



Town of Wellington digital accessibility plan

Introduction

The Town of Wellington values full inclusion and access for every resident to all Town facilities, programs, information, activities and services. We recognize the moral imperative of providing full access to everyone, and as such we are pleased to provide meaningful accommodations to comply with the American with Disabilities Act (ADA) and reasonably provide translation, interpretation, modifications, accommodations, alternative formats, auxiliary aids and services.

Accessibility is vital when creating web services. We believe improving the experience of accessing information online for members of our community with disabilities will at the same time improve that experience for every member of the community. We believe better digital access builds trust in Town government, extends the reach of our services and helps maximize innovation in the community. Finally, we believe sharing quality, accessible content can help improve the quality of life for Wellington residents.

Questions or concerns regarding accessibility and ADA compliance should be directed to ADA coordinators Kelly Houghteling or Stephanie Anderson at ADA@WellingtonColorado.gov, (970) 568-3381, or 8225 3rd St. in Wellington during normal business hours.

The Town's [ADA Policy and Grievance Procedure](#) are available on its website.

Background

According to the [Colorado Governor's Office of Information Technology](#), Under the Colorado Anti-Discrimination Act (CADA), it is unlawful for any person to discriminate against an individual with a disability.

As a local government entity, by July 1, 2025, Wellington was required to have developed an accessibility plan using the accessibility standards created by OIT and be in full compliance with the [WCAG 2.1 AA Guidelines](#) in the creation and publication of any online content and materials. This includes but is not limited to text, links, images, forms, PDFs, documents, and embedded third-party applications.

We have posted and included here a progress report detailing our conformance status.

Web Content Accessibility Guidelines (WCAG)

According to [World Wide Web Consortium \(W3C\)](#), The Web Content Accessibility Guidelines (WCAG) is developed through the W3C process in cooperation with individuals and organizations around the world, with a goal of providing a single shared standard for web content accessibility that meets the needs of individuals, organizations, and governments internationally. WCAG explains how to make web content more accessible to people with disabilities. Web "content" generally refers to the information in a web page or web application, including:



- Natural information such as text, images, and sounds
- Code or markup that defines structure, presentation, etc.

The [State of Colorado Governor's Office of Information Technology](#) states that, "Platform providers, including OIT, SIPA and vendor partners, are required to provide a platform that is compliant with the most recently published W3C, Web Content Accessibility Guidelines (WCAG)."

What Wellington is doing

The Town of Wellington is dedicated to ensuring digital accessibility for all. The Town is working toward compliance with Web Content Accessibility Guidelines (WCAG) 2.1, Level AA.

Our goal is to enable citizens to successfully gather information and conduct business through our digital platforms. We are committed to providing timely responses to reports of inaccessible digital content or requests for reasonable accommodation or modification.

Several members of Town staff are tasked with ensuring accessibility and ADA compliance: the Deputy Town Administrator (DTA) and Human Resources Director (HRD) serve as ADA compliance officers. The Town Clerk (TC) manages Town records, and the Sr. Marketing and Communications Specialist (PIO) and IT Director (ITD) are working to increase digital accessibility. Finally, the Management Analyst (MA) is conducting self-evaluations for ADA compliance for the creation of a Transition Plan.

In addition, the Town is arranging training for staff members in conjunction with the Rocky Mountain ADA Center to ensure all content and documents posted to the Town's website (WellingtonColorado.gov) moving forward meet accessibility standards.

Website platform

The Town of Wellington is currently using a CivicPlus platform for its website. This content management system is built to be highly compliant with Section 508 of the Rehabilitation Act and WGAC 2.1 A and AA levels. CivicPlus is the leading government website provider and leader in accessibility and compliance. In addition, the Town utilizes Acquia (formerly Monsido) and resources through Microsoft to check compliance for the Town's website as well as other potential websites or third-party platforms yet to be determined.

Content remediation

In addition to ensuring the accessibility of all new content, the Town of Wellington is also working on the remediation of existing content in order to meet ADA standards. Due to staffing limitations as well as funding challenges associated with mass content remediation, remediating



all digital content before the July 2025 deadline would have caused an undue burden to the Town.

Instead, as staff members work on a viable solution for mass remediation, the Town is committed to providing meaningful accommodations for any existing document or webpage as requested by any member of the public. Accommodations could include, but are not limited to, translation or interpretation services, modifications to the original format, alternative formats, and auxiliary aids and services.

This approach ensures members of the public can access any information from the Town they need to while staff members continue looking for a permanent solution for content remediation.

Requests from the public

We welcome requests for accommodations and feedback about the accessibility of the Town of Wellington's online services. Any member of the public wishing to request accommodations for existing content on a Town webpage or document can do so by contacting the Town's ADA compliance team:

- Email: ADA@wellingtoncolorado.gov.
- Phone: (970) 568-338.
- In person: 8225 3rd St. in Wellington during normal business hours.

The Town of Wellington is committed to responding within three business days. Depending on the specific request, accommodations may take up to (but not more than) 30 days to complete.

What's next

As part of our digital accessibility plan, the Town is focusing on making Town services as inclusive as possible. This includes taking the following steps:

- Utilizing tools to identify and address any accessibility issues on the Town's website (WellingtonColorado.gov).
- Creating training with help from the Rocky Mountain ADA Center for staff members to ensure all new content and documents meet accessibility standards.
- Providing meaningful accommodations as requested by members of the public to provide full access to any existing Town webpage or document.
- Continuing to seek a permanent solution for remediation of existing content.

Technology Accessibility statement

The Town of Wellington will provide a timely response to reports of inaccessible ICT or requests for a reasonable accommodation or modification. Our ADA Accessibility Policy, which is available at WellingtonColorado.gov/545/ADA-Policy-and-Grievance-Procedure and is



accessible from any of our digital platforms, offers multiple methods for individuals to request reasonable accommodations:

- Email: ADA@wellingtoncolorado.gov.
- Phone: (970) 568-338.
- In person: 8225 3rd St. in Wellington during normal business hours.

Town of Wellington Digital Accessibility Plan Progress Report		
Task	Staff	Status
Establish, maintain, monitor accessibility on Town's website	PIO, ITD	In progress
Develop training to ensure new content meets standards	PIO, DTA	In progress
Establish method & process for accessibility requests	DTA, HRD	Completed
Find feasible solution for content remediation	PIO, ITD	In progress
Establish improved system for keeping records	TC	In progress
Conduct self-evaluations and make plan for ADA compliance	MA	In progress