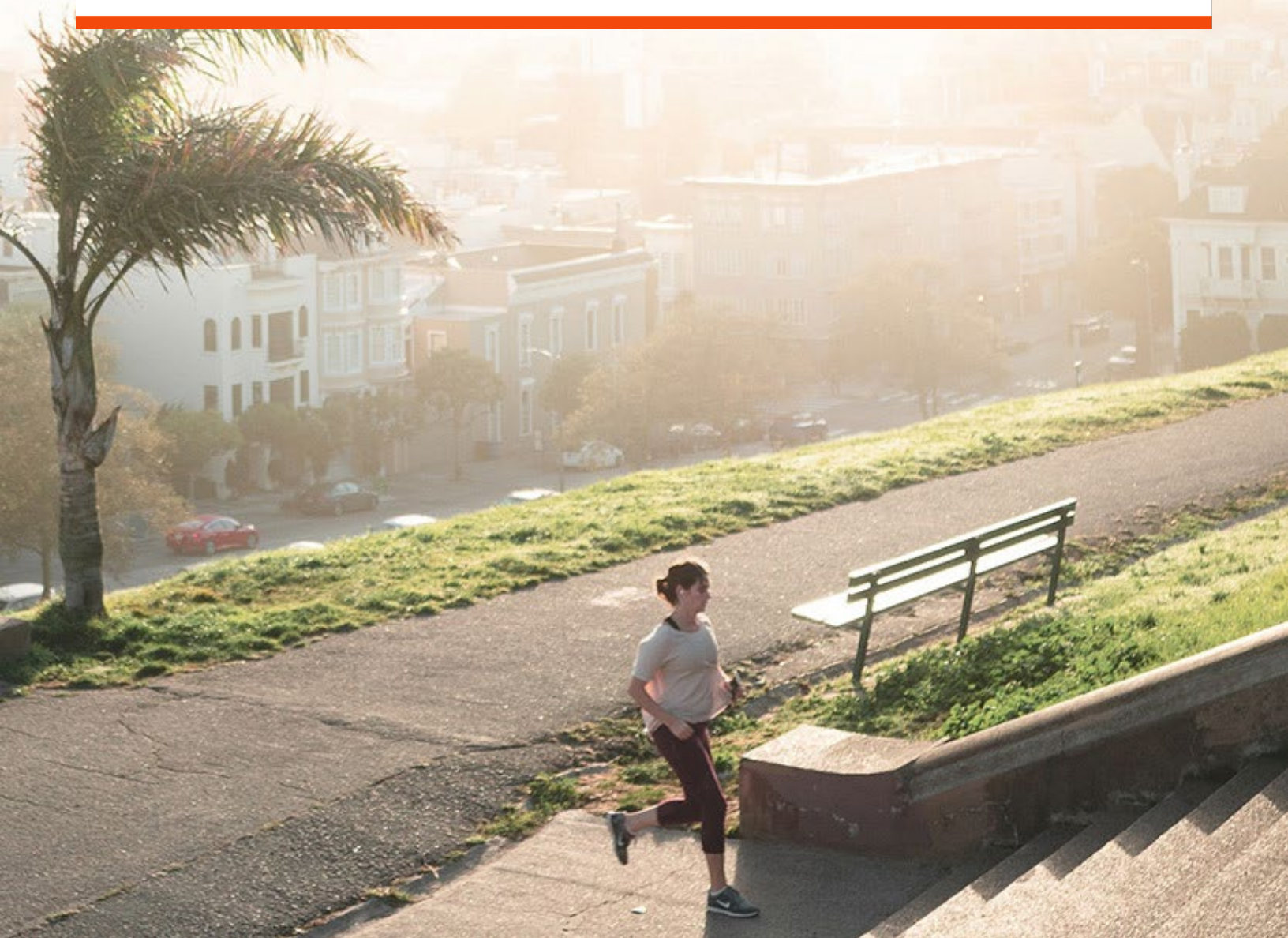




eTRAKiT Accessibility Compliance Report

Community Development
April 26, 2022



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Background

The WCAG provides criteria and techniques for meeting accessibility standards, and contains three levels of increasing conformance (Levels A, AA, and AAA) for meeting those standards. Conformance is scoped for entire pages, complete processes, and accessibility-supported ways of using technologies. Accessibility compliance is evaluated using a combination of semi-automated tools and manual techniques by an experienced reviewer.

Scope of review

Version: eTRAKiT 19.3.18.0

Base URL of the application: <https://.../etrakit/>

URLs included in review:

- All pages available at time of review. For the complete list, see Appendix B: Full URL List.

URLs excluded from review:

- None

Dates evaluation was conducted:

- 26-Aug-2021 to 26-Apr-2022

Review process

Conformance to the WCAG 2.0 Level AA criteria was evaluated using a combination of semi-automated accessibility testing tools and manual testing techniques. The web application was primarily evaluated on the following web browsers:

- Google Chrome, Version 98.0.4758.102 (Official Build) (64-bit)
- Internet Explorer, Version 21H1 (OS Build 19043.1288)
- Microsoft Edge, Version 96.0.1020.30 (Official build) (64-bit)

The evaluation and validation tools used in this review include the following:

- **WCAG 2.0 Criteria**
Guidelines for ensuring web content meets certain levels of accessibility conformance.
- **WebAIM Web Accessibility In Mind**
Online resource library for accessibility testing tools and techniques.
- **Lighthouse**
Developer tool that works in the browser to evaluate the accessibility compliance of a given page.
- **WAVE Web Accessibility Evaluation Tool**
Browser extension to evaluate the accessibility compliance of a given page.
- **NVDA (NonVisual Desktop Access)**
Screen reader application.

Manual testing techniques used in this review included using keyboard-only navigation, mouse-only interactions, simulations of various color-vision deficiencies, and assistive screen reader technologies to perform typical activities in the application.

Compliance terms

The following terms are used to describe the level of conformance for each accessibility guideline.

- **SUPPORTS:** Product functionality meets the criterion without known defects, or meets it with equivalent facilitation.
- **PARTIALLY SUPPORTS:** Some functionality of the product does not meet the criterion.
- **DOES NOT SUPPORT:** Majority of product functionality does not meet the criterion.
- **NOT APPLICABLE:** Criterion is not relevant to the product.
- **NOT EVALUATED:** Product was not evaluated against the criterion. Only applicable for WCAG 2.0 Level AAA criteria.

Results

Based on **Lighthouse accessibility compliance**, eTRAKiT is 97% compliant.

Based on **Wave Tool accessibility compliance**, eTRAKiT is 90.84% compliant.

Based on this accessibility evaluation, eTRAKiT is close to meeting the WCAG 2.0 Compliance Level AA criteria. Conformance to each success criteria, organized by the compliance level, is documented in the following tables.

WCAG success criteria: Level A

Criteria	Conformance	Remarks
1.1.1 Non-text Content (Level A)	SUPPORTS	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	NOT APPLICABLE	
1.2.2 Captions (Prerecorded) (Level A)	NOT APPLICABLE	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	NOT APPLICABLE	
1.3.1 Info and Relationships (Level A)	PARTIALLY SUPPORTS	
1.3.2 Meaningful Sequence (Level A)	SUPPORTS	
1.3.3 Sensory Characteristics (Level A)	SUPPORTS	
1.4.1 Use of Color (Level A)	NOT APPLICABLE	
1.4.2 Audio Control (Level A)	NOT APPLICABLE	
2.1.1 Keyboard (Level A)	PARTIALLY SUPPORTS	Most content on the page is keyboard accessible.
2.1.2 No Keyboard Trap (Level A)	SUPPORTS	
2.1.4 Character Key Shortcuts (Level A)	NOT APPLICABLE	

Criteria	Conformance	Remarks
2.2.1 Timing Adjustable (Level A)	NOT APPLICABLE	
2.2.2 Pause, Stop, Hide (Level A)	NOT APPLICABLE	
2.3.1 Three Flashes or Below Threshold (Level A)	NOT APPLICABLE	
2.4.1 Bypass Blocks (Level A)	SUPPORTS	
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)	NOT APPLICABLE	
2.5.2 Pointer Cancellation (Level A)	NOT APPLICABLE	
2.5.3 Label in Name (Level A)	PARTIALLY SUPPORTS	This criterion needs to be tested using Dragon (speech recognition software tool).
2.5.4 Motion Actuation (Level A)	NOT APPLICABLE	
3.1.1 Language of Page (Level A)	PARTIALLY SUPPORTS	eTRAKiT supports English only.
3.2.1 On Focus (Level A)	PARTIALLY SUPPORTS	Most content on the page does not change context on focus except the JavaScript jump menu.
3.2.2 On Input (Level A)	PARTIALLY SUPPORTS	Most content on the page does not change context on input except the JavaScript jump menu.
3.3.1 Error Identification (Level A)	PARTIALLY SUPPORTS	
3.3.2 Labels or Instructions (Level A)	SUPPORTS	

Criteria	Conformance	Remarks
4.1.1 Parsing (Level A)	SUPPORTS	
4.1.2 Name, Role, Value (Level A)	PARTIALLY SUPPORTS	Role is missing from some elements.

WCAG success criteria: Level AA

Criteria	Conformance	Remarks
1.2.4 Captions (Live) (Level AA)	NOT APPLICABLE	
1.2.5 Audio Description (Prerecorded) (Level AA)	NOT APPLICABLE	
1.3.4 Orientation (Level AA)	NOT APPLICABLE	
1.3.5 Identify Input Purpose (Level AA)	SUPPORTS	
1.4.3 Contrast (Minimum) (Level AA)	NOT APPLICABLE	Color contrast analyzer tool was not used to validate.
1.4.4 Resize text (Level AA)	DOES NOT SUPPORT	
1.4.5 Images of Text (Level AA)	NOT APPLICABLE	
1.4.10 Reflow (Level AA)	DOES NOT SUPPORT	
1.4.11 Non-text Contrast (Level AA)	NOT APPLICABLE	Color contrast analyzer tool was not used to validate.
1.4.12 Text Spacing (Level AA)	NOT APPLICABLE	Steve Faulkner extension was not used to validate.
1.4.13 Content on Hover or Focus (Level AA)	SUPPORTS	
2.4.5 Multiple Ways (Level AA)	SUPPORTS	
2.4.6 Headings and Labels (Level AA)	SUPPORTS	

Criteria	Conformance	Remarks
2.4.7 Focus Visible (Level AA)	PARTIALLY SUPPORTS	Partially implemented. Requires additional development.
3.1.2 Language of Parts (Level AA)	SUPPORTS	
3.2.3 Consistent Navigation (Level AA)	SUPPORTS	
3.2.4 Consistent Identification (Level AA)	SUPPORTS	
3.3.3 Error Suggestion (Level AA)	SUPPORTS	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	SUPPORTS	
4.1.3 Status Messages (Level AA)	PARTIALLY SUPPORT	Partially implemented. Requires additional development.

WCAG success criteria: Level AAA

Criteria	Conformance	Remarks
1.2.6 Sign Language (Prerecorded) (Level AAA)	NOT APPLICABLE	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	NOT APPLICABLE	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	NOT APPLICABLE	
1.2.9 Audio-only (Live) (Level AAA)	NOT APPLICABLE	
1.3.6 Identify Purpose (Level AAA)	NOT APPLICABLE	
1.4.6 Contrast (Enhanced) (Level AAA)	NOT APPLICABLE	
1.4.7 Low or No Background Audio (Level AAA)	NOT APPLICABLE	
1.4.8 Visual Presentation (Level AAA)	NOT APPLICABLE	Any customer-modified content might or might not be compliant.

Criteria	Conformance	Remarks
<u>1.4.9 Images of Text (No Exception)</u> (Level AAA)	NOT APPLICABLE	
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA)	NOT APPLICABLE	
<u>2.2.3 No Timing</u> (Level AAA)	NOT APPLICABLE	
<u>2.2.4 Interruptions</u> (Level AAA)	NOT APPLICABLE	
<u>2.2.5 Re-authenticating</u> (Level AAA)	NOT APPLICABLE	
<u>2.2.6 Timeouts</u> (Level AAA)	NOT APPLICABLE	
<u>2.3.2 Three Flashes</u> (Level AAA)	NOT APPLICABLE	
<u>2.3.3 Animation from Interactions</u> (Level AAA)	NOT APPLICABLE	
<u>2.4.8 Location</u> (Level AAA)	NOT APPLICABLE	
<u>2.4.9 Link Purpose (Link Only)</u> (Level AAA)	NOT APPLICABLE	
<u>2.4.10 Section Headings</u> (Level AAA)	NOT APPLICABLE	
<u>2.5.5 Target Size</u> (Level AAA)	NOT APPLICABLE	
<u>2.5.6 Concurrent Input Mechanisms</u> (Level AAA)	NOT APPLICABLE	
<u>3.1.3 Unusual Words</u> (Level AAA)	NOT APPLICABLE	
<u>3.1.4 Abbreviations</u> (Level AAA)	NOT APPLICABLE	
<u>3.1.5 Reading Level</u> (Level AAA)	NOT APPLICABLE	
<u>3.1.6 Pronunciation</u> (Level AAA)	NOT APPLICABLE	
<u>3.2.5 Change on Request</u> (Level AAA)	NOT APPLICABLE	
<u>3.3.5 Help</u> (Level AAA)	NOT APPLICABLE	

Criteria	Conformance	Remarks
3.3.6 Error Prevention (All) (Level AAA)	NOT APPLICABLE	

Appendices

Appendix A: References

Full list of the standards, guidelines, and tools referenced in this report.

- **WCAG 2.0 Criteria**
Guidelines for ensuring web content meets certain levels of accessibility conformance.
<https://www.w3.org/TR/WCAG20/>
 - **WebAIM Web Accessibility In Mind**
Online resource library for accessibility testing tools and techniques.
<https://webaim.org/>
 - **Lighthouse**
Developer tool that works in the browser to evaluate the accessibility compliance of a web page.
<https://developers.google.com/web/tools/lighthouse/>
 - **WAVE Web Accessibility Evaluation Tool**
Browser extension to evaluate the accessibility compliance of a web page.
<https://wave.webaim.org/>
- NVDA (NonVisual Desktop Access)**
Screen reader application.
https://en.wikipedia.org/wiki/NonVisual_Desktop_Access

Appendix B: Full URL list

Full list of URLs included in the accessibility compliance evaluation.

Page Title	Page URL
Security Questions	.../etrakit/securityQuestions.aspx
Email Test	.../etrakit/emailTest.aspx
Online Payment Test	.../etrakit/onlinePaymentTest.aspx
Attachment Upload	.../etrakit/attachmentUpload.aspx
Document Upload	.../etrakit/documentUpload.aspx
Permit Inspection Request	.../etrakit/Inspection/request.aspx?id=LP:2105050450400000&Group=PERMIT&ActivityNo=RES2105-000002 .../etrakit/Inspection/request.aspx?Group=permit&ActivityNo=RES-00000025
View Map/Locate My Address	.../etrakit/Map2/EtrakitMap2.aspx

Page Title	Page URL
Login	.../etrakit/login.aspx .../etrakit/default.aspx
Forget Password	.../etrakit/retrieveAccountInformation.aspx
Reset Password	.../etrakit/security/forgotpassword.aspx?It=contractor
Create Public User Account View Edit Profile	.../etrakit/PublicUserAccount.aspx
Apply Permit Confirmation	.../etrakit/PermitApplication/confirmation.aspx
Apply Permit Step 1	.../etrakit/PermitApplication/step1.aspx
Apply Permit Step 2	.../etrakit/PermitApplication/step2.aspx?activityNo=EPRS_211117085335004
Apply Permit select fees	.../etrakit/PermitApplication/permit_select_fees.aspx?activityNo=EPRS_211117085335004
Apply Permit Step 3	.../etrakit/PermitApplication/step3.aspx?activityNo=EPRS_211117085335004
Apply Permit Step 4	.../etrakit/PermitApplication/step4.aspx?activityNo=EPRS_211117113910027
Apply AEC confirmation	.../etrakit/AecApplication/confirmation.aspx
Apply AEC Step 1	.../etrakit/AecApplication/AECAppStep1.aspx
Apply AEC Step 2	.../etrakit/AecApplication/AECAppStep2.aspx?activityNo=EPRS_211118121734012
Apply AEC Step 3	.../etrakit/AecApplication/AECAppStep3.aspx?activityNo=EPRS_211118121734012
Apply AEC Step 4	.../etrakit/AecApplication/AECAppStep4.aspx?activityNo=EPRS_211118121734012
Registration Confirmation	.../etrakit/RegistrationConfirmation.aspx

Page Title	Page URL
Registration Completed	.../etrakit/RegistrationCompleted.aspx
Apply New Project Confirmation	.../etrakit/ProjectApplication/confirmation.aspx
Apply New Project Step 1	.../etrakit/ProjectApplication/step1.aspx
Apply New Project Step 2	.../etrakit/ProjectApplication/step2.aspx?activityNo=EPRS_211118031624037
Apply New Project Step 3	.../etrakit/ProjectApplication/step3.aspx?activityNo=EPRS_211118031624037
Apply New Project Step 4	.../etrakit/ProjectApplication/step4.aspx?activityNo=EPRS_211118034141090
Link a Record	.../etrakit/linkActiveActivities.aspx
Error Page	.../etrakit/EtrakitError2.aspx
Dashboard	.../etrakit/dashboard.aspx
Print License	.../etrakit/printLicense2.aspx?activityNo=2111-00000001
Project Select Fees	.../etrakit/projectapplication/project_select_fees.aspx?fee_estimator=true&activityNo=EPRS_211118090610022
Fee Estimator	.../etrakit/feeEstimator.aspx
Fee Estimate Summary	.../etrakit/feeEstimateSummary.aspx?group=PROJECT&activityNo=EPRS_211120123327025
Permit Fee Confirmation	.../etrakit/PermitApplication/permit_fee_estimator_confirmation.aspx
Permit Fee Estimator Step 1	.../etrakit/PermitApplication/permit_fee_estimator_step1.aspx
Permit Fee Estimator Step 2	.../etrakit/PermitApplication/permit_fee_estimator_step2.aspx?activityno=EPRS:211120125654018
Project Fee Confirmation	.../etrakit/ProjectApplication/project_fee_estimator_confirmation.aspx

Page Title	Page URL
Project Fee Estimator Step 1	.../etrakit/ProjectApplication/project_fee_estimator_step1.aspx
Project Fee Estimator Step 2	.../etrakit/ProjectApplication/project_fee_estimator_step2.aspx?activityno=EPRS:211120011033004
Issued Permit Report	.../etrakit/PermitApplication/issue_permit_report.aspx
Payment History	.../etrakit/paymenthistory.aspx
Apply License Step 1	.../etrakit/License2Application/license2AppStep1.aspx
Apply License Step 2	.../etrakit/License2Application/license2AppStep2.aspx?activityNo=EPRS_211125032135012
Apply License Step 3	.../etrakit/License2Application/license2AppStep3.aspx?activityNo=EPRS_211125032135012
Apply License Step 4	.../etrakit/License2Application/license2AppStep4.aspx?activityNo=EPRS_211125032135012
Renew License Step 1	.../etrakit/License2Renewal/step1.aspx?licenseNo=WIN2017-0050
Renew License Step 2	.../etrakit/License2Renewal/step2.aspx?licenseno=WIN2017-0050
Renew License Step 3	.../etrakit/License2Renewal/step3.aspx?licenseno=WIN2017-0050
Renew License Step 4	.../etrakit/License2Renewal/step4.aspx?licenseno=WIN2017-0050
Renew License Final Step	.../etrakit/License2Renewal/step4.aspx?licenseno=WIN2017-0050
Payment Details	.../etrakit/paymentDetail.aspx?transactionId=7bf63551-8649-4f8d-bd6c-2bbea0516c65
Print Inspection Report	.../etrakit/printinsp.aspx?Group=permit&ActivityNo=RES2007-00000001
Report Issue	.../etrakit/CRM/issue.aspx
Print Permit	.../etrakit/printpermit.aspx?permitNo=RES-00000006

Page Title	Page URL
Scheduled Inspections	.../etrakit/ExistingInspections.aspx
Report Viewer	.../etrakit/ReportViewer.aspx
Trakit Logs	.../etrakit/trakitLogs.aspx
Public Registration Activation	.../etrakit/publicRegistrationActivate.aspx
Public Registration Completed	.../etrakit/publicRegistrationCompleted.aspx
Print Permit List	.../etrakit/PermitListPrint.aspx
MS_vMap	.../etrakit/MS_vMap.aspx
Agency Login	.../etrakit/agency/agencylogin.aspx
Agency Center	.../etrakit/agency/AgencyCenter.aspx
AEC Renewal Step 1	.../etrakit/aecrenewal/step1.aspx?stlicno=crw
AEC Renewal Step 2	.../etrakit/aecrenewal/step2.aspx?stlicno=crw
AEC Renewal Step 3	.../etrakit/aecrenewal/step3.aspx?stlicno=crw
AEC Renewal Step 4	.../etrakit/aecrenewal/step4.aspx?stlicno=crw
AEC Renewal Step 5	.../etrakit/aecrenewal/step5.aspx?stlicno=crw
Contact Us	.../etrakit/contact.aspx
Permit Search	.../etrakit/Search/permit.aspx
Project Search	.../etrakit/Search/project.aspx
Contractor Search	.../etrakit/Search/aec.aspx
Property Search	.../etrakit/Search/parcel.aspx
License Search	.../etrakit/Search/license2.aspx
Violation Search	.../etrakit/Search/case.aspx
Issue Search	.../etrakit/CRM/search.aspx

Page Title	Page URL
Shopping Cart/Pay Fees/View Cart	.../etrakit/ShoppingCart.aspx?iscartview=true
Gateway Redirect	.../ETRAKIT3-TFS/gatewayredirect.aspx
Contractor Registration	.../etrakit/ContractorRegistration.aspx

Exceptions

The following areas are not compliant due to the specified restriction or reason:

- JavaScript jump menu: Most site functionality can be accessed and operated using a keyboard. However, the **Search By** filter option that appears on many search pages can cause the page to be refreshed automatically, which can negatively impact keyboard and screen reader users.
- Customer-specific contrast errors/alerts: Any customer-modified content might or might not be compliant with contrast guidelines.
- Third-party controls:
 - Telerik: One Telerik alert is common throughout the application, and that can only be resolved by Telerik (DLL update).
 - Telerik Controls (for example, RadGrid or RadToolTip): Some of the Rad tools are Level A compliant. Replacing Telerik controls with other tools could require extensive changes and effort, as well as UI modifications.