



Q1 2025 Accessibility Progress Report

SeeClickFix 311 CRM| Mobile | Public

Accessibility Progress Report (APR)

SeeClickFix Mobile

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Introduction

We published our Accessibility Conformance Report (ACR) based on Voluntary Product Accessibility Template (VPAT) v2.5 for this product in May 2025. We plan to publish progress report every quarter for next year.

This report presents the progress made by CivicPlus from 08-2024 to 03-2025.

To request alternate formats of our Accessibility Plan, Accessibility Conformance Report (ACR), Accessibility Progress Report (APR) or to any report accessibility related issues, contact zack.beatty@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)
2.4.6 Headings and Labels	Supports		
2.5.1 Pointer Gestures	Supports		
2.5.7 Dragging Movements	Partially Supports	Generally supported, but additional improvements are needed to ensure map panning is supported from external keyboards.	2025 Q4
2.5.8 Target Size (Minimum)	Supports		

Additional Information

Provide any additional information regarding accessibility plans.

Notes: Our mobile application, currently locked to portrait mode, does not meet the WCAG 2.1 criteria 1.3.4 regarding orientation flexibility. The application is designed to operate in a fixed display orientation to ensure a consistent user experience. Allowing orientation changes would require significant design modifications and technical effort due to the specific structure of the app. However, we are committed to providing an accessible user experience and offer alternative solutions at the product level.

To address users' needs for flexible orientation options, we provide a responsive web-based version of the product. This web application adapts to both portrait and landscape orientations, allowing users to access the same information and functionalities as the mobile app. The responsive web app serves as a reasonable

accommodation for users requiring different orientations, ensuring compliance with accessibility standards for the overall product.

While the mobile app is part of our larger ecosystem, we acknowledge that orientation restrictions may present challenges for certain users. We recommend using the web app via a mobile browser to navigate the content in a way that suits their orientation preferences. In doing so, we meet the needs of users who may otherwise face difficulties with fixed orientation while still maintaining a high-quality experience across platforms.

Our approach balances accessibility compliance with product design feasibility, ensuring that users have options for accessing the service in ways that suit their individual requirements.

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 Zack Beatty.

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