

Town of Keystone – Digital Accessibility Progress Report

Introduction

The Town of Keystone 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 v.21](#) (WCAG 2.1).

On May 24, 2024, Colorado approved HB 24-1454, which grants Colorado public entities a one-year extension to be fully compliant with HB 21-1110. To qualify for this extension, entities must make “good faith efforts” toward compliance. These efforts include developing a “progress-to-date” report that demonstrates concrete and specific actions toward compliance on the entity's or agency's front-facing web pages, updating this report quarterly, and providing contact information on websites for accessing government services that do not depend on web and digital technologies.

The Town of Keystone is in a unique position as a newly created municipality. The Town has acquired a limited number of Information and Communication Technology (ICT) platforms and can keep accessibility at the forefront of its focus, as the Town develops and continues to acquire new software and web services.

Current Digital Services Inventory

1. Town of Keystone Website – Continued manual testing as content is uploaded.
2. Verticomm – Signed Vendor Agreement
3. BlueVector AI – Signed Vendor Agreement
4. Deckard Technologies/Rentalscape - Signed Vendor Agreement

Tools and Techniques

Keystone complies with HB 21-1110 because it meets the requirements established by the Office of Information Technology Accessibility Rules.

The Town of Keystone has incorporated 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 short list of tools and processes that the Town has used in its accessibility compliance initiatives.

1. Using web accessibility auditing tool solutions, including but not limited to Siteimprove Accessibility Checker and Wave Evaluation, to provide focus and direction for staff as they conduct manual testing of web pages.
2. Providing reasonable accommodations and modifications of policies to accommodate the needs of people with disabilities. These accommodations are available by contacting the Town

Clerk's Office. Multiple ways to contact the Town Clerk's Office are included in the footer of every webpage with a note on digital accessibility. An Accessibility Statement is available on the Town's website that includes this information for residents with disabilities.

3. Ensuring there is a link in the website footer to a page with the digital accessibility statement, information on requests for reasonable accommodations and modifications, the Town's digital accessibility plan, and a regularly updated copy of the Town's progress reports (at least quarterly).
4. Reviewing both its public-facing and internal web pages and applications on a continual basis.
5. Utilizing Common Look for Office to assist in developing accessible documents using Microsoft Word, PowerPoint, and Excel.
6. Using Common Look for PDF to assist with remediation of PDF documents and for providing PDFs in alternate formats such as large text.
7. Participating in weekly training provided by Allyant on creation and remediation of accessible documents.
8. Creating templates for commonly created documents that focus on accessible design standards including but not limited to proper heading structures, appropriate color contrast and adequate line spacing.
9. Utilizing language in all procurement contracts for digital services that require compliance with WCAG 2.1 Level AA accessibility standards to ensure that all users, including those with disabilities, have equal access to digital services.
10. Creating a spreadsheet to accurately track all files and documents being uploaded to the webpage to track status of remediation and accessibility audits.
11. Utilizing Microsoft Teams for web conferencing and live meetings and providing users with instructions for enabling live transcripts and captions for meetings.
12. Developing a plan documenting the Town's efforts to make information and communication technology fully accessible to our residents with disabilities. This work demonstrates our ongoing good-faith efforts.

Qualification for HB24-1454 Extension

Keystone also qualifies for the July 2025 extension by HB 24-1454, C.R.S. Sec. 24-34-802(II)(A), which states:

"...to be eligible for the immunity authorized pursuant to this subsection (1)(c)(ii), by July 1, 2024, a public entity's or state agency's good faith efforts must include creating a progress-to-date report that demonstrates concrete and specific efforts toward compliance on the entity's or agency's front-facing web pages."

This report serves as a progress-to-date report with concrete and specific efforts towards compliance on the Town's front facing web pages.

Next Steps/Goals

- The Town will refine and finalize policies for reviewing and auditing the website on an ongoing basis.

- The Town will continue to monitor vendor compliance for software used by the Town and establish an appropriate review cycle.
- The Town will prioritize accessibility when acquiring new ICT, by analyzing VPAT's and continuing to use the language about accessibility in the Town's procurement policy.
- Staff responsible for documents, content, and web creation will continue to attend regular training on digital accessibility.
- Key staff will outline and identify appropriate training plans for other staff across the Town.
- The Town will continue to develop policies and training guidelines.
- The Town will determine the appropriate analytics and metrics to track before the next quarterly progress report.
- The Town will develop a web accessibility style guidelines document by the end of 2024.

Keystone will provide quarterly updates on the progress of these goals, as well as continue to update and refine these goals. Digital accessibility is an ongoing process, and as such, the Town will continue to monitor and report on the accessibility of the web content and ICT to ensure compliance with accessibility standards. The Town is committed to removing accessibility barriers and to continue to make progress in providing accessible web content and ICT.