications team will contact all external platforms, and a vendor agreement will be created. The agreements will ensure that vendors meet WCAG 2.1 Level AA compliance by February 1, 2025.

Goal

- **In Progress**

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 through SiteImprove 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 Communications and Events Department.

Goals
1. **Completed: June 26, 2024** Have a general staff awareness training annually starting in June 2024.
2. Create a role-based training program and have staff in a particular role utilizing the training program by December 2024.

Training & Awareness Status
Updated 6.27.204

- General Staff Training Program – **Completed 6.26.2024**
    - Implementing in June 2024
    - # of employees trained: 35

    - ***55 Total Employees***
    - **Estimated Date of Completion:** 12.10.2024
- Identify Role Based Training: **In Progress**
    - Target Implementation date – June 1, 2025
    - Communications and Events Director and Coordinator
    - City Clerk
    - Municipal Court Clerk
    - Recreation Coordinators – Programs and Facilities

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=a2hqmqZzegg
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) – www.oit.colorado.gov/standards-policies-guides/guide-toaccessible-web-services/accessible-pdfs-and-documents
3. Creating Accessible PDFs (5 part training, 53 mins) - www.section508.gov/create/pdfs/trainingvideos/
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) – www.oit.colorado.gov/standards-policies-guides/guide-to-accessible-webservices/page-structure
2. Plain Language (Reading) – www.oit.colorado.gov/standards-policies-guides/guide-to-accessible-webservices/plain-language
3. Plain Language Checklist For Documents - www.nala.ie/wp-content/uploads/2019/08/A-plainEnglish-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