

CivicPlus Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: CivicPlus Municipal Websites - Central (Public)

Report Date: September 2024

Product Description: A full-featured and flexible website solution for all local government departments simplifying website management with a trusted and guided experience through extensive functionality that's flexible for all local governments and departments, while also amplifying citizen engagement through award-winning website designs and exceptional citizen interactions.

Contact Information: <https://www.civicengagecentral.civicplus.help/hc/en-us/requests/new>

Notes: Testing has been completed on the URLs and modules provided by CivicPlus, which CivicPlus believes encompasses all functionalities available on the public-facing side of the product.

VPAT coverage does not extend to any customer-created content or any third-party content that CivicPlus customers may incorporate while customizing their sites on the CivicPlus platform.

Evaluation Methods Used: To complete a VPAT, we collaborate with a dedicated team of testers who share their personal experiences using assistive technologies like screen readers. This helps us better understand the challenges people with disabilities face online and improve our web accessibility solutions.

Our team includes certified accessibility experts, developers, manual testers, and our A11iance team — people with disabilities who test using various assistive technologies. This diverse approach helps us assess accessibility comprehensively:

- Using screen readers like NVDA and JAWS
- Testing on both PC and Mac
- Combining automated and manual testing

By leveraging this diverse expertise and rigorous testing approach, we can help you ensure that your product meets the highest accessibility standards for all users.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Does not Support	Criteria is not supported at this time and is undergoing further testing in order to be corrected.
1.2.2 Captions (Prerecorded) (Level A)	Does not Support	Criteria is not supported at this time and is undergoing further testing in order to be corrected.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Does not Support	Criteria is not supported at this time and is undergoing further testing in order to be corrected.
1.3.1 Info and Relationships (Level A)	Partially supports	<ul style="list-style-type: none"> Breadcrumb navigation may not have accessible language so that the screen reader announces them properly. A series of related links such as with social media should have list markup so that the screen reader user knows how many links are encountered and can keep count moving through them. Some pagination elements are missing their accessible name and region information. Elements must provide the screen reader user with the appropriate role and state information, as per user interaction and submenu items. Some submenu controls expand without activating them, so it will confuse screen reader users. There are instances of unnecessary elements such as a table or a list structure. These are not apparent unless the user runs a screen reader. List structure may be used inappropriately for form fields or for single elements.
1.3.2 Meaningful Sequence (Level A)	Partially supports	<ul style="list-style-type: none"> Focus order of the tab may change if the user is using landscape vs. portrait mode There are instances where an accordion structure is incorrect and lacks the state information (collapsed/expanded, open/closed). The screen reader user needs this information. There are some instances of hidden text that the screen reader announces. The screen reader should only be announcing text that is visible onscreen.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A)	Not applicable	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Supports	
2.1.1 Keyboard (Level A)	Partially supports	<ul style="list-style-type: none"> There are instances where submenu options are inaccessible to the keyboard. Make sure to provide the appropriate role and state information to the menu and submenu options. Play/pause controls must be operable and focusable with the keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	
2.2.1 Timing Adjustable (Level A)	Supports	
2.2.2 Pause, Stop, Hide (Level A)	Partially supports	<ul style="list-style-type: none"> Most instances are supported adequately. Fixes affecting this criteria are on the current development roadmap.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	
2.4.1 Bypass Blocks (Level A)	Partially supports	<ul style="list-style-type: none"> In some cases, after activating the skip to content link, the focus goes to the main section of the page.
2.4.2 Page Titled (Level A)	Partially supports	<ul style="list-style-type: none"> Page titles may be incorrect in some instances.
2.4.3 Focus Order (Level A)	Partially supports	<ul style="list-style-type: none"> Focus order may be out of order should be in the order the elements appear.
2.4.4 Link Purpose (In Context) (Level A)	Partially supports	<ul style="list-style-type: none"> Links may be missing an accessible name; the screen reader announces only a URL. Links may not be announced at all; the screen reader user needs to hear what the element is as they encounter it. There are instances of redundant links where both a linking image and a text link are directed to the same URL. Ensure that only a single element is provided along with empty textual equivalents to avoid redundant links.

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not applicable	
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Not applicable	
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not applicable	
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.2.6 Consistent Help (Level A 2.2 only)	Supports	
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Partially supports	<ul style="list-style-type: none"> The required (*) field symbol is missing for the email and password input fields. Required field notification should be located at the top of form instead of at the bottom of a page so the screen reader user is notified before filling anything out.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Partially supports	<ul style="list-style-type: none"> The accessible name and expand/collapse state information may not be provided for all controls. The role of each link must be announced by the screen reader so the user knows it is interactive. Provide appropriate tab structure to elements, including correct role and state information.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Does not support	Criteria is not supported at this time and is undergoing further testing in order to be corrected.
1.2.5 Audio Description (Prerecorded) (Level AA)	Does not support	Criteria is not supported at this time and is undergoing further testing in order to be corrected.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Partially supports	<ul style="list-style-type: none"> Ensure that labels are associated with their element.
1.4.3 Contrast (Minimum) (Level AA)	Supports	
1.4.4 Resize text (Level AA)	Supports	
1.4.5 Images of Text (Level AA)	Partially supports	<ul style="list-style-type: none"> Images of text may be used in few cases. Text may be set as plain text and not incorporated into a graphic.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Does not support	Criteria is not supported at this time and is undergoing further testing in order to be corrected.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Does not support	Criteria is not supported at this time and is undergoing further testing in order to be corrected.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	
2.4.5 Multiple Ways (Level AA)	Not Applicable	
2.4.6 Headings and Labels (Level AA)	Does not support	<ul style="list-style-type: none"> Heading levels may be missing or incorrect.
2.4.7 Focus Visible (Level AA)	Supports	
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	
2.5.7 Dragging Movements (Level AA 2.2 only)	Not applicable	
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Does not support	Criteria is not supported at this time and is undergoing further testing in order to be corrected.
3.1.2 Language of Parts (Level AA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Partially supports	<ul style="list-style-type: none"> Error messages may not be announced to the screen reader user. Error messages must provide guidance to the user as to how to fix their error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	

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