



Town of Arriba
711 Front St, PO Box 10
Arriba, CO 80804
Phone 719-768-3381 Fax 719-768-3380
townofarriba@esrta.com
<https://townofarriba.colorado.gov>

Town of Arriba
Digital Accessibility Plan
adopted 6/12/2024

Accessibility is a commitment to providing equitable access to our services, not an item on a project checklist. It is the responsibility of each Town employee and not a single person, team, or department.

This plan will be updated as needed to reflect changes in technology and best practices from reading accessibility requirements.

Background Information

American with Disabilities Act (ADA)

Although there are no regulations in the Americans with Disabilities Act that directly relate to web accessibility, the Department of Justice (DOJ) has a long-held position that the ADA covers websites. The DOJ states that covered entities under the ADA are required to provide effective communication regardless of whether they generally communicate through print media, audio media, or computerized media such as the Internet. Covered entities that use the Internet for communications regarding their programs, goods, or services must be prepared to offer those communications through accessible means as well.

Colorado House Bill 21-1110

Passed in 2021, Colorado House Bill 21-1110, Colorado laws for persons with disabilities, strengthens protections for persons with disabilities. The compliance date is before or on July 1, 2024.

What We're Doing to Improve Digital Accessibility

This plan and guidance are just part of a meaningful change in making Town services as inclusive and accessible as possible. The Town of Arriba is also committed to:

designing digital accessibility policies, guidelines, and strategies alongside partners with a diverse range of abilities and perspectives.



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providing a range of easy to find paths for people to request accommodation and report accessibility issues.

providing staff with ongoing training, support, and resources for digital accessibility.

user friendly, accessibility guidelines to help Town employees make web content accessible for users with sensory, cognitive, and mobility disabilities and ultimately to all users regardless of ability.

improving procurement processes and supporting Town employees with procurement guidelines, training, and support.

following Web Content Accessibility Guidelines (WCAG) 2.2 AA as our minimum standard of accessibility when developing new materials and updating existing materials by priority.

Impact

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

Accessibility Policy

The Town of Arriba ensures meaningful access to Town programs, services, and activities to comply with the Americans with Disabilities act and reasonably provides translation, interpretation, modifications, accommodations, alternative formats, auxiliary aids, and services. To request these services, e-mail townofarriba@esrta.com or call 719-768-3381. Please submit request as soon as possible but no later than three business days (Monday-Thursday, excluding holidays) before scheduled events.

Governance Roles and Responsibilities

Designing, developing, and maintaining accessible technology starts by understanding roles and responsibilities.



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ADA Team

the ADA team will be comprised of the Town Clerk. The Town Clerk is responsible for reviewing each quarter to track project progress on this plan, review updates from the State of Colorado office of Information Technology (OIT) related to digital accessibility, make recommendations for improving digital accessibility, and lead projects related to digital accessibility compliance.

Procurements

The Town Clerk oversees procurement for the Town and is responsible for implementing policies and procedures to ensure applicable vendor products and services are in alignment with federal and state accessibility requirements and this plan.

Content

Any Town staff who creates print or digital materials, documents, or web pages is a content creator and has responsibility to create an equitable experience for users of all ability levels.

The goal is to create content that is accessible as it's created by understanding the State Accessibility Technical Standards and best practices for meeting compliance guidelines for all digital content produced by the Town.

Leaders and Managers

Managers inspire action by communicating the roles and responsibilities that employees have in achieving the vision by creating clear goals for employees and through providing accessibility training tools. The role of leaders and managers is to:

Create accessibility goals and expectations for employees that support professional growth.

Communicate that accessibility is a priority by setting individual goals and tracking progress through performance evaluations.

Increased accessibility skills across teams by encouraging their employees participate monthly practice exercises and other accessibility trainings such as those offered through the state's Office of Information Technology.



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Ensure that all newly procured technology is accessible and compatible with assistive technology.

Evaluation and Remediation

To identify priorities for content remediation and encourage new content to meet requirements, the Town has acquired programs and software to aid in remediation. Due to funding and staffing limitations remediating all digital content before the July 2024 deadline would cause an undue burden to the Town of Arriba. By prioritizing content and providing paths for content to be requested in an alternative format we can ensure equal access to our programs and services.

For new content, content creators are responsible for developing and publishing content that may be best practices for digital accessibility. For assistance in developing or reviewing accessible content staff may contact the Public Information Office for guidance.

Skills and Training

As part of the mission of the Town of Arriba, the Town Clerk will coordinate for their office to be compliant with the standards of the ADA.

During the training, the Town Clerk will learn the basics of web accessibility which includes the knowledge, skills, abilities, and other characteristics of how to efficiently communicate with members who use these services.

Communication and Support Process

Through established communication and support processes, the Town is able to track and resolve incoming accessibility complaints and ensure that there are clear and well-tended channels for receiving feedback on digital accessibility issues. These criteria include internal communications regarding accessibility process improvement, resources, and training as well as public statements of compliance.



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Public notice and grievance procedure under the ADA are listed on the Town's website and posted at Town Hall. To view these notices or to file a complaint, members of the public can visit <https://townofarriba.colorado.gov>

The Accessibility Policy text shall appear in full or as link on all digital platforms including websites, social media platforms, public notices, staff e-mail signatures, and digital newsletters. Broad distribution of the policy will help encourage community awareness for the Town's accessibility policy.



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Action Plan

Plan Section	Task	Staff Lead	Notes
Evaluation and Remediation	Annual Digital Accessibility Review	Town Clerk	To be completed in 2024
Evaluation and Remediation	Remediating forms	Town Clerk	ongoing
Skills and Training	Accessibility training	Town Clerk	Ongoing
Communication and Support	Post ADA notice and grievance procedure online and at Town Hall	Town Clerk	July 1, 2024
Communication and Support	Track and respond to grievances submitted to the Town	Town Clerk	Ongoing as needed