CivicPlus Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: SeeClickFix 311 CRM Web (Public)

Report Date: October 2024

Product Description: The SeeClickFix 311 CRM solution enables residents to report non-emergency issues, share feedback, and request information with their local governments. The organization's staff then use the solution to manage resident communications and respond to requests.

Contact Information: support@seeclickfix.com

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.

This report provides a comprehensive overview of all functionalities available on the public-facing side of the product. Please note, however, that this version temporarily excludes user preference settings, which will be integrated into future updates.

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

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	All meaningful images contain descriptive text alternatives, and meaningful images are hidden.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	No Audio/video on site.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No Audio/video on site.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No Audio/video on site.
1.3.1 Info and Relationships (Level A)	Partially Supports	Information and relationships are communicated to assistive technology users in an effective manner throughout the site, with few exceptions that were identified to be remedied: • Select a Location page - The list markup is missing for some radio controls e.g.' Submit as yourself, Hide your identity, and submit as a guest. • Select a Location page - The grouping is not provided to the checkboxes e.g., 'Open' presented under the 'Filter by Status' section. • Place page - The 'Main' landmark is missing on the page. • Place page - The incorrect list structure is provided to the 'View Requests, New Request'. • New Watch Area page - The breadcrumb elements are missing the accessible name and navigation region.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Partially Supports	Meaningful sequence is supported for keyboard and assistive technology users throughout the site, with few exceptions that were identified to be remedied: • New Watch Area page - The incorrect list markup is provided for the breadcrumb elements. • Service Requests page - When the user navigates to the down arrow key hidden element announces after 'This content is currently blocked' text. • Place page - When the user activates the dialog, the focus does not move immediately inside the dialog.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound throughout the site.
1.4.1 Use of Color (Level A)	Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element throughout the site.
1.4.2 Audio Control (Level A)	Supports	Criteria requirements are met.
2.1.1 Keyboard (Level A)	Partially Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, with few exceptions that were identified to be remedied: • Place page - The 'Language' control is not focusable and operable with the keyboard. • Watch Area page - The 'close(x)' control is not focusable and operable with the keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus is not trapped.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	Character Key shortcuts are not in use.
2.2.1 Timing Adjustable (Level A)	Not Applicable	No timing functions in use.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	No features where pausing, stopping, or hiding information is used.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	No flashing content is present on site.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A)	Not Applicable	Repeated blocks of content are not present on the scope fo the site tested.
2.4.2 Page Titled (Level A)	Supports	Pages are titled uniquely throughout the site.
2.4.3 Focus Order (Level A)	Partially Supports	All focusable components receive focus in an order that preserves meaning and operability, with few exceptions that were identified to be remedied: • Place page - The 'Language' control is not focusable and operable with the keyboard. • Watch Area page - The 'close(x)' control is not focusable and operable with the keyboard.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, with few exceptions that were identified to be remedied: • Select a Location page - The accessible name is incorrectly provided for the logo image. • Service Requests page - The accessible name is incorrectly provided for the logo image.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	For all functionality that can be operated using a single pointer, no down-events are used to execute functions.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	UI components with labels that include text or images of text contain the text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	No device-motion operation is used on site.
3.1.1 Language of Page (Level A)	Supports	Language is specified on all pages of the site.
3.2.1 On Focus (Level A)	Supports	No changes in context occurs when any component receives focus anywhere on the site.
3.2.2 On Input (Level A)	Supports	Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component throughout the site.

Criteria	Conformance Level	Remarks and Explanations
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Help can be found consistently in the site's main navigation.
3.3.1 Error Identification (Level A)	Supports	Input errors are identified and steps to recover throughout the site.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Labels or instructions are provided when content requires user input, with few exceptions that were identified to be remedied: • New Watch Area page - The required(*) is missing for the input fields.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	Site supports auto population wherever required.
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply	Does not apply	Deprecated in 2.2.
4.1.2 Name, Role, Value (Level A)	Partially Supports	For all UI components, the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies, with few exceptions that were identified to be remedied: • Place page – Logo name incomplete. • Place page - The accessible name is incorrectly provided for the 'Download on the app store, Get it on Google pay' links. • Service Request page - The accessible name is not provided 'This content is currently blocked. The content is either under' link. • Watch Areas page - The role link is incorrectly provided for the 'Create a Watch Area Help' and 'Watch Areas' elements. • Watch Areas page - The accessible name is missing for the search icon. • Watch Areas page - The 'Create a Watch Area' control is missing state information.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	No Audio/video on site.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	No Audio/video on site.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Orientation is not locked.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	The purpose of each input field collecting information about the user can be programmatically determined throughout the site.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Appropriate color contrast is used for text throughout the site.
1.4.4 Resize text (Level AA)	Supports	Resizing of text with proper reflow is supported throughout the site.
1.4.5 Images of Text (Level AA)	Supports	No images of text used.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	Non-text contrast is at least 3:1 CCR for active UI elements.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	Dynamic text spacing with no loss of content or functionality is supported throughout the site.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	Any additional content that is visible as a result of a pointer hover or keyboard focus is dimssible, and persistent until user dismisses it.
2.4.5 Multiple Ways (Level AA)	Not Applicable	Site is of a limited scope and does not require for multiple ways to navigate.
2.4.6 Headings and Labels (Level AA)	Partially Supports	Headings are provided on all pages thrghout the site in a logical structure, with few exceptions that were identified to be remedied: • Watch Areas page - The heading level h1 is multiple times provided for the 'Chinook, Mt, Watch Areas' texts. • Place page - The heading levels are incorrectly provided, for example, 'Report Issues on Your Mobile Phone' and 'Solutions For.' • New Watch Areas page - The heading level h1 is provided to the multiple times.
2.4.7 Focus Visible (Level AA)	Supports	Focus indication is visible throughout the site.

Criteria	Conformance Level	Remarks and Explanations
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	Dragging movements are supported via keyboard actions on the site.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	All calls-to-action are a minimum 24px x 24px.
3.1.2 Language of Parts (Level AA)	Supports	Language of parts is supported throughout the site.
3.2.3 Consistent Navigation (Level AA)	Supports	Site supports consistent navigation.
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality within a set of Web pages are identified consistently.
3.3.3 Error Suggestion (Level AA)	Supports	Errors provide identification and recovery instructions.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	No legal, financial, or data transactions are available on the site.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Not Applicable	Login functions were not in scope for this site.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	Status messages are communicated to the accessibility API.

Legal Disclaimer (AudioEye, Inc.)

Legal Disclaimer (CivicPlus)