

# CivicPlus Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version: Community Development (Public)**

**Report Date: November 2024**

**Product Description:** A single solution for planning, permitting, licensing, and code enforcement.

**Contact Information: [civicgov@civicplus.help](mailto:civicgov@civicplus.help)**

**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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	All meaningful images contain descriptive text alternatives, and meaningful images are hidden.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	No Audio/video on site.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	No Audio/video on site.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	No Audio/video on site.
<a href="#">1.3.1 Info and Relationships</a> (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: <ul style="list-style-type: none"> <li>• Home – List markup may be missing</li> <li>• Dashboard – Pagination may be missing accessible name</li> <li>• Apply for Project - List markup may be missing</li> <li>• Make a Payment – Extra H1 may be present on page</li> <li>• Permitting – Pagination name and list markup may be missing</li> <li>• Planning and Zoning - List markup may be missing</li> </ul>
<a href="#">1.3.2 Meaningful Sequence</a> (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: <ul style="list-style-type: none"> <li>• Dashboard – Decorative or hidden elements may be visible to screen reader</li> </ul>
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components

Criteria	Conformance Level	Remarks and Explanations
		such as shape, size, visual location, orientation, or sound throughout the site.
<a href="#">1.4.1 Use of Color</a> (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.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	No audio controls were present as part of testing.
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	<p>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:</p> <ul style="list-style-type: none"> <li>• My Dashboard – Some combo boxes may not be keyboard operable</li> <li>• Permitting – Some elements may not be keyboard operable</li> </ul>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	Keyboard focus is not trapped.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Not Applicable	Character Key shortcuts are not in use.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not Applicable	No timing functions in use.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not Applicable	No features where pausing, stopping, or hiding information is used.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Not Applicable	No flashing content is present on site.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Not Applicable	Repeated blocks of content are not present on the scope fo the site tested.
<a href="#">2.4.2 Page Titled</a> (Level A)	Partially Supports	<p>Pages are titled uniquely throughout the site, with few exceptions that were identified to be remedied:</p> <ul style="list-style-type: none"> <li>• Make a Payment page may contain incorrect page title</li> </ul>
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially Supports	<p>All focusable components receive focus in an order that preserves meaning and operability, with few exceptions that were identified to be remedied:</p> <ul style="list-style-type: none"> <li>• Place page - The 'Language' control is not focusable and operable with the keyboard</li> <li>• Watch Area page - The 'close(x)' control is not focusable and operable with the keyboard</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	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.
<a href="#">2.5.1 Pointer Gestures</a> (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.
<a href="#">2.5.2 Pointer Cancellation</a> (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.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)	Partially Supports	<p>UI components with labels that include text or images of text contain the text that is presented visually, with few exceptions that were identified to be remedied:</p> <ul style="list-style-type: none"> <li>• Apply for Project page – Search input field may be missing visual label</li> <li>• Permitting page - Search input field may be missing visual label</li> </ul>
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)	Not Applicable	No device-motion operation is used on site.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	Language is specified on all pages of the site.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	No changes in context occurs when any component receives focus anywhere on the site.
<a href="#">3.2.2 On Input</a> (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.
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)	Supports	Help can be found consistently in the site’s main navigation.
<a href="#">3.3.1 Error Identification</a> (Level A)	Partially Supports	<p>Input errors are identified and steps to recover throughout the site, with few exceptions that were identified to be remedied:</p> <ul style="list-style-type: none"> <li>• Renew a License – Error on Submit may not announce to screen reader</li> <li>• Update a License page - Error on Submit may not announce to screen reader</li> </ul>
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Partially Supports	Labels or instructions are provided when content requires user input, with few exceptions that were identified to be remedied:

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• My Dashboard – Combo box may be missing programmatic label</li> <li>• Update a License – License number input field may be missing programmatic label</li> <li>• Make a Payment – Required field may be missing</li> </ul>
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Supports	Site supports auto population wherever required.
<a href="#">4.1.1 Parsing</a> (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.
<a href="#">4.1.2 Name, Role, Value</a> (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: <ul style="list-style-type: none"> <li>• My Dashboard – Some controls may be missing state information for collapse, dynamic table updates may not be communicated to screen reader, and combo box may be missing programmatic label</li> <li>• Apply for Project – Accessible name may be incorrect for some elements</li> <li>• Home page – Toggle nav may be missing state information, some links may be missing accessible role</li> <li>• Permitting page – Some elements may contain incorrect accessible names</li> </ul>

**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	No Audio/video on site.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	No Audio/video on site.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)	Supports	Orientation is not locked.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Partially Supports	<p>The purpose of each input field collecting information about the user can be programmatically determined throughout the site with few exceptions that were identified to be remedied:</p> <ul style="list-style-type: none"> <li>• My Dashboard – Some input fields may be missing programmatic labels</li> <li>• Renew a License – Required field indication may be msising</li> <li>• Make a Payment – Some input fields may be missing programmatic labels</li> </ul>
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	Appropriate color contrast is used for text throughout the site.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	Resizing of text with proper reflow is supported throughout the site.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	No images of text used.
<a href="#">1.4.10 Reflow</a> (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.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)	Supports	Non-text contrast is at least 3:1 CCR for active UI elements.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)	Supports	Dynamic text spacing with no loss of content or functionality is supported throughout the site.
<a href="#">1.4.13 Content on Hover or Focus</a> (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.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Not Applicable	Site is of a limited scope and does not require for multiple ways to navigate.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Partially Supports	<p>Headings are provided on all pages thrghout the site in a logical structure, with few exceptions that were identified to be remedied:</p> <ul style="list-style-type: none"> <li>• Dashboard – An incorrect H1 heading may be present</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	Focus indication is visible throughout the site.
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (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.
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Supports	Dragging movements are supported via keyboard actions on the site.
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Supports	All calls-to-action are a minimum 24px x 24px.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	Language of parts is supported throughout the site.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	Site supports consistent navigation.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	Components that have the same functionality within a set of Web pages are identified consistently.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	Errors provide identification and recovery instructions.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not Applicable	No legal, financial, or data transactions are available on the site.
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Not Applicable	Login functions were not in scope for this site.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)	Supports	Status messages are communicated to the accessibility API.

## Legal Disclaimer (AudioEye, Inc.)

© 2024 AudioEye, Inc. (All rights reserved. Unauthorized use, distribution, or duplication is prohibited.)

AudioEye, Inc. provides this report solely for an understanding of the product's accessibility. This report is not legal advice, does not guarantee compliance, and is provided on an "as is" basis. The information contained in this report is as of the report date above. Modifications, customizations, or alternations to the product may result in certain elements or all elements of this report becoming inapplicable.

## Legal Disclaimer (CivicPlus)

© 2024 CivicPlus (All rights reserved. Unauthorized use, distribution, or duplication is prohibited.)

This report is provided solely for an understanding of the product's accessibility. This report is not legal advice, does not guarantee compliance, and is provided on an "as is" basis. The information contained in this report is as of the report date above. This report does not serve as a certification of compliance with any accessibility laws, regulations, or standards, including but not limited to Section 508 of the Rehabilitation Act, the Americans with Disabilities Act (ADA), or the Web Content Accessibility Guidelines (WCAG). Users should not rely solely on this report to assess their legal obligations or compliance. Modifications, customizations, or alternations to the product may result in certain elements or all elements of this report becoming inapplicable.

Accessibility is an ongoing process, and CivicPlus is committed to continuous improvement. This report may be updated periodically to reflect the most current information available. Customers should ensure they are reviewing the most recent version of the report. In no event shall CivicPlus be liable for any direct, indirect, incidental, special, consequential, or punitive damages arising out of or related to the use of the information contained in this VPAT, even if CivicPlus has been advised of the possibility of such damages.