

ALAMOSA COUNTY DIGITAL ACCESSIBILITY POLICY

PURPOSE:

The purpose of this policy is to ensure all persons regardless of disability are afforded equal access to information technology systems and information stored electronically and maintained by Alamosa County in accordance with Colorado HB 21-1110, SB 23-244, HB 24-1454, the Americans with Disabilities Act Amendments Act, and all other applicable state/federal laws and regulations. A standard of reasonableness shall apply to all requirements herein, and compliance with this policy is expected to be fully implemented by July 1, 2025, or earlier.

A. DEFINITIONS:

1. “Disability” shall have the same meaning as defined in § C.R.S. 24-34-301 (5.6)
2. “Digital Accessibility Coordinator” shall mean the person(s) designated by this Policy to respond to all accessibility issues (implementation, investigation, corrective action) to ensure county-wide compliance with this policy.
3. “Information Technology Systems” or “ITS” shall mean technology that is both public-facing and internal-facing including any technology provided by or procured by Alamosa County that is used by the public or county staff (including but in no way limited to: websites, applications, kiosks, digital signage, documents, video, audio and third-party tools).
4. “WCAG” shall mean the most recent Web Content Accessibility Guidelines, international web standards [*the current is version 2.1, levels A, AA, and AAA*]

B. GOVERNANCE, ROLES & RESPONSIBILITIES:

1. **County Wide Governance:** Alamosa County may continuously investigate opportunities to improve County-wide governance (accountability and responsibility) for accessibility of its Information Technology Systems. Questions and concerns related to accessibility may be made by county staff and/or the general public via email at digitalaccessibility@alamosacounty.org or by phone at 719-589-4848.
2. **Designation of Digital Accessibility Coordinator(s):** The Digital Accessibility Coordinator of the Alamosa County Administration Department (and his/her designees) shall be the Digital Accessibility Coordinator(s) responsible for all implementation, compliance, investigation and corrective action matters related to accessibility of the County’s Information Technology Systems. The Digital Accessibility Coordinator(s) shall report any accessibility issues/concerns unable to be remedied within his/her power and/or authority (*e.g.* funding requests, technical

issues requiring IT support, legal questions, *etc.*) to the County Administrator, IT Department, County Attorney's Office, and/or any retained accessibility contractor as soon as reasonably possible. The Digital Accessibility Coordinator(s) shall be responsible for investigating and remedying (whenever necessary) all accessibility issues discovered. The Accessibility Coordinator, County Administrator's Office (County Administration), County Attorney's Office, IT Department, and other County Departments, shall provide all reasonably necessary support, without imposing undue hardships, in remedying any identified compliance issues and/or providing reasonable accommodations for individuals with disabilities.

3. **Tracking and Reporting:** The Digital Accessibility Coordinator(s) shall be responsible for implementing internal policies/procedures for tracking and keeping records of all IT accessibility reporting and decisions. The Digital Accessibility Coordinator(s) shall compile and review all records and brief the County Administrator, IT Department, and County Attorney, on recommended organizational or other changes for compliance no less than once annually.

C. EVALUATION, REMEDIATION, AND COMPLIANCE:

1. **WCAG Compliance:** Alamosa County shall, at a minimum, comply with most recent WCAG Level A and AA guidelines (version 2.1 as of SFY 2022) for any WCAG applicable ITS utilized by the County.
2. **Technology Accessibility Compliance:** Alamosa County shall, at a minimum, comply with the technology accessibility standards more specifically detailed in Section G below.
3. **Inventory of ITS Touchpoints:** Alamosa County shall maintain an inventory list of all ITS touchpoints/products and shall implement testing approaches that include third party testing, assistive technology and integrated testing by users with disabilities as appropriate. The ITS inventory list shall apply to all internal and external facing software, websites and applications managed by the County with the appropriate Department or Elected Office identified as the product owner.
4. **Budget Requests:** The Digital Accessibility Coordinator(s) shall be responsible for budget requests to fund testing and remediation of websites, applications and all other ITS as necessary. This may include, but is not limited to, funding for outside contractor(s) to ensure compliance with this Policy.
5. **Implementation:** The Digital Accessibility Coordinator(s) shall ensure testing and remediation implementation duties and responsibilities are communicated to appropriate county staff in a timely manner when applicable and shall keep records of all implementation measures completed.

D. SKILLS AND TRAINING:

1. **Skills/Training:** The Accessibility Coordinator and IT Department shall identify and provide accessibility resources and training to appropriate county personnel.
2. **Job Descriptions:** Alamosa County shall include accessibility skills/knowledge requirements in appropriate job descriptions as determined by the Digital Accessibility Coordinator(s), Human Resources, and/or County Administrator. The County may maintain official internal resources or other training materials with examples of accessibility skills and knowledge requirements.

E. COMMUNICATION:

1. **Accessibility Statement:** Alamosa County’s Website shall have an Accessibility statement with contact information linked to the footer. The Accessibility statement shall read: *“Alamosa County is committed to providing equitable access to our services to all Alamosa citizens. The County’s ongoing accessibility effort works towards being in line with the most current Web Content Accessibility Guidelines, levels A and AA criteria. These guidelines not only help make web content accessible to users with sensory, cognitive and mobility disabilities but ultimately to all users, regardless of ability. This website is just part of a meaningful change in making all Alamosa County services inclusive and accessible. Alamosa County welcomes comments on how to improve this website’s accessibility for users with disabilities and for requests for accommodations to any Alamosa County services by contacting the County in one the following ways: email at digitalaccessibility@alamosacounty.org or by phone at 719-589-4848.”*

F. PROCUREMENT AND VENDOR MANAGEMENT:

1. **Minimum Standards:** Alamosa County shall ensure all new solicitation, evaluation and contract processes address Information Technology Systems accessibility. Alamosa County shall ensure, at a minimum, the accessibility criteria contemplated in Sections C.1 and C.2 above are integrated into all new solicitation, evaluation and contract processes and that the County uses such processes to improve the accessibility of all product/service offerings. This means all new public facing solicitations (RFPs, IFB’s, etc.) shall incorporate/require Sections C.1 and C.2 criteria and all third parties shall be evaluated for compliance (or ability to come into compliance) with the County’s accessibility requirements. To the fullest extent possible, Alamosa County shall ensure all new agreements, contracts, subcontracts, MOU’s, etc. have provisions requiring accessibility compliance when applicable.

G. TECHNOLOGY ACCESSIBILITY:

1. **Scope:** This section G shall apply to Alamosa County and vendors contracted by Alamosa County as a means to facilitate information technology implementation and assist in making the usage, support, and/or purchase of information technologies more consistent and efficient. It is the intent and aim of Alamosa County to work with vendors to utilize information technology in a manner best positioned for accessible use. The standards herein may be required of information technology and related services made available for public use and in any case wherein county employees exhibit needs for accessibility requirements. The needs for accessibility vary greatly from person-to-person and will therefore be addressed on a case-by-case basis. The intent of this Section G is to proactively prepare for potential future accessibility accommodation requests. The potential accessibility standards contemplated herein are not intended to provide an exhaustive list of potential accessibility standards, rather, the intent is to help Alamosa County prepare and plan for future accommodations.

2. **ITS Standards:** In addition to WCAG compliance, further technology accessibility may also apply to certain technologies including, but not limited to, telecommunications, video/multimedia, and desktops/portable computers based on the individualized needs of each person(s) needing such accessibility accommodations. Specific requests for accessibility accommodations can be made by contacting Alamosa County, Colorado through any of the channels listed in Paragraph 2(B) above.

H. REVIEW/REVISION HISTORY:

1. This Policy shall be posted to the Alamosa County website, and may be reviewed and/or revised at any time by the Public Information Officer, IT Department, County Attorney's Office, and County Administrator's Office (or designees).

ADOPTED ON THE 11th DAY OF JUNE, 2025 VIA RESOLUTION NO. 2025-G-3