Centennial Water and Sanitation District
Digital Accessibility Plan

I. Introduction

Centennial Water & Sanitation District is committed to accessibility and strives to ensure its services are accessible to the broadest circle of people, including those with disabilities. To that end, Centennial Water has a plan to prioritize, evaluate, remediate, and continuously improve digital touchpoints within our services, programs, and activities.

Our goal is to deliver an experience that meets the Governor's Office of Information Technology (OIT) accessibility technical standards. This includes the intent of providing enterprise standard configurations for technologies which provide service to those with disabilities, in accordance with the technical standards provided by:

- World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.1 Level AA or higher
- Section 508 of the U.S. Rehabilitation Act of 1973 Chapter 3, 4, 6
- Colorado law for persons with disabilities (HB21-1110)

II. Overview of compliance efforts to date

Centennial Water is committed to providing equitable access of information technology to all Coloradans. Centennial Water has made great progress since HB 21-1110 passed. Staff has taken steps to identify accessibility barriers, remediate issues, and implement a plan to meet website ADA compliance and sustain it for the long-term.

Manual Testing and Evaluation

Centennial Water hired Be Accessible, Inc. to complete an accessibility audit on our website located at centennialwater.org. The audit checked conformance of the site to WCAG 2.1 Level AA guidelines. The audit involved a combination of semi-automated evaluation tools as well as manual evaluation by an experienced auditor. A usability lab that includes testing by disabled individuals was also used to locate accessibility barriers.

While testing the site, NVDA with Firefox and JAWS with Chrome were the primary screen readers used. Other screen readers were used as needed. Rocket by Be Accessible was the primary resource used for automated testing.

The website was also manually tested for conformance including and not limited to testing for keyboard-only users, text zoom, color contrast, and testing performed by a usability lab with disabled testers. Disabled testers were provided a list of tasks to complete on the website including locating specific information and completing form elements.

The audit results provided July 20, 2023, reported the website does not meet WCAG 2.1 AA conformance.

Remediation

Upon receipt of the audit results from Be Accessible, the communications manager began taking steps to address the issues.

- Reviewed audit results and broke it out by responsibility; issues communications staff were capable of fixing, and issues Granicus, the website developer and host, would be responsible for.
- Staff began fixing issues identified in the audit. Examples include adding alt text to all images, removing old PDF documents no longer necessary on website, remediating necessary PDF documents, updated infographics, removing unnecessary images, graphs and charts, updated page content for ADA accessible formatting, etc.
- Developed a website document management and retention policy.
- Began communications with Granicus, shared audit results, prepared two statements of work and signed two contracts for website remediation work.
- Created a digital accessibility plan and posted on Centennial Water's website.
- Attended two accessibility training sessions through Accessibility Unraveled; Accessibility for MS Word, and InDesign Accessibility Best Practices

Resources and tools

Resources

- Accessible PDF – outsourced PDF remediation
- Streamline – website accessibility training and webinars
- Accessibility Unraveled – accessibility training
- Check My District – provides accessibility report for every page of website

Testing Tools

- PAC
- NVDA
- Colour Contrast Analyser
- Adobe Acrobat Pro

III. Information and communication technology (ICT) inventory

Centennial Water's current digital services:

- [Centennial Water website](#) – hosted by Granicus
- ADP – jobs website; [accessibility statement](#)
- *American Data Group (ADG) – water bill payment platform
- Caselle – future water billing software
- InvoiceCloud – SaaS software assisting with electronic billing
- Constant Contact – email marketing software used to distribute eNewsletters
- Cityworks – asset management software
- Rise Vision - https://www.risevision.com/blog/ada-digital-signage-requirements
- Microsoft - https://www.microsoft.com/en-us/trust-center/compliance/accessibility

*Centennial Water will transition from ADG to Caselle and Invoice Cloud in late 2024, early 2025.

IV. Web accessibility statement

Centennial Water & Sanitation District is committed to accessibility and strives to ensure its services are accessible to the broadest circle of people, including those with disabilities. Centennial Water strives to offer a website that conforms to the principles of the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG 2.1) 2.1 Level AA.

Technical specifications

The accessibility of Centennial Water's website relies on the following technologies:

- HTML
- WAI-ARIA
- CSS
- JavaScript

Accessibility features

Centennial Water is working to improve the accessibility of our current website. This includes reaching beyond compliance, providing usability improvements that benefit all users including those that rely on assistive technology. Accessibility features on our website include and are not limited to:

- Keyboard accessibility
- Sufficient color contrast
- Alternative text
- Form labels
- Video captions
- Text-zoom

Accessibility evaluation

To help ensure all people have the same experience on our website, it has also been tested and reviewed by disabled individuals using various assistive technology. Additionally, we have also commissioned third-party accessibility auditors at [Be Accessible, Inc](). to confirm accessibility and provide guidance with accessibility remediation.

Technology is constantly evolving, and new techniques to implement web accessibility are increasingly available. We will continue to review our website and apply additional accessibility as needed.

Centennial Water is not responsible for the accessibility of third-party websites which may be linked from its website.

Report an accessibility issue

Accessibility is powered by your willingness to share your experience on our site. If you have any specific questions, concerns, or general feedback about the accessibility of any of the content on our website, please contact us using the form below. Please be sure to specify the page/URL of concern and a brief description of the feature(s), and we will get back to you in a timely manner.

1. Name of person initiating the grievance
2. Phone number
3. Email
4. Page/URL of concern
5. Brief description of the problem

Feedback can also be mailed to:

Centennial Water and Sanitation District
Attn: ADA Coordinator
62 Plaza Dr.
Highlands Ranch, CO 80129
email: ADACoordinator@cwsdhrmd.org

The individual initiating the grievance will receive a reply from the ADA coordinator or designated staff member within two business days acknowledging receipt of the complaint. The complaint will be investigated and the individual initiating the grievance will be contacted within 14 days of receipt of the grievance to discuss the issue and possible resolutions.

V. Exclusions

- Archival digital files such as historical documents, images, audio, maps, etc.
- Working drafts of documents from several prior years, such as budget documents.
- Centennial Water social media platforms.

VI. Roles and responsibilities

ADA Coordinator is the Communications Manager.

Communications Team
1. Monitor and stay current with WCAG updates, Colorado OIT updates, and any new rules/laws that pertain to accessibility compliance.
2. Establish and oversee grievance procedure.
3. Coordinate Centennial Water's compliance with this policy.
4. Develop accessibility standards.
5. Respond to user inquiries related to web accessibility.
6. Perform monthly automated scans of Centennial Water's website and remediate as necessary.
7. Attend accessibility training and stay current on latest trends.

Authors of documents intended for sharing on Centennial Water's website
1. Comply with this policy.
2. Make every effort to create accessible documents prior to seeking help from Communications Team.

Leadership

1. Comply with this policy.

VII. Roadmap to compliance

Centennial Water has a plan to prioritize, evaluate, remediate and continuously improve every digital touchpoint.

Prioritize
1. Legal requirements – documents that legally must be posted or be available online (example budget documents, Water Quality Report, board meeting agendas and minutes, call for self-nominations, etc.)
2. Online bill pay
3. Online forms
4. Images and graphics

5. All other PDF documents
6. Page content and structure

Document remediation

- All document uploads to website will be checked for compliance by Communications Team prior to loading on website, with exception of board meeting agendas and minutes which are the responsibility of the executive administrative assistant.
- Staff will coordinate with Communications Team if a document(s) needs to be updated on the website. Staff members will review the appropriate checklist for creating accessible documents (see Resources section) and will make every effort to deliver a document requiring minimal remediation work.
- Original source document will be provided to Communications Team.
- Communications Team will work with appropriate staff and evaluate document for accessibility.
- Communications Team will determine if the document can be remediated in-house, or if it is too complex and will need to be contracted to Accessible Be for remediation.
- Communications Team will track all work requiring outside remediation assistance. Initial plan is for Communications Team to cover cost of remediation and will budget for the work accordingly.

Checks and balances when creating for accessibility

When creating anything for digital content whether it's originated in Word, PowerPoint, InDesign, Canva, Excel, etc., staff will build it with accessibility in mind. This includes:

- **Color:** Check color contrast to meet the current WCAG standards
- **Alt text:** Use alt text for all photos, images, etc. Do not create images of text. For an image that is purely decorative, mark it as such with alt text "".
- **Headings:** Use logical heading structure (h1, h2, h3, etc.). Use the built in style formatting tools in the program.
- **Links:** When adding/creating hyperlinks, avoid link text such as "click here," instead use language that states the purpose of the link
- No flickering, blinking or flashing content is allowed
- **Title**: Include document title
- **Fonts:** Use standard sans-serif fonts – ornate fonts are hard to read
- **Tables:** Use simple structure with defined header rows. Do not have blank cells in a table. Add alt text to a table.

All digital content will be checked for accessibility using the following tools:

- **Adobe Acrobat** – Convert all documents to PDF format using Adobe Acrobat. Perform necessary remediation from PAC reports, within Adobe Acrobat. PAC identifies issues, Adobe Acrobat is where you fix them.
- **PAC** – PDF Accessibility Checker, an automated PDF/UA accessibility checker that checks for WCAG and UA compliance.
- **Colour Contrast Analyser** – Checks the accessibility of the contrast ratio of two colors. Output reports whether it meets WCAG 2.1 AA and AAA standards.
- **NVDA** – Non-Visual Desktop Access, a screen reader for the blind and visually impaired.

Website accessibility

- Run monthly automated accessibility scans of website and post results on accessibility page of website and save in files.

- Run all documents through PAC checker before loading to website. File and save document and associated accessibility report for every document loaded to the website.

Procurement of digital services

Ensure procurement of all future digital services includes accessibility requirement that adhere to the latest WCAG guidelines. New vendors must provide accessibility statement and sign vendor accessibility agreement.

VIII.   Resources

All documents noted below are available on Centennial Water's Sharepoint site, The Hub, for staff reference.

1. Word accessibility checklist
2. Recommended color contrast pairings
3. PowerPoint accessibility checklist
4. Online document retention policy
5. Creating accessible emails in Constant Contact
6. RiseVision digital messaging checklist
7. Vendor accessibility agreement
8. Creating accessible tables in Word checklist