Judicial Evidence of 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 Level AA or higher
- Section 508 of the U.S. Rehabilitation Act of 1973 Chapters 3,4,6
- and following C.R.S. 24-85-101 to 24-85-104, ARTICLE 85

1300 Broadway, Suite 1200, Denver, Colorado 80203
Phone: 720-625-5000 • 800-888-0001 • Fax: 303-218-9149
courts.state.co.us

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 fiscal year 2026:

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.
	Integrate	Roadmap including timeline is in place, overall organizational approach defined and well organized.
Jun '26	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:

- Judicial has shifted left by optimizing WCAG standards into design modality of the Development lifecycle of existing and new applications.

- Judicial has now conducted external reviews of all the remediated applications and found very few opportunities for improvement. The scores provided by external audit revealed an average A- score in compliance with all the WCAG 2.2 standards (higher than the state requirement). These opportunities to improve have been prioritized and scheduled with the applications teams.
- Judicial has prioritized and hired department staff to specifically focus on digital accessibility across all platforms, including documentation that is used internally to conduct our work, as well as externally for the public to interact or apply for our services.
- We have incorporated WCAG 2.1, level AA compliance, into our entire application development lifecycle program. Accessibility is now at the forefront of design, rather than at the point of remediation. This maturity level is distinctly different than where we were two years ago. The continued proactive application of testing and validation has greatly improved the quality of our products.
- We regularly test using both automated and manual tools for accessibility. Within application development, our staff has experienced an upheaval in skills through both formal training as well as over the shoulder support from professional services.
    - The applications and QA teams have incorporated several tools, including ANDI, Lighthouse, Color Contrast checkers and NVDA into their testing protocols.

Organizational measures

- Define an accessibility roadmap including timeline, goals, roles, responsibilities and policies, as needed, for our organization.
- Include accessibility into our procurement processes to include standard language for all vendors so that their products and documents all meet WCAG compliance.
    - Recent legislation has also modified contract language requirements to add accountability for high quality products.
- Conduct and maintain an inventory of technology, then prioritize, validate through testing, and address issues that are found in current technology.
- Remediation completed on 12 major applications, including Court Judicial Online Payments, Colorado State Court Data Access, Public Access Terminals, Court Appointed Council, Office of Dispute Resolution (ODR), VASOR/SOTIPS, Colorado Courts E-Filing Manager, and several others.
    - Effort represents 2580 Jira Story Points ~ 15,800 software development and testing hours.
- Create and implement a plan for providing reasonable accommodation and modification until the technology can be made accessible.
    - Accessibility Information | Colorado Judicial Branch

- Provide contact information and support for receiving accessibility feedback and accommodations requests.
    - AccessibilityRequests@judicial.state.co.us
    - 720-625-5800
- Mandate accessibility learning for current and new employees as part of Personnel Rules.
    - Currently 94% of employees have completed foundational training since.
- Established learning series of 11 unique curriculum based on job role.
    - Approximately 1200 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 97.7%.
    - Three years and roughly 20,000 hours internal and vendor efforts.
    - Since July 2024, we have uploaded approximately 1,500 documents—including public pleadings, press releases, and related materials—to the court's website. As of May 2026, we have achieved a 98.5% success rate for properly tagged and titled document uploads.
- Established dynamic planning for obsolete tool replacement utilizing Undue Burdens 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 three-part learning series for creating audio and visual artifacts.
- Created HR Hiring Practices guide.
- Created training for customer support ticketing process.
- Established website and application testing tools.
- Prioritization methods:
    - First item of prioritization is public facing applications used to apply for services or interact with the courts based on size of user population as well as usage metrics.
    - Next item of priority is risk to citizens of timely need of services.
    - Thirdly, whether the application is within the control of judicial to change.
- Our prioritization doesn't end there as we highly value a diverse workforce and must also adhere to internal facing documents and applications that are used to perform normal work. This prioritization provides the order of steps to remove barriers.

    - Identification of standards, application code development, testing, validation, user acceptance testing, and incorporation into active services.
    - Proactively assist departments and judicial districts with accessibility issues before they arise.
- Provided over 70 hours of direct in-person and virtual training to individuals in first 9-months of calendar year 2026, which has accounted for over 430 hours of participation from employees of Colorado Judicial.
- Received independent audit validation across several sites and applications from interested parties to confirm excellent compliance as well as suggested edits. Working to incorporate edits as applicable.
- Developed changes to public facing application to provide innovative solutions for identity management and optimizing security controls that empower users of all abilities to manage their security access to Pro Se Case Management documents.

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: 9/21/2026