Digital Accessibility Plan

Last Updated: October 2025

Next Planned Update: October 2026

Introduction and Commitment

The City of Castle Pines is committed to providing online services that are accessible to the widest possible audience, regardless of technology or ability. In compliance with Colorado House Bill 21-1110 and the State Technology Accessibility Rules, we are working to make our website, documents, applications, and digital systems accessible to the widest possible audience. 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 continuing improvements to the accessibility of City information. This document summarizes the city's web action plan and ongoing commitment to making changes that increase accessibility. This document is the result of the City's coordination and management efforts to improve the accessibility of our online technology. It will be updated annually or as needed.

- Overview of Colorado Laws for Persons with Disabilities
- Digital Accessibility Statement
- Resources on Accessibility Webpage
- Testing Technology Methods
- Remediation
- Vendor Collaboration
- Key Accomplishments in 2025 (YTD Highlights)
- Reporting Progress

Overview of Colorado Laws for Persons with Disabilities

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 people 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.
- 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."

Digital Accessibility Statement

The City of Castle Pines is committed to providing digital services that are accessible to the widest possible audience, regardless of technology or ability. We are actively working to increase the accessibility and usability of our website and in doing so adhere to many of the available standards and guidelines. Our goal is to deliver a web experience that achieves "Level AA" conformance according to the Web Content Accessibility Guidelines v2.1 (WCAG 2.1).

To accommodate all individuals and ensure accessibility to the public, we have staff ready to assist you to access all functions of the city's website and other technology. We welcome your feedback on the accessibility of our digital platforms and request accommodation.

To request reasonable accommodations or modifications or to report inaccessible content, please reach out to City through any of the following means:

- Call 303-705-0200 Monday through Thursday from 8 a.m. to 4:30 p.m. and Friday from 8 a.m. to noon, and a representative will assist you.
- Submit online form: https://forms.castlepinesco.gov/241757074440961
- Send email to communications@castlepinesco.gov

Within two (2) business days after receipt of the issue/request, a staff member will contact the person initiating the issue/request to let him/her know that the request was received and discuss the problem and possible resolutions.

Within 10 business days after receipt of the issue/request, the Accessibility Coordinator or his/her designee will contact the submitter to discuss the request and possible resolutions in more detail.

Within 10 business days of the conversation or meeting, the Accessibility Coordinator or their designee will respond in writing, and where appropriate, in a format accessible to the submitter. The response will offer options for substantive resolution of the request.

Resources on Accessibility Page

The City of Castle Pines website's accessibility menu can be enabled by hitting the tab key when the page first loads or by clicking the accessibility menu icon that appears on the bottom left corner of any webpage.

Many browsers contain built-in accessibility tools:

- Chrome accessibility information: https://about.google/belonging/disability-inclusion/product-accessibility/
- Firefox accessibility information: https://support.mozilla.org/en-US/kb/accessibility-features-firefox
- Microsoft Edge accessibility information: https://learn.microsoft.com/en-us/microsoft-edge/accessibility/
- Safari accessibility information: https://support.apple.com/accessibility

Testing Technology Methods

The City of Castle Pines is committed to maintaining transparent and accessible information, communication, and technology (ICT) through:

- Regularly using a third-party compliance and analytics tool used to measure accessibility compliance and identify digital content that needs remediation.
- Posting our Digital Accessibility Statement on our website, which includes several methods for visitors to request accessible information and services or to provide feedback about how accessibility can be improved.
- Regularly utilizing automated and manual testing tools, such as screen readers and contrast checkers, to evaluate compliance as part of ongoing testing.

Remediation

The City of Castle Pines is working on both remediation of existing digital content and developing a process to ensure that new content meets the ADA standards. Staff has taken inventory of all digital resources on the City's website and is in the process of prioritizing content for remediation.

Vendor Collaboration

Staff is engaged in ongoing conversations with and collected VPATs (Voluntary Product Accessibility Templates) from third-party vendors whose services include posting public-facing resources to City's website. If information they provide cannot be made accessible without undue burden or fundamentally altering the nature of the program, it will be made available in an alternate format.

Annual Status Update – 2025 YTD Highlights

- Worked with contractor to finalize updates to templates and webpages to meet the accessibility standards outlined in the state law.
- Procured an accessibility monitoring solution to automatically report on accessibility errors that need to be corrected on the City's website.
- Completed inventory of pdfs on website.
- Implemented ongoing training for staff on accessibility standards to ensure as fully as possible future content is accessible before publication.
- Engaged in ongoing conversations with and collected VPATs (Voluntary Product Accessibility Templates) from third-party vendors whose services include posting public facing resources to City's website.
- Created and implemented social media accessibility best practices.
- Utilized procurement assessment service tool to access compliance of third-party vendors who have public-facing resources on City's website.

Reporting Progress

Quarterly updates are posted to CastlePinesCO.gov/accessibility to demonstrate progress. This Digital Accessibility Plan will be updated annually with a status update on compliance with the accessibility standards outlined in state law.