City of Aurora, Colorado
Website and Digital Accessibility Transition Plan

Updated Quarterly
Current as of: July 1, 2024

Commitment to Accessibility
As the third largest and most diverse municipality in Colorado, Aurora is committed to the accessibility of our services and our responsibility to provide them in a non-discriminatory manner. The city recognizes the importance of effective and accurate communication with the community and values equal access to our programs, services and activities.

Our commitment to effective and accurate communication extends to all web-based and digital communication. The city has committed to making the website and all web-based communication accessible for persons with disabilities and is working continuously to assess and remediate any inaccessible content.

Milestones

Initial response to HB 21-1110
Signed into law in the 2021 legislative session, HB 21-1110 revised the Colorado Anti-discrimination Act (CADA) by expanding the prohibition against discrimination to specifically include the accessibility of information technology. In response to this new legislation, throughout 2022, key staff members from IT, Procurement, Communications & Marketing, and the City Attorney's Office began to meet and develop an internal tracking plan, based on the State IT Accessibility Planning Template provided by the Colorado Office of Information Technology. A taskforce was formed, which continues to meet monthly and document work toward full compliance. The work of meeting full compliance in all digital and web-based products is a tremendous task, and this plan demonstrates the breadth and scope of this work—both what has been completed and what remains to be done.
Summary of progress to date
Since 2021, the city of Aurora has:

- Formed and maintained an internal taskforce to address website and ICT accessibility.
- Identified key individuals to lead implementation process in respective areas, including overall plan supervision and project management, evaluation of ICT for WCAG compliance, training and skill development, purchasing processes, public relations and marketing ICT, and related subtasks.
- Created a full inventory of 3rd party ICT applications, both internal and external, prioritized in alignment with the state OIT prioritization matrix, and hired a dedicated staff member to manually test the highest priority applications.
- Integrated the primary city website, AuroraGov.org, and GoAurora.org, with the accessibility site crawling tool SiteImprove, setting up a weekly cadence of testing and remediation of identified WCAG issues.
- Hired a full-time Website and Digital Accessibility Coordinator to serve as subject matter expert on accessibility.
- Launched internal training on digital accessibility to all staff members with roles and responsibilities related to the requirements of HB 21-1110.
- Developed a public-facing complaint process for accessibility concerns, which includes a prominent complaint process (linked in the footer of every AuroraGov.org webpage and other city-linked domains), multiple means of submitting complaints, and internal processes to receive complaints regarding accessibility, track accessibility issues, keep records, and provide accommodations in the event that identified issues cannot be remediated immediately.
- Developed an internal tracking system for city staff to report accessibility barriers in 3rd party applications, which routes to the Information Technology Business Solutions Architect, who then coordinates communication and remediation with the vendor.
- Standardized city-wide Purchasing requirements, including language related to accessibility requirements in procurement forms and vendor contracts.
- Revised the templates for email newsletters, adding headings, alt text, and other accessibility improvements to subscriber-based content.
- Created internal guidelines for other city departments that produce newsletters, covering style basics, brand standards, image usage, and accessibility.
- Revised the city’s official brand standards (includes the city’s official color palette, font usage, and other style decisions in all marketing and public communication materials) to address issues of WCAG compliance (contrast, gradients, permissible combinations, font color, etc.).
- Added accessibility to the workflow for all material produced by the Graphic Arts and Printing Services department to ensure that all designs (inclusive of reports, flyers, etc.) designed in-house export to tagged PDFs.
• Developed best practices guidebook for social media contributors across the city, providing detailed steps to address common accessibility gaps in social media content.

• Increased the SiteImprove Accessibility Score, updated by a weekly web crawl across approximately 1,700 individual webpages on AuroraGov.org, by over 20%.

• The Communications & Marketing team has revised the process by which staff members are granted access to the AuroraGov.org content management system (CMS), ensuring that they are added to an internal Teams site, included in all accessibility updates relevant to their role, and that they are provided with content management training specific to accessibility standards.