

# Town of Mead Web Accessibility Plan



## Mission

The Town of Mead honors our strong roots, values our community connections, and strives for responsible governance while upholding a safe and welcoming community.

## 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.

The Town of Mead is dedicated to ensuring online accessibility for all residents. In pursuit of this commitment, a continuous action plan has been formulated to identify and address online barriers that may impede accessibility for individuals with disabilities. Through policy adjustments and training initiatives, the town aims to eliminate these barriers.

This plan serves as a strategic framework for the ongoing enhancement of the accessibility of the Town's web-based technology. The document provides a concise overview of the Town's web accessibility evaluation, outlines the action plan in place, and emphasizes the dedication to implementing changes that enhance accessibility. It is the outcome of collaborative efforts led by the Department of Community Engagement, focusing on coordinating and managing initiatives to improve the accessibility of the town's online technology.

## Scope

The Web Accessibility Plan applies to all Town of Mead web pages that are contained in our websites at [townofmead.org](http://townofmead.org) and [secure.rec1.com/CO/mead-co/catalog](http://secure.rec1.com/CO/mead-co/catalog). Establish 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.

## Contact

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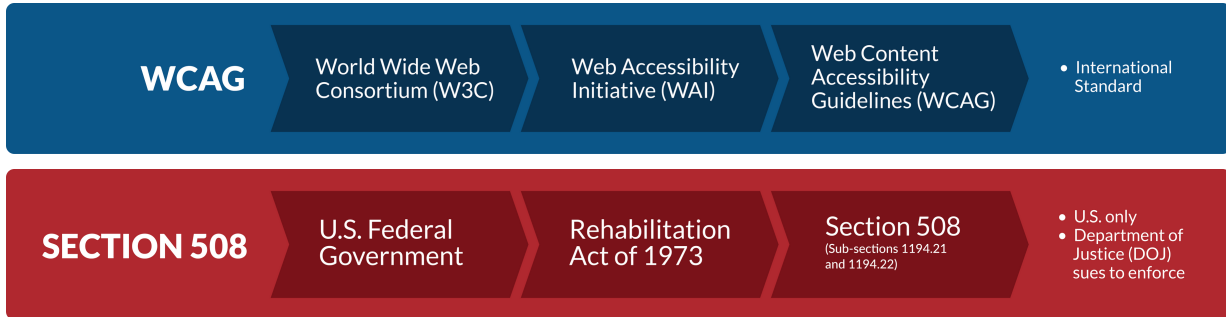


# Web Content Accessibility Guidelines

WCAG and Section 508 are different guidelines for accessibility, WCAG addressing a more in-depth level of accessibility than 508. While the Town will continue to align its web platforms with WCAG guidelines, it will also be aware of 508 standards and equivalences. Based on the recommendation of the State of Colorado, WCAG 2.2 Level AA encompasses priority 508 standards and will be the Town's accessibility goal as a policy.

[Section508.gov](http://Section508.gov)

[W3.org/WAI/standards-guidelines](http://W3.org/WAI/standards-guidelines)



*Images from [civicplus.com/blog](http://civicplus.com/blog)*

## Overview and Expectations

The Town of Mead Public Information Officer, in accordance with accessibility policies laid out by the State of Colorado's Office of Information Technology, is responsible for ensuring Mead's web-based tools and sites broadly follow WCAG 2.2 (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 Mead's websites to learn and follow web content accessibility best practices.

To support these efforts, the Public Information Officer 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).
- Establish 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 off.

## Website Platform-CivicPlus

*The Town is currently using the CivicPlus platform powered by Drupal. This content management system is built to be highly compliant with ADA (Section 508) and WCAG 2.2 A and AA levels. CivicPlus is the leading government website provider as well as the leader in accessibility and compliance.*

### References:

1. Section 508 of the U.S. Rehabilitation Act of 1973
2. C.R.S. 24-85-104, ARTICLE 85. "INFORMATION TECHNOLOGY ACCESS FOR INDIVIDUALS WHO ARE BLIND OR VISUALLY IMPAIRED"
3. State of Colorado Technical Standard TS-OEA-001: [Technology Accessibility for Persons with Disabilities](#)
4. State of Colorado Technical Standard TS-OEA-002: [Technology Accessibility for Web Content and Applications](#)
5. <https://www.w3.org/> for comprehensive WCAG 2.0 standards

## Ongoing Implementation

*This plan will follow the below implementation strategy for broadly meeting WCAG 2.2 (Level AA) Accessibility Standards.*

1. Utilize AudioEye for automated accessibility improvements, continuous monitoring, interactive overlay tool for user customizations, and automated remediation on CivicPlus and CivicRec systems.
2. Conduct weekly accessibility audits of website pages, PDFs, forms and other integrated tools with assistance from Monsido (a website accessibility monitoring tool).
3. 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)
4. 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, Maintenance

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

- 1. Continued use of AudioEye, web accessibility tool, and automatic remediation.**
- 2. Continued use of Monsido, web accessibility auditing tool.**
3. 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.
4. Periodically enlist disability groups to test web pages for ease of use; use the feedback they provide to increase the website's accessibility.
5. 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 must be changed to match the new images.
6. Ensure key staff responsible for the website receive ongoing training to stay current on ADA compliance standards and requirements.
7. 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 Town, including but not limited to, training on the Web Accessibility Procedure Document, the Plan, and their role and responsibilities to ensure that web design, documents, and multimedia content are accessible. The 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 Town.
8. Third party vendors will be advised that online content provided for the Town 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

*Town 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 to their educational tools.*

### Web Accessibility Perspectives

1. Stories of Web Users (Reading) - [www.w3.org/WAI/people-use-web/user-stories/#onlinestudent](http://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](http://www.youtube.com/watch?v=3f31oufqFSM)
3. accessiBe - Blind User Review & Web Accessibility Perspective (Video: 1:39) - [www.youtube.com/watch?v=a2hmqmZzegg](http://www.youtube.com/watch?v=a2hmqmZzegg)
4. Tools and Techniques (Reading) - [www.w3.org/WAI/people-use-web/tools-techniques/](http://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](http://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](http://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/](http://www.section508.gov/create/pdfs/training-videos/)
4. Creating an Accessible Word Document (14 parts, 55 mins) - [www.section508.gov/create/documents/training-videos/](http://www.section508.gov/create/documents/training-videos/)
5. Creating an Accessible Spreadsheet ( 11 parts, 33 mins) - [www.section508.gov/create/spreadsheets/training-videos/](http://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](http://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](http://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](http://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](http://www.youtube.com/watch?v=72nrJJAf_Ak)