

CivicPlus Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Municipal Websites Open (Public)

Report Date: December 2024

Product Description: The simplest and most intuitive website solution with full local government functionality through Drupal Open-Source software. Managing and delivering website content with ease and style using a full-featured Drupal Open-Source content management software, all for a reasonable price. And most importantly, keeping citizens informed through a custom-designed website that accurately reflects your community and provides built-in tools for citizens to stay engaged with their local government.

Contact Information: <https://www.civicengageopen.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

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)	Does not Support	<ul style="list-style-type: none"> • Role and/or role information may be missing or incorrect. Examples include Missing List Markup, Missing Table Markup, Inappropriate role or state information provided. • Incorrect table cell and header relationships. • Checkboxes on one page unexpectedly triggers page to reload.
1.3.2 Meaningful Sequence (Level A)	Does not Support	<ul style="list-style-type: none"> • Hidden content may be announced by the screen reader. • Hidden content should not be announced or should be made visible. • Focus order may be incorrect and may not be consistent with visual elements.
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.

Criteria	Conformance Level	Remarks and Explanations
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)	Does not Support	<ul style="list-style-type: none"> • Submenu does not expand and collapse as expected - operates as toggle buttons. • Menu controls on page were not operable by 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.
2.4.1 Bypass Blocks (Level A)	Supports	No bypass blocks detected during testing.
2.4.2 Page Titled (Level A)	Supports	Pages are titled uniquely throughout the site.
2.4.3 Focus Order (Level A)	Partially Supports	<ul style="list-style-type: none"> • Some pages may have inappropriate focus. • On one page, when a tab is activated, the focus moves to top of page, instead of staying in activated tab.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	<ul style="list-style-type: none"> • Accessible name may be missing. Make sure that provide the accessible name with the help of the aria-label attribute. • Accessible names may be redundant, more content necessary to ensure purpose is understandable.
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.

Criteria	Conformance Level	Remarks and Explanations
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.
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)	Does not Support	<ul style="list-style-type: none"> Buttons may have incorrect accessible names or be mislabeled, repetitive or redundant.
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)	Does not Support	<ul style="list-style-type: none"> Some elements may be missing roles, including combo boxes. Link, when activated, does not announce that is the current or selected. Buttons may be coded as a link. Elements may be missing state or role information. Tab structure may be incorrect. Selected state is missing on some buttons.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Open does not have any built-in media components.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	Open does not have any built-in media components
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	<ul style="list-style-type: none"> Hidden heading name is announced. Should be hidden from screen reader or made visible. Some headings may have incorrect levels assigned.
2.4.7 Focus Visible (Level AA)	Supports	Focus indication is visible throughout the site.
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)	Not Applicable	Dragging movements are not featured 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.

Criteria	Conformance Level	Remarks and Explanations
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)	Supports	Functionality meets criteria.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	<ul style="list-style-type: none"> When the user enters data into 'Search by Title', and activates the 'Apply' button, updated contents are not announced to the screen reader.

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