CivicPlus Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version:

SeeClickFix 311 CRM Mobile Apps (iOS 6.2+ and Android 7.2+)

Report Date: May 2025

Product Description: The SeeClickFix 311 CRM solution enables residents to report non-emergency issues, share feedback, and request information with their local governments. The SeeClickFix 311 CRM product utilizes native mobile apps for residents to utilize to report and view issues.

Contact Information: support@seeclickfix.com

Notes:

Evaluation Methods Used:

- Manual Testing
- axe DevTools Mobile

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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)	Not Applicable	Product does not have audio or video content.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	Product does not have audio or video content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Product does not have audio or video content.
1.3.1 Info and Relationships (Level A)	Supports	
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Not Applicable	Product does not have audio content.
2.1.1 Keyboard (Level A)	Supports	
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	
2.2.1 Timing Adjustable (Level A)	Not Applicable	Product does not have time-constrained features.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	Product does not have time-constrained features.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	
2.4.1 Bypass Blocks (Level A)	Supports	
2.4.2 Page Titled (Level A)	Supports	
2.4.3 Focus Order (Level A)	Supports	
2.4.4 Link Purpose (In Context) (Level A)	Supports	
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	
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	The criterion is not relevant to the product.
3.1.1 Language of Page (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
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)	Supports	
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)	Supports	

Table 2: Success Criteria, Level AA

Notes: Our mobile application, currently locked to portrait mode, does not meet the WCAG 2.1 criteria 1.3.4 regarding orientation flexibility. The application is designed to operate in a fixed display orientation to ensure a consistent user experience. Allowing orientation changes would require significant design modifications and technical effort due to the specific structure of the app. However, we are committed to providing an accessible user experience and offer alternative solutions at the product level.

To address users' needs for flexible orientation options, we provide a responsive web-based version of the product. This web application adapts to both portrait and landscape orientations, allowing users to access the same information and functionalities as the mobile app. The responsive web app serves as a reasonable accommodation for users requiring different orientations, ensuring compliance with accessibility standards for the overall product.

While the mobile app is part of our larger ecosystem, we acknowledge that orientation restrictions may present challenges for certain users. We recommend using the web app via a mobile browser to navigate the content in a way that suits their orientation preferences. In doing so, we meet the needs of users who may otherwise face difficulties with fixed orientation while still maintaining a high-quality experience across platforms.

Our approach balances accessibility compliance with product design feasibility, ensuring that users have options for accessing the service in ways that suit their individual requirements.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	
1.3.4 Orientation (Level AA 2.1 and 2.2)	Does Not Support	Please see note above. To address users' needs for flexible orientation options, we provide a responsive web-based version of the product.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	
1.4.3 Contrast (Minimum) (Level AA)	Supports	
1.4.4 Resize text (Level AA)	Supports	
1.4.5 Images of Text (Level AA)	Supports	
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	
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)	Supports	
2.4.6 Headings and Labels (Level AA)	Supports	
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)	Partially Supports	Generally supported within product. Additional improvements needed to ensure map panning is supported from external keyboards.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	
3.1.2 Language of Parts (Level AA)	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Supports	
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	

Legal Disclaimer (CivicPlus)

This Voluntary Product Accessibility Template (VPAT) is provided as a self-assessment by CivicPlus, LLC ("CivicPlus"). The information in this document is intended to help our customers understand how much our product(s) meet the accessibility guidelines of A and AA levels of the Web Content Accessibility Guidelines (WCAG) 2.0, 2.1, and 2.2.

This VPAT is based on a self-assessment conducted by CivicPlus. It reflects the CivicPlus's understanding and interpretation of the product's accessibility features and conformance at the time of the assessment. This self-assessment is not an independent third-party evaluation.

CivicPlus makes no representations or warranties, express or implied, regarding the accuracy, completeness, or reliability of the information contained in this VPAT. The accessibility of the product(s) may change over time due to updates, enhancements, or modifications.

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 Users are encouraged to consult with accessibility experts to ensure that the product meets their specific accessibility needs and requirements. The user is responsible for verifying the claims made in this VPAT through independent testing and evaluation.

CivicPlus reserves the right to update or modify this VPAT at any time without prior notice. Users should refer to the most current version of the VPAT for the latest information.

For further information or to provide feedback regarding this VPAT, please contact support@seeclickfix.com.

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