

Colorado Springs Utilities

Digital Accessibility Progress Report

May 13, 2025

Overview

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](#)

This progress-to-date report posted on www.csu.org demonstrates the concrete and specific efforts taken by Colorado Springs Utilities toward compliance with the OIT rules and requirements of [HB24-1454](#). Review [our accessibility statement](#) or [report a possible accessibility issue](#).

Progress Report – High Level Milestones

Date	Milestone	Status
Date	Description	Status
Dec. 2020	Web Accessibility Compliance Services Vendor Procured and Engaged	Complete
April 2023	Website Redesign Project Kickoff	Complete
July 2023	Website Content Management System (CMS) Selected	Complete
Nov. 2023	Content Management System procurement	Complete
Dec. 2023	Website Design Services Request for Proposal (RFP) Published	Complete
March 2024	Website Design Implementation Kickoff	Complete
May 2024	Technology Accessibility Program Initiation	Complete
May 2024	Procurement Contract Language Updated	Complete
May 2024	Level Access (Accessibility Vendor) Amendment Signed	Complete
June 2024	Project Manager and Team Identified	Complete
June 2024	Customer Complaint and Escalation Process Established	Complete
June 2024	Digital Accessibility Statement Publication	Complete

July 2024	Contract Sponsor (PRC) Communication (Wave 1)	Complete
July 2024	Digital Accessibility Project Kickoff	Complete
Aug. 2024	Accessibility Contracting Status and Compliance Letters/Emails (Wave 1)	Complete
Aug. 2024	Digital Accessibility Project Team Work Session	Complete
Sept. 2024	Selection of Digital Assets and PDF Solutions	Complete
Sept. 2024	Website Redesign Launch	Complete
Sept. 2024	Accessibility Contracting Status and Compliance Letters/Emails (Wave 2)	Complete
Oct. 2024	Assisted Listening System Installed in the Blue River Boardroom	Complete
Oct. 2024	CSU.org PDF Remedy (Wave 1)	Complete
Oct. 2024	Budget Approved for AdStaff Support to Address Procurement Vendor Outreach	Complete
Oct. 2024	Procurement Process Established to Ensure Accessibility Language in All Contracts	Complete
Oct. 2024	High-Risk Applications/Software Identified for Vendor Accessibility Improvement	Complete
Oct. 2024	Internal Program Ownership Established	Complete
Nov. 2024	Digital Accessibility Tools Reviewed with Four Vendors.	Complete
Nov. 2024	Conducted An FEA Interview for The Organization's Accessibility Training Plan	Complete
Nov. 2024	CSU.org PDF Remedy (Wave 2)	Complete
Nov. 2024	Colorado Springs Utilities joined the Colorado Digital Accessibility Networking Group	Complete
Nov. 2024	Matrix Developed for Exceptions and High-Risk Contract Escalation	Complete
Dec. 2024	CSU.org PDF Remedy (Wave 3)	Complete
Dec. 2024	Selection of Automated Document Remediation Tool	Complete
Jan. 2025	Resource Assigned for Alt Text and Document Clean-up on CSU.org	Complete
Jan. 2025	Integrating Accessibility Guidelines into Approved Organizational PowerPoint Template	Complete
Jan. 2025	CSU.org Document Clean-Up Project Kick Off	Complete
Jan. 2025	Organization-Wide Communication and Training Planning	Complete
Feb. 2025	Procurement Contract Vendor Finalization	Complete
Feb. 2025	Digital Accessibility Program Model Approved	Complete
March 2025	CSU.org Document Clean-Up (Wave 1)	Complete
March 2025	Internal Digital Accessibility Training Hub Launch	Complete
March 2025	CSU.org PDF Remedy (Wave 4)	Complete