

Accessibility Statement

Office of Retirement Services (ORS), City of San José

The City of San José Office of Retirement Services (ORS) is committed to ensuring that its digital services and content are accessible to all members of the public, including individuals with disabilities.

Commitment to Accessibility

ORS strives to meet or exceed the requirements of the **Americans with Disabilities Act (ADA), Title II**, and to conform to the **Web Content Accessibility Guidelines (WCAG) 2.1, Level AA**. These standards help ensure that our website and digital content are accessible to people with a wide range of disabilities, including those who rely on assistive technologies.

Accessibility Features

To support accessibility, ORS has implemented the following practices:

- Providing text alternatives for images and non-text content
- Ensuring sufficient color contrast for readability
- Enabling keyboard navigation across web pages
- Using clear headings, labels, and structured content
- Supporting compatibility with screen readers and other assistive technologies

Ongoing Efforts

ORS is committed to continuous improvement. We regularly review our website and digital materials and work with City departments to identify and address accessibility barriers.

Third-Party Content

Some ORS web pages or documents may link to or include third-party content that is not fully controlled by ORS. While we encourage our partners to provide accessible content, we cannot guarantee accessibility for all external materials.

Requesting Accommodations or Reporting Issues

If you experience difficulty accessing content on our website or need materials in an alternative format, please contact us:

- **Email:** Retirement.dept@sanjoseca.gov
- **Phone:** 408-794-1000
- **Mailing Address:** City of San José Office of Retirement Services, 1737 N 1st Street, Suite 600, San Jose, CA 95112

When contacting us, please include:

- The nature of the accessibility issue
- The web page or document involved
- Your preferred format or accommodation

We will make every reasonable effort to respond promptly and provide the requested information in an accessible format.

Compatibility

ORS digital content is designed to be compatible with current versions of major web browsers and commonly used assistive technologies.

Accessibility Resources

For more information about accessibility standards, please visit the [Web Content Accessibility Guidelines \(WCAG\) 2.1](#) website.

Last Updated

This Accessibility Statement was last updated on May 5, 2026.