Evidence of An Accessibility Plan

**Compliance with the rules:**

A public entity may be considered in compliance with the technology accessibility rules if they:

1. Provide reasonable accommodations or modifications and
2. Has a published accessibility statement and
3. **Can provide evidence of making good faith progress on their plan to remove accessibility barriers**

The example below shows Colorado Judicial might provide evidence of making good faith progress on their plan to remove accessibility barriers.

**Compliance with HB24-1454:**

A government entity that is not able to meet the steps to comply with the OIT rules by July 1, 2024 may instead pursue compliance with the requirements of HB24-1454 through July 1, 2025. On July 1, 2025 all government entities must comply with the OIT rules.

A government entity may be immune from liability through July 1, 2025 for failure to comply with the OIT rules if they meet the following three criteria:

* Make good faith efforts toward resolution of a complaint of noncompliance;
* Create a clear, easy-to-find process that is prominently displayed on all front-facing web pages for requesting redress for inaccessible digital products, including contact options that are not dependent on web access; and
* **Create and post on front-facing web pages a progress-to-date report that is updated quarterly and demonstrates concrete and specific efforts toward compliance with the OIT rules.**

**Accessibility standards applied**

The Governor’s Office of Information Technology (OIT) has developed accessibility technical standards with 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 (W3C) [Web Content Accessibility Guidelines (WCAG) 2.1](https://www.w3.org/TR/WCAG21/) Level AA or higher
* [Section 508 of the U.S. Rehabilitation Act of 1973 Chapters 3,4,6](https://www.fcc.gov/general/section-508-rehabilitation-act)
* and following [C.R.S. 24-85-101 to 24-85-104, ARTICLE 85](https://leg.colorado.gov/sites/default/files/documents/2021A/bills/2021a_1110_rev.pdf)

Other accessibility considerations

Although our goal is WCAG 2.1 Level AA conformance, we have also applied some Level AAA Success Criteria to our website. Furthermore, we’ve incorporated several WCAG 2.2 updates into our recommendations and training for users.

**Judicial efforts**

Colorado Judicial Branch is committed to providing equitable access to all Coloradans. Additionally, these services are extended to anyone interacting with our state courts or probation services. Our ongoing accessibility effort works towards the day when all Branch services, programs, and activities are accessible, providing equal access to information and services to all Coloradans and beyond.

To that end, the Branch has a plan to prioritize, evaluate, remediate, and continuously improve every digital touchpoint within our services, programs, and activities. Below, you’ll find just some of the measures that the Branch is undertaking.

Accessibility Maturity

The Agency is at the following accessibility maturity level for 2024.

|  |  |  |
| --- | --- | --- |
| **Check One** | **Stage** | **Criteria** |
|  | Inactive | No awareness and recognition of need. At this stage organizations are inventorying their technology, have begun to make investments, etc…. |
|  | Launch | Recognized need organization-wide. Planning initiated, but activities not well organized. |
| Dec ‘24 | Integrate | Roadmap including timeline is in place, overall organizational approach defined and well organized. |
|  | Optimize | Incorporated into the whole organization, consistently evaluated, and actions taken on assessment outcomes. |

Why we are at this stage

We’ve made great progress since HB21-1110 has passed considering substantial challenges to the Branch:

* Limited budget for our program: Denied both financial means and personnel every year since bill was passed. First budget year in FY25 after all changes were due. Budget for FTE less than half of Equal Work for Equal Pay estimates.
* One FTE that manages the website, application remediation, documentation, policy, training, outreach, and communications.
  + This effort is in addition to their existing efforts.
* Newly authorized FTE for FY2025 will further this program integration to optimized stability with targeted approval in Feb/March 2025.

Organizational measures

* Define an accessibility roadmap including timeline, goals, roles, responsibilities and policies as needed for our organization.
* Include accessibility into our procurement processes.
* Conduct and maintain an inventory of technology then prioritize, validate through testing and address issues that are found in current technology.
  + Remediation completed on 3 major applications for Court Judicial Online Payments, Colorado State Court Data Access, and Public Access Terminals.
  + Effort represents 460 Jira Story Points ~ 3700 software hours.
  + 2 additional applications ready for production as of December ’24 with 640 story points ~2,760 development hours.
  + Identified next 4 internal applications for remediation. Backlog stories created and integrated into UI/UX design plan.
* Create and implement a plan for providing reasonable accommodation and modification until the technology can be made accessible.
  + [Accessibility Information | Colorado Judicial Branch](https://www.coloradojudicial.gov/accessibility-info)
* Provide contact information and support for receiving accessibility feedback and accommodations requests.
  + [AccessibilityRequests@judicial.state.co.us](mailto:AccessibilityRequests@judicial.state.co.us)
  + [720-625-5800](tel:7206255800)
* Mandate accessibility learning for current and new employees as part of Personnel Rules
  + Currently 57% of employees have completed foundational training since January ‘24
* Established learning series of 11 unique curriculum based on job role.
  + Over 940 classes completed for document remediation
* Incorporate accessibility requirements into our technology development stages including design, development, user experience, and quality assurance.
  + Incorporated integrated accessibility tools using Bootstrap
  + Application/Development group has created UX design team for accessibility.
* Completely re-created new front facing website.
  + Increased scores on Site Improve web-crawl tool from 58% to 89%.
  + 3 years and roughly 20,000 hours internal and vendor efforts.
  + Reduced un-tagged documents on website from 200+ to <150.
* Established dynamic planning for obsolete tool replacement utilizing Undue Burden and Equally Effective Alternate Access Plan documentation.
* Create and post on front-facing web pages a progress-to-date report that is updated quarterly and demonstrates concrete and specific efforts toward compliance with the OIT rules.
* Created 3-part learning series for creating audio and visual artifacts.
* Created learning series for Canva application.
* Created HR Hiring Practices guide.
* Created training for customer support ticketing process.
* Established website and application testing tools.
* Currently drafting accessibility risk assessment guidelines for requested applications/software.

**Formal approval**

* Name of person who authorizes this statement: Jason Harris, ITS Manager of Data and Information, Accessibility Advisory Group program director
* Date of approval/last updated on: 12/27/2024