



Technology Accessibility Policy

*Issued By: Troy Flick
Owner: Mesa County IT – Cyber Security
Updated: May 19, 2025*

1.0 Purpose and Benefits

The purpose of this policy is to ensure all persons regardless of disability are afforded equal access to Mesa County Information Technology Systems and related services in accordance with HB 21-1110, the Americans with Disabilities Act Amendments Act and all other applicable state/federal laws and regulations.

2.0 Definitions

- a. “Disability” shall have the same meaning as defined in § C.R.S. 24-34-301 (5.6)
- b. “Executive Sponsor” 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.
- c. “Information Technology Systems” or “ITS” shall mean any technology, hardware, or software that is both public-facing and internal-facing including any technology provided by or procured by Mesa 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).
- d. “WCAG” shall mean the most recent Web Content Accessibility Guidelines, international web standards [*the current version is 2.1, levels A, AA, and AAA*].

3.0 Governance, Roles and Responsibilities

a. County Wide Governance

Mesa County shall continuously investigate opportunities to improve countywide 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:

adacompliance@mesacounty.us

or by phone at:

970-683-4200

or though our ADA Digital Accommodation Request form located at:

<https://www.mesacounty.us/contact-us/adacompliance>

b. Designation of Executive Sponsor(s)

The Director of the Mesa County ITS Department (and his/her designees) shall be the Executive Sponsor(s) responsible for all implementation, compliance, investigation and corrective action matters related to accessibility of the County's Information Technology Systems. The Executive Sponsor(s) shall report any accessibility issues/concerns unable to be remedied within his/her power and/or authority (e.g. funding requests, legal questions, etc.) to the County Manager and County Attorney's Office as soon as reasonably possible. The Executive Sponsor(s) shall be responsible for investigating and remedying (whenever necessary) all accessibility issues discovered.

c. Tracking and Reporting

The Executive Sponsor(s) shall be responsible for implementing internal policies/procedures for tracking and keeping records of all IT accessibility reporting and decisions. The Executive Sponsor(s) shall compile and review all records and brief the County Manager's Office on recommended organizational changes no less than once annually.

4.0 Evaluation, Remediation, and Compliance

a. WCAG Compliance

Mesa 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.

b. Technology Accessibility Compliance

Mesa County shall, at a minimum, comply with the technology accessibility standards more specifically detailed in Section G below.

c. **Inventory of ITS Touchpoints**

Mesa 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.

d. **Budget Requests**

The Executive Sponsor(s) shall be responsible for budget requests to fund testing and remediation of websites, applications and all other ITS as necessary.

e. **Implementation**

The Executive Sponsor(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.

5.0 Skills and Training

a. **Skills/Training**

The Mesa County IT Department shall identify and provide accessibility resources and training to appropriate county personnel.

b. **Job Descriptions**

Mesa County shall include accessibility skills/knowledge requirements in appropriate job descriptions as determined by the Executive Sponsor(s).

6.0 Communication

Technology Accessibility Statement

Mesa County's Website shall have an Accessibility statement with contact information linked to the footer. The Accessibility statement shall read:

"Mesa County is committed to providing equitable access to our services to the public.

Our ongoing accessibility effort works towards being in line with the Web Content Accessibility Guidelines (WCAG) version 2.1, level AA criteria. These guidelines not

only help make technology accessible to users with sensory, cognitive and mobility disabilities, but ultimately to all users, regardless of ability.

Our efforts are just part of a meaningful change in making all Mesa County services inclusive and accessible. We welcome comments on how to improve our technology accessibility for users with disabilities and for requests for accommodations to any Mesa County services.”

7.0 Procurement and Vendor Management

Minimum Standards

Mesa County shall ensure all solicitation, evaluation and contract processes address Information Technology Systems accessibility. Mesa County shall ensure, at a minimum, the accessibility criteria contemplated in Sections C.1 and C.2 above are integrated into all solicitation, evaluation and contract processes and that the County uses such processes to improve the accessibility of all product/service offerings. This means all 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, Mesa County shall ensure all agreements, contracts, subcontracts, MOU's, etc. have provisions requiring accessibility compliance when applicable.

8.0 Technology Accessibility

a. Scope

This section G shall apply to Mesa County and vendors contracted by Mesa 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 Mesa 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 Mesa County prepare and plan for future accommodations.

b. 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 Mesa County, Colorado through any of the channels listed in Paragraph 2(B) above.

9.0 Contact Information

Submit all inquiries and requests for future enhancements to:

cybersecurity@mesacounty.us

10.0 Revision History

This policy shall be reviewed at least once every year to ensure relevancy.

- **05-19-2025** - Reviewed by *Ross Bacon*
 - Standardization and formatting for ADA compliance
 - Modified contact information
- **06-25-2024** - Reviewed by *Troy Flick*
 - Initial document creation