

CivicPlus Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Mass Notification MyAlerts Mobile App (Public)

Report Date: September 2024

Product Description: CivicPlus' Mass Notification solution empowers local governments to quickly inform and communicate with their residents with one tool, no matter where they are in the community. The Mass Notification mobile app called MyAlerts enables residents to receive alerts based on monitoring specific locations.

CivicPlus holds an exclusive license from Konexus to sell the CivicPlus Mass Notification (formerly known as CivicReady) solution to local government entities. The CivicPlus Mass Notification product uses the functionality of our third-party partner, repackaged and optimized for local government use.

Contact Information: civicready@civicplus.help

Notes:

Evaluation Methods Used: Google Accessibility Scanner, Google TalkBack, and manual testing

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 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 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)	Partially Supports	myAlerts app contains text descriptions along with icons and images. Images are representative of the description. In the Alerts tab, the icons in the alert row do not have a description. In the Locations tab, the icon to add a location does not contain a label or description that indicates that it can be used to add a location. When using Talkback, it is described as “plus”.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	myAlerts app does not include any audio / video content that require alternative media.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	myAlerts app does not include any videos that require captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	myAlerts app does not include any videos that require audio description or media alternative.
1.3.1 Info and Relationships (Level A)	Supports	
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Partially Supports	In the Edit Location Settings page, the only way to select the notifications for Severe Weather Alerts is through a slider.
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Not Applicable	myAlerts app does not have any audio content that requires audio control.
2.1.1 Keyboard (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	Keyboard shortcuts are not implemented in the myAlerts app.
2.2.1 Timing Adjustable (Level A)	Not Applicable	myAlerts does not have any content that is required to be completed within a certain time.
2.2.2 Pause, Stop, Hide (Level A)	Supports	
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	myAlerts app does not contain any content that flashes.
2.4.1 Bypass Blocks (Level A)	Supports	myAlerts app does not contain repeated content, each tab is specific and contains information pertaining to the tab.
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)	Does Not Support	Severe Weather Alert slider in Edit Location Settings is a path-based gesture without providing alternate ways to select the alerts.
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)	Partially Supports	While Google TalkBack was able to read out the text in the page title vs tab name, it could have been made clear on the heading, label, etc. Also, Accessibility Scanner indicated that certain item labels may not be readable by screen readers.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	myAlerts app does not rely on motion actuation for inputs.
3.1.1 Language of Page (Level A)	Supports	Screen reader was able to read the text, and the app uses only English.
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Partially Supports	Whenever a change is made to any of the options in the Edit Location Settings or Quiet Hours page, the system does not provide a warning or a save button to save the changes. The changes are saved when the back button is clicked.

Criteria	Conformance Level	Remarks and Explanations
		Delete button is available to delete locations, Send Feedback button is available to submit feedback, and Done button is available to exit out of replay introductions page.
3.2.6 Consistent Help (Level A 2.2 only)	Does Not Support	myAlerts app does not indicate that human support is not available.
3.3.1 Error Identification (Level A)	Partially Supports	When the given location is not available, the results display no results found message. Similarly, an error message is displayed when the user tries to add current location when it is already included. No error message is displayed when the user inputs invalid hour or minute, the app sets to a default value which might not be noticeable.
3.3.2 Labels or Instructions (Level A)	Supports	
3.3.7 Redundant Entry (Level A 2.2 only)	Not Applicable	myAlerts app does not require redundant data to be provided for the same location / input fields.
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	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

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	myAlerts app does not include any videos that require live captions.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	myAlerts app does not include any videos that require audio descriptions.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Does Not Support	myAlerts app is locked in portrait mode. The app does not rotate based on the orientation of the screen.

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Partially Supports	From the screen shots and reports there's a couple areas that are unknown if the labels are readable. Locations: fab_new_location and locations_list.
1.4.3 Contrast (Minimum) (Level AA)	Does Not Support	There are several hits for contrast in the reports for multiple pages. Looks like it might be the white on that shade of blue with most pages along with having grey on white for some text and inactive icons. In the Alerts tab, unread alerts are in bold to differentiate from read alerts.
1.4.4 Resize text (Level AA)	Partially Supports	While the app allows the resize of text through Font Resize option in the Settings – Accessibility menu, some of the texts within the app overlap with each other making reading difficult.
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)	Does Not Support	Reports hit on orange on white icons within locations page and alerts page (I don't think this icon counts though). Reports hit on the non-active icons as well mentions in 1.4.3.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Partially Supports	When the font size is set to the highest value, myAlerts app uses ellipsis in the Alerts tab to indicate that additional text is hidden. In the Locations tab, overflowing addresses are listed in the next line. However in the Alert Details page, value of Issued and In effect until rows overlap with the text below it. Same with Severe Weather Alerts setting in the Edit Location Settings page.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Not Applicable	myAlerts app does not contain any elements that are displayed on hover.
2.4.5 Multiple Ways (Level AA)	Partially Supports	myAlerts app has only three main sections and all of them can be accessed from the same screen after the app is opened.

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		Active alerts can be viewed in both list and map view. Replay Introductions page has both Next button and tab circles for the user to navigate through the four (4) pages.
2.4.6 Headings and Labels (Level AA)	Supports	All headings, sections, labels have descriptive names.
2.4.7 Focus Visible (Level AA)	Partially Supports	On some elements (bottom navigation tabs), the focus indicator is not always visible.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	Whenever a component is in focus, such as Add Location or Search Location, only the selected component is in focus. Similarly text fields such as feedback field and email address have a highlighted border around them to display the focused fields.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	Severe Weather Alert in Edit Location Settings uses a linear slider control widget that allows tapping or clicking on any point of the slider track to change the value and set the thumb to that position.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Supports	Map within the Alert Detail page displays two options – Get Directions and Open in Google Maps which are at 41dp x 43dp. Accessibility Scanner suggested to modify it to 48dp wide and 48dp high or larger.
3.1.2 Language of Parts (Level AA)	Supports	All text is in English.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation is through the menu at the bottom of the app, which stays sticky irrespective of the tab or the page the user is currently in.
3.2.4 Consistent Identification (Level AA)	Supports	Icons used are consistent with the text used.
3.3.3 Error Suggestion (Level AA)	Does Not Support	When the value for hour and minute are outside the acceptable values, the app does not provide suggestion on the acceptable values.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	myAlerts app does not contain any data that would cause legal or financial transactions. If the locations data need to be updated or deleted, the user can delete.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Not Applicable	myAlerts app does not require the user to authenticate to use the app.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	<p>When a location is deleted, the app does not provide any status message about deletion. The location is removed from the list.</p> <p>When the Test Notification row is clicked, “Test notification sent” message is displayed.</p>

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 CivicPlus' 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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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 civicready@civicplus.help.

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