

# City of Boston Accessibility Conformance Report

## WCAG Edition

(Based on VPAT<sup>®</sup> Version 2.4)

**Name of Product/Version:** Boston.gov website

**Report Date:** June 14, 2021

**Product Description:** This is a government website for the City of Boston to keep citizens informed about government activities and resources

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**Notes:** See additional information below.

**Evaluation Methods Used:** Trusted Tester guidelines from the federal government. Certification #TT-2004-00804. See further description below.

### 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>	<b>Level A (Yes)</b> <b>Level AA (Yes)</b> Level AAA (No )
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## 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 be used only in WCAG 2.0 Level AAA.

## WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 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](#).

## Overall Summary

The following is a summary of the several key accessibility issues observed on initial testing and the current status. This is the reverse of the VPAT tables shown in later sections in order to highlight these key issues. Note that the “Multiple Pages” refers to an issue that impacts more than the page for which it is reported. These are discussed in more detail after the table.

Section	Multiple Pages	Issue observed in November 2020	WCAG / VPAT Area	Status as of June 2021
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Keyboard	No	When the menu button is tabbed over, it expands or contracts the sidebar menu <a href="https://github.com/CityOfBoston/Iterators/issues/206">https://github.com/CityOfBoston/Iterators/issues/206</a>	2.1.2 Keyboard	Corrected
Forms	No	The Search text fields needs its label to be outside the search text field <a href="https://github.com/CityOfBoston/Iterators/issues/195">https://github.com/CityOfBoston/Iterators/issues/195</a>	2.5.3 Label in Name 3.3.2 Labels or Instructions 2.4.6 Headings and Labels	Corrected
Links	Yes	A link has no accessible name, innerText, or title <a href="https://github.com/CityOfBoston/Iterators/issues/203">https://github.com/CityOfBoston/Iterators/issues/203</a>	1.1.1 Non-Text Content 1.3.1 Info and Relationships 4.1.2 Name, Role, Value,	Corrected on the pages tested. Additional pages tested in the future
Images	Yes	Two images do not have any accessible name, alt-text, or title on the main page <a href="https://github.com/CityOfBoston/Iterators/issues/204">https://github.com/CityOfBoston/Iterators/issues/204</a>	1.1.1 Non-Text Content 1.3.1 Info and Relationships 4.1.2 Name, Role, Value	Corrected on the pages tested. Additional pages tested in the future
Color Contrast	Yes	Some of the text on the screen does not have sufficient contrast with the background color of the site <a href="https://github.com/CityOfBoston/Iterators/issues/135">https://github.com/CityOfBoston/Iterators/issues/135</a>	1.4.3 Contrast (Minimum) 1.4.11 Non-text Contrast	Corrected on the pages tested. Additional pages tested in the future
Synchronized Media	Yes	Synchronized Media does not have an audio description button <a href="https://github.com/CityOfBoston/Iterators/issues/137">https://github.com/CityOfBoston/Iterators/issues/137</a>	1.2.1 Captions (Prerecorded) 1.2.3 Audio Descriptions or Media Alternative (Prerecorded) 1.2.5 Audio Description (Prerecorded)	Not yet corrected.

## Evaluation Procedures

Iterators completed accessibility tests on a variety of pages for the boston.gov website. These pages were taken to represent templates for most of the pages in use for the entire website. These tests were completed from Sept – Nov, 2020 using the staging site listed in the table below with additional checks using the boston.gov site in June, 2021 to look for any differences.

All of the templates substantially meet the WCAG AA requirements. There are isolated instances for content related issues, such as alt-text, color contrast, and link references, which would require checking each page on the website.

<b>Type of Page</b>	<b>Node #</b>	<b>URL Evaluated</b>	<b>Tests With Active Bug Reports as of June 2021</b>
Landing	21	<a href="https://boston.gov">https://boston.gov</a>	
Event	45361	<a href="https://boston.gov/calendar/mayor-main-trolley-tour-day-3">https://boston.gov/calendar/mayor-main-trolley-tour-day-3</a>	
Listing Page	1401	<a href="https://boston.gov/news">https://boston.gov/news</a>	
Topic Page	6661	<a href="https://boston.gov/visiting-boston">https://boston.gov/visiting-boston</a>	
Place Profile	4266	<a href="https://boston.gov/departments/boston-centers-youth-families/bcyf-mirabella-pool">https://boston.gov/departments/boston-centers-youth-families/bcyf-mirabella-pool</a>	
Person Profile	401	<a href="https://boston.gov/departments/city-council/mark-ciommo">https://boston.gov/departments/city-council/mark-ciommo</a>	
Program Initiative Profile (With Image)	2861	<a href="https://boston.gov/civic-engagement/love-your-block">https://boston.gov/civic-engagement/love-your-block</a>	Synchronized Media
Program Initiative Profile (No Image)	7396	<a href="https://boston.gov/civic-engagement/my-brothers-keeper-boston">https://boston.gov/civic-engagement/my-brothers-keeper-boston</a>	
Post	1741	<a href="https://boston.gov/news/boston-expands-bike-share-east-boston">https://boston.gov/news/boston-expands-bike-share-east-boston</a>	

How To	3606	<a href="https://boston.gov/departments/emergency-medical-services/cpr-training">https://boston.gov/departments/emergency-medical-services/cpr-training</a>	
Article	21311	<a href="https://boston.gov/departments/small-business-development/support-boston-food-trucks">https://boston.gov/departments/small-business-development/support-boston-food-trucks</a>	
Department Profile	121	<a href="https://boston.gov/departments/transportation">https://boston.gov/departments/transportation</a>	
Public Notices	64966	<a href="https://boston.gov/public-notices/64966">https://boston.gov/public-notices/64966</a>	
Script Page	27171	<a href="https://boston.gov/initial-or-modified-parking-freeze-permit-application">https://boston.gov/initial-or-modified-parking-freeze-permit-application</a>	

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	No non-text content issues were found on the site
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	Video or audio content was not found on the pages that were tested
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Partially Supports	See the bug report “ <a href="#">Synchronized Media does not have an audio description button</a> ”, and “ <a href="#">Synchronized Media Accessibility Issues</a> ” ( <a href="#">Synchronized Media does not have audio description and captions button</a> )
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Partially Supports	See the bug report “ <a href="#">Synchronized Media does not have an audio description button</a> ”, and “ <a href="#">Synchronized Media Accessibility Issues</a> ” ( <a href="#">Synchronized Media does not have audio description and captions button</a> )
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	No Info and Relationships issues on the site
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	The content is ordered in a meaningful sequence
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	Sensory characteristics were able to pass the test for the site
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	Color is not the only method of showing important information for the page
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	Audio content that plays automatically was not found on the pages that were tested
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	No keyboard issues were found on the site
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	No keyboard traps were found on the site
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Not Applicable	No character keyboard shortcuts were found for the site
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not Applicable	No timing adjustment is necessary for the site
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not Applicable	No automatically updating or moving content is needed to be paused, stopped, or hidden on the site
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	There is no content that flashes at any speed on the site.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	There is a way to bypass repetitive blocks of content that is repeated on multiple web pages

<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	The titles can differentiate the pages from each other
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	The focus order follows a logical order
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	The link purpose can be understood from the link text
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Supports	The path-based gestures (Sidebar menu) are accessible by keyboard
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	Pointer events can be cancelled on the pages
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Supports	No Label in Name issues were found on the site
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Not Applicable	There is no functionality that needs motion activation
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	The page language is correctly defined for all pages that were tested
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	Focusing on an element does not initiate an unexpected change of context
<a href="#">3.2.2 On Input</a> (Level A)	Supports	Changing a user interface component does not initiate an unexpected change of context
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	Error identification works on the pages that were tested
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	No Labels or Instructions issues were found on the site
<a href="#">4.1.1 Parsing</a> (Level A)	Low Priority	See the bug report “HTML Validation warnings, boston.gov”. Note that Parsing is de-emphasized for HTML5 given that parsing issues are now defined in the standard.
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports	No Name, Role, Value issues were found on the site

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	No live events were shown on the page
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Partially Supports	See bug report “ <b>Synchronized Media does not have an audio description button</b> ”, and “ <b>Synchronized Media Accessibility Issues</b> ” ( <b>Synchronized Media does not have audio description and captions button</b> )

<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Supports	The page is able to work well in various orientations
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Supports	The input purpose can be found for each input field on the page
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	There were no color contrast issues found.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	The site is able to work at 200% without loss of functionality
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	All images of text are either customizable or essential
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Supports	Content can be visible without loss of information and without requiring scrolling on the page
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Supports	No color contrast issues were found with non-text content.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Supports	The spacing between text was adequate on the site
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Supports	Content on hover is dismissible, hoverable or persistent
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	There are multiple ways to get to a site, with the sidebar menu and the search bar
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	Visible focus is achieved on the elements on the pages
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	The language is defined for all pages
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	The navigation elements are in the same order on the pages
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	The navigation elements are all labeled the same on the pages
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	Error prevention works on the site
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not Applicable	No legal, financial, or data was sent on the site
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Not Applicable	No status messages were seen on the page

**Table 3: Success Criteria, Level AAA**

Notes: AAA requirements were not evaluated

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)		



<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)		
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)		
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)		
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 only)		
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA)		
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)		
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)		
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)		
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)		
<a href="#">2.2.3 No Timing</a> (Level AAA)		
<a href="#">2.2.4 Interruptions</a> (Level AAA)		
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)		
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 only)		
<a href="#">2.3.2 Three Flashes</a> (Level AAA)		
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 only)		
<a href="#">2.4.8 Location</a> (Level AAA)		
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)		
<a href="#">2.4.10 Section Headings</a> (Level AAA)		
<a href="#">2.5.5 Target Size</a> (Level AAA 2.1 only)		
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 only)		
<a href="#">3.1.3 Unusual Words</a> (Level AAA)		
<a href="#">3.1.4 Abbreviations</a> (Level AAA)		
<a href="#">3.1.5 Reading Level</a> (Level AAA)		
<a href="#">3.1.6 Pronunciation</a> (Level AAA)		
<a href="#">3.2.5 Change on Request</a> (Level AAA)		
<a href="#">3.3.5 Help</a> (Level AAA)		
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)		

## Legal Disclaimer

Iterators LLC and the City of Boston are providing this information to promote the awareness of the importance of accessibility for the City of Boston website (<https://boston.gov>). This information is current as of this date. Efforts will continue to identify and fix content issues (such as the need for alt-text on specific images) and to identify any functional issues (such as keyboard accessibility) as the website is modified.