

**RESOLUTION NO. 7 SERIES OF 2025**

**A RESOLUTION OF THE TOWN OF WILLIAMSBURG, COLORADO ADOPTING THE AMERICANS WITH DISABILITIES ACT (ADA) COORDINATOR AND PROCEDURES.**

**WHEREAS**, under **Title II of the ADA**, the Town of Williamsburg is committed to ensuring that all public services, programs, communications, and facilities—including digital platforms—are accessible to individuals with disabilities; and

**WHEREAS**, to uphold this commitment, the Town of Williamsburg shall designate the **Town Clerk, Deputy Clerk, and Town Mayor as ADA Coordinators**, responsible for overseeing compliance, addressing accessibility concerns, and coordinating necessary accommodations; and

**WHEREAS**, in compliance with **Title II of the ADA**, the Town of Williamsburg shall **adopt and implement a grievance procedure** to efficiently resolve complaints alleging violations of ADA accessibility requirements; and

**WHEREAS**, the Town of Williamsburg shall **publish a public notice** informing residents of their rights under the ADA and the Town's obligations to ensure accessibility; and

**WHEREAS**, the Town of Williamsburg shall maintain transparency by **publicly posting the ADA Coordinator's name, office address, telephone number, ADA Notice, and grievance procedure on the Town's official website** to ensure accessibility for all, including individuals who rely on assistive technology;

**NOW, THEREFORE, BE IT RESOLVED**, that the Town of Williamsburg reaffirms its commitment to full compliance with **ADA Title II regulations**, including both **physical and digital accessibility**, and shall take all necessary steps to ensure that residents with disabilities have equal access to government services, facilities, and information.

**ADOPTED AND APPROVED THIS 18TH DAY OF MARCH, 2025, BY THE BOARD OF TRUSTEES OF THE TOWN OF WILLIAMSBURG, COLORADO.**



Attestation: Ashley Smith, Town Clerk

  
Joelina Espinoza, Mayor

3/12/25 - Resolution posted via Agenda attachment on website and Public Notice Boards located at:

- Quincy and Iron Horse Road, Williamsburg, CO
- Wilmont Road and Smith Gulch Road, Williamsburg, CO
- 1 John Street, Williamsburg, CO



# Town of Williamsburg ADA Digital Accessibility Plan

## Commitment to Accessibility

The Town of Williamsburg is dedicated to full inclusion and equal access to all town facilities, programs, activities, and services. In alignment with the Americans with Disabilities Act (ADA) and Colorado state law, we are committed to ensuring that our digital content and technology are accessible to all individuals, including those with disabilities.

Our goal is to provide digital content that enables individuals with disabilities to access the same information, engage in the same interactions, and receive the same services as those without disabilities—while maintaining privacy, independence, and ease of use. This applies to all Information and Communication Technology (ICT), which includes websites, digital documents, online forms, multimedia, and other electronic communications.

## Why Digital Accessibility Matters

Ensuring digital accessibility is essential for:

- **Providing equal access** to government services.
- **Enhancing transparency** in governance.
- **Supporting community participation**, particularly for those with disabilities.
- **Building trust and engagement** with all Williamsburg residents.
- **Complying with legal requirements**, including **Title II of the ADA** and **Colorado House Bills 21-1110 and 24-1454**, which mandate full digital accessibility compliance by **July 1, 2025**.

## ADA Digital Compliance Measures

To meet digital accessibility requirements, the **Town of Williamsburg** will:

1. **Appoint an ADA Digital Compliance Coordinator**
  - The **Town Clerk** and Deputy Clerk will serve as **ADA Coordinators**, ensuring that digital content meets accessibility standards.
2. **Develop and Implement Digital Accessibility Policies**
  - Establish clear guidelines for creating and maintaining **accessible digital content**.
  - Regularly review and update policies to align with federal and state regulations.
3. **Adopt the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA**
  - Ensure that all websites, online services, and digital materials comply with WCAG standards.
  - Implement best practices for website **design, structure, and navigation** to improve accessibility.
4. **Provide Accessibility Training for Staff**
  - Train staff involved in **content creation, website management, and digital communication** on accessibility requirements.
  - Offer ongoing education on best practices and tools for maintaining compliance.
5. **Enhance Public Access to Digital Services**
  - Improve **website readability, color contrast, and screen reader compatibility**.
  - Offer **alternative formats** (e.g., large print, braille, and audio versions) upon request.

- Implement **assistive technologies** to improve usability.
- 6. **Establish a Public Grievance Procedure**
  - Create a **clear process** for individuals to report **accessibility barriers** or request accommodations.
  - Provide multiple methods for submitting complaints (email, phone, website form).
  - Respond promptly to **requests for accommodation or content remediation**.
- 7. **Ensure Third-Party Vendor Compliance**
  - Require all vendors providing digital services to the town to comply with **ADA and WCAG 2.1 standards**.
  - Utilize the **Colorado Office of Information Technology's Vendor Accessibility Checklist** for procurement.
- 8. **Monitor and Report Progress**
  - Maintain an **ADA Digital Accessibility Status Report** with quarterly updates.
  - Identify **existing accessibility barriers** and set priorities for remediation.
  - Regularly evaluate and improve digital accessibility efforts based on community feedback and technological advancements.

## Remediation of Existing Content

Due to funding and staffing limitations, **remediating all digital content immediately may present an undue burden**. To address this, the Town of Williamsburg will:

- **Prioritize critical content** such as government documents, emergency notifications, and public services.
- **Provide alternative formats** for content that has not yet been fully remediated.
- **Ensure that all newly created content** meets accessibility standards moving forward.

## Technology Accessibility Statement

The Town of Williamsburg is committed to promptly addressing inaccessible digital content and requests for reasonable accommodations. Our accessibility statement, available on all digital platforms and printed materials, provides clear instructions for requesting accommodations.

## How to Report Accessibility Issues

If you encounter any **barriers to accessing digital content** or need an accommodation, please contact:

### ADA Coordinator: Town Clerk

📍 Office Address: 1 John Street, Williamsburg, CO 81226

✉ Email: [clerk@williamsburgcolorado.com](mailto:clerk@williamsburgcolorado.com)

☎ Phone: 719-784-4511

We appreciate your cooperation and support as we work toward a more inclusive and accessible digital environment for all residents of Williamsburg.

Town of Williamsburg ADA Action Plan		
Task	Status	Description

Initiation of ADA research efforts	7/25/2024	ADA compliance memo submitted to Board of Trustees
Adopt ADA Resolution	3/18/2025	Resolution 7 of 2025
Qtrly Reviews	In progress	
Web Content and Creation	11/22/2024	A new website platform agreement was signed with G-Works to make it easy to use and to increase compliance.
	1/2025	G-Works was sent the web design chart to organize the city's website
Obtain software for PDF compliance/remediation	12/2024	Applied for SIPA grant to obtain Common Look License to make PDF's ADA accessible for the town website.
	1/15/25	Commenced using the CommonLook online software.
Include ADA button on website	In progress	
Social Media Training	To be scheduled	
General Digital ADA Training	To be scheduled	
Update Job descriptions as needed	In progress	
Update Board Agendas with verbiage	In progress	
Audit images, content headings, forms, and PDFs on the website	In progress	
Update forms on website and remove content not used	In progress	
Creation of Best Practices for content	To be scheduled	
Creation of how-to and accessible docs	To be scheduled	

Audio of Board Meetings	Complete	Audio files are recorded of board meetings and are available to the public upon request.
Creation of grievance policy and procedure	3/18/2025	Brought to the Board of Trustees for approval with Resolution 7 of 2025.
Town Park ADA compliance	10/15/2024	Trustee Krautheim charged with researching a plan for ADA compliance at the Town Park.
	2/28/2024	The Board of Trustee Vision Committee met and agreed to create a master plan for the Town Park and Scutti Park. It may involve taking down park equipment because ADA compliance would be costly and it is rarely used by residents per survey. Researching grants will be needed for any plans put together. ADA port-a-potties will need to be included in the master plans and grants.

# **Town of Williamsburg ADA Grievance Procedure**

## **Purpose**

The Town of Williamsburg is committed to ensuring equitable access to all town programs, services, and facilities for individuals with disabilities. This ADA Grievance Procedure provides a clear and fair process for addressing complaints regarding digital and physical accessibility under Title II of the Americans with Disabilities Act (ADA).

## **Filing a Grievance**

Any individual who believes they have been denied access to a program, service, or facility due to a disability may file a grievance. Complaints may be submitted in writing, by phone, or in person.

## **How to File a Grievance**

A grievance may be filed using the Town of Williamsburg ADA Complaint Form, which can be accessed:

- By Email: [clerk@williamsburgcolorado.com](mailto:clerk@williamsburgcolorado.com)
- By Phone: 719-784-4511
- In Person or Mail: Town Hall, 1 John Street, Williamsburg, CO 81226

If assistance is needed to complete the form, individuals may contact the ADA Coordinator, who will document the grievance on their behalf.

## **Information to Include in the Complaint**

To assist in addressing the issue, the grievance should include:

- Name, address, phone number, and email of the complainant.
- Description of the accessibility issue, including the date and location.
- Webpage URL (if applicable) or details about the program/service in question.
- Preferred format for response (e.g., email, large print, audio recording).
- Any suggested resolutions that could improve accessibility.

## **Complaint Resolution Process**

1. Acknowledgment (Within 10 Business Days)





- The Town of Williamsburg will acknowledge receipt of the grievance within 10 business days.
- 2. Investigation (Within 45 Calendar Days)**
  - The ADA Coordinator will review the complaint, gather relevant information, and may contact the complainant for further details.
  - If needed, the ADA Coordinator will meet with the complainant to discuss the issue and potential resolutions.
- 3. Written Response (Within 60 Calendar Days)**
  - The complainant will receive a written decision detailing:
    - Findings of the investigation.
    - Any corrective actions or modifications planned.
    - Explanation if no ADA violation was found.
- 4. Request for Reconsideration (Within 30 Calendar Days)**
  - If dissatisfied with the response, the complainant may request reconsideration by submitting a written appeal to the Town Administrator within 30 days.
  - The Town Administrator or designee will review the case and provide a final determination within 60 calendar days.
- 5. Further Remedies**
  - If the complainant is not satisfied with the final resolution, they may file a complaint with the U.S. Department of Justice or other appropriate state or federal agencies.
  - Use of the Town's grievance procedure is not a prerequisite to pursuing other legal remedies.

## **File Maintenance**

The Town of Williamsburg will maintain all ADA grievance records for a period of three (3) years, including complaint details, investigation results, and resolutions.

## **Contact Information**

For any accessibility concerns, accommodation requests, or to file a grievance, please contact:

 **ADA Coordinator: Town Clerk**  
 **Email:** [clerk@williamsburgcolorado.com](mailto:clerk@williamsburgcolorado.com)  
 **Phone:** [Phone Number]  
 **Address:** Town Hall, 1 John Street

The Town of Williamsburg is committed to promptly addressing accessibility issues and ensuring that all residents can fully participate in town services and programs.

# Town of Williamsburg

## Nondiscrimination & Accessibility Complaint Form

### Filing a Complaint

This form is used to report accessibility concerns or discrimination related to programs, services, or facilities operated by the Town of Williamsburg under Title II of the ADA.

#### Submission Options:

- Email: [clerk@williamsburgcolorado.com](mailto:clerk@williamsburgcolorado.com)
- Mail/In-Person: Town of Williamsburg, ATTN: Town Clerk, 1 John Street, Williamsburg, CO 81226
- Phone Assistance: Call 719-784-4511 for help completing the form.

### Section 1: Contact Information

- ◆ First Name\*: \_\_\_\_\_
- ◆ Last Name\*: \_\_\_\_\_
- ◆ Phone Number (Home or Cell)\*: \_\_\_\_\_
- ◆ Address: \_\_\_\_\_
- ◆ City: \_\_\_\_\_
- ◆ State: \_\_\_\_\_
- ◆ Zip Code: \_\_\_\_\_
- ◆ Email Address: \_\_\_\_\_

### Section 2: Complainant Information

Are you filing this complaint on your own behalf?

- ☐ Yes (Skip to Section 3)
- ☐ No (Complete the information below)

- ◆ First Name\*: \_\_\_\_\_
- ◆ Last Name\*: \_\_\_\_\_
- ◆ Phone Number (Home or Cell)\*: \_\_\_\_\_
- ◆ Address: \_\_\_\_\_
- ◆ City: \_\_\_\_\_



- ◆ State: \_\_\_\_\_
- ◆ Zip Code: \_\_\_\_\_
- ◆ Email Address: \_\_\_\_\_

### Section 3: Incident Description

- ◆ Date of Incident\*: \_\_\_\_ / \_\_\_\_ / \_\_\_\_
- ◆ Location of Incident\*: \_\_\_\_\_
- ◆ Describe the issue\* (Include details about the program, service, or facility and why you believe it was discriminatory or inaccessible:  
\_\_\_\_\_  
\_\_\_\_\_

- ◆ Witnesses (if any): Name(s) & Contact Information

- ◆ Have you discussed this issue with a Town employee?

☐ Yes (Provide Name & Position): \_\_\_\_\_

☐ No

- ◆ Have you filed a complaint with any other agency or court?

☐ Yes (Check all that apply) ☐ Federal Agency ☐ Federal Court ☐ State Agency ☐ State Court ☐ Local Agency

☐ No

- ◆ Additional Documentation (Optional):

### Section 4: Affirmation & Submission

I affirm that the above information is true to the best of my knowledge.

- ◆ Full Name\*: \_\_\_\_\_

- ◆ Date\*: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

