

CivicPlus Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

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

Report Date: November 2024

Product Description: The only CAAS website solution with full customizability and endless integration options to continuously support your growth and take your local government to the next level.

Contact Information: <https://www.civicengageevolve.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)

Standard/Guideline	Included In Report
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)	Partially Supports	<ul style="list-style-type: none"> Graphic links may not have appropriate label. In some cases, alt-text may on logo or other images may missing, or may not be descriptive enough to be meaningful. Decorative images on may be present and given alt-text, instead of being 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"> Some pages may be missing a main landmark or may have repetitive names. Landmark region may not include all content or links. Pagination navigation landmark may not be provided. Breadcrumb navigation landmarks missing. Some elements may include unnecessary or incorrect list markup. Pages may have missing or incorrect heading levels. Hidden links may be able to receive tab focus. Hidden heading may be announced by screen reader. Labels may be missing on elements such as grid, navigation breadcrumb. The expanded and collapsed state of some menu items are not announced. Two roles are provided to an interactive date control. It receives focus two times. Screen Reader may announce link names multiple times. Footer links may not be wrapped in a list. List markup may be missing.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Partially Supports	<ul style="list-style-type: none"> Incorrect focus order may be found. Focus order may shift to inappropriate elements upon activation. Non-interactive dialog section receives tab focus.
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	No audio controls are present.
2.1.1 Keyboard (Level A)	Does Not Support	<ul style="list-style-type: none"> Some controls and menus are not focusable and are not operable with the keyboard. Hidden links may be able to receive tab focus. On focus, some menus or sub-content expanded automatically. Unnecessary list structure may be provided with the incorrect role of menu and menu items. Tab loop may be missing in modal. Some pages may include unnecessary buttons. Links may be hidden or may be present but not be accessible by keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard traps were found.
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)	Supports	No features where pausing, stopping, or hiding information is used.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	No flashing content is present on site.
2.4.1 Bypass Blocks (Level A)	Supports	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	<ul style="list-style-type: none"> Some menus may have incorrect focus order.
2.4.4 Link Purpose (In Context) (Level A)	Partially supports	<ul style="list-style-type: none"> Hidden links may receive focus.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Accessible name for link may be missing. • Links may have a non-descriptive accessible name. • Redundant links may be present.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not applicable	Functionality not included on site.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Not applicable	Functionality not included on site.
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.
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"> • Labels may be missing or incorrect. • Dialog may be missing name or label. • A descriptive name may not be provided slide/carousel buttons.
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	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"> • Elements may be missing an accessible name. • Elements may have missing or incorrect role or state information. • Tab structure may be missing or incorrect. When the controls are activated, the focus should shift to the newly revealed tab components.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Redundant button names were found. Buttons may be coded as a link. • Names may not have meaningful names. (Ex. "See more") • When chatbot buttons are activated, its appearance and functionality change to allow the chatbot to be closed, but the accessible name does not update dynamically. • Some controls behave like a link, but the SR doesn't provide any information about the link role. • Widgets may have missing or unnecessary role menu and menu items. • Titles may not be provided to iframes.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	No Audio/video on site.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	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	Purpose is clear and meets criteria.
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.

Criteria	Conformance Level	Remarks and Explanations
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	<ul style="list-style-type: none"> • Hover and focus descriptions are functional and meet criteria.
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"> • In some cases, heading levels may be missing or incorrect. • Pages may be missing H1 headings.
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)	Partially supports	<ul style="list-style-type: none"> • In 'Overview,' the drag and drop functionality is not provided to the 'Entertainment, amusement parks, health care and so on' controls.
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)	Supports	Login functions were not in scope for this site.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Does Not Support	<ul style="list-style-type: none"> • Updated search results may not be announced by screen reader. • Progression through slides or carousel may not be announced correctly.

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