



# Q1 2025 Accessibility Progress Report

SeeClickFix 311 CRM | Public

# Accessibility Progress Report (APR)

**SeeClickFix 311 CRM**

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## Introduction

We published our Accessibility Conformance Report (ACR) based on Voluntary Product Accessibility Template (VPAT) v2.5 for the public web on SeeClickFix 311 CRM in May 2025 and the staff (CRM) side of SeeClickFix 311 CRM in Feb 2025. We plan to publish progress report every quarter for the next year.

This report presents the progress made by CivicPlus from 05-2025 to 06-2025.

To request alternate formats of our Accessibility Plan, Accessibility Conformance Report (ACR), Accessibility Progress Report (APR) or to any report accessibility related issues, contact Cari Tate at [cari.tate@civicplus.com](mailto:cari.tate@civicplus.com).

## Our Stance on Accessibility

CivicPlus is committed to facilitating accessibility and usability across all its digital products for people with disabilities. Our products are designed with accessibility as the backbone, and we add guardrails to keep user-added content within compliance as best we can.

## Terms

The terms used in the Disposition information is as follows:

- **Planned:** The issue will be resolved
- **Deferred:** The issue will not be resolved
- **In Progress** The issue is currently under investigation

The terms used in the Remediation Timeline are defined as follows:

- **Qn-YYYY:** Quarter and Year for Planned Remediation
- **Later:** The remediation is not yet planned

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 only be used in WCAG Level AAA criteria.

## Remediation Roadmap Progress

We focused our remediation efforts on the following during the period stated above:

Criteria	Conformance Level	Workaround (if addressed with a viable workaround)	Remediation Timeline (if Partially Supports)
<a href="#">1.3.1 Info and Relationships (Level A)</a>	Partially Supports		3 items resolved in Q2 2025, 3 items undergoing further investigation for remediation Q3 2025
<a href="#">1.3.2 Meaningful Sequence (Level A)</a>	Partially Supports		Q3 2025
<a href="#">2.1.1 Keyboard (Level A)</a>	Partially Supports		Q3 2025
<a href="#">2.4.3 Focus Order (Level A)</a>	Partially Supports		One item resolved in Q2 2025, one item in progress for Q3 2025 release
<a href="#">2.4.4 Link Purpose (In Context) (Level A)</a>	Partially Supports		Q2 2025
<a href="#">2.4.6 Headings and Labels (Level AA)</a>	Partially Supports		Q2 2025
<a href="#">3.3.2 Labels or Instructions (Level A)</a>	Partially Supports		Q2 2025
<a href="#">4.1.2 Name, Role, Value (Level A)</a>	Partially Supports		Q2 2025

## Additional Information

Provide any additional information regarding accessibility plans.

Currently, we are focused on remediation of any known concerns for the public resident side of SeeClickFix 311 CRM. In the coming quarters, we will begin remediation for the staff (internal) side of the product. We will also be deprecating the outdated legacy issue pages on SeeClickFix.com and redirecting to the SeeClickFix Portal that is customer organization branded. This means our remediation focuses on Portal pages.

## Legal Disclaimer

The information provided in this APR is intended solely for general informational purposes. The content is designed to inform customers about the progress CivicPlus has made regarding accessibility updates to our products and services, but it does not constitute legal advice or a guarantee of compliance with any specific accessibility standards or laws.

This APR is provided as a summary of our ongoing efforts to improve accessibility. It does not serve as a certification of compliance with any accessibility laws, regulations, or standards, including but not limited to Section 508 of the Rehabilitation Act, the Americans with Disabilities Act (ADA), or the Web Content Accessibility Guidelines (WCAG). Users should not rely solely on this report to assess their legal obligations or compliance.

CivicPlus shall not be liable for any direct, indirect, incidental, special, consequential, or punitive damages arising out of or related to the use of, or reliance on, the information contained in this report. This includes any actions taken or not taken in connection with accessibility efforts based on the information provided.

Accessibility is an ongoing process, and CivicPlus is committed to continuous improvement. This report may be updated periodically to reflect the most current information available. Customers should ensure they are reviewing the most recent version of the report.

For further information or to discuss the contents of this accessibility progress report, please contact [cari.tate@civicplus.com](mailto:cari.tate@civicplus.com).

By reviewing this report, you acknowledge and agree to the terms of this disclaimer.