

SOUTHWEST METROPOLITAN WATER AND SANITATION DISTRICT

DIGITAL ACCESSIBILITY PLAN

1. Introduction

Southwest Metropolitan Water and Sanitation District (“District”) is committed to accessibility and strives to ensure its services are accessible to all persons, including those with disabilities. The District has a plan to prioritize, evaluate, remediate, and continuously improve digital touchpoints within our system and programs (“Plan”).

Our goal is to provide universal access to our website that meets the Governor’s Office of Information Technology (OIT) accessibility technical standards by following Web Content Accessibility Guidelines (WCAG) 2.1 Level AA or higher. This is an ongoing process. This includes the intent of providing enterprise standard configurations for technologies which provide service to those with disabilities.

2. Overview of Compliance Efforts

The District is committed to providing equitable access of information technology to all Coloradans. The District has made great progress, including taking steps to identify accessibility barriers, remediate issues, and implement a plan to meet and sustain ADA compliance throughout their website.

(a) Manual Testing and Evaluation

The District regularly checks accessibility auditing, checking conformance and assisting with remediation. The District monthly scans its website to ensure ongoing compliance, and makes timely changes to any inaccessible changes, if any are found.

The audit results provided by the Special District Website Accessibility Report in August 2025, reported the website is 77% compliant with WCAG 2.1 AA conformance, excluding several PDF’s that have not yet been remediated.

(b) Remediation

Upon review of audit results our accessibility officer began taking steps to address the issues.

- Reviewed audit results and identified documents to determine issues and resolve accessibility problems.
- Created a website accessibility plan and statement and posted on District’s website.

3. Web Accessibility Statement

Southwest Metropolitan Water and Sanitation is fully committed to providing accessible facilities, elements, and channels of communication to all members of the public. As part of this commitment, the District has a policy of providing an accessible website compatible with the Web Content Accessibility Guidelines (WCAG 2.1) and commercial screen reading software.

All features of the website are coded to allow individuals with vision and other impairments to understand and use the website to the same degree as someone without disabilities. We welcome feedback and can often resolve issues in a timely manner if they arise.

If you need any special assistance or accommodations, please contact our accessibility officer at info@swmetrowater.org or 303-979-2333.

Ongoing Compliance Information Compliance Officer

The District has designated a compliance officer for website disability-related accommodations. The compliance officer has received training in website accessibility and updates the site in accordance with those best practices. Contact our accessibility officer to report an issue at info@swmetrowater.org or 303-979-2333.

Compliance Procedures and Reports

In addition to annual testing with users with a wide range of disabilities and coding our website to WCAG standards, the District regularly scans its website to ensure ongoing compliance and makes timely changes to any inaccessible items, if any are found. For purposes of enhancing our commitment to transparency, the District will make the last three months of its reports available to the public.

Linked Documents and Third Parties

Please note that this site may link out to third-party websites, such as state or federal agencies, that do not have accessible content. This site may also include documents provided by third parties included in our agenda packets, for example. While we cannot control the accessibility of content provided by third parties, we are happy to assist any member of the public with reading and accessing content on our site.

Please contact our accessibility officer at info@swmetrowater.org or 303-979-2333, if you have an issue or see any areas that need improvement.

Report an Accessibility Issue

We are committed to your ability to access all content. Any issues or requests reported will be responded to by the compliance officer or designee within 2 business days.

4. Exclusions.

- Archived digital files such as historical documents, images, audio, maps, etc.
- Working drafts of documents from several years prior, such as budget and audit documents.
- Non-District platforms.

5. **Roles and Responsibilities.**

- Compliance Officer
 - (a) Monitor and stay current with WCAG updates, Colorado OIT updates, and any new rules/laws that pertain to accessibility compliance.
 - (b) Establish and oversee grievance procedure.
 - (c) Coordinate District's compliance with this policy.
 - (d) Respond to user inquiries related to web accessibility.
 - (e) Perform monthly automated scans of District's website and remediate as necessary.
 - (f) Attend accessibility training and stay current on latest trends.
- Authors of documents intended for sharing on District website
 - (a) Comply with this policy.
 - (b) Make every effort to create accessible documents.

6. **Priorities and Steps for Compliance.**

The District has a plan to prioritize, evaluate, remediate and continuously improve every digital touchpoint.

Prioritize

- (a) Legal requirements – documents that legally must be posted or be available online (example budget documents, board meeting agendas, election documents, annual reports and other statutorily required documents.)
- (b) Page content and structure.
- (c) Frequently accessed documents.
- (d) All other documents, including PDFs.

Document Remediation

- (a) All document uploads to website will be checked for compliance prior to loading on website.
- (b) Inaccessible documents will be reviewed to determine if the document can be remediated in-house, or if it is too complex and will need to be contracted out for remediation.

Checks and Balances for Creating Accessible Content

When creating anything for digital content whether it originated in Word, PowerPoint, Excel, etc., it will be built 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 documents are fixed.

Website Accessibility

- Run monthly automated accessibility scans of website and save in files.
- Run accessibility scan on all documents before loading to 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.