



T2 FLEXPOR ACCESSIBILITY CONFORMANCE REPORT

VPAT® WCAG EDITION, VERSION 2.3 (REVISED) – APRIL 2019

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Product and Contact Information

- Name of product/version: T2 FlexPort 17.6
- Product description: T2 FlexPort is a cloud-based web application used by parking operations to provide services to parkers on-line, such as buying parking, permits, or paying citations.
- Date: April 2020
- Contact information: accessibility@t2systems.com
- Evaluation methods used:
 - General product knowledge
 - Review of WCAG v2.0 and v2.1 common failure criteria
 - Existing customer testing and reporting

Note: This product has not been formally tested using accessibility software packages and does not fully conform to any level of the WCAG 2.0 or 2.1 standard.

Table Information for VPAT® Readers

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.

When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

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 Level AA Level AAA
Web Content Accessibility Guidelines 2.1	Level A Level AA Level AAA

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.

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- 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.x Level AAA.

WCAG 2.0 and 2.1 Report

Note: The WCAG 2.0 and 2.1 Success Criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements and [WCAG 2.1 Conformance](#) requirements.

Table 1: Success Criteria, Level A

Notes:

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<p>1.1.1 Non-text Content (Level A)</p> <p>All non-text content that is presented to the user has a text alternative that serves the equivalent purpose.</p>	<p>Does not support</p>	<p>Majority of application fails these scenarios:</p> <ul style="list-style-type: none"> F3: Failure of Success Criterion 1.1.1 due to using CSS to include images that convey important information F38: Failure of Success Criterion 1.1.1 due to not marking up decorative images in HTML in a way that allows assistive technology to ignore them. F65: Failure of Success Criterion 1.1.1 due to omitting the alt attribute or text alternative on img elements, area elements, and input elements of type "image". <p>Many images in the application lack a meaningful "alt" property, or do not provide a null alt property to cue assistive technology to ignore the image.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:</p> <ul style="list-style-type: none"> Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. 	<p>Supports</p>	<p>The application does not use pre-recorded video.</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	<p>Supports</p>	<p>The application does not use prerecorded video.</p>

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	<p>Supports</p>	<p>The application does not use pre-recorded video.</p>
<p>1.3.1 Info and Relationships (Level A)</p> <p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)</p>	<p>Does not support</p>	<p>Many areas of the application fail these scenarios:</p> <ul style="list-style-type: none"> • F2: Failure of Success Criterion 1.3.1 due to using changes in text presentation to convey information without using the appropriate markup or text. • F42: Failure of Success Criteria 1.3.1, 2.1.1, 2.1.3, and/or 4.1.2 when emulating links. • F68: Failure of Success Criterion 1.3.1 due to a user interface control not having a programmatically determined name. <p>Discussion:</p> <ul style="list-style-type: none"> • FlexPort does not use HTML table layouts for the purposes of displaying information; layout is determined using CSS. When HTML tables are used, they are primarily to display tabular data in a logical order (i.e. never for layout). • Links may be simulated using JavaScript or other tags that will make it difficult for an assistive technology user to recognize a link. • The label tag is not used properly in many HTML elements, making it difficult for an assistive technology user to correlate labels and fields with a screen reader.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. (Level A)</p>	<p>Supports</p>	<p>FlexPort does not use HTML for the purposes of layout and instead uses CSS. CSS is never used to alter the order of presentation such that a screen reader or other alternative mechanism would present pages in a jumbled or confusing order.</p>

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>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. (Level A)</p>	Partially supports	When filling out forms, required fields are indicated by a text asterisk to the right of the field (in red) with no other explanation unless the user attempts to submit the form. They will then see an explanation “This field is required”. With experience, a user might be able to discern the meaning of the asterisk but it would be unclear except in a visual mode.
<p>1.4.1 Use of Color (Level A)</p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A)</p>	Partially supports	Default configuration does not rely on the use color as the sole means of conveying information. However, the system allows users to configure instructions and visual elements without “scanning” them or checking them for compliance with this standard. As a conservative measure, we indicate the compliance as “partially supports” with the explanation that the product is capable of full support if configured properly. However, many users would be unable to do this without support.
<p>1.4.2 Audio Control (Level A)</p> <p>If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. (Level A)</p>	Supports	Audio is not used in this web application.
<p>2.1.1 Keyboard (Level A)</p> <p>All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user’s movement and not just the endpoints. (Level A)</p>	Supports	The application is navigable using a keyboard, however see 2.4.7 below.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. (Level A)</p>	Supports	The application does not trap the user within an element such that they cannot navigate away using standard keyboard options (e.g. tab key or arrow keys).

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<p>2.1.4 Character Key Shortcuts (Level A)</p> <p>(WCAG 2.1) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <p>Turn off</p> <p>A mechanism is available to turn the shortcut off;</p> <p>Remap</p> <p>A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.);</p> <p>Active only on focus</p> <p>The keyboard shortcut for a user interface component is only active when that component has focus.</p>	<p>Supports</p>	<p>Character key keyboard shortcuts are not used in this web application.</p>
<p>2.2.1 Timing Adjustable (Level A)</p> <p>For each time limit that is set by the content, at least one of the following is true: (Level A)</p> <ul style="list-style-type: none"> • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours. 	<p>Partially supports</p>	<p>Most of the web application does not rely on timed events in any way, and users are free to navigate or use the system at the speed at which they are most comfortable interacting. However, for security purposes, the user's session will eventually time out and close. If sufficiently long, most users will not notice (e.g. sessions timing out after an hour of inactivity). A proper implementation to meet the standard in our view is an extend option that prompts the user their session is about to expire and ask if they want to continue.</p>

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>For moving, blinking, scrolling, or auto-updating information, all of the following are true: (Level A)</p> <p>Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and</p> <p>Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</p>	Partially supports	<p>On the main page for the customer-facing view (as opposed to the administrative or “back office” view) users can configure a scrolling carousel of multiple images. Users cannot disable the scrolling, however, the site can be configured to only show a single image, in which case no scrolling will occur.</p> <p>If configured for multiple images, the application fails this scenario:</p> <ul style="list-style-type: none"> F16: Failure of Success Criterion 2.2.2 due to including scrolling content where movement is not essential to the activity without also including a mechanism to pause and restart the content
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. (Level A)</p>	Partially supports	Use of flashing user interface elements is limited (see above, 2.2.2) and is below the general flash and red flash thresholds.
<p>2.4.1 Bypass Blocks (Level A)</p> <p>A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)</p>	Does not support	Common navigational elements are repeated on every single page with no method to bypass. Users using a screen reader would take an inordinate amount of time to navigate pages due to re-reading of these elements.
<p>2.4.2 Page Titled (Level A)</p> <p>Web pages have titles that describe topic or purpose. (Level A)</p>	Supports	All web pages in the application have descriptive titles that are determined and set when the page loads.
<p>2.4.3 Focus Order (Level A)</p> <p>If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (Level A)</p>	Partially supports	The majority of the web application operates in a logical fashion where keyboard operation allows sequential navigation. However, there are some pages where focus order may be illogical or jump around in a form, which could be confusing to the user. In addition, there are some pages where user interaction causes focus to reset in a confusing way (see 3.2.2 On Input, below).

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<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>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, except where the purpose of the link would be ambiguous to users in general. (Level A)</p>	Does not support	<p>Much of the application fails these scenarios:</p> <ul style="list-style-type: none"> F89: Failure of Success Criteria 2.4.4, 2.4.9 and 4.1.2 due to not providing an accessible name for an image which is the only content in a link. <p>Many links may be created within table cells or other non-standard tags and may only be identified by "title" elements that may be incompatible with screen readers.</p>
<p>2.5.1 Pointer Gestures (Level A)</p> <p>(WCAG 2.1) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p>	Supports	Neither multipoint nor path-based gestures for operation are used in this web application.
<p>2.5.2 Pointer Cancellation (Level A)</p> <p>(WCAG 2.1) For functionality that can be operated using a single pointer, at least one of the following is true:</p> <p>No Down-Event</p> <p>The down-event of the pointer is not used to execute any part of the function;</p> <p>Abort or Undo</p> <p>Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion;</p> <p>Up Reversal</p> <p>The up-event reverses any outcome of the preceding down-event;</p> <p>Essential</p> <p>Completing the function on the down-event is essential.</p>	Supports	The application uses web links and web form widgets which comply with this requirement.
<p>2.5.3 Label in Name (Level A)</p>	Does not support	Web application HTML does not use the aria-label or aria-labelledby attributes.

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<p>(WCAG 2.1) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>		
<p>2.5.4 Motion Actuation (Level A)</p> <p>(WCAG 2.1) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <p>Supported Interface</p> <p>The motion is used to operate functionality through an accessibility supported interface;</p> <p>Essential</p> <p>The motion is essential for the function and doing so would invalidate the activity.</p>	Supports	Motion actuation is not used by this web application.
<p>3.1.1 Language of Page (Level A)</p> <p>The default human language of each Web page can be programmatically determined. (Level A)</p>	Partially supports	The web application does not specify the language of operation explicitly using the recommended specifier in the HTML tag. However, the language of use is de facto English. The application is not localized for any other language use and is used strictly within Canada and the United States. Users are made aware no localization is available in either French (for Canadian users) or Spanish (for American users), or any other language. For this reason, although the implementation of the criterion is not as recommended, the intent is supported via appropriate training and documentation. We list as “partially supports” to indicate that better compliance is possible.
<p>3.2.1 On Focus (Level A)</p> <p>When any component receives focus, it does not initiate a change of context. (Level A)</p>	Supports	When user interface components in the web application receive focus, they will sometimes initiate a change in content, but this is not considered a change in context (e.g. the change in content may be an expandable menu or expanding outline).

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<p>3.2.2 On Input (Level A)</p> <p>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. (Level A)</p>	Partially supports	<p>The majority of the application does not change context on the user when the user changes a setting or interacts with a user interface component beyond focus setting. However, there is at least one notable exception: when selling a permit and selecting valid location, the applications uses a tree-view to display a hierarchy of available locations. When the user interacts with this element using a keyboard, changing a setting resets the page focus. This is confusing to the user and is a clear change in context that is illogical. Other exceptions in the application are possible.</p>
<p>3.3.1 Error Identification (Level A)</p> <p>If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (Level A)</p>	Supports	<p>The web application has a consistent look and feel for input. When the application detects an entry error, the user sees an error message immediately adjacent to the input area, or they see an error message displayed on top of the form when trying to submit it.</p> <p>For errors on top of forms, the web application provides an error number to ensure clarity of the error meaning in case of variance of text.</p> <p>Users can alter error messages displayed adjacent to user controls to provide better context or descriptions to those with disabilities. We provide defaults.</p>
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Labels or instructions are provided when content requires user input. (Level A)</p>	Supports	<p>The web application provides label text to the left of form elements in a consistent fashion describing what information is expected in the input form. Users will see immediate entry feedback after the user changes focus (e.g. pressing [TAB] on a keyboard to navigate to the next field, or clicking a mouse cursor on the next form item.)</p>
<p>4.1.1 Parsing (Level A)</p> <p>In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs</p>	Does not support	<p>Modern browsers are often lenient in rendering HTML markup that is not considered well formed. Although the web application renders correctly in supported browsers, some of the generated HTML may be sloppy and so be confusing to screen readers or not parse correctly.</p>

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<p>are unique, except where the specifications allow these features. (Level A)</p>		<p>We would pass this criterion if either of the following were true: (a) a third-party tool validates the web application's HTML output as well-formed, or (b) comprehensive testing with screen reader software proves the existing markup to be substantially compliant.</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>For all user interface components (including but not limited to: form elements, links and components generated by scripts), 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. (Level A)</p>	<p>Does not support</p>	<p>The majority of the application fails one or more of these scenarios:</p> <ul style="list-style-type: none"> • F59: Failure of Success Criterion 4.1.2 due to using script to make div or span a user interface control in HTML without providing a role for the control. • F15: Failure of Success Criterion 4.1.2 due to implementing custom controls that do not use an accessibility API for the technology, or do so incompletely. • F68: Failure of Success Criterion 4.1.2 due to a user interface control not having a programmatically determined name. • F89: Failure of Success Criteria 2.4.4, 2.4.9 and 4.1.2 due to not providing an accessible name for an image which is the only content in a link. • F79: Failure of Success Criterion 4.1.2 due to the focus state of a user interface component not being programmatically determinable or no notification of change of focus state available.

Table 2: Success Criteria, Level AA

Notes:

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<p>1.2.4 Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media. (Level AA)</p>	Supports	The web application does not use live audio.
<p>1.2.5 Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media. (Level AA)</p>	Supports	The web application does not use pre-recorded video.
<p>1.3.4 Orientation (Level AA) (WCAG 2.1) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p>	Supports	The layout is resilient to aspect ratio and orientation.
<p>1.3.5 Identify Input Purpose (Level AA) (WCAG 2.1) The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data. 	Does not support	Web application HTML does not use the aria-label or aria-labelledby attributes.
<p>1.4.3 Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: (Level AA)</p> <ul style="list-style-type: none"> • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. 	Does not support	Most of the application fails one or more of the following scenarios: <ul style="list-style-type: none"> • F24: Failure of Success Criterion 1.4.3, 1.4.6 and 1.4.8 due to specifying foreground colors without specifying background colors or vice versa.

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<ul style="list-style-type: none"> Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. 		
<p>1.4.4 Resize text (Level AA)</p> <p>Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (Level AA)</p>	Supports	The web application can be magnified in browsers without loss of content or functionality. When magnifying a page, all text (including forms) is magnified and is still readable up to 200%.
<p>1.4.5 Images of Text (Level AA)</p> <p>If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA)</p> <ul style="list-style-type: none"> Customizable: The image of text can be visually customized to the user's requirements; Essential: A particular presentation of text is essential to the information being conveyed. 	Supports	Very few images are used by the web application and most that are tend to be decorative and are not needed for the web application to function. All information is presented in text format and visual presentation is usually rendered using HTML or CSS techniques.
<p>1.4.10 Reflow (Level AA)</p> <p>(WCAG 2.1) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> Vertical scrolling content at a width equivalent to 320 CSS pixels; Horizontal scrolling content at a height equivalent to 256 CSS pixels. <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p>	Supports	FlexPort only requires vertical scrolling when viewed at the specified resolution.
<p>1.4.11 Non-text Contrast (Level AA)</p> <p>(WCAG 2.1) The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):</p> <p>User Interface Components</p> <p>Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;</p>	Does not support	Control colors are configurable but background colors are not.

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<p>Graphical Objects</p> <p>Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.</p>		
<p>1.4.12 Text Spacing (Level AA)</p> <p>(WCAG 2.1) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. 	Does not support	Line height and spacing between paragraphs is supported. Letter and word spacing extends some button labels outside the boundaries.
<p>1.4.13 Content on Hover or Focus (Level AA)</p> <p>(WCAG 2.1) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <p>Dismissable</p> <p>A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content;</p> <p>Hoverable</p> <p>If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;</p> <p>Persistent</p> <p>The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.</p> <p>Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</p>	Supports	FlexPort does not show additional information on hover.

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<p>2.4.5 Multiple Ways (Level AA) More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. (Level AA)</p>	Supports	<p>The web application supports multiple search methods, and users can navigate from one data element to another using links. For example, to find a permit, users can search for the permit, or they can find the permit while looking at a user who owned the permit.</p> <p>Some pages only have a single way to navigate; however, these pages represent steps in a process, requiring a step-by-step “wizard” approach that walks the user through the needed inputs in a logical order.</p>
<p>2.4.6 Headings and Labels (Level AA) Headings and labels describe topic or purpose. (Level AA)</p>	Does not support	<p>Although the web application uses headings and labels widely to convey meaning, our interpretation of this criterion is that since the headers cannot be programmatically determined (see 1.3.1 above), this criterion is not met.</p>
<p>2.4.7 Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (Level AA)</p>	Does not support	<p>For some elements a focus indicator is not visible.</p>
<p>3.1.2 Language of Parts (Level AA) The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (Level AA)</p>	Partially supports	<p>See 3.1.1, above.</p>
<p>3.2.3 Consistent Navigation (Level AA) Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)</p>	Supports	<p>The web application does not allow users to skip repeated navigational links, but when the application presents navigational mechanisms, it does so using a consistent relative order.</p> <p>The web application allows for customization of some UI elements, including turning on and off fields and links. Once users save their configuration, the application presents these configurable elements consistently as per user preference.</p>

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Components that have the same functionality within a set of Web pages are identified consistently. (Level AA)</p>	<p>Partially supports</p>	<p>Some pages within the web application may fail this scenario:</p> <ul style="list-style-type: none"> F31: Failure of Success Criterion 3.2.4 due to using two different labels for the same function on different Web pages within a set of Web page. <p>The application uses a data dictionary where users can rename field labels. It also has a “synonym” system where users can set certain terms used throughout the application and have them be consistent (for example, a parking ticket may be called “ticket” or “citation”). The application allows a consistent, user-definable naming system.</p> <p>The web application may have some links or navigational components that could have slightly different text. For example, to go back, the web application may have a link that says “Back”, but also a link that says “Return”. Although these are synonyms in context (a user would understand both mean similar things), these discrepancies do not meet the requirement.</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)</p>	<p>Supports</p>	<p>When the application presents the user with errors on input form entry, the user sees a red (often bolded) text either to right of the form, or at the top of the form. Errors in field input type are clear (e.g. “please enter a valid integer”, “invalid date and time”, “the start date must be before the end date”). Where users can define their own input validation, they can also define their own error messages.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: (Level AA)</p> <p>Reversible: Submissions are reversible.</p>	<p>Supports</p>	<p>Financial transactions made in the application are reversible with a full auditing system. Most workflows have wizard-like guidance systems with several steps and appropriate error checking in each step. In some cases, the application will warn the user, and in other cases, the application presents an error that the user must clear before proceeding.</p>

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CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<p>Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</p> <p>Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</p>		<p>In cases where valid user actions (i.e. completed workflows that are valid within the application and meet all configured business rules) cause problems because of invalid setup or training (i.e. the system is not configured to meet the proper business rules of the operation), T2's support team often engages to assist users get back on track. The concept of "error prevention" is a requirement across all T2 products since it makes products more supportable and useable to everyone.</p>
<p>4.1.3 Status Messages (Level AA)</p> <p>(WCAG 2.1) In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.</p>	Does not support	<p>Status messages do not have an ARIA property such as role to allow screen readers to differentiate compared to other text on page.</p>

Table 3: Success Criteria, Level AAA

Notes:

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<p>1.2.6 Sign Language (Prerecorded) (Level AAA)</p> <p>Sign language interpretation is provided for all prerecorded audio content in synchronized media. (Level AAA)</p>	Supports	<p>The web application does not use pre-recorded audio.</p>
<p>1.2.7 Extended Audio Description (Prerecorded) (Level AAA)</p> <p>Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all prerecorded video content in synchronized media. (Level AAA)</p>	Supports	<p>The web application does not use pre-recorded audio nor pre-recorded video.</p>
<p>1.2.8 Media Alternative (Prerecorded) (Level AAA)</p>	Supports	<p>The web application does not pre-recorded audio or pre-recorded video.</p>

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CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<p>An alternative for time-based media is provided for all prerecorded synchronized media and for all prerecorded video-only media. (Level AAA)</p>		
<p>1.2.9 Audio-only (Live) (Level AAA) An alternative for time-based media that presents equivalent information for live audio-only content is provided. (Level AAA)</p>	Supports	The web application does not use live audio.
<p>1.3.6 Identify Purpose (Level AAA) (WCAG 2.1) In content implemented using markup languages, the purpose of User Interface Components, icons, and regions can be programmatically determined.</p>	Does not support	FlexPort does not use ARIA landmarks nor does it use markup to identify user interface elements.
<p>1.4.6 Contrast Enhanced (Level AAA) The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following: (Level AAA)</p> <ul style="list-style-type: none"> • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. 	Does not support	See discussion in 1.4.3, above.
<p>1.4.7 Low or No Background Audio (Level AAA) For prerecorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true: (Level AAA)</p> <ul style="list-style-type: none"> • No Background: The audio does not contain background sounds. • Turn Off: The background sounds can be turned off. 	Supports	The application does not use pre-recorded audio.

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<ul style="list-style-type: none"> 20 dB: The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds. 		
<p>1.4.8 Visual Presentation (Level AAA) For the visual presentation of blocks of text, a mechanism is available to achieve the following: (Level AAA)</p> <ul style="list-style-type: none"> Foreground and background colors can be selected by the user. Width is no more than 80 characters or glyphs (40 if CJK). Text is not justified (aligned to both the left and the right margins). Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing. Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window. 	Does not support	<p>The web application fails the following scenarios:</p> <ul style="list-style-type: none"> F24: Failure of Success Criterion 1.4.3, 1.4.6 and 1.4.8 due to specifying foreground colors without specifying background colors or vice versa F88: Failure of Success Criterion 1.4.8 due to using text that is justified (aligned to both the left and the right margins) <p>In addition, the web application does not allow the user to select background or foreground colors, does not meet width requirements, and does not meet line spacing requirements. The web application could meet the re-size requirement using a magnifier tool because a magnifier tool can magnify sections of text on a page without scrolling. However, if the user were to resize the general page to 200%, scrolling would occur.</p>
<p>1.4.9 Images of Text (No Exception) Control (Level AAA) Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed. (Level AAA)</p>	Supports	The web application does not use images of text except for pure decoration.
<p>2.1.3 Keyboard (No Exception) (Level AAA) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. (Level AAA)</p>	Does not support	See discussion in 2.1.1, above.
<p>2.2.3 No Timing (Level AAA) Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events. (Level AAA)</p>	Partially supports	See discussion in 2.2.1, above.

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<p>2.2.4 Interruptions (Level AAA) Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency. (Level AAA)</p>	<p>Partially supports</p>	<p>When displaying “alert” content, the web application does so by placing the content in a highly visible way but not in a way that interrupts the user’s workflow. For example, if a user is filling a form and the web application needs to display an alert, it is visible at the top navigation bar, but a popup window does not interrupt their work.</p> <p>Because some portions of the web application are real-time in nature (real-time monitoring), suppressing the interruption would defeat the purpose of the feature. See also discussion in 2.2.2 above.</p>
<p>2.2.5 Re-authenticating (Level AAA) When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating. (Level AAA)</p>	<p>Does not support</p>	<p>Many web applications use a “session” to capture information about a user after a login occurs. Part of this data includes where the user may be in workflows or other information. When a user stops interacting with a web application for a period of time, it is common for the session to “time out”, forcing a user to re-authenticate. Because of this mechanism, all session data is lost, and the user will have to begin again as if they were logging in for the first time.</p> <p>Users can configure the system to have a longer “timeout” period to avoid an authenticated session timing out too early. However, forcing a session timeout and requiring re-authentication are common security procedures for modern applications to employ. In addition, many other data security standards (e.g. PA-DSS) require timeouts and users to re-authenticate.</p> <p>Some information is persisted between sessions; for example, the web application keeps a “recent items” list to assist with navigation and this is persisted regardless of session timeout.</p>
<p>2.2.6 Timeouts (Level AAA) (WCAG 2.1) Users are warned of the duration of any user inactivity that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions.</p>	<p>Does not support</p>	<p>See above 2.2.5</p>

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<p>2.3.2 Three Flashes (Level AAA) Web pages do not contain anything that flashes more than three times in any one second period. (Level AAA)</p>	Does not support	See discussion on item 2.3.1, above. Many web applications use “spinner” user interface elements to indicate processing is occurring. This is a flash, although it is limited in area. However, the criteria here does not allow a pass even if the area is a single pixel.
<p>2.3.3 Animation from Interactions (Level AAA) (WCAG 2.1) Motion animation triggered by interaction can be disabled, unless the animation is essential to the functionality or the information being conveyed.</p>	Supports	Motion animation is not used in this web application.
<p>2.4.8 Location (Level AAA) Information about the user's location within a set of Web pages is available. (Level AAA)</p>	Partially supports	The web application does not use breadcrumbs. Many workflows use wizard-like interfaces to assist the user in completing a workflow in small, easy-to-remember steps with navigations options in the top of the web page. However, not <i>all</i> workflows follow this standard.
<p>2.4.9 Link Purpose (Link Only) (Level AAA) A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general. (Level AAA)</p>	Does not support	The application fails the following scenario: <ul style="list-style-type: none"> • F89: Failure of Success Criteria 2.4.4, 2.4.9 and 4.1.2 due to not providing an accessible name for an image which is the only content in a link. See discussion on 2.4.4 above.
<p>2.4.10 Section Headings (Level AAA) Section headings are used to organize the content. (Level AAA)</p>	Supports	The web application does not contain web pages with large amounts of data. Most information is contained in short sections with clear labels, or within sub-sections that could be considered headings. Settings, such as user privileges, are divided by category and would be considered headings.
<p>2.5.5 Target Size (Level AAA) (WCAG 2.1) The size of the target for pointer inputs is at least 44 by 44 CSS pixels except when: Equivalent</p>	Supports	The web application defaults support this criterion. However, customers can configure such as not to meet this criterion.

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<p>The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels;</p> <p>Inline</p> <p>The target is in a sentence or block of text;</p> <p>User Agent Control</p> <p>The size of the target is determined by the user agent and is not modified by the author;</p> <p>Essential</p> <p>A particular presentation of the target is essential to the information being conveyed.</p>		
<p>2.5.6 Concurrent Input Mechanisms (Level AAA)</p> <p>(WCAG 2.1) Web content does not restrict use of input modalities available on a platform except where the restriction is essential, required to ensure the security of the content, or required to respect user settings.</p>	Supports	The web application does not restrict use of input modalities.
<p>3.1.3 Unusual Words (Level AAA)</p> <p>A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon. (Level AAA)</p>	Does not support	Most verbiage is customer-configurable.
<p>3.1.4 Abbreviations (Level AAA)</p> <p>A mechanism for identifying the expanded form or meaning of abbreviations is available. (Level AAA)</p>	Does not support	Most verbiage is customer-configurable.
<p>3.1.5 Reading Level (Level AAA)</p> <p>When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available. (Level AAA)</p>	Not evaluated	A proper response to these criteria requires a more thorough evaluation of all written language used within the scope of the application, which is beyond the evaluation methods used for this VPAT.
<p>3.1.6 Pronunciation (Level AAA)</p>	Not evaluated	No mechanism for determining the pronunciation of words is available, although it is possible there is no

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CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation. (Level AAA)		information conveyed by the web application where knowing the pronunciation impacts comprehension.
<p>3.2.5 Change on Request (Level AAA)</p> <p>Changes of context are initiated only by user request or a mechanism is available to turn off such changes. (Level AAA)</p>	Does not support	Some changes in user context can occur during normal usage; users cannot disable these.
<p>3.3.5 Help (Level AAA)</p> <p>Context-sensitive help is available. (Level AAA)</p>	Does not support	
<p>3.3.6 Error Prevention (All) (Level AAA)</p> <p>For Web pages that require the user to submit information, at least one of the following is true: (Level AAA)</p> <ul style="list-style-type: none"> • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. 	Partially supports	<p>See discussion on 3.3.4, above.</p> <p>This criteria expands 3.3.4 to all web pages. Many workflows in the web application allow for an “undo” or reversal, and all check for errors. However, to be cautious, the conformance level is “partial” because there are some cases where a user cannot undo an action themselves or even when contacting another user (e.g. a supervisor). However, T2’s support team can commonly assist in these scenarios to help users and provide training to prevent further incidents.</p> <p>For Web pages that require the user to submit information, at least one of the following is true: (Level AAA)</p> <ul style="list-style-type: none"> • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

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