e-PlanSoft's goPost Voluntary Product Accessibility Template (VPAT®)

Revised Section 508 Edition

Version 2.3
December 2018

About This Document

The VPAT is provided in four editions based on the guidelines/standards being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International that includes all of the standards.

This is the Revised Section 508 edition of the VPAT. It includes the following standards/guidelines:

- Web Content Accessibility Guidelines 2.0, at *http://www.w3.org/TR/2008/REC-WCAG20-20081211/*

- Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017, including the Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018

If you need a different combination of standards/guidelines then use the appropriate alternate edition of the VPAT found on https://www.itic.org/policy/accessibility/vpat.

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report

- The VPAT Template

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

"Voluntary Product Accessibility Template" and "VPAT," including the template format, are Federally Registered Service Marks of the Information Technology Industry Council (ITI). VPAT users agree not to deviate materially from the template format provided by ITI, and to use the service mark ("®") where appropriate.

Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors

This section provides guidance for reporting product conformance for two major accessibility standards and guidelines using the VPAT® to produce the Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing the template by name and/or the VPAT acronym. The purpose of these essential requirements and best practices are to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the VPAT is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

Getting Started

1. Before creating a report, read all of the materials provided in this document.

2. The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

3. Determine which accessibility standards/guidelines will be included in the product conformance report and use the appropriate VPAT file.

4. It is the vendor's responsibility to maintain the integrity of the data in the report.

Essential Requirements for Authors

The following are the minimum requirements to be a VPAT®.

1. The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., "VPAT®"). Users of the VPAT agree not to deviate from the Essential Requirements for Authors.

2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The only requirement is that the final conformance report must be accessible.

3. A report may contain a minimum of one applicable Standard/Guideline or any combination of the three Standards/Guidelines that are applicable to the product being reported.

4. A report must contain the following content at a minimum:

- **Report Title** – In the heading format of "[Company Name] Accessibility Conformance Report"

- **VPAT Heading Information** – Template version

- **Name of Product/Version** – Name of Product being reported, including version of the product

- **Product Description** – A brief description of the product

- **Date** – Date of report publication. At a minimum, provide the month and year of the report publication. For example, "May 2016". If date is included ensure it is clear "4 May 2016" or "May 4, 2016".

- **Contact Information** – Contact Information for follow-up questions. Listing an email is sufficient.

- **Notes** – Any details or further explanation about the product or the report. This section may be left blank.

- **Evaluation Methods Used** – Include a description of what evaluation methods were used to complete the VPAT for the product under test.

- **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.

  - The list must include only the Standards/Guidelines that were used to develop the product.

  - A report must contain a minimum of one Standard/Guideline or any combination of the three Standards.

  - The applicable Standards/Guidelines that may be included are:

    - Revised Section 508 standards – the U.S. Federal accessibility standard, published by the U.S. Access Board in the Federal Register on January 18, 2017
    - Corrections to the ICT Final Rule – a correction to the Revised Section 508 standards, published by the US Access Board in the Federal Register on January 22, 2018
    - Web Content Accessibility Guidelines 2.0 or WCAG 2.0 (ISO/IEC 40500), at http://www.w3.org/TR/2008/REC-WCAG20-20081211/

- This information can be in a table format at the top of the report with the table heading 'Standards/Guidelines' and the reported Standards/Guidelines identified.

- Alternatively, the Standard/Guideline being reported can be clearly identified in the introductory text of the report. If multiple Standards or Guideline tables are included, each table should also be clearly identified as to the Standard or Guideline the criteria that table represents.

- **Terms** – Conformance level terms description section

- **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.

5. WCAG Conformance Information – The answers in the WCAG success criteria are based on the level of conformance being reported (Level A, AA or AAA).

   o These tables are used to answer:

      ▪ Revised Section 508:
         - Chapter 5 Software
         - Chapter 6 Support Documentation
      ▪ The selected levels of WCAG 2.0 Guidelines.

   o If using a summary table, due to answers applying to multiple criteria, when answering for the Revised Section 508, the answers need to be clear in what individual criteria the answer applies to. It is possible to either use a summary, selecting the worst case for the criteria, or to have separate answers or even tables for software, support documentation, authoring tools, etc., so long as the methodology used is made clear.

6. Conformance Levels – The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the heading Notes section. If a term is not used it can be removed from the list. The ITI definitions are:

- **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 2.0 Level AAA.

Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with [WCAG 2.0 Understanding Conformance](#): 'This means that if there is no content to which a success criterion applies, the success criterion is satisfied.

7. Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.

   - When the conformance level is 'partially supports' or 'does not support', the remarks should identify:
     1. The functions or features with issues
     2. How they do not fully support
   - If the criterion does not apply, explain why.
   - If an accessible alternative is used, describe it.

8. In the Section 508 tables, when subsections of criteria do not apply to the product, the section may be summarized or removed as long as an explanation is provided explaining why a criterion does not apply. Another alternative is to leave the table and add a summary why the section doesn't apply. For example, in Chapter 5 the criteria in 502 and 503 will not apply to a web only application, thus those sections can be removed with a summary in the notes for the chapter, or a row in the table.

Best Practices for Authors

ITI suggests that authors adopt the following best practices when using the VPAT® to create an Accessibility Conformance Report.

- **Branding Header:** Company logo or branding information

- **Date Changes:** If a report is revised, change the report date and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.

- **Notes:** Add any notes applicable to product or the report
  - Additional information about the product version that the document references
  - Any revisions to the document

- Links to any related documents

- Additional information describing the product

- Additional information about what the document does or does not cover

- Information suggested by the WCAG 2.0 Conformance Claim, at http://www.w3.org/TR/WCAG20/#conformance-claims

- Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity

- **Evaluation Methods Used –** Information to enter may include the following:

  - Testing is based on general product knowledge

  - Similar to another evaluated product

  - Testing with assistive technologies

  - Published test method (provide name, publisher, URL link)

  - Vendor proprietary test method

  - Other test method

- **Remarks and Explanations:** This section may include:

  - Information regarding the testing of a given criteria.

  - Information on application dependencies to support accessibility (e.g. OS, app frameworks, browsers recommended).

  - How the customer can find more information about accessibility issues. One method can be to include the bug ID where customers can call the company's customer support to get additional information.

  - Known workarounds for accessibility issues.

- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.

- **Saving Space:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in four situations:

  - When an entire section is not being reported on because it doesn't apply to the product, for example:

    - Chapter 4: Hardware. Information should be included in the notes for that section why it has been removed.

    - A card reader that doesn't have sound could remove the criteria in section 413 Closed Caption Processing Technologies and just note the why the criteria doesn't apply.

- If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.

- If a requesting customer has identified that a section of the standard does not apply, information should be included in the notes that the section has been removed.

- **WCAG 2.0 Tables:** The WCAG 2.0 criteria are shown in three tables, Level A, Level AA, and Level AAA.

  - If desired, these tables can be combined into one table.

  - When reporting on a level (A, AA or AAA) all criteria for that level must be answered.

- **Language:** Use text appropriate for your audience.

- **Multiple Reports:** When using the VPAT to create an Accessibility Conformance Report for complex products it may be helpful to separate answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.

- **Criteria Text:** To help conserve space in the ITI template only the criteria ID number and a short title have been included. Where possible, links have been included to the standard/guideline.

  - It is acceptable to add the full text of the criteria into the cell if desired to help with understanding.

  - The links to the standards/guidelines can be removed.

- **Ordering of Tables:** The order that the standards/guideline tables appear may be changed to facilitate reading. For example, if the Accessibility Conformance Report is for Section 508 only, the WCAG tables may be moved to follow the numbering scheme used in the Section 508 criteria.

- **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.

  - The cells in these rows do not require answers as indicated by "Heading cell – no response required."
  - It is optional to add a response if desired.
  - The shading of the row is also optional.
  - If removing the heading rows, edit the criteria titles so it's clear where they apply.

Posting the Final Document

- Remove the *Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors* section from the template when publishing your Accessibility Conformance Report in final form. A link on page one in the template footnotes contains a hyperlink to this document on the Information Technology Industry Council (ITI) website at: http://www.itic.org.

- Check for each required item in the VPAT® document:

    - The report title **[Company Name] Accessibility Conformance Report**

    - **The "VPAT® Version 2.3" heading**

    - **Name of Product/Version**

    - **Product Description**

    - **Date**

    - **Contact Information**

    - **Notes**

    - **Evaluation methods used**

    - **Applicable Standards/Guidelines**

    - **Terms**

    - **Report Information**

        - Check that there is a response for each criterion for 'Conformance Level' and 'Remarks and Explanations.'

- Post your final document on your company's web site, or make the document available to customers upon request.

- Your final document should be accessible.

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.

goPost Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 – December 2018

Name of Product/Version: goPost Public Portal Web Application v1.17.0

Product Description:

e-PlanSoft's goPost™ Public Portal web application will allow Applicants to apply for permits, upload and submit plans for review, manage document versioning, access reviewer comment reports, and download final document packages.

Date: November 07, 2021

Contact information:

Name: Jon Changkachith
Phone: 714-724-6575
Email: jon@eplansoft.com

Notes:

Evaluation Methods Used:

goPost was evaluated using Chrome 93.0.4577.82 on an Apple Macbook running macOS Big Sur Version 11.5.2

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

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 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	**Partially Supports**	goPost web application provides sufficient text alternatives for most instances of non-text content. Exceptions include: • A few functional button using image font icons such as the pencil icon for edits. • Not all \<image> tag has alt attribute. • Not all non-text content that is a control or accepts user input has meaningful textual names that describes its functionality or purpose.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	**Not Applicable**	goPost does not have audio or video components.
1.2.2 Captions (Prerecorded) (Level A)	**Not Applicable**	goPost does not have audio components.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	**Not Applicable**	goPost does not have audio or video components.
1.3.1 Info and Relationships (Level A)	**Supports**	Information, structure, and relationships conveyed through presentation can be programmatically determined and are available in text only format
1.3.2 Meaningful Sequence (Level A)	**Supports**	When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.
1.3.3 Sensory Characteristics (Level A)	**Supports**	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
1.4.1 Use of Color (Level A)	**Supports**	Color is NOT the only visual means of conveying information, indicating an action, prompting a response,

Criteria	Conformance Level	Remarks and Explanations
		or distinguishing a visual element except in application PDF markup tools where colors are used to convey information and there are no alternatives.
1.4.2 Audio Control (Level A)	**Not Applicable**	goPost does not have audio components.
2.1.1 Keyboard (Level A)	**Partially Supports**	Most of the web application functionality can be accessed and operated using a keyboard. However, there are some tab menu components that are difficult to use by keyboard only.
2.1.2 No Keyboard Trap (Level A)	**Supports**	goPost web application does not include keyboard trap.
2.2.1 Timing Adjustable (Level A)	**Partially Supports**	Errors, warnings, and information message notifications display time are not user adjustable but is hardcoded in the web application and are only changeable by code changes.
2.2.2 Pause, Stop, Hide (Level A)	**Supports**	goPost does not include elements that move, blink, scroll, or auto-update.
2.3.1 Three Flashes or Below Threshold (Level A)	**Supports**	goPost does not contain flashing content
2.4.1 Bypass Blocks (Level A)	**Supports**	goPost implements mechanism available to bypass blocks of content that are repeated on multiple Web pages.
2.4.2 Page Titled (Level A)	**Supports**	All pages of application have titles that describe topic or purpose.
2.4.3 Focus Order (Level A)	**Supports**	The web application components receive focus in a meaningful, navigable order.
2.4.4 Link Purpose (In Context) (Level A)	**Supports**	Most links in the site can be determined from the link text or from the programmatic context of the link.
3.1.1 Language of Page (Level A)	**Supports**	The default language of the web application's webpage is identified using the lang attribute in the html element
3.2.1 On Focus (Level A)	**Supports**	The application components do not initiate a change of context when focused.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	**Supports**	Changes of context do not occur automatically on user input.
3.3.1 Error Identification (Level A)	**Supports**	Where errors are automatically detected, the error is identified, and an error message is provided as text.
3.3.2 Labels or Instructions (Level A)	**Supports**	Labels are provided for all input fields of the applications.
4.1.1 Parsing (Level A)	**Supports**	The application's webpages use semantically correct markup for all interface elements; has complete start and end tags; and has tags with unique ID values.
4.1.2 Name, Role, Value (Level A)	**Supports**	Most user interface components in the application provide programmatic name, role, and/or state information. Most interface components use standard HTML controls and implemented according to specification.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	**Not Applicable**	goPost does have live synchronized media such as audio and text audio translation.
1.2.5 Audio Description (Prerecorded) (Level AA)	**Not Applicable**	goPost does not have audio components.
1.4.3 Contrast (Minimum) (Level AA)	**Partially Supports**	Most text in the application meets minimum contrast requirements and in fact, color scheme can be changed to allow thousands of web safe colors. Exceptions include: • Material UI framework button, modal and other HTML components color cannot be changed.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA)	**Supports**	goPost being a web application, users can simply press Control key and Plus (+) to increase the text size. Press Control key and Minus (-) decrease the text size.
1.4.5 Images of Text (Level AA)	**Supports**	goPost uses text and does not use images of text.
2.4.5 Multiple Ways (Level AA)	**Supports**	goPost has more than one way to locate a web page within the application.
2.4.6 Headings and Labels (Level AA)	**Supports**	All headings and labels in the application are descriptive and conveys the appropriate information and context.
2.4.7 Focus Visible (Level AA)	**Partially Supports**	Focus visibility is clearly indicated on form elements but not all button elements such as tab sections use to organized page layout.
3.1.2 Language of Parts (Level AA)	**Supports**	Within the application's webpage, the language of each portion of the page is indicated by the HTML <lang> attribute.
3.2.3 Consistent Navigation (Level AA)	**Supports**	goPost provides consistent and repeatable navigation.
3.2.4 Consistent Identification (Level AA)	**Supports**	Elements and components that have the same functionality within the site are identified consistently.
3.3.3 Error Suggestion (Level AA)	**Supports**	When errors are detected within a data entry form in the application, the resulting error message provides suggestions for correction or cause of error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	**Supports**	No forms within the application submit actions that cause legal commitments or financial transactions to occur, nor do any forms submit actions that modify or delete user-controllable data in data storage systems.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	**Not Applicable**	goPost does not have audio components.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	**Not Applicable**	goPost does not have audio components.
1.2.8 Media Alternative (Prerecorded) (Level AAA)	**Not Applicable**	goPost does not have audio components.
1.2.9 Audio-only (Live) (Level AAA)	**Not Applicable**	goPost does not have audio components.
1.4.6 Contrast Enhanced (Level AAA)	**Partially Supports**	The visual presentation of text has a contrast ratio of at least 7:1 or users are able to choose contrasting colors to achieve result except certain modal windows or web components using pre-built libraries.
1.4.7 Low or No Background Audio (Level AAA)	**Not Applicable**	goPost does not have audio components.
1.4.8 Visual Presentation (Level AAA)	**Partially Supports**	For the visual presentation of blocks of text, a mechanism is available to achieve the following: • Foreground and background colors can be selected by the user. • 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.
1.4.9 Images of Text (No Exception) Control (Level AAA)	**Supports**	goPost uses text and does not use images of text.
2.1.3 Keyboard (No Exception) (Level AAA)	**Partially Supports**	Not all functionality of the application is operable through a keyboard interface only.
2.2.3 No Timing (Level AAA)	**Partially Supports**	There are timing elements such as expired sessions where application cannot be continued without reauthentication without loss of data.
2.2.4 Interruptions (Level AAA)	**Partially Supports**	Not all interruptions can be postponed, suppressed, or paused by the user.
2.2.5 Re-authenticating (Level AAA)	**Does Not Supports**	When session expires user activity cannot continue without re-authentication.
2.3.2 Three Flashes (Level AAA)	**Supports**	goPost does not have components that flashes more than three times in any one second period.
2.4.8 Location (Level AAA)	**Supports**	All application web pages indicate information about the user's location within a set of web pages.

Criteria	Conformance Level	Remarks and Explanations
2.4.9 Link Purpose (Link Only) (Level AAA)	**Supports**	goPost provides other means of conveying the purpose of each link besides the link text alone.
2.4.10 Section Headings (Level AAA)	**Supports**	Section headings are used to organize the content.
3.1.3 Unusual Words (Level AAA)	**Not Applicable**	The application does not have unusual words, phrases, idioms, abbreviations, or acronyms so there is no need for mechanism to identify or explain.
3.1.4 Abbreviations (Level AAA)	**Not Applicable**	The application does not have abbreviations so there is no need for mechanism to identify or explain.
3.1.5 Reading Level (Level AAA)	**Supports**	The application does not have text that requires reading ability more advanced than the lower secondary education level.
3.1.6 Pronunciation (Level AAA)	**Not Applicable**	The application does not have words or phrases that are ambiguous and that would require a mechanism to clarify its meaning.
3.2.5 Change on Request (Level AAA)	**Supports**	All changes of context are initiated only by user request.
3.3.5 Help (Level AAA)	**Partially Supports**	Not all area of the application have context-sensitive help.
3.3.6 Error Prevention (All) (Level AAA)	**Partially Supports**	Reversible: Some submissions are NOT reversible. Checked: Not all user inputs are checked for errors or validated for proper format where a user is provided an opportunity to correct them. Confirmed: Not all submission information has a mechanism available to review, confirm, and correct the information before finalizing the submission.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	No	The application cannot be used without vision
302.2 With Limited Vision	Yes	The application can be used by person of limited vision.
302.3 Without Perception of Color	Yes	The application allows changing of color to accommodate person without color perception.
302.4 Without Hearing	Yes	The application is usable by person without hearing.
302.5 With Limited Hearing	Yes	The application is usable by person without hearing or limited hearing.
302.6 Without Speech	Yes	The application is usable by person without speech.
302.7 With Limited Manipulation	Yes	The application is usable by person without speech or limited speech.
302.8 With Limited Reach and Strength	Yes	The application is usable by person with limited reach and/or strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Yes	The application is usable by person with limited language, cognitive, and learning abilities.

Chapter 4: Hardware (NOT APPLICABLE)

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen		
402.2.2 Transactional Outputs		
402.2.3 Speech Delivery Type and Coordination		
402.2.4 User Control		
402.2.5 Braille Instructions		
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening		
402.3.2 Non-private Listening		
402.4 Characters on Display Screens		
402.5 Characters on Variable Message Signs		
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General		
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General		
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General		
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General		
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible		
407.3.2 Alphabetic Keys		
407.3.3 Numeric Keys		
407.4 Key Repeat		
407.5 Timed Response		
407.6 Operation		

Criteria	Conformance Level	Remarks and Explanations
407.7 Tickets, Fare Cards, and Keycards		
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane		
407.8.1.1 Vertical Plane for Side Reach		
407.8.1.2 Vertical Plane for Forward Reach		
407.8.2 Side Reach		
407.8.2.1 Unobstructed Side Reach		
407.8.2.2 Obstructed Side Reach		
407.8.3 Forward Reach		
407.8.3.1 Unobstructed Forward Reach		
407.8.3.2 Obstructed Forward Reach		
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach		
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General		
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General		
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General		
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones		
412.2.2 Volume Gain for Non-Wireline ICT		
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets		
412.3.2 Wireline Handsets		
412.4 Digital Encoding of Speech		

Criteria	Conformance Level	Remarks and Explanations
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID		
412.7 Video Communication		
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connect ability		
412.8.2 Voice and Hearing Carry Over		
412.8.3 Signal Compatibility		
412.8.4 Voice Mail and Other Messaging Systems		
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions		
413.1.2 Pass-Through of Closed Caption Data		
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		
415.1.2 Audio Description Controls		

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See [WCAG 2.0](#) section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Yes	
502.2.2 No Disruption of Accessibility Features	No	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Yes	
502.3.2 Modification of Object Information	No	
502.3.3 Row, Column, and Headers	Yes	

Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Yes	
502.3.5 Modification of Values	No	
502.3.6 Label Relationships	Yes	
502.3.7 Hierarchical Relationships	Yes	
502.3.8 Text	Yes	
502.3.9 Modification of Text	Yes	
502.3.10 List of Actions	Yes	
502.3.11 Actions on Objects	Yes	
502.3.12 Focus Cursor	Yes	
502.3.13 Modification of Focus Cursor	No	
502.3.14 Event Notification	Yes	
502.4 Platform Accessibility Features	No	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	No	
503.3 Alternative User Interfaces	No	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See [WCAG 2.0](#) section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Yes	
504.2.2 PDF Export	Yes	
504.3 Prompts	Yes	
504.4 Templates	Yes	

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Yes	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Yes	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Yes	
603.3 Accommodation of Communication Needs	Yes	

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Include your company legal disclaimer here, if needed.