



Website Accessibility and Usability Review

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Introduction

The Institute for Human Centered Design (IHCD) conducted a review of the Clarksburg website (www.clarksburgma.us). This review consisted of an internal assessment by deep content experts, which focused on applicable portions of the World Wide Web/Web Accessibility Initiative (W3C-WAI) Web Content Accessibility Guidelines (WCAG 2.1).

Overview

The Clarksburg MA website is built on the CodeIgniter web framework with PHP and Bootstrap. It incorporates the basic web accessibility features built into those frameworks. However, based on a manual review of the website by content experts augmented with an automated review, there are some important elements and functionality that present barriers for accessibility to a wide range of users.

The main issues on the Clarksburg website are lack of alternative text for images, overprinting text on image backgrounds, lack of skip to main content link, insufficient link text, skipped heading levels, insufficient color contrast, inconsistency in link labels, and inaccessible calendar.

The website displays a large number of pictures, many of which lack proper alternative text for images. All images must have alternative text to convey to screen reader users what is visually depicted in the image to sighted users. Providing concise and accurate alternative text is essential to making images accessible to users with visual or certain brain-based disabilities.

The lack of a skip link forces users through the same information over and over again. Screen reader dependent users rely on skip links to jump past redundant navigation content. Skip links must anchor to the main content on each page. Having a skip to main content feature is important

for many user groups including people who are blind and have low vision who rely on screen readers, but also users with dexterity impairments who rely on the use of keyboards to navigate web content who may experience pain due to repetitive keystrokes on every web page.

Headings are crucial for users to navigate easily through the website and to understand the context and logic of the data presented. They also facilitate keyboard navigation for assistive technology users as screen readers have short keys that allow the users to navigate using different heading levels. When headings are consistent, clear and descriptive, users find the information they seek more easily, and they understand the relationships between different parts of the content more easily. For example: On the 'Contact Us' page, the section headers 'Contacting Us' and 'Departments & Officials' are both labeled as heading level 1. Each webpage should only have one heading level 1. More issues relative to skipped heading levels and incorrectly ordered heading levels are outlined in the catalog of issues that follows.

In the Calendar, the events and days/dates are not read in sync. The events are all listed out of context first, after which the days/dates are read. The sequence in which content is presented means that users navigating with assistive technology do not get an equivalent experience or receive the necessary information to make independent decisions. Content should be read to include the day, date, and events occurring on that date to provide meaning to all users.

There are multiple pages on the site that have different link titles leading to the 'Contact Us' page which is a compliance issue and would be a cause for confusion for all users. While it is good that there are multiple ways to access the same information from different webpages,

consistency and predictability are required for users to have a meaningful experience.

Other recommendations to provide easy and seamless navigation for all users have been provided in the report. Other issues common across the website are insufficient link text and color contrast. Link text needs to have context for users using assistive technology instead of standalone links such as 'read more.'

These major issues, in concert with those that follow in the catalog, present many barriers to accessibility, usability and a positive user experience. To address some of the major issues, the CSS and JavaScript theming will need to be redesigned to address all occurrences of the issues presented in the catalog. In many cases, issues are recurring throughout the website but only a limited number of examples are documented in the report.

All third-party widgets, portals and websites that clarksburgma.us relies on and directs users to also need to comply with WCAG 2.1 AA. All third-party software should be properly vetted for compliance, and future RFPs and contracts should ensure that finished products are accessible and inclusively designed by specifying appropriate accessibility guidelines and conducting web accessibility reviews, with special consideration given to involving real users with a wide range of functional limitations at multiple stages throughout design and development. Web authoring staff should undergo training covering best practices for posting accessible web content and creating accessible documents.

Miscellaneous Issues

In addition to the compliance and usability issues that have been explored in detail in the catalog that follows, there are several accessibility issues that are relatively minor but still critical to remedy in the long run to ensure an equitable and inclusive experience for all users. Below is a list of these issues:

- On the 'Annual Town Election & Meeting' page: a portion of the content is struck out under 'Town Meeting Warrant.'
- ADA Commission: the email link for the chair leads to the contact us page. This is inaccurate and could be confusing for many groups of users. Update the link to include the correct email address or replace the link text with a link to the "Contact Us" page.
- Natural Hazard Mitigation and Climate Adaptation Plan: Consider placing the 'Download accessible.pdf' at the top of the page so that users aren't forced through the slideshow of images. The file title also lacks sufficient link text. Relabel it to 'Natural Hazard Mitigation and Climate Adaptation Plan Accessible PDF' or the equivalent.
- 'Historical Commission' under 'Meetings': the number of minutes is displayed as a link but it is not functional as a link and results in no change when selected.


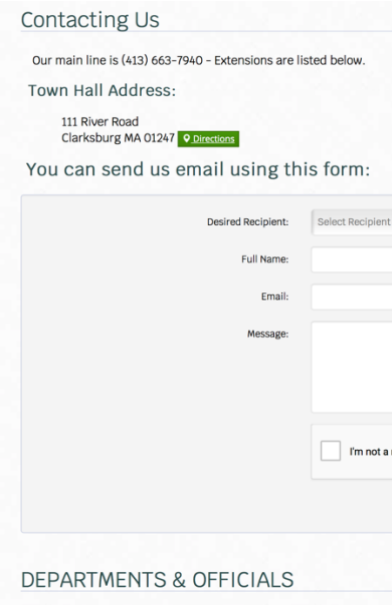
	Image	Section	Issue Name	Issue Details	Issue Tags
1		Main Navigation	Lack of 'Skip to Main Content' Link	<p>Background Screen reader dependent users rely on skip links to jump past redundant navigation content. Skip links must anchor to the main content on each page. Having a skip to main content feature is important for many user groups including blind and Low-Vision users who rely on screen readers, but also users with dexterity impairments who rely on the use of keyboards to navigate web content who may experience pain due to repetitive keystrokes on every web page.</p> <p>Current The skip link is missing on all pages, forcing users to navigate through repetitive navigation menus on all web pages. This quickly leads to frustration among users who are looking to access the main or new content on each web page without being forced through familiar and repetitive content multiple times.</p> <p>Recommendation Ensure that a 'Skip to Main Content' link is provided on all pages on the website. The link typically appears on the top left corner of the page and should have a programmatically focusable target with <code>tabindex="-1"</code>.</p>	Blind, Low-Vision, Dexterity Impairment WCAG 2.1 AA 2.4.1 Bypass Blocks
2		General Content	Skipped Heading I Inappropriate Heading Levels	<p>Background Consistent and clear headings provide document structure and make content easier to consume. They also facilitate keyboard navigation for assistive technology users as screen readers have short keys that allow the users to navigate using different heading levels. Headings that are not clear and descriptive of the content they are representing presents all users and especially, non-visual screen reader users confusing experiences.</p> <p>Current There is lack of proper use of headings on various pages. Some examples are listed below:</p> <ul style="list-style-type: none"> - On the 'Contact Us' page, the section headers 'Contacting Us' and 'Departments & Officials' are both labeled as heading level 1. The subsection headers that follow are out of order (with 'Town Hall Address' 	Blind, Low Vision, Dexterity Impairment WCAG 2.1 AA 2.4.6 Headings and Labels

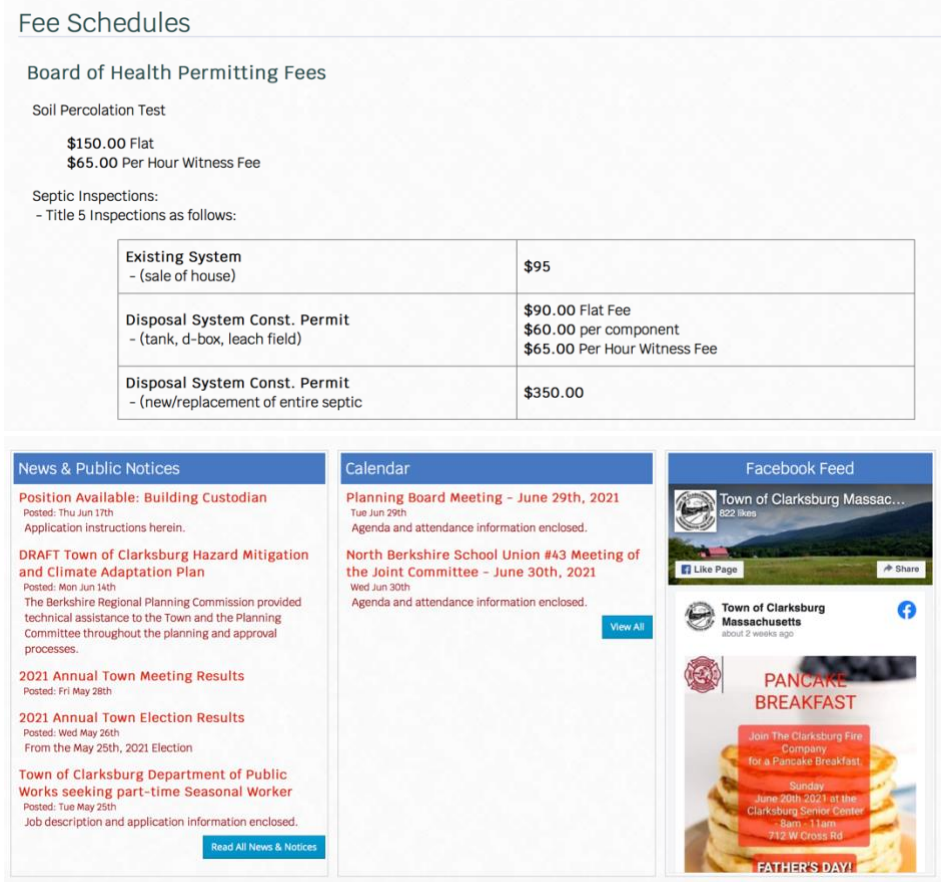

	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>being a heading 3 and 'You can send us email using this form' being heading 2. Heading levels should be used in order and not be used as stylistic elements to assign text sizes.</p> <ul style="list-style-type: none"> - On the 'Fee Schedules' page, heading level 2 has been skipped. - On the 'Homepage', shown in the third image on the left 'News & Public Notices, Calendar and Facebook feed' lack heading levels. <p>Recommendation Headings are utilized for site navigation, so heading level tags should be reserved for organizing main content. There should only be one heading level 1 on each webpage, and heading levels should be structured in sequential order with no skipped heading ranks (unless closing a subsection, for instance). Ensure that headings that are contained within other h-tags follow an accurate header hierarchy. Ensure that headings are not being used just to format the style of text. Heading tags should be kept independent of other lines of text, as it makes it nonfunctional for users navigating with headings and does not follow best practices for clean coding. Heading names should be descriptive and unique (i.e. no repetition of heading names on the same page or using <h1> tags for multiple sections on a single page).</p> <p>Design Note For reference, please read https://www.w3.org/WAI/tutorials/pagestructure/headings/</p>	
3		Menu Bar	Special characters	<p>Background All text must be read accurately when rendered through a screen reader. It is not recommended to use special characters in link text as characters can be inaccurately interpreted using different user agents including assistive technologies such as screen readers. Special characters used to visually convey functionality must have an accessible name that communicates the functionality.</p> <p>Current The plus sign next to each item is read out along with the link, this could cause confusion.</p>	<p>Low -Vision, Blind</p> <p>WCAG 2.1 AA 2.4.4 Link Purpose (In Context)</p>

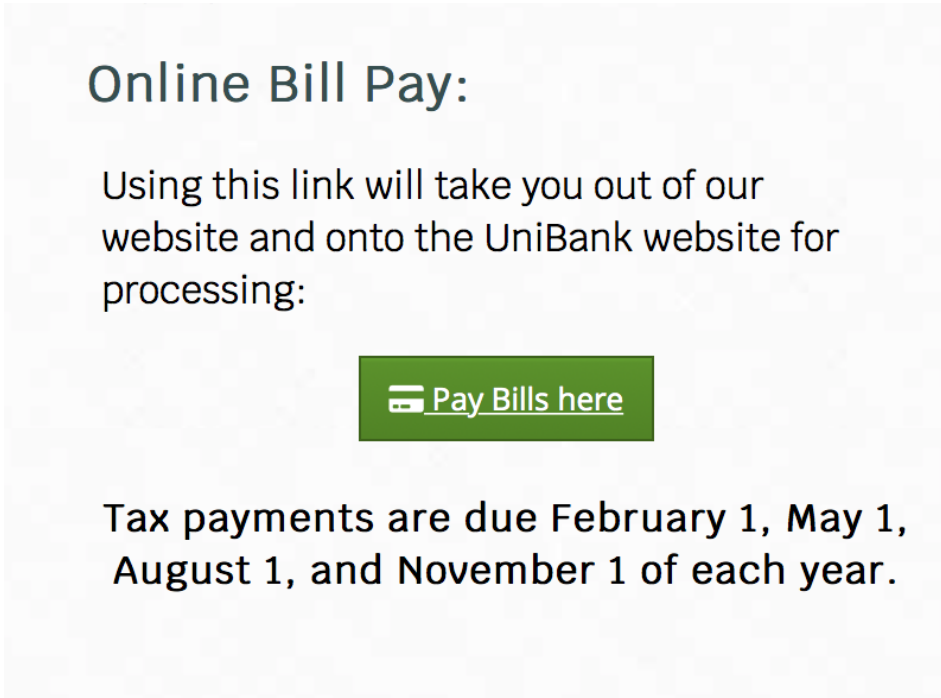
	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>Voiceover on Safari, “collapsed menu pop up link resources plus” Voiceover on Chrome, the main menu reads 6 items followed by “collapsed menu pop up link resources plus”</p> <p>With NVDA, it reads as list of 6 items and each item is read as a submenu. For example: “Collapsed submenu link resources plus”</p> <p>Recommendation In this case, equivalence of experience is provided by conveying that the menu items have submenus, and by conveying their status (collapsed vs expanded). Therefore, the symbol (plus) should be ignored by the screen reader to avoid confusion and make navigation more seamless.</p>	
4		General Content	External Link	<p>Background When activating a link, it leads to changes in context. Changes must be predictable to users. Changes in context can confuse users who do not easily perceive the change or are easily distracted by changes including users with low vision or users with some brain-based functional limitations.</p> <p>Current Some links on the page such as ‘Pay Bills here’ and ‘https://clarksburgseniorcenter.org/’ as shown in the images open in a new tab without informing the user and takes them to another website. Though the ‘Pay Bills here’ has a text above it informing users that it opens on a new page, there are users who use the rotor function which pulls up a link list or tab through links using only keyboard to navigate easily. Hence, the current format would make it difficult for people who are blind or low vision to know which webpage they are on.</p> <p>Recommendation It is best practice to not have links open in a new window without informing the user as this can cause confusion for screen reader users especially when they are</p>	<p>Blind, Low-Vision, Brain-Based Functional Limitations</p> <p>WCAG 2.1 AA 3.2.1 On focus</p>



	Image	Section	Issue Name	Issue Details	Issue Tags
	 <p>Clarksburg Senior Center</p> <p>Address: 712 West Cross Road Clarksburg MA 01247</p> <p>Phone: 413-663-8253</p> <p>Website: https://clarksburgseniorcenter.org/</p>			<p>unaware of the change. For example, having a discernable aria label will read 'Pay Bills here link opens in new window' rather than just opening a new window or tab without a notification.</p> <p>Additionally, the site structure should adhere to web conventions such as main navigations for internal use, as to match a typical user's mental model, and prevent unprompted or unexpected actions.</p> <p>Design Notes: Consider using common icons for external links: </p> <p>Engineering Notes: Ensure all external links or icons are properly labeled to give context to screen reader users: <i class="external-link" aria-label="External Link" /></p>	


	Image	Section	Issue Name	Issue Details	Issue Tags
5		General Content	Non-Visible Focus	<p>Background Visual focus is critical to let keyboard users know which element on the screen has keyboard focus. Failure to provide any or adequate visual focus creates a significant barrier for various user groups.</p> <p>When navigating with a keyboard it should be visually apparent which element on the screen has visual focus. Visual focus with keyboard navigation is extremely important for a wide range of users including, but not limited to, users with Low-Vision who may be navigating with a screen reader, older adults and non-native technology users, users with dexterity limitations who cannot rely on the use of a mouse or trackpad to access web content.</p> <p>Current The visual focus indicator when navigating with and without a screen reader is very faint with a black dotted line.</p> <p>Recommendation Ensure all content receives keyboard input and that the focus indicator is visually apparent, the screen reader audio, and the actual element that has keyboard focus are all in sync.</p>	Dexterity Impairments, Low -Vision, Brain-Based Functional Limitations WCAG 2.1 AA 2.4.7 Focus Visible


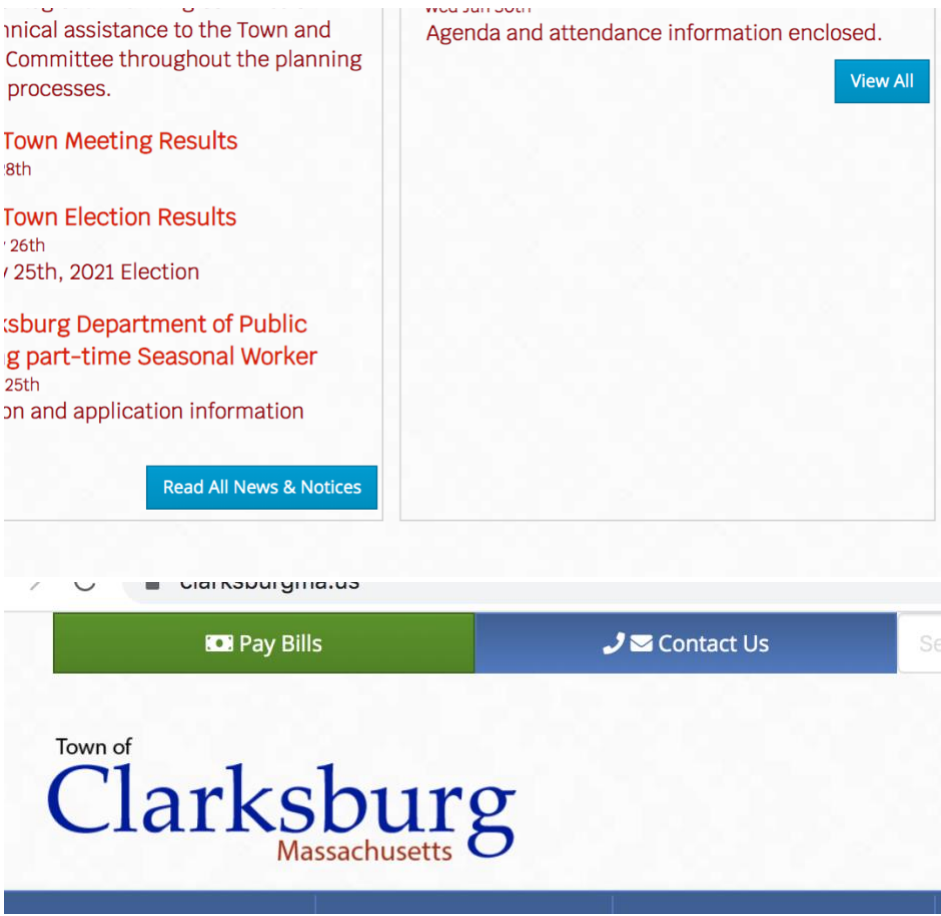
	Image	Section	Issue Name	Issue Details	Issue Tags
					
6		General Content	Insufficient Color Contrast	<p>Background All text elements and images of text must have sufficient contrast between text in the foreground and background colors. Text that is too close in luminance (brightness) to the background can be hard to read for user with low vision.</p> <p>Current There are multiple instances where the color contrast of text and the background is insufficient to meet the contrast minimum. Below is a list of some color contrast issues found on the website:</p> <ul style="list-style-type: none"> - Home page: the view all, read all buttons shown in the first image have a ratio of 3:2:1 and fails the requirement for regular text. - Under 'The Town of Clarksburg' section on the home page, the light-yellow background with text in a darker yellow color has a ratio of 2:5:1. This fails the requirements for both large and regular text. - 'Pay Bills' button in the top left above the banner fails contrast requirements for regular text with a ratio of 3.8:1. - Footer – The dark grey text on light grey has a ratio of 3:1:1 and fails the contrast requirement for regular text and only barely passes for large text. <p>Recommendation Ensure all text elements have at least 4.5:1 contrast for regular text and 3:1 for large text.</p>	Low-Vision, Brain-Based Functional Limitations, 65+ WCAG 2.1 AA 1.4.3 Contrast Minimum

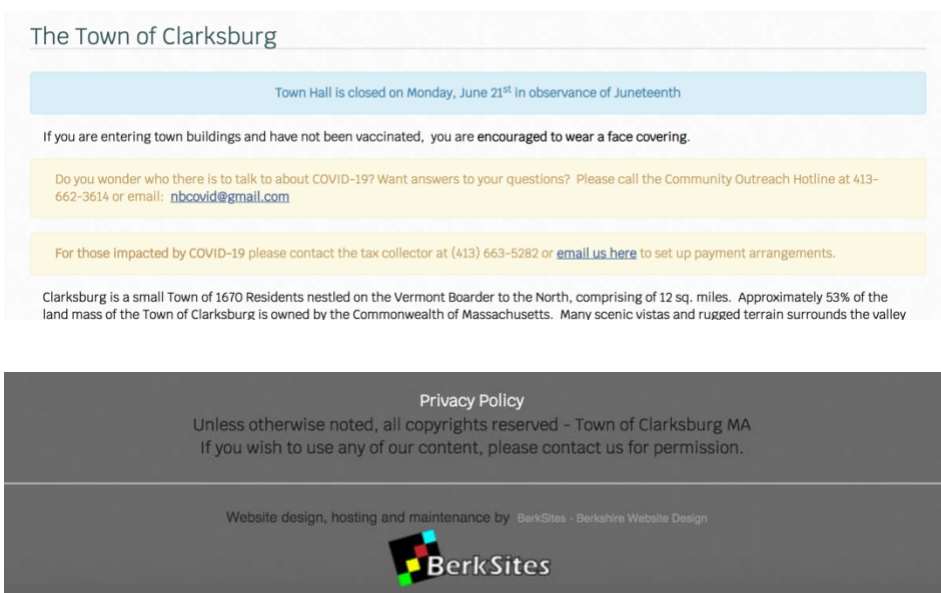

	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>IHCD recommends the Paciello Group’s Color Contrast Analyzer: https://developer.paciello.com/resources/contrastanalyser/</p>	
7		Search	Missing ARIA Roles and States	<p>Background Name and role of an element must be programmatically determined to let screen reader users define the element and know how to interact with it. For all user interface components, notification of changes in states must be available to user agents including assistive technologies. This is especially important for the users who are blind or have low vision who rely on screen readers to navigate web content. For example, when expandable menus collapse or expand, there should be a notification available for all sensory modalities.</p> <p>Current The search button currently is labeled only as a button and lacks an accessible name such as ‘search button.’</p> <p>With NVDA, The search field is not announced as a text field. It reads as “Search clarksburgma.gov edit has autocomplete blank.” It should read as “Search, text field, enter to edit text,” or the equivalent.</p>	<p>Dexterity Impairments, Low-Vision, Brain-Based Functional Limitations</p> <p>WCAG 2.1 AA 4.1.2 Name, Role, Value</p>


	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>Recommendation</p> <p>Ensure all user interface components are provided proper name, role and states to give an equal experience in understandability and interactivity for assistive tech users. Appropriate ARIA attributes and states can be used to give users the information they need about the clickable elements and all the content associated with them.</p>	
8		Calendar	Inaccessible Calendar Content	<p>Background</p> <p>When the sequence in which content is presented affects its meaning, a correct reading sequence must be programmatically determined so that the order is preserved when it is rendered through different assistive technologies such as screen readers.</p> <p>Current</p> <p>The calendar currently reads out all the events provided as links and doesn't inform users of the day or date along with it unless it's mentioned in the event link. After reading all the event titles without the context of day/date, the table (calendar) is read out with no context to the event.</p> <p>With NVDA, each cell is announced as clickable in addition to the issues outlined above, even though the cells are not clickable. Tue, Thu and Fri are read out correctly as Tuesday, Thursday and Friday while the other days are not read in their full form—this inconsistency makes it confusing for users.</p> <p>Recommendation</p> <p>Ensure that the calendar is formatted with each row and column identified correctly in correspondence with the day and date, along with the events for each specific day and date. Aria-label/aria-labelledby is one technique that can be used here.</p>	Blind, Low-Vision WCAG 2.1 AA 1.3.2 Meaningful Sequence


	Image	Section	Issue Name	Issue Details	Issue Tags
9		Home Page	Inaccessible Carousel	<p>Background Users navigating a webpage with a screen reader rely on descriptive link text to understand the purpose and function of the content. When link texts are unspecific, screen reader users are unable to find the information they are searching for. Link text of each link should be purposeful so that users can decide whether they want to follow the link. Whenever possible, a page must provide link text that identifies the purpose of the link without needing additional context. Many screen reader users navigate by pulling up a list of links on a webpage. Descriptive link text is extremely important to users who navigate with this list of links.</p> <p>Current On the home page, the carousel is inaccessible. The carousel controls are difficult to see and lack focus. The images displayed also do not have proper alt text.</p> <p>With VoiceOver, unlike with NVDA, the images are displayed as a slideshow with no provision for a user to pause it.</p> <p>Recommendation The carousel on the home page is among the first interactive elements on the website. It needs to be identified as a carousel with X items, and each item on the carousel controls should have a short description of the content presented. The clickable carousel controls can be given aria-label attributes to provide this additional context. The “Next” and “Previous” buttons need appropriate aria-label attributes as well, to identify them and contextualize the carousel as a whole. Alternatively, a pause button should be provided across all browsers and operating systems so that users have control over the interaction.</p>	Blind, Low-Vision WCAG 2.1 AA 2.4.4 Link Purpose (In Context)
10		General Content	Insufficient Link Text	<p>Background Users navigating a web page with a screen reader rely on descriptive link text to understand the purpose and function of a link. Many screen reader users use a shortcut to display a list of links to navigate a website efficiently. When link titles are unspecific, users cannot identify which link to select to find the information</p>	Blind, Low-Vision WCAG 2.1 AA 2.4.4 Link Purpose (In Context)

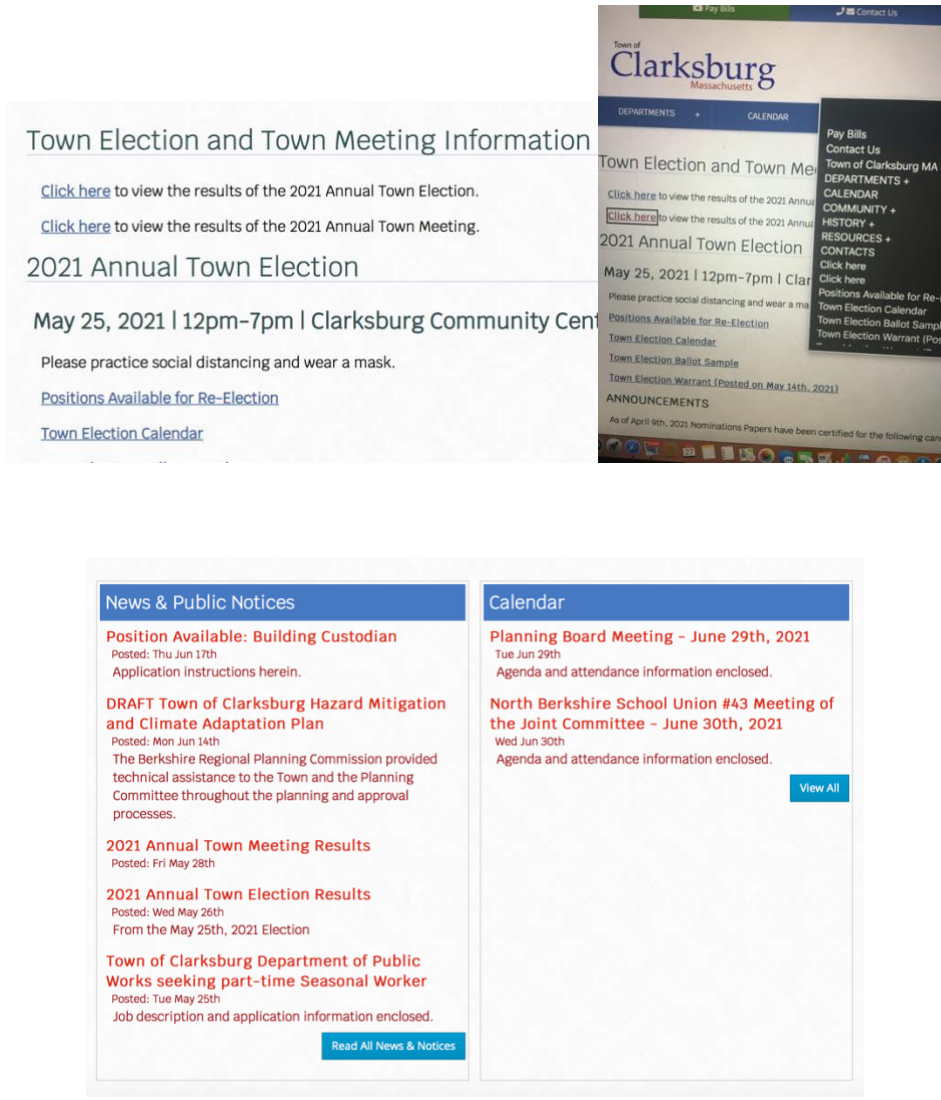
	Image	Section	Issue Name	Issue Details	Issue Tags
	 <p>The image shows two screenshots from the Town of Clarksburg website. The top screenshot displays the 'Town Election and Town Meeting Information' page, which includes links to view the results of the 2021 Annual Town Election and Meeting, and details for the 2021 Annual Town Election on May 25, 2021. The bottom screenshot shows the 'News & Public Notices' section, listing several announcements such as 'Position Available: Building Custodian', 'DRAFT Town of Clarksburg Hazard Mitigation and Climate Adaptation Plan', '2021 Annual Town Meeting Results', '2021 Annual Town Election Results', and 'Town of Clarksburg Department of Public Works seeking part-time Seasonal Worker'. A 'View All' button is visible at the bottom of the news section.</p>			<p>they are searching for, often leading to confusion and a frustrating user experience.</p> <p>Current</p> <p>The website on has links with insufficient link text such as ‘click here’, ‘View All’ on various pages. On the ‘Selectboard’ page, the links listed as ‘information’ and ‘select board meeting’ to name a few. When a user pulls up a links list as shown in the screenshot, having insufficient descriptions makes it near impossible to distinguish the purpose of the links labelled identically with different webpages.</p> <p>Similarly, on the ‘Get Outside!’ page, using the URL as the link rather than linking the text with the page titles and embedding the URL within it means that users navigating with screen readers have to figure out through the URL if they have found the link they are looking for.</p> <p>Recommendation</p> <p>Provide descriptive link text such as “results of the 2021 Annual Town Election” instead of “Click here.” On the links list, listing “BNRC website, BNRC Top Trails, BNRC Resources page...” and so on would be much clearer and make it easier to navigate.</p> <p>Refer:</p> <p>https://www.w3.org/WAI/WCAG21/Understanding/link-purpose-in-context.html#techniques</p> <p>https://webaim.org/techniques/hypertext/link_text</p>	

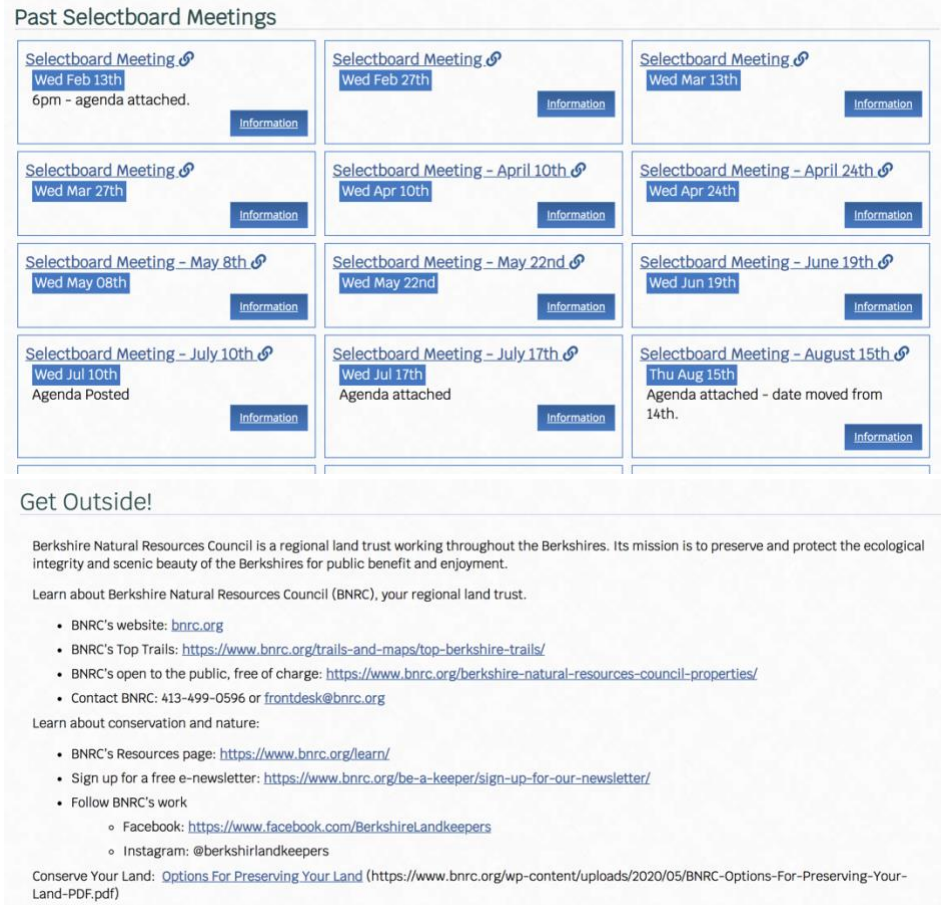
	Image	Section	Issue Name	Issue Details	Issue Tags
	 <p>The screenshot shows a website page with two main sections. The top section, 'Past Selectboard Meetings', is a grid of 12 meeting cards arranged in 4 rows and 3 columns. Each card includes a date, a time (e.g., '6pm'), and an 'Information' button. The bottom section, 'Get Outside!', contains text about the Berkshire Natural Resources Council (BNRC) and a list of links for their website, trails, public access, contact information, and social media. It also includes a link to a PDF document titled 'Options For Preserving Your Land'.</p>				

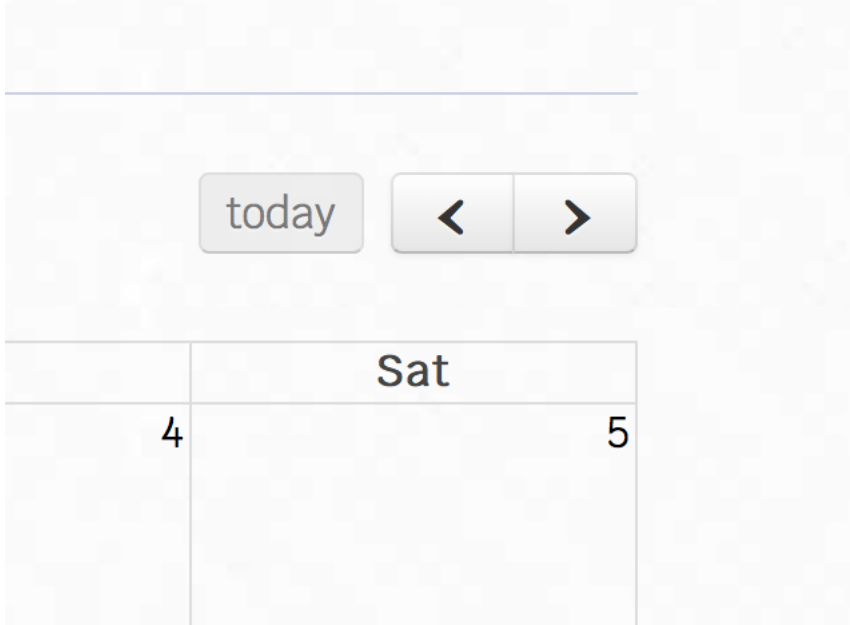

	Image	Section	Issue Name	Issue Details	Issue Tags
11		Calendar	Missing ARIA Label	<p>Background Users navigating a webpage with a screen reader rely on descriptive link text to understand the purpose and function of the content. When link texts are unspecific, screen reader users are unable to find the information they are searching for. Link text of each link should be purposeful so that users can decide whether they want to follow the link. Whenever possible, a page must provide link text that identifies the purpose of the link without needing additional context. Many screen reader users navigate by pulling up a list of links on a webpage. Descriptive link text is extremely important to users who navigate with this list of links.</p> <p>Current With VoiceOver, the labels for the arrows to indicate to the previous and next sections of the calendar are labelled incorrectly and read as “single left/ right pointing arrow quotation mark.”</p> <p>With NVDA, the arrows are read as “clickable, clickable” instead of next and previous.</p> <p>Recommendation Ensure that the buttons are labelled by providing appropriate accessible names. This can be done by providing ARIA labels.</p>	Blind, Low-Vision WCAG 2.1 AA 4.1.2 Name, Role, Value
12		General Content	Inconsistency in Label Name	<p>Background Where possible the purpose of each link or button must be clear from the link text without its context. It is a best practice for links with the same destination to have consistent descriptions and for links with different purposes to have different visual portrayals.</p> <p>Current On many pages the link title is labelled differently even though they lead to the same page. Most commonly seen are links leading to the ‘Contact Us’ page. For example as shown in the screenshots, the following link titles are used across the website to lead to the ‘Contact Us’ page: ‘email’, ‘use form’, ‘click here’,</p>	All users WCAG 2.1 AA 3.2.4 Consistent Identification 2.4.4 Link Purpose (In Context) 2.4.6 Headings and Labels

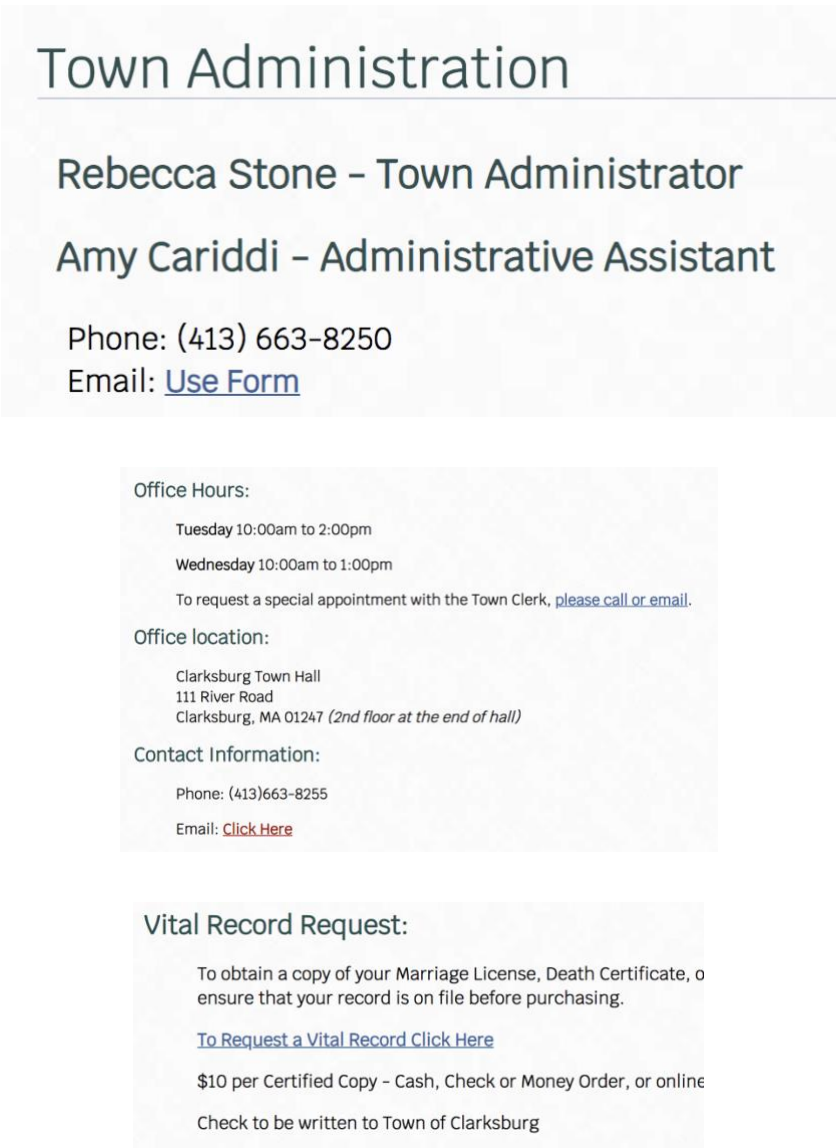
Image	Section	Issue Name	Issue Details	Issue Tags
	 <p>The screenshot shows the 'Town Administration' section of a website. It lists contact information for Rebecca Stone (Town Administrator) and Amy Cariddi (Administrative Assistant), including phone numbers and a 'Use Form' link. It also includes office hours for Tuesday and Wednesday, office location at Clarksburg Town Hall, and contact information. A 'Vital Record Request' section provides instructions on how to obtain records and the associated fee.</p>		<p>'request a valid record click here.' Having multiple links with various labels that all lead to the same page is extremely confusing for users with and without disabilities.</p> <p>Recommendation Ensure a single link title is used for each page and labelled consistently across the website to ensure ease of navigation through the site in a logical and intuitive manner. The titles should be accurate, consistent and clearly indicate the connection to the "Contact Us" page.</p>	

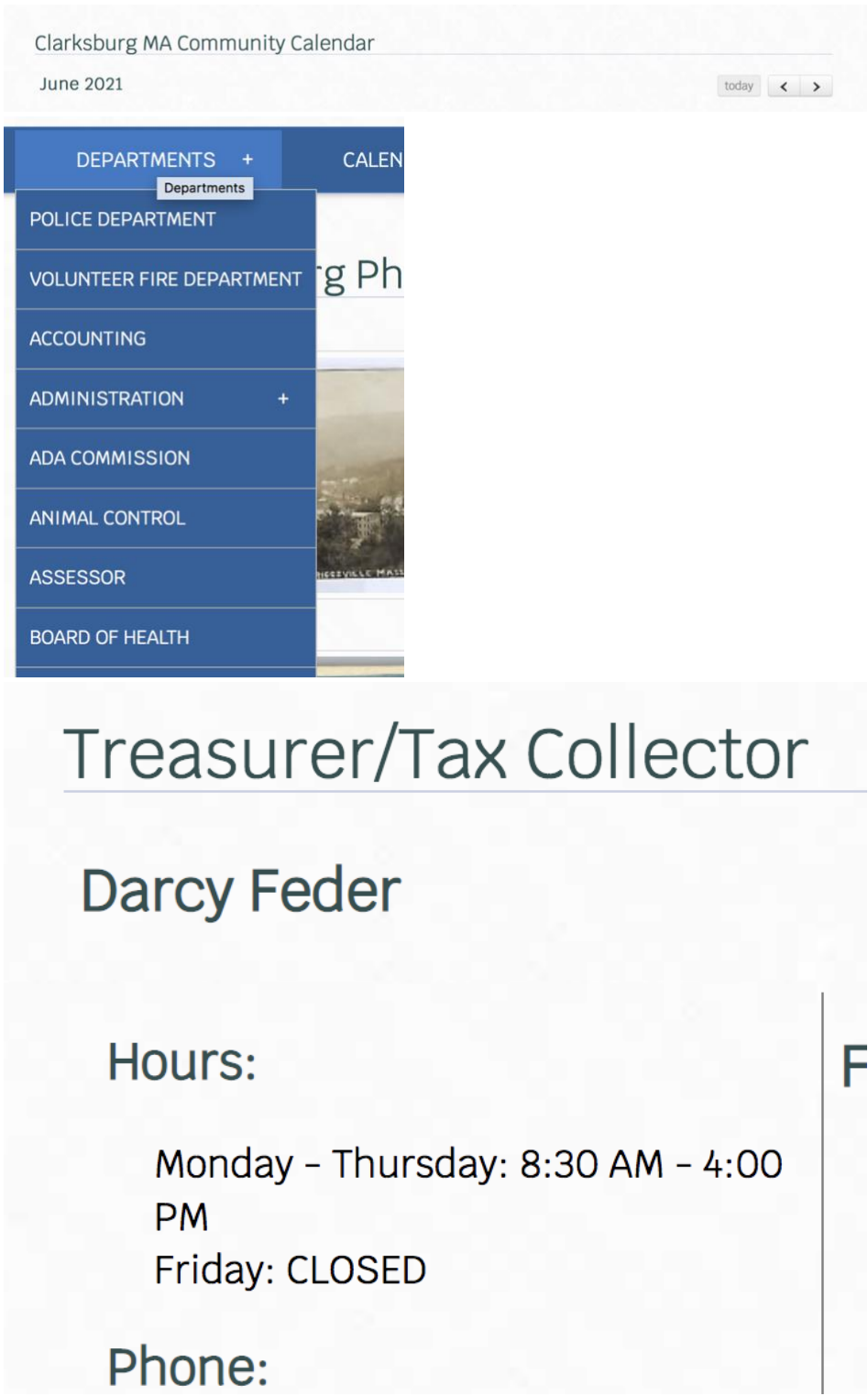
	Image	Section	Issue Name	Issue Details	Issue Tags
13		General Content	Screen Reader Readability Issues	<p>Background All information and operable elements on the user interface must be understandable both visually and when navigating content with assistive technology including screen readers and screen magnifiers. Words and numbers read by screen readers must be clear, distinct and easy to understand contextually without causing doubt or confusion.</p> <p>Current Some words are read incorrectly by screen readers which disorients users and may leave them confused or frustrated based on the context in which they are hearing the information. For example: ADA is not read letter by letter as it should be. Similarly under calendar MA is also not read letter by letter or as Massachusetts. Lack of clarity could confuse many users who solely rely on screen readers. The hyphens are not read as to so users using screen reader only hear “Monday Thursday” or “8:30 AM 4:00 PM” instead of hearing it as Monday to Thursday or 8:30 AM to 4:00 PM.</p> <p>Recommendation Ensure all words and numbers read by screen readers are appropriate, easy to understand, distinct and clear.</p>	Blind, Low-Vision

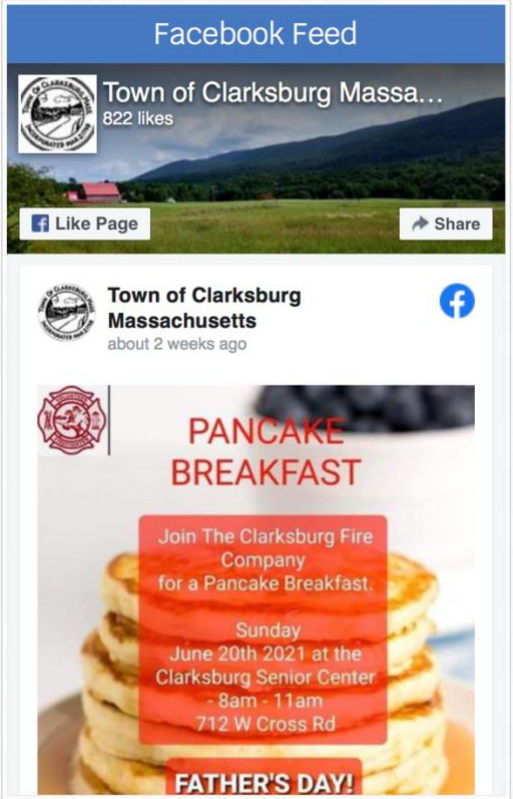
	Image	Section	Issue Name	Issue Details	Issue Tags
14		Homepage	Iframe Navigation	<p>Background Keyboard users must not become trapped in a subset of the content. If the author uses a technology to provide sub content that can be entered by keyboard but does not allow user to exit with keyboard, it is necessary for such content to provide a keyboard mechanism that returns focus to the parent window.</p> <p>Current Keyboard users have to tab through the long Facebook feed including a large number of posts before they can proceed to the next element. This is extremely time consuming and is a significant barrier for keyboard users with dexterity impairments who may experience pain due to repetitive keystrokes.</p> <p>Recommendation Ensure that there is a way to exit the sub content when a user chooses to using a keyboard control.</p>	<p>Blind, Low-Vision, Dexterity impairment</p> <p>WCAG 2.1 AA 2.1.2 No Keyboard Trap</p>

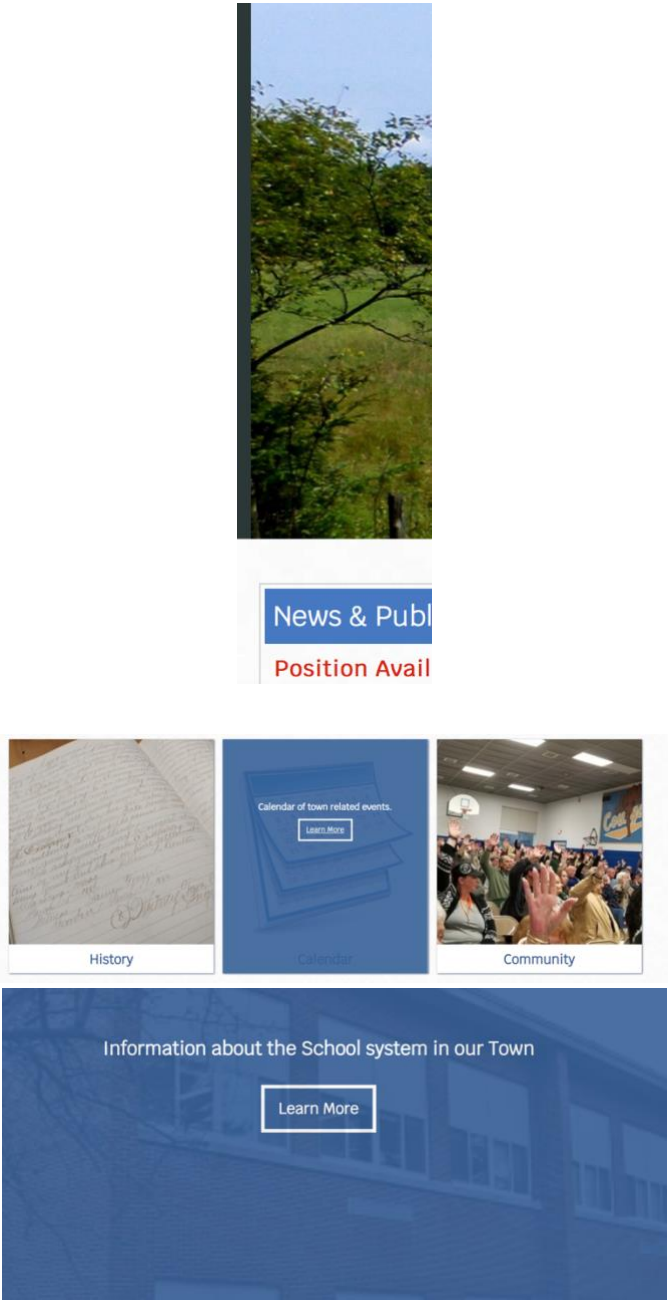
	Image	Section	Issue Name	Issue Details	Issue Tags
15		General Content	Overprinting on Image Backgrounds	<p>Background All text and icon elements must avoid overprints on pictures which make it hard to focus on the texts for users with Low-Vision or brain-based disability.</p> <p>Current On multiple pages, there is text overprinted on images with insufficient contrast between the text and the image’s background. The next and previous buttons on the homepage for the carousel are barely visible. This makes it hard for users with low-vision and brain-based disabilities to focus and read the content with ease.</p> <p>Recommendation Provide a solid background with a single color and ensure all text elements have at least 4.5:1 contrast for small text and 3:1 for large text. Avoid gradients and breaks in the background that make readability difficult.</p> <p>IHCD recommends the Paciello Group’s Color Contrast Analyzer: https://developer.paciello.com/resources/contrastanalyser/</p>	<p>Low-Vision, Brain-Based Functional Limitations, 65+</p> <p>WCAG 2.1 AA 1.4.3 Contrast Minimum</p>

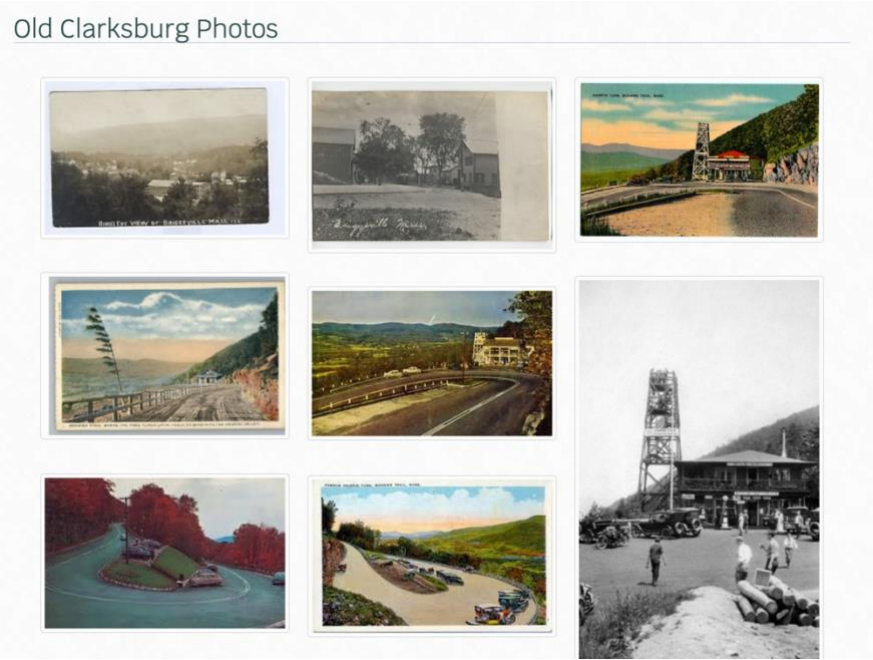

	Image	Section	Issue Name	Issue Details	Issue Tags
16	 	General Content	Missing Proper Alternative Text and Image Descriptions	<p>Background All images must have alternative text to convey their purpose and meaning to screen reader users. Providing concise and accurate alternative text is essential to making images accessible to users with visual or certain brain-based disabilities.</p> <p>Current The alt text provided for the images currently do not provide users with the description of what is displayed in the image but instead provides an insufficient description as shown below.</p> <pre> </pre> <p>Recommendation Ensure that every element has alternative text. The alternative text must be a description of the content shown in the image. Images that do not convey content or provide information but rather are decorative images should have null alt text to signify to screen reader users that they are not missing important contextual information.</p> <p>Resources: https://webaim.org/techniques/alttext/ https://www.w3.org/TR/UNDERSTANDING-WCAG20/text-equiv.html</p>	Low-Vision, Blind WCAG 2.1 AA 1.1.1 Non-Text Content

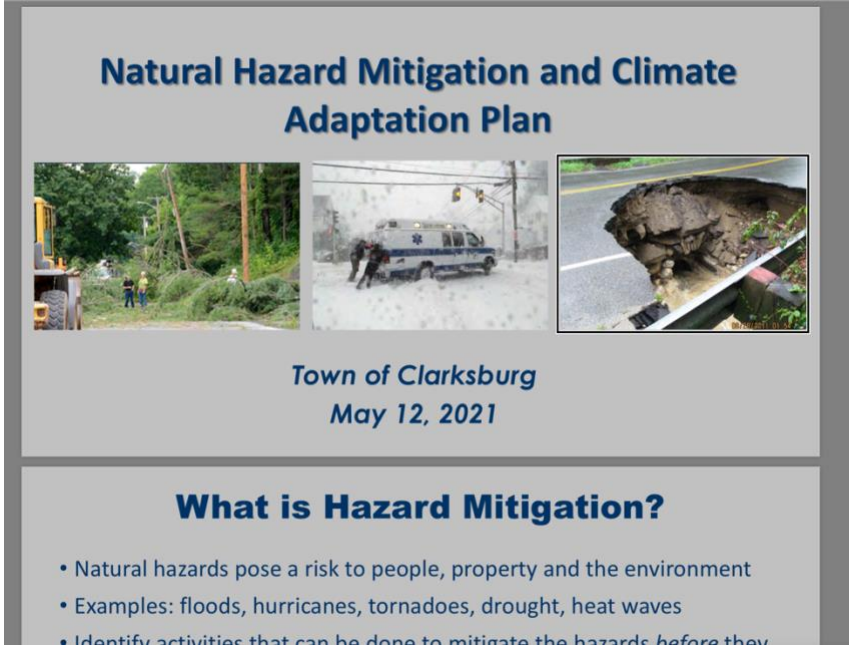
	Image	Section	Issue Name	Issue Details	Issue Tags
17		Documents	Inaccessible PDFs	<p>Background Downloadable resources must be made accessible. If only one format of the file is made available, it must be accessible. Accessible alternatives should be made available for any inaccessible documents shared on the website. This is especially crucial for forms and documents that serve as the only or primary way for residents to obtain information about the Town and to take necessary action.</p> <p>Current Many PDFs are inaccessible to screen reader-dependent users and users with low vision, including image PDFs of text. For example: The Natural Hazard Mitigation and Climate Adaptation Plan accessible PDF lacks a heading level 1 and the images lack alt text. Under 'Forms – building permit application checklist,' the form lacks editable fields.</p> <p>Recommendation PDFs and other resource documents should be made accessible. This includes following WCAG guidelines for color contrast, image labels, and most importantly using rich text as opposed to images of text. Provide alternative way to access documents and forms that are not yet accessible, such as providing plain text versions of PDFs that have not yet been made following PDF accessibility techniques.</p> <p>Design Notes Refer to resources for PDF accessibility techniques: https://www.w3.org/TR/WCAG-TECHS/pdf.html And please review Adobe's Accessibility Training: https://www.adobe.com/accessibility/products/acrobat/training.html</p>	Blind, Low-Vision

Image	Section	Issue Name	Issue Details	Issue Tags
<p style="text-align: center;">Page 2</p> <p style="text-align: center;">TOWN OF CLARKSBURG BUILDING DEPARTMENT REQUIRED DOCUMENTS CHECK LIST ONE & TWO FAMILY DWELLINGS ONLY</p> <hr/> <ol style="list-style-type: none"> 1. Required Documents Check List <ul style="list-style-type: none"> <input type="checkbox"/> Attached. ATTACH THIS FORM <input type="checkbox"/> NOTE: Failure to comply with ALL required documents SHALL result in denial of permit. 2. Procedure Sheet (See Zoning Officer for Procedure Sheet) <ul style="list-style-type: none"> <input type="checkbox"/> Attached completed Procedure Sheet with all required department signatures. 3. Building Permit Application for One or Two Family Dwellings. <ul style="list-style-type: none"> <input type="checkbox"/> All items in Section 1 through Section 6b completed. <input type="checkbox"/> Property owner signed application (Section 2.1 and Section 6a or 6b). <input type="checkbox"/> Contractor signed application (Section 3.1, 3.2 & 6b) <input type="checkbox"/> If Owner Contractor attach Homeowner Exemption Form <input type="checkbox"/> Attached Workers' Compensation Insurance Affidavit (Section 4). Affidavit required for every project. <input type="checkbox"/> INCOMPLETE APPLICATIONS WILL BE DENIED! 4. Special Permit/Site Plan Decision (If applicable). <ul style="list-style-type: none"> <input type="checkbox"/> Attach copy of Special Permit/Site Plan Decision registered and stamped by the Registry of Deeds. 5. Sewage Disposal System: <ul style="list-style-type: none"> <input type="checkbox"/> Attach copy of Disposal Works Permit (Issued by the Board of Health). 6. Water Supply: <ul style="list-style-type: none"> <input type="checkbox"/> Attached copy of well completion report and water test (potable water). 7. Driveway Permit or Curb Cut: <ul style="list-style-type: none"> <input type="checkbox"/> Attach copy of Street Entrance Permit, signed by the Highway Dept. 8. Plot Plan – REQUIRED on ALL projects which include exterior work (excluding – roofing, windows & siding) and must include: <ul style="list-style-type: none"> <input type="checkbox"/> Distance from building and/or additions to all property lines and other structures. <input type="checkbox"/> (Front yard area: Measured from lot line, NOT from the road pavement) <input type="checkbox"/> Well location. <input type="checkbox"/> Septic location. <input type="checkbox"/> Driveway. <input type="checkbox"/> All existing and proposed structures. <input type="checkbox"/> Street frontage. 				