



Website Accessibility and Usability Assessment

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Introduction

The Institute for Human Centered Design (IHCD) conducted a review of the Fall River website (www.fallriverma.org). 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). IHCD also conducted user testing, in the form of contextual inquiry research, with four User/Experts with various functional limitations.

User/Experts

A User/Expert is a person who has developed expertise by means of their lived experience in dealing with the challenges of the environment due to a physical, sensory or brain-based functional limitation. The environment is understood broadly to include the physical, information, communication, policy and attitudinal/social environments.

Lisa

Age: Adult | **Race/Ethnicity:** East Asian | **Gender:** Female
| **Functional Limitations:** Low-Vision | **Assistive Technology:** Screen Magnification

Lisa has been a User/Expert with IHCD on various projects. She typically uses her phone to carry out various professional and personal tasks. She also uses Windows PC with a large monitor at home for ease of use. On her computer/laptop, she uses Chrome and the default magnification function of the browser and operating system

Evan

Age: Young Adult | **Race/Ethnicity:** Caucasian | **Gender:** Male
Functional Limitations: Social (ASD) **Assistive Technology:** None

Evan is a past intern at IHCD and has been working as a User/Expert on different projects since then. He has high-functioning autism spectrum disorder and does not use any assistive technology when he accesses the web. He is a graphic learner who enjoys visually engaging and easily navigable websites. His preferred browsing interface is Google Chrome on Microsoft Windows.

Annika

Age: Young Adult | **Race/Ethnicity:** Caucasian | **Gender:** Female
Functional Limitations: Low-Vision | **Assistive Technology:** Screen Magnification, VoiceOver

Annika is a recent graduate with a master's degree in International Development. She most recently worked at Empowerment Through Integration (ETI) as a communication manager. Annika uses 3x bifocal glasses and native screen magnification on Mac OS when she browses the web on Google Chrome.

Kenny

Age: Young Adult | **Race/Ethnicity:** Asian | **Gender:** Male | **Functional Limitations:** Blind | **Assistive Technology:** NVDA

Kenny has been a User/Expert with IHCD on various projects including those related to web accessibility. He relies on the use of his iPhone and VoiceOver, and uses Lyft to travel around the city. Kenny is familiar with JAWS but has recently switched to using NVDA with Firefox.

Example User Tasks:

In addition to exploring the site in an informal fashion as they would if they were to do so independently, User/Experts were given site-specific tasks, such as the examples noted below.

- Report a problem or request for a service to repair a playground in Fall River
- Look for the calendar of events to check for an event happening tomorrow
- Browse through 'Employment Opportunities' and look up Job posting for EMT- Paramedic - Fire -Department
- What does 'Knowledge Base' mean to you? What are you expecting to find there? Locate knowledge Base and look up information that you would expect to find. Also, find information on 'How Do I pay a parking citation?'

Overview

The Fall River MA website is built on the WordPress CMS with PHP, MySQL, Nginx and incorporates the accessibility features that are built-in with the WordPress framework. Based on a review of the website by users with and without disabilities, there are some important elements and functionality that present barriers for accessibility to a wide range of users.

The main issue that was consistent among all users in navigating the Fall River website was that most of the links on the website had different titles on different web pages which led to the same content. In addition, the titles were sometimes irrelevant to the information that the user was

trying to find. This made it extremely confusing for first time users of the website who didn't know what title to look for or that multiple different titles led to the same information. For example when a User/Expert was asked to try reporting a problem or request a service, the User/Expert could not easily navigate to that function. They requested hints to complete the task and were confused by the process. Some User/Expert quotes:

“Wait, why is it under ‘Pay’?? That doesn’t make any sense. This is about payments but it’s directing you to the page where you make general complaints”

“If it does that again I just don’t know what to say about that”

“Citizen’s Online Service Portal?? And that’s the same thing as ‘Report a problem’?”

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 and easily obtain the information they are looking for.

Users highly rely on the ‘Search’ functionality when information cannot be found with ease through the main navigation menu, but on the Fall River Website the ‘Search’ function is not sensitive to spelling errors and sometimes provides results that are irrelevant to the word users are searching for. For Example: The User/ Expert, in trying to find the calendar of events, searched that phrase using the search functionality but did not get a result linking to the full calendar. This forced users to either give up or reach out to people for assistance, sacrificing their independence and time. In situations where the User/Expert was able to find the information such as ‘How can I pay a parking Citation?’ User/Expert was incorrectly directed to the home page to find an inaccessible image that, more importantly, was not provided on the home page as stated. The image has non-descriptive alternative text in the form of the full web address that User/Experts found unhelpful and difficult to navigate. Although one user/expert was able to complete the task with various workarounds developed through navigating web content that is often inaccessible, the image provided in that context and the directions to complete a payment must be revised to facilitate a more accessible and user-friendly experience for a wider range of users,

including those with many sensory and/or brain-based functional limitations. IHCD recommends a linked image with accurate alternative text or a direct link without an image.

Some documents on the website are not entirely accessible. One example of an inaccessible document is the ‘Labor Service Application’ where, when navigating with VoiceOver, the form fields are unannounced and the visual focus is out of sync but can be interacted with if a user is made aware that they are form fields. However, when navigating with JAWS and NVDA the form fields are completely inaccessible. In other cases, some documents are incorrectly labeled as links. When users clicked on the documents labeled as links, they were expecting to be led to a new page but instead the documents downloaded automatically without informing users causing them to be alarmed.

The Fall River web portal to report a problem, also referred to as the Citizen's Online Service Portal, opens in a new tab identified as "Not Secure." A number of third-party websites linked to from the Fall River website, for example, the 'Arts and Culture' and 'Public Transportation' links housed under 'Visitor' in the footer, also open as 'Not Secure' content. This could be alarming to some users who may feel that they may be prone to a virus by accessing these web pages and is especially problematic because users are not informed prior to interacting with the links.

Another key issue is the font size and color on various pages across the website. It was very straining for User/Experts who have low vision even when they were navigating with screen magnification. When a User/Expert zoomed in to read the content, the Chatbot covered a significant portion of the screen, causing them to comment, “Dawn, go away.” It was difficult for some User/Experts to discern how to dismiss it and even after a User/Expert dismissed it, the Chatbot reappeared every time the page was refreshed or a new page loaded. This made it very difficult and frustrating for User/Experts, especially for those with low vision, to navigate and view the content. Below is an example of the experience and comments with the Chatbot:

- One User/Expert who had low vision and was navigating with Windows screen magnification could not dismiss the Chatbot without interacting with it because the close function was too

faint to be noticed. They clicked on the icon that expanded the Chatbot, only half of which was visible on the screen when magnified. The User/Expert tried to scroll up to try and dismiss it, assuming the close function would be at the top right but the Chat window did not scroll with the rest of the page, confusing the User/Expert. The close function was finally discovered to be at the bottom of the window but the User/Expert was not able to locate it independently.

Reaction: “Gets worse and worse”

- The Chatbot appeared again on a new page even after dismissing it on a previous page.

Reaction: “damn it, go away”

Almost all images on the website lack alternative text, and the videos are labeled and announced only as links rather than media, specifically video content. These issues are a hindrance to equal access to all information for all users. Some other functionality such as Interactive Maps, the Chabot, basic navigation through the ‘Upcoming Events’ calendar and some PDF’s presented as images are also inaccessible with screen readers. Other issues such as poor and skipped heading hierarchy, unspecific link text, and unannounced new tabs or windows increase confusion and impede ease of navigation for assistive technology users.

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 fallriverma.org 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.

Inclusive Design Recommendations

Outlined here are some overarching and general inclusive design recommendations that apply to most or all webpages on the website. These, and other inclusive design issues have been elaborated on at the end of the catalog of issues that follows.

1. Maintain consistency across titles on the website and provide simple and intuitive titles which are relatable to the relevant content. Also, make sure the content is grouped in a logical format with headings that are accurate.
2. Most information provided on the website forced users through multiple steps and intermediate pages to obtain information that should be available more easily. One example of this is the 'About Fall River' page which, when accessed through the 'Resident' tab forces users on an inefficient user journey. This issue has been elaborated on in the catalog.
3. In the combo box for languages in the menu on the top right, consider providing language options in their native script along with the English version in parentheses.

Inclusive design is a framework for the design of places, things, information, communication and policy that focuses on the user, on the widest range of people operating in the widest range of situations without special or separate design...

Inclusive design in the digital realm has been a leading area of focus for the international movement. As is true in other areas of design, web accessibility has been more expansive than the legal requirements for accessibility both in terms of considering a broader spectrum of users and promoting market opportunity and advantage rather than focusing on meeting minimum requirements.

	Image	Section	Issue Name	Issue Details	Issue Tags
1.		General Content	Automatically Looping Background Video	<p>Background Automatically moving, changing or blinking content must provide an option for the user to pause, stop or hide the element.</p> <p>Current The background video on the home page does not provide users an option to pause, stop or hide it. Automatically and continuously moving content can be a severe distraction for some people who have attention deficit disorders and other brain-based functional limitations, making it difficult or oftentimes impossible to concentrate on other parts of the web page and accomplish tasks at hand.</p> <p>Recommendation Ensure that the background video and/or any future background content that automatically moves, changes, or blinks is accompanied by a pause, stop or hide button that allows users control over not only whether they want to see this content, but also the speed at which they may choose to engage with it. An alternative inclusive choice could also be to consider replacing the video with a static image. If this alternative choice is implemented in this context or elsewhere on the website, ensure that all text on the page has sufficient color contrast and, ideally, on solid backgrounds.</p>	Low-Vision, Brain-Based
2.		General Content	Missing 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 Many or all images do not have alt text.</p> <p>For example: The images within the carousel on the government page (https://www.fallriverma.org/government/) showcase various locations and historic elements in the city. Due to the lack of alt text, these are currently inaccessible to blind users and some users with Low-Vision who rely on screen readers, from being able to independently navigate the website and obtain the same content that is available to sighted users. Additionally, there are no image descriptions, which would be helpful for users who are not familiar with Fall River, including users with some brain-based disabilities for whom it can be challenging to discern visual information from complex images.</p> <p>Recommendation</p>	Blind, Low-Vision

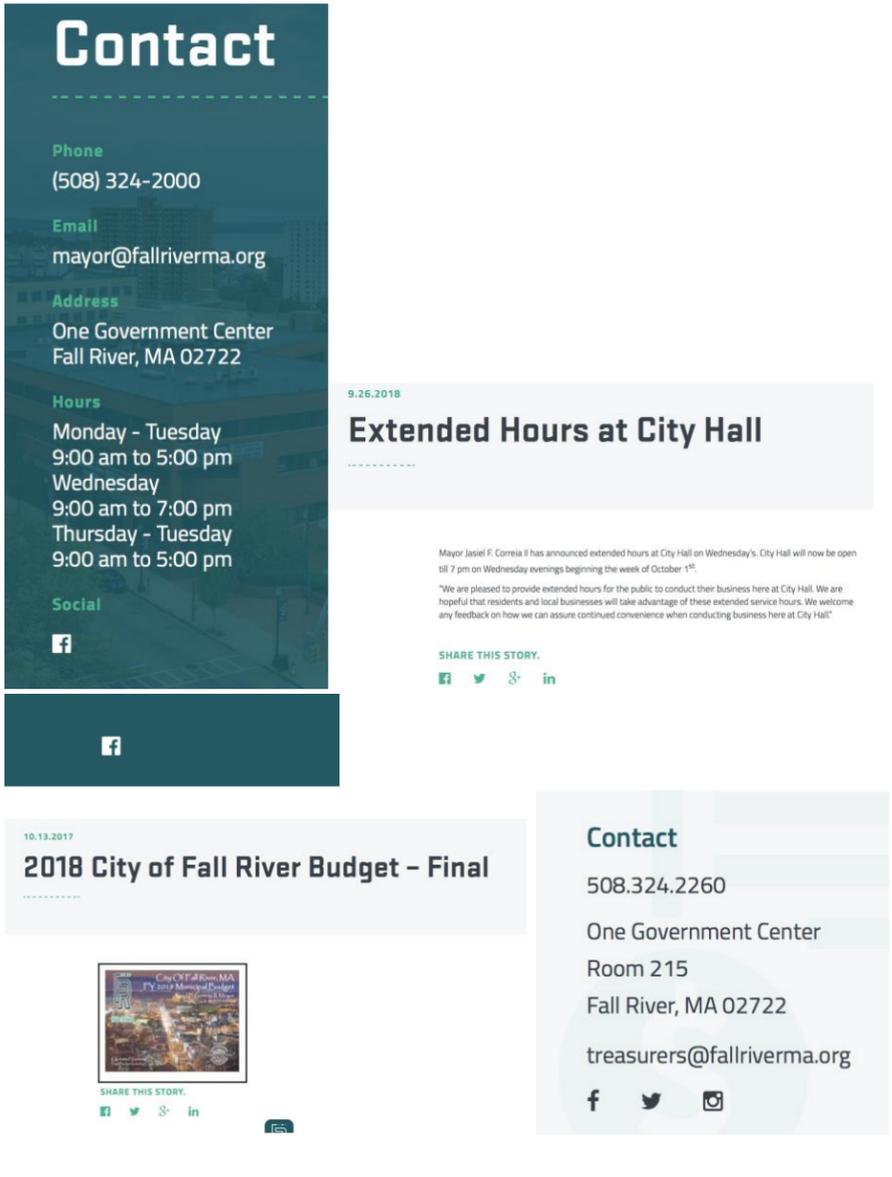
	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>Ensure that every element has alternative text. Decorative images should have null alt text to signify to screen reader users that they are not missing important contextual information.</p> <p>Resources: https://webaim.org/techniques/alttext/ https://www.w3.org/TR/UNDERSTANDING-WCAG20/text-equiv.html</p>	
3.	 <p>The screenshot shows a 'Contact' page with a dark teal header. Below the header, there are sections for 'Phone' (508) 324-2000, 'Email' mayor@fallriverma.org, 'Address' One Government Center, Fall River, MA 02722, and 'Hours' for Monday through Thursday. A news article titled 'Extended Hours at City Hall' is dated 9.26.2018. Another news article titled '2018 City of Fall River Budget - Final' is dated 10.13.2017. A 'Contact' sidebar on the right lists the phone number 508.324.2260, address, and email treasurers@fallriverma.org. Social media icons for Facebook, Twitter, and LinkedIn are visible.</p>	Social Media Links	Missing Link Targets	<p>Background All links must have discernible text to give link context to screen reader users.</p> <p>Current Many social media links do not have link targets therefore screen reader users encounter them, but have no context for what their function is. Links function differently across pages – in some cases they have no labels but have correct targets, while in other cases they have neither correct labels nor targets. For example, on the main page, the Facebook link in the footer lacks a label, but is correctly linked to the Fall River Facebook page. On the other hand, on the 'Municipal Budget' page within 'Know More about Mayor Correia' the social media links do not have labels or targets, which means screen readers identify them as links, but do not provide more context to users on what they are links to. Another error is on pages such as Treasurer under Departments – these do not provide context for the social media icons and do not link to those pages but rather go to the Google Home Page.</p> <p>Recommendation Ensure all links presented to users on the website have targets that are labelled correctly and function accurately. For placeholder links, let users know that a link is not currently available but will be, and if possible, mention what it will be a link to. For example, "Link to Fall River Twitter Page Coming Soon." This can be accomplished in many ways including descriptive, accurate link text or aria-labels. If links on the website are removed, updated, or no longer available, ensure that this is reflected on the website to prevent leaving users confused or frustrated.</p> <p>Engineering notes Ensure all links have link text and/or aria-labels and icons are hidden from accessibility tree.</p>	Blind, Low-Vision, 65+, Brain-Based

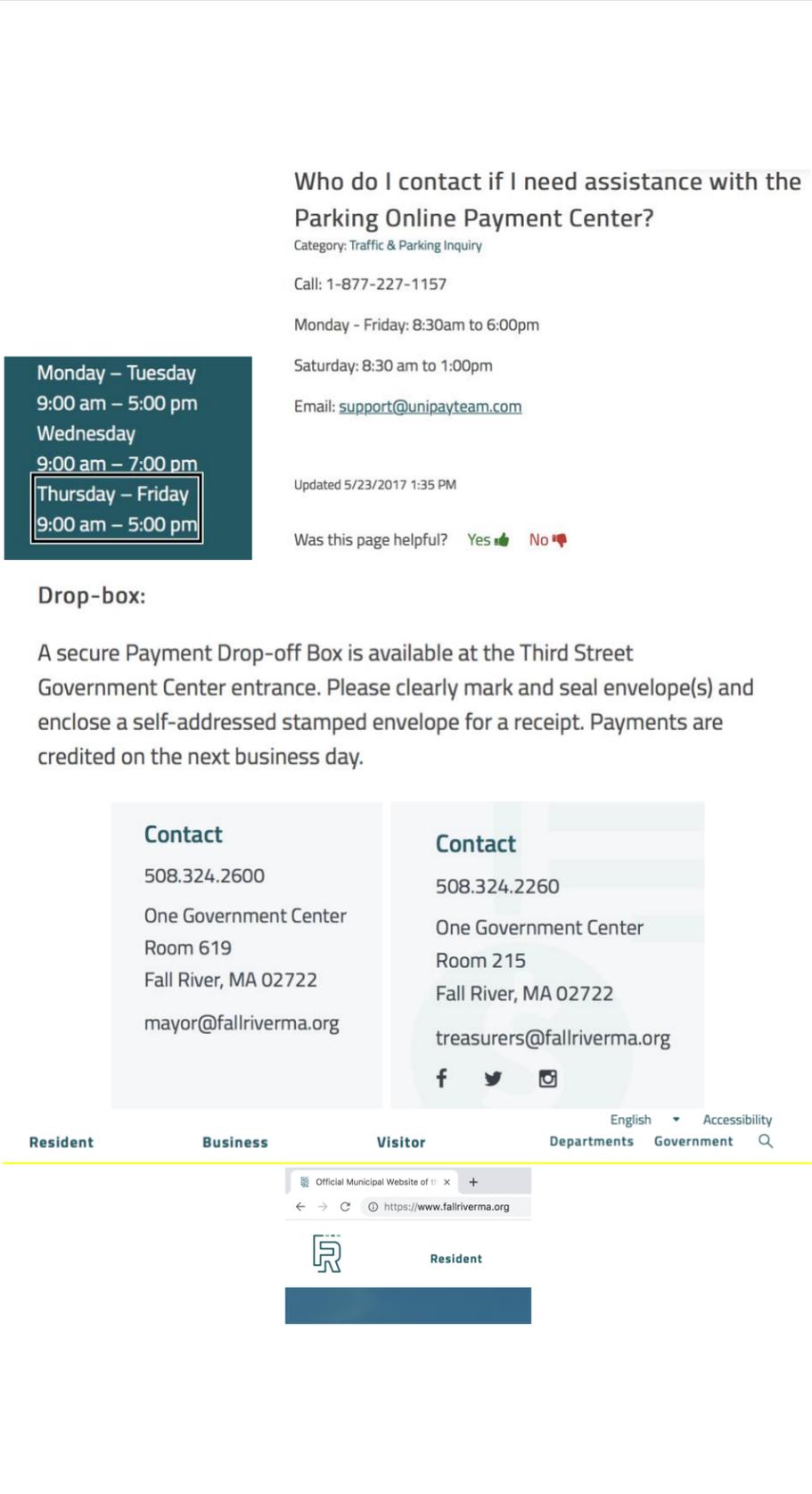
	Image	Section	Issue Name	Issue Details	Issue Tags
4.	 <p>Who do I contact if I need assistance with the Parking Online Payment Center? <small>Category: Traffic & Parking Inquiry</small></p> <p>Call: 1-877-227-1157</p> <p>Monday - Friday: 8:30am to 6:00pm</p> <p>Saturday: 8:30 am to 1:00pm</p> <p>Email: support@unipayteam.com</p> <p>Updated 5/23/2017 1:35 PM</p> <p>Was this page helpful? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Drop-box:</p> <p>A secure Payment Drop-off Box is available at the Third Street Government Center entrance. Please clearly mark and seal envelope(s) and enclose a self-addressed stamped envelope for a receipt. Payments are credited on the next business day.</p>	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 and numbers 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:</p> <ul style="list-style-type: none"> - On VoiceOver, on most pages, AM for time is read out as am rather than “a-m” - In the ‘Knowledge Base,’ the question ‘How can I pay a parking citation?’ provides an answer, part of which says, “Please clearly mark and seal envelope(s)” which is read by screen readers as “envelope – s” making it seem like a specific ‘Envelope S’ is required to make the payment. - On pages such as ‘Mayor’s Office’ and ‘Treasurer’ phone numbers under ‘Contact’ are read by VoiceOver as “five hundred and eight, three hundred and twenty four, two thousand six hundred” (on the ‘Mayor’s Office’ page, and similarly on the Treasurer page) and with JAWS on Chrome they are read as “five hundred eight point three two four point two six oh oh link” This is inconsistent not only with the way that phone numbers are typically read by screen readers (5-0-8-3-2-4-2-6-0-0) but also with the way that many phone numbers are read in other instances on the Fall River website. Even in situations where the context of the phone numbers under the heading ‘Contact’ can be discerned, the inconsistency across the website is problematic and does not meet standards for compliance and best practices. - The inconsistency also applies to email addresses where in some cases they are read by VoiceOver as “f-a-l-l-r-i-v-e-r-m-a dot org” (on the Mayor’s Office and Treasurer pages, for example) and in other cases they are read in the more predictable “Fall River MA dot org.” - Some content such as links, headings and descriptions repeat twice or more while navigating through the web page and also through the shortcut for a list of links that many screen reader users use to navigate efficiently. The users are forced to navigate through and hear the same content multiple times with no way to stop or skip in order to find the specific task the user would be looking for, and also no indication of how many times they will have to listen to repetitive content. The repetition makes the process of finding information and accomplishing tasks very time consuming and frustrating. <p>Recommendation</p>	Blind, Low-Vision

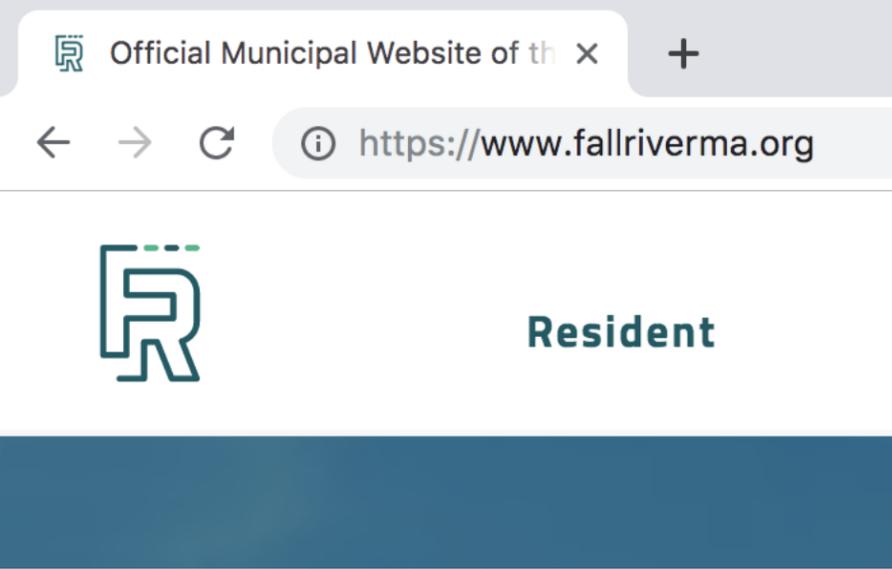
	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>In all applicable cases, ensure that words, phrases, and numbers are read consistently across the website. Users typically have expectations about how phone numbers and email addresses are read by screen readers – moreover, inconsistencies across the same website tend to cause frustration and confusion among users, more so among those who may also have brain-based functional limitations. Apply a consistent approach – IHCD recommends maintaining the “Fall River MA dot org” and “5-0-8-3-2-4-2-6-0-0” standards for email/web addresses and phone numbers respectively.) Additionally, ensure that content is read in a logical, intuitive and predictable order that matches the visual appearance of content on the page. Employ measures to avoid repetitive content read by screen readers – pages should be tested with multiple screen readers across different browsers to ensure compatibility across devices and operating systems for as wide a range of users as possible.</p>	
5.		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 tabindex="-1".</p>	Blind, Low-Vision
6.		General Content	Lack of Visual Focus	<p>Background 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</p>	Low-Vision, Dexterity Impairments, Brain-Based

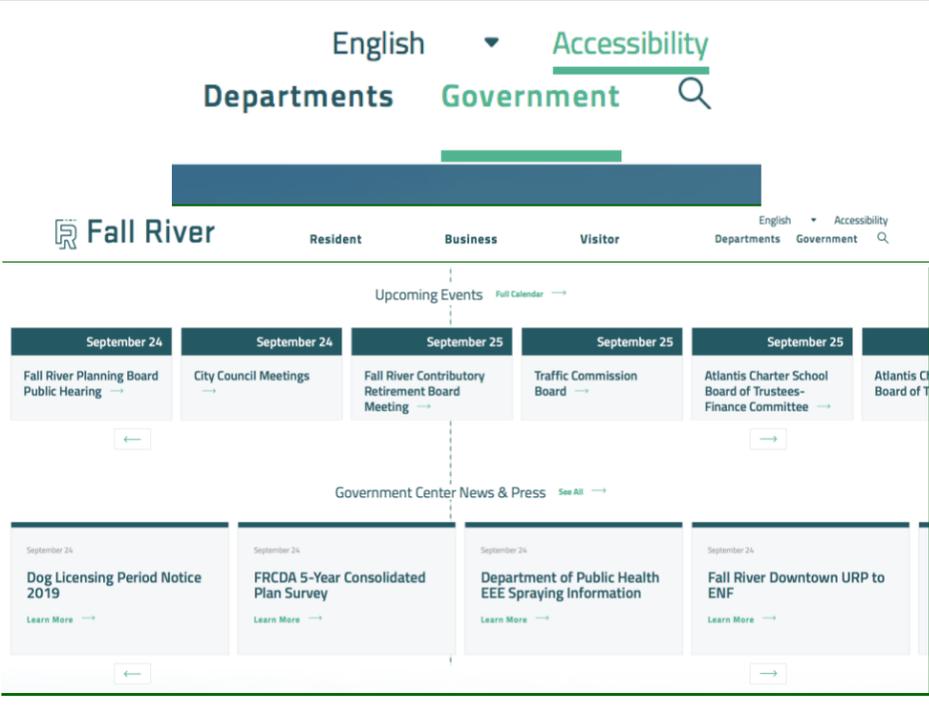
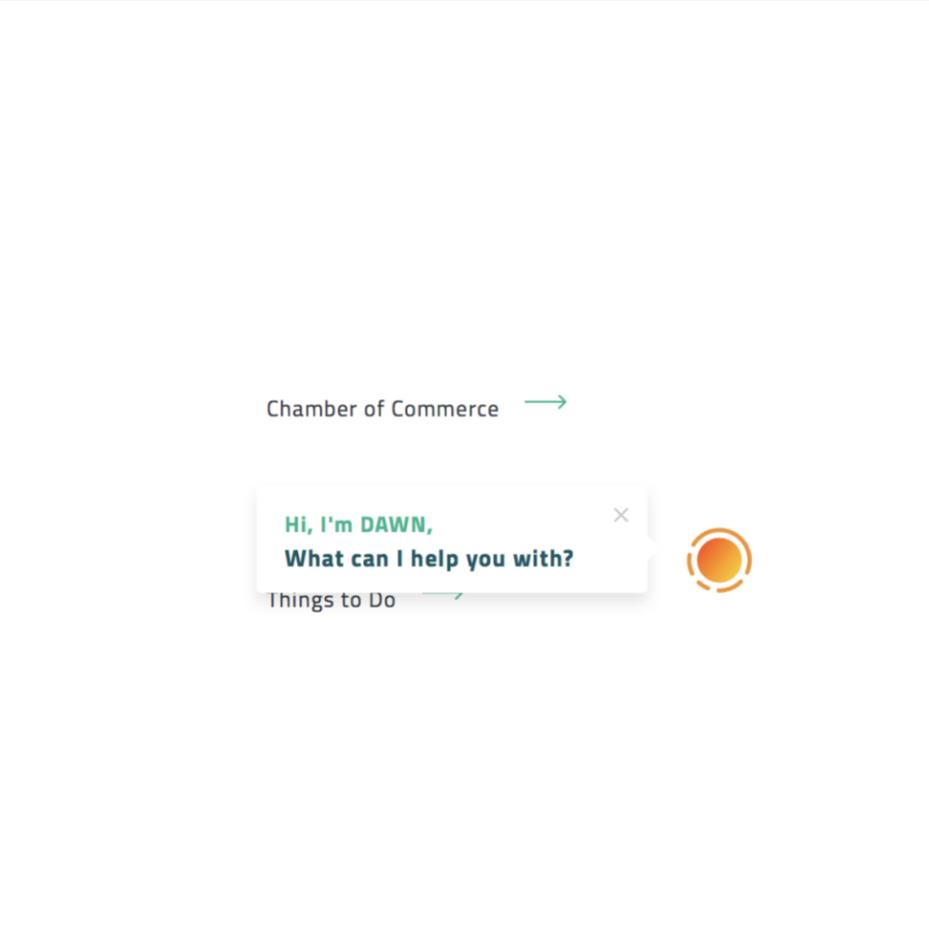
	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>The 'Accessibility' link does not have any apparent visual focus to let users know where they are on the page. While the link does receive keyboard focus, and interacting with the link correctly brings users to the 'Accessibility' page, there is no easy way for users to know when the link receives focus. There appear to be a few hidden links - the first few encountered while tabbing before getting to the 'Resident' link. It should be visually salient which tab is currently active, including "Fall River" while announcing official site of Fall River at the very beginning.</p> <p>Recommendation Ensure that the 'Accessibility' link has visual focus that is coherent with the other links on the page and lets users know where they are while navigating with a keyboard. [refer to second screenshot for example, but also keep in mind color contrast fails and needs to be addressed by referring to color contrast issues explored in more detail later on in this report.</p>	
7.		Chatbot	Overlapping Content and Inaccessible Keyboard Navigation	<p>Background Functions that disrupt users from viewing content and do not provide the user an option to dismiss the function should be avoided as they can be disorienting and especially problematic for users with Low-Vision who use screen magnifiers as they are only viewing a part of the page at a time and may find it significantly more challenging to identify how to dismiss content.</p> <p>Current The chatbot appears at the bottom right of the page and cannot be dismissed when using a screen reader or otherwise navigating with a keyboard, affecting users with Low-Vision who may use a screen reader or screen magnifier, as well as users who navigate with a keyboard due to dexterity impairments among other reasons. The close button on the top right of the chatbot window is extremely small and faint (light grey on white background). The chatbot is static at the bottom right of every page, and even when dismissed, reappears upon loading a new page or refreshing a page. When it appears on the page, it covers some content at the bottom (an example shown in the screenshot on the left) which compounds users' frustration about not being able to dismiss it.</p> <p>Recommendation Ensure the chatbot can be accessed via keyboard navigation and can be dismissed by all users including users who have Low-Vision and are users of screen readers or screen magnifiers. One way in which some success can be quickly achieved is to</p>	Low-vision, Brain-Based, 65+

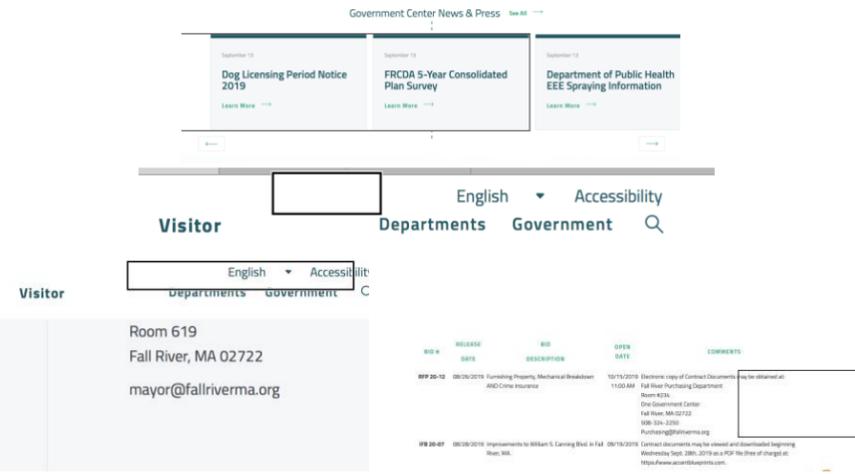
	Image	Section	Issue Name	Issue Details	Issue Tags
8.	 <p>The image shows a screenshot of a website's navigation area. At the top, there are three news items: 'Dog Licensing Period Notice 2019', 'FRCD 5-Year Consolidated Plan Survey', and 'Department of Public Health EEE Spraying Information'. Below these is a navigation bar with 'Visitor', 'Departments', and 'Government' links. A search bar and 'English' dropdown are also visible. At the bottom left, contact information for Room 619, Fall River, MA 02722, and mayor@fallriverma.org is shown. A table of recent releases is partially visible at the bottom right.</p>	General Content Navigation	Unsynchronized Visual Focus	<p>make the close button darker and more evident so that users who do not wish to interact with the chatbot can dismiss it more easily.</p> <p>Background Visual focus should always match the content being read by a screen reader. The focus indicator should be clear, distinct, and easily identifiable on a web page to minimize strain and effort for users to discern where on a web page they are and what content they are interacting with.</p> <p>Current When navigating web pages on the website, the visual focus indicators are out of sync with the content being parsed by the screen reader (specifically, VoiceOver). The disconnect between the two is especially disorienting to users with Low-Vision for whom the screen reader is intended to be a tool that aids navigation where in this case it eventually causes more confusion and hinders navigation. On navigating with Jaws, there is no visual focus indicator to identify where on the screen focus is, while the issue does not persist with NVDA. When a screen reader set to read an entire web page, the visual focus does not correspond to the content the screen reader is actively reading. The visual focus instead appears on random spaces, making it difficult for screen reader users to know which section of the page the screen reader is currently active.</p> <p>Recommendation Ensure that visual focus corresponds with the site content being read by the screen reader across all pages and when navigating with any screen reader. The consistency across web pages, browsers, and screen readers is important to ensure equal access to information for all users across the spectrums of age and ability.</p>	Blind, Low-Vision
9.	 <p>The image shows a list of news links: 'Treasurer News See All', 'Mayor News See All', and 'Mayor News See All Mayor News'. Each link has a right-pointing arrow.</p>	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 they are searching for, often leading to confusion and a frustrating user experience.</p> <p>Current In the current set up, multiple 'See All,' 'Read More' links appear on the shortcut list of links pulled up by many screen reader users. This lack of context does not help the user identify which link to select.</p>	Blind, Low-Vision

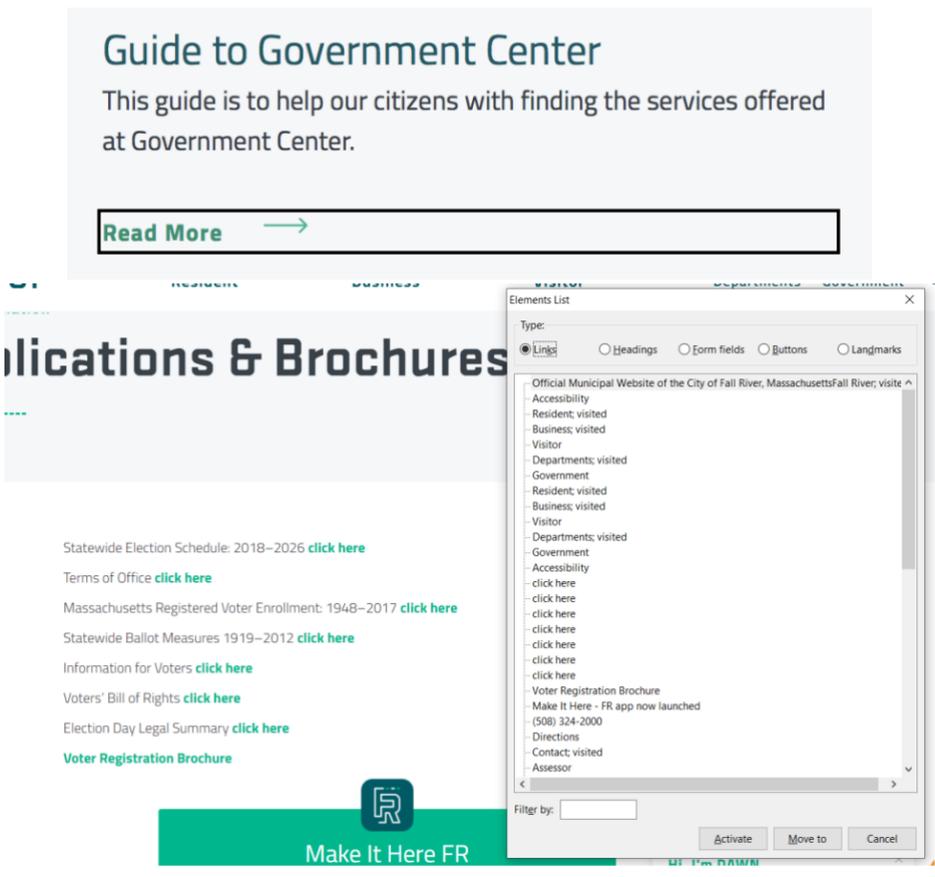
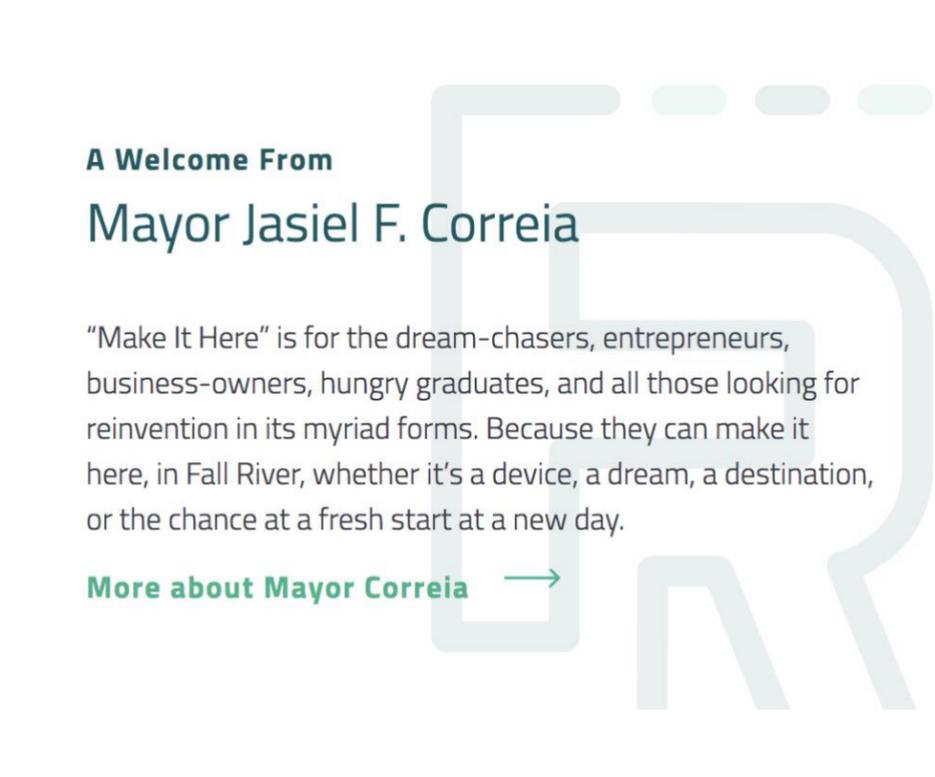
	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>Recommendation In this case, one workaround to providing context to the links on the page would be to link the headings – ‘Treasurer News,’ ‘Mayor News,’ ‘Guide to Government Center’ to avoid standalone links such as ‘See All.’ For example, on the Mayor’s Office page (https://www.fallriverma.org/department/mayors-office/) this is being done well for the ‘Extended Hours at City Hall’ link where the screen reader reads the full link with context (‘September 19 Extended Hours at City Hall Learn More’), rather than just “Learn More.”</p> <p>Another possible recommendation, although it should be explored with some caution with consideration for consistency and the many instances on the website where the recommendation would be necessary, would be to provide more descriptive link text.</p> <p>Refer: https://www.w3.org/WAI/WCAG21/Understanding/link-purpose-in-context.html#techniques https://webaim.org/techniques/hypertext/link_text</p>	
10.		Home Page	Improper Use of HTML Semantic Markup	<p>Background Headings are extremely important for a variety of users navigating web page content. For people who use screen readers, headings provide a way to understand the structure of a web page and navigate easily. Screen reader users often pull up a list of headings and rely on unique and descriptive heading titles to navigate to different headings within a page. Headings used as a way to visually style a web page do not represent the logical hierarchy of the content within the page, hindering screen reader users from navigating with a list of headings. CSS rather than heading levels should be used to style text.</p> <p>Current The section heading, ‘A Welcome From Mayor Jasiel F. Correia’ is currently broken up as two separate headings, as seen in the code extract below. When a screen reader user pulls up a list of headings to navigate the page easily, the two separate headings cause confusion. This is because the current code has split ‘A Welcome From’ and ‘Mayor Jasiel F. Correia’ as two separate headings in an effort to style the text rather than distinguish information hierarchy.</p>	Blind, Low-Vision

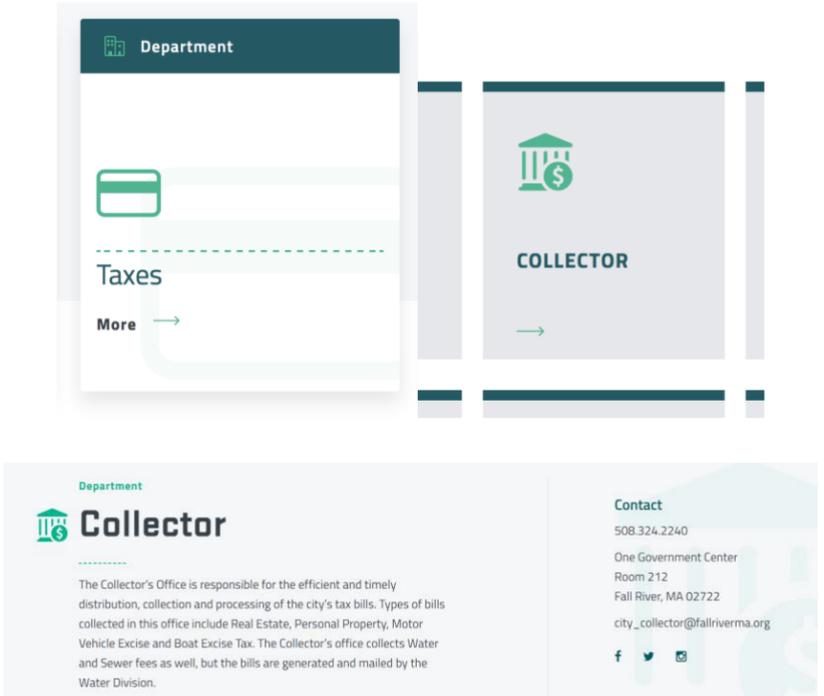
	Image	Section	Issue Name	Issue Details	Issue Tags
				<p><h5>A Welcome From</h5> <h1>Mayor Jasiel F. Correia</h1></p> <p>Recommendation Ensure that 'A Welcome From Mayor Jasiel F. Correia' is a single heading and where styling for font size, font weight, etc. is needed, employ CSS to achieve the intended visual appearance. Avoid having multiple <h1> tags on one page unless deemed necessary and accurate – this aids navigation for screen reader users. See: https://developer.mozilla.org/en-US/docs/Web/HTML/Element/Heading_Elements</p>	
11.		General Content	Inconsistent and Confusing Link Identification	<p>Background Identification of links that appear repeatedly within a set of web pages must be consistent. If the identical functions have different labels (and accessible names) on different pages, the site is significantly more difficult to use and especially confusing for people with some brain-based functional limitations and older, non-native technology users, who may face greater challenges accomplishing the tasks at hand and moving on.</p> <p>Current The links 'Taxes' (on the 'Resident' page) and 'Collector' (on the 'Departments' page) have the same target. However, they use different labels (and corresponding accessible names) and icons on the different pages, leading to an assumption that they are unique functions. Both pages lead users to a page titled 'Collector' (shown in the third screenshot on the left). Users across the spectrums of age and ability are confused by the dissociation between the link labelled 'Taxes' that they interacted with, and the target page, 'Collector' that they landed on.</p> <p>Recommendation Above all else, consistency is key for an intuitive user experience for a wide range of users including those with and without disabilities. Ensure that links with the same target pages are labelled accurately and identify what content users will encounter on the target page. This includes any accessible names that correspond to the links. In this case, the 'Taxes' link (on the 'Resident' page) and the 'Collector' link (on the 'Departments' page) should both be re-labelled, preferably to 'Collector/Taxes' which is not only a way to signify that both links lead to the same page, but also that the content on the page users will encounter encompasses information on all of the Collector's Offices functions which include but are not limited to Taxes.</p>	Brain-Based, 65+

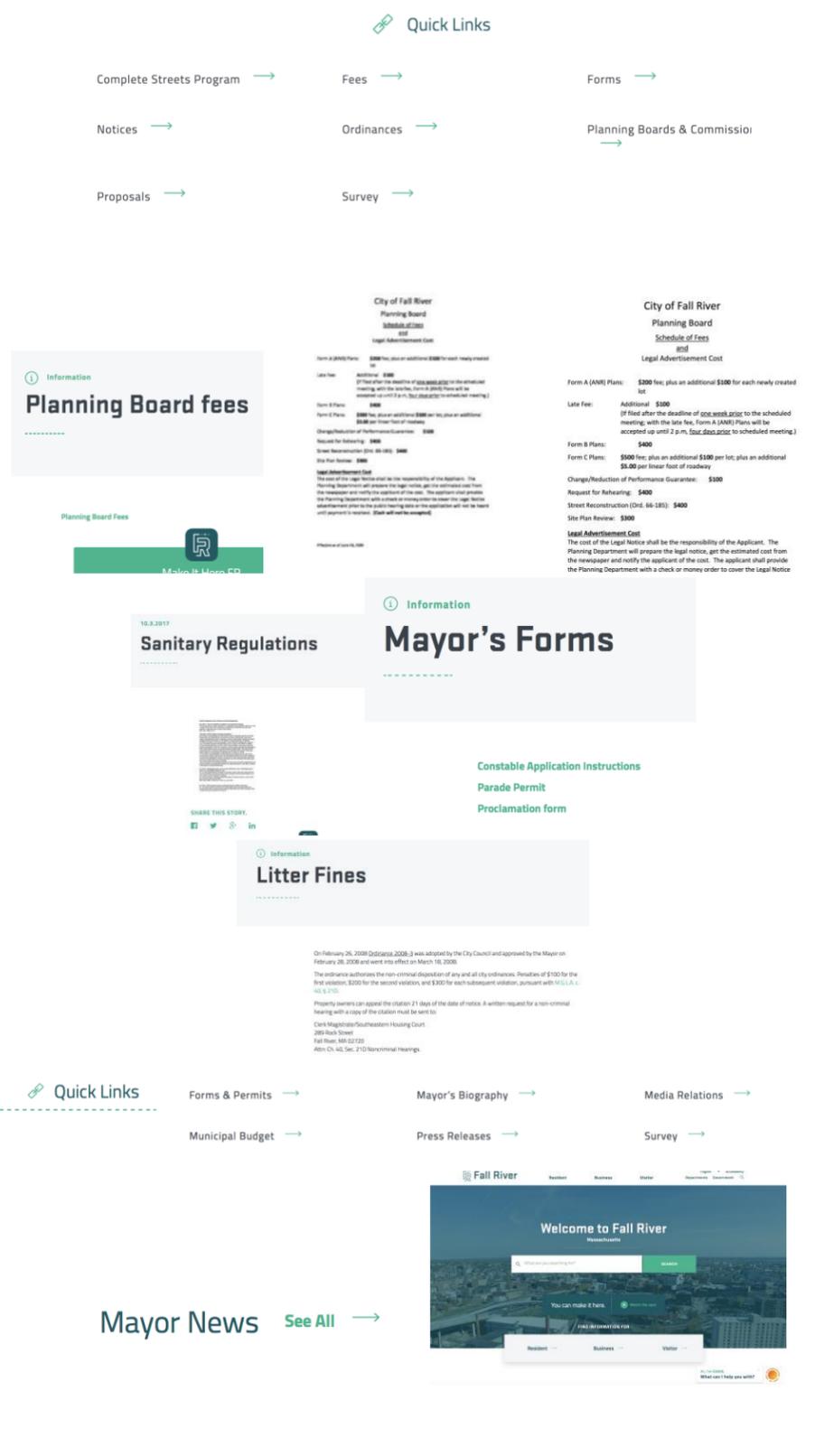
	Image	Section	Issue Name	Issue Details	Issue Tags
12.		General Content	Misleading Links	<p>Background Every link must have a text or graphic label (with an equivalent accessible name) that is descriptive of the link's function, purpose, and target so that users can be informed about the content they will encounter before they interact with the link. Descriptive and accurate link text makes it significantly more intuitive for users to navigate through the website.</p> <p>Current Multiple links in the Fall River website have ambiguous link text that do not communicate their purpose clearly. In most cases, the links have broad labels even though they lead to more specific pages. For example,</p> <ul style="list-style-type: none"> • Link 'Non-Criminal Fines' (on the 'Litter Enforcement' page) leads to a page titled 'Litter Fines' • Link 'City Ordinance and State Regulations' (on the 'Litter Enforcement' page) leads to a page titled 'Sanitary Regulations' • Link 'City Ordinance and State Regulations' (on the 'Litter Enforcement' page) leads to a page titled 'Sanitary Regulations' • Link 'Forms and Permits' (on the 'Mayor's Office' page) leads to a page titled 'Mayor's Forms' • Link 'Mayor News See All' (on the 'Mayor's Office' page) leads to the home page. Another link that functions in the same way is the Fire News 'See All' link. • 'Request a Service' and 'Citizen's Online Service Portal' leads to the same page (fallriverma.qscend.com) <p>Broad labels such as 'Non-Criminal Fines' mislead users into assuming that the link would contain information about all non-criminal fines rather than just litter fines, which is where the link actually leads. This dissociation quickly gets frustrating to many users.</p> <p>Recommendation Ensure that link text is descriptive of the page content so that users have an accurate expectation of the page they would be directed to. While in some cases, the page titles provide sufficient description of the content, in many cases, the misleading link or page titles cause confusion. To minimize confusion and ensure as efficient a user experience as possible, ensure that the more accurate and descriptive link/page title is used consistently across the various occurrences. For example, when the 'City Ordinance and State Regulations' link leads to a page titled 'Sanitary Regulations,' rename the link to match the page it leads to. In another case, the link 'Forms and Permits' (on the 'Mayor's Office' page) leads to a page titled 'Mayor's Forms' but in</p>	Blind, Low-Vision, Brain-Based, 65+

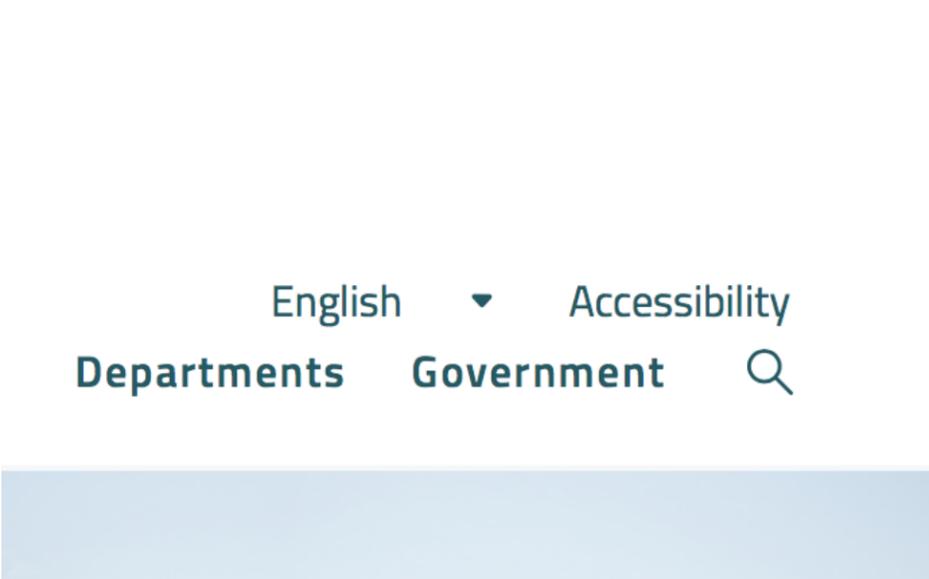
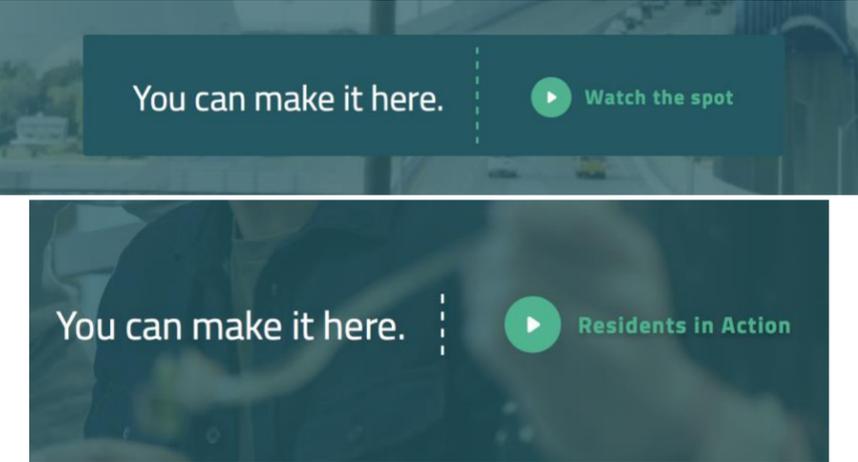
	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>this case, 'Forms and Permits' is a more descriptive and accurate label and therefore better suited to be the title/link that appears consistently. Finally, the link 'Mayor News See All' (on the 'Mayor's Office' page) leads to the home page rather than more news about the Mayor and Mayor's Office – ensure that the link and target match in this case.</p>	
13.		Main Menu	Inaccessible Search & Change Language Functionalities	<p>Background Keyboards are the primary or only way for blind, Low-Vision, and dexterity impaired users to navigate and interact with web content. All menu items and functionality, as well as form fields, must be accessible by keyboard and keyboard alternatives to provide equal access for all users.</p> <p>Current When navigating with a keyboard (without a screen reader), the search icon does not receive keyboard focus and the expandable combo box with language options cannot be accessed. Navigating these elements with a screen reader is doable but not easy or efficient and for both functions there is no indication that the user is interacting with a collapsed list.</p> <p>Recommendation All page elements and links should receive visual focus when navigating with and without a screen reader. The HTML should be nested in the same intuitive order as the visual layout. The Search and Change Language functionality should be encountered in the logical navigation order and have their functions announced accurately to give all users context for their use. See: https://www.w3.org/TR/wai-aria-practices/examples/combobox/aria1.1pattern/listbox-combo.html</p>	Blind, Low-vision, Dexterity Impairments
14.		General Content	Missing Roles for Inline Video Controls	<p>Background Embedded, linked, or inline videos should be appropriately labelled to inform users of the media-based content available to them. Interactive controls for media should be given appropriate roles and labels and be accessible to a wide range of users navigating with and without assistive technology including but not limited to screen readers and keyboards/keyboard alternatives.</p> <p>Current The 'Watch the spot' video controls on the home page and the 'Residents in Action' video controls on the 'Resident' page lack accurate roles to identify them as interactive controls to activate video content. Both titles are housed in <p> tags while the play buttons lack roles and are instead housed in tags. The result is that the only</p>	Blind, Low-Vision, 65+, Brain-Based

	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>way to activate the videos is via mouse/trackpad click. The controls are inaccessible via keyboard navigation, therefore any non-sighted users (including Low-Vision, legally blind, and blind users) as well as users navigating with a keyboard due to dexterity impairments among other users may have no way to interact with the video content. The lack of access to information provided to sighted users who navigate with a mouse/trackpad is extremely problematic.</p> <p>Recommendation Ensure that the video controls are given accurate roles to identify them as buttons/video controls to screen-reader and keyboard users. They should be accessible via keyboard navigation with and without a screen reader. For users navigating with a screen reader, they should be made aware not only that they are about to interact with video content, but given the ultimate choice in whether or not they want to play that content, as well as where and how the video will play. For example, if activating the controls opens a pop-up window within the web page to play the video, users should be informed, and focus should programmatically shift to the play/pause button on the pop-up to prevent unnecessary keystrokes or user actions. Alternatively, if the video will open in a new tab or play automatically upon activation of the video control, users should be informed of that too so that they may make an informed decision about their interaction and not be alarmed by unexpected content. Some relevant references: https://developer.mozilla.org/en-US/docs/Web/Accessibility/ARIA/Roles/button_role https://www.w3schools.com/tags/att_video_controls.asp</p>	
15.		General Content Resident	Incorrect Use of List	<p>Background Tabs and operable elements should function consistently across modalities. Navigating with a keyboard with and without a screen reader or mouse/trackpad should result in the same action when an element is interacted with. Additionally, elements should be labelled correctly to ensure that content is not missed by some users.</p> <p>Current Under the heading 'Guides' on the 'Resident' page, the four tabs are currently labeled as list items housed under the section heading (see code snippet below). They function as tabs when interacting with a mouse/trackpad and reveal more content under each list item with an additional link to "Read More." However, these list items are not accessible to users navigating independently with a screen reader with the exception of the scenario where a user has their screen reader set to read all content on the page. When navigating with a keyboard (without a screen reader), the list items can be accessed but interacting with them yields a different result from the mouse/trackpad interaction: in the case of the keyboard, interacting with the list item</p>	Blind, Low-Vision

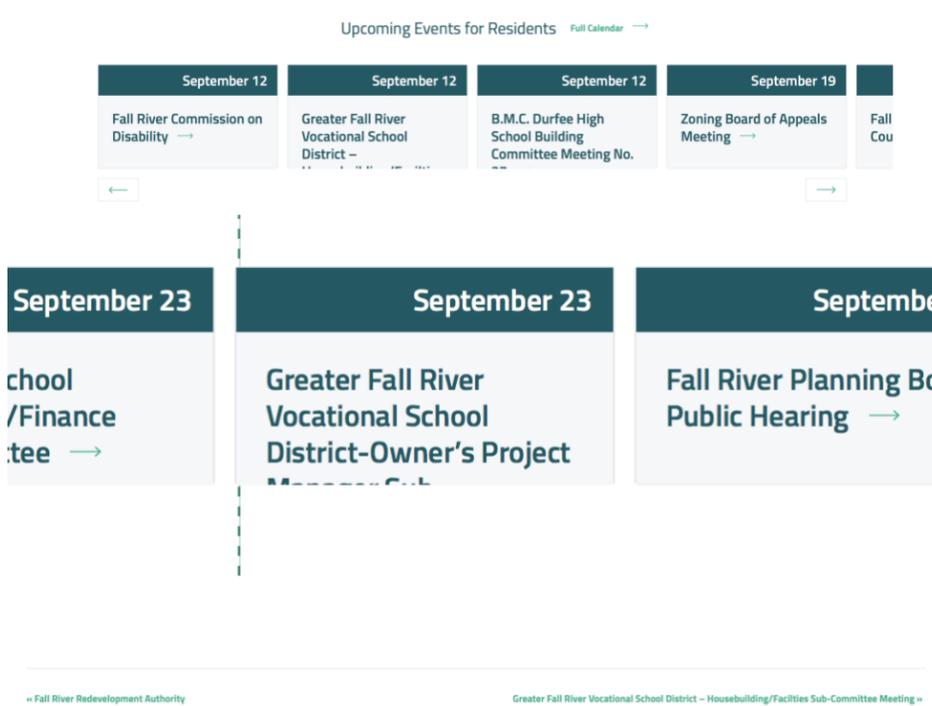
	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>leads directly to a new web page of content (during testing they repeatedly led to an erroneous page – all four list items led to the ‘Solid Waste’ page on multiple tests) instead of activating the tab and revealing the additional content as it should.</p> <pre><ul class="items-list"> <li class="active" data-display-tab="0">Guide to Government Center <li class="" data-display-tab="1">Automated Trash Collection <li class="" data-display-tab="2">Winter Fire Safety <li class="" data-display-tab="3">Winter Weather </pre> <p>Recommendation Avoid using and tags for elements that do not function as lists or do not need to be lists. In this case, the list items actually function as tabs and are incorrectly labelled as list items causing confusion and preventing access to some information for certain groups of users. https://www.w3schools.com/howto/howto_js_tab_header.asp http://qimate.com/tabbed-area-using-html-and-css-only/ https://ant.design/components/tabs/</p>	
16.		Home Page	Carousel Functionality	<p>Background Many users including blind, low-vision, or dexterity impaired users navigate and interact with website content using a keyboard. All web page functionality must be accessible using the keyboard or keyboard alternatives to provide equal access to the website for users across the spectrum of ability.</p> <p>Current The carousel controls to view the next and previous events are not accessible while using keyboard functions or a screen reader as they do not receive keyboard focus. Instead, the screen reader reads through the entire carousel of events and users who rely on keyboard navigation are forced through the entire carousel without any visual focus which leaves users disoriented and confused. Furthermore, it prevents users from being able to proceed outside the carousel without being forced through every element in it. This is an extremely frustrating experience especially for assistive technology users, not only because of the prolonged experience to navigate what should be a simple function, but also because of the lack of control and choice they are given in this situation.</p> <p>Recommendation Ensure that above all else, users have the ultimate choice in how they interact with this functionality. This can be achieved in multiple ways, one of which, for screen reader users, is to ensure that the carousel controls programmatically receive focus after encountering the first element in the carousel and enabling the other elements to</p>	Blind, Low-Vision, Dexterity Impairment

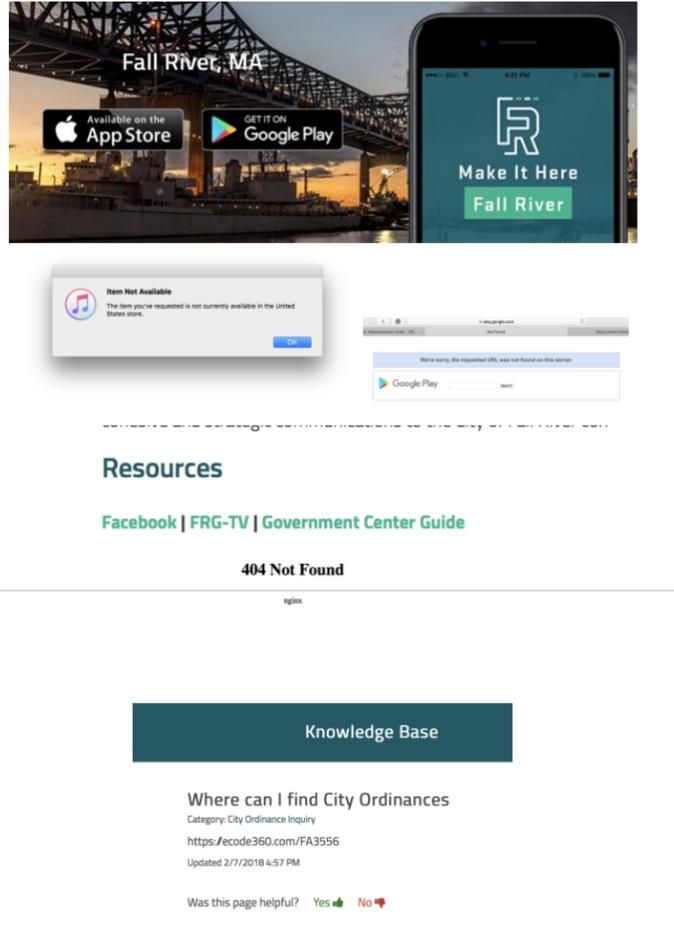
	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>be interacted with using directional arrows. To ensure that keyboard-dependent users, as well as users with Low-Vision who may use screen magnification always have context for what content or functionality they are interacting with, visual focus indicators should be apparent on the screen and be synchronized as content changes visually on the screen.</p>	
17.	 <p>The image shows a collage of screenshots from the Fall River website. At the top, there's a banner for 'Fall River, MA' with 'Available on the App Store' and 'GET IT ON Google Play' buttons. Below that, a 'Item Not Available' error message is shown. Further down, a 'Resources' section lists 'Facebook FRG-TV Government Center Guide'. Below that, a '404 Not Found' error page is displayed with a 'Knowledge Base' button. At the bottom, there's a page titled 'Where can I find City Ordinances' with a 'Was this page helpful?' feedback form.</p>	General Content	Unavailable Links/Apps and Missing Link Targets	<p>Background When a feature or link is provided, it should function and work as it was intended. Following links with a dead end is time consuming and can cause pain or frustration from repeated keystrokes. It is especially frustrating for users who are blind, low-vision, or have dexterity impairments.</p> <p>Current The Fall river website currently provides features such as an app or links which leads the user to a dead end with no useful resources. For example:</p> <ul style="list-style-type: none"> - The Fall River app in Google Play and App Store is not available. - When the user clicks on Government center guide the result is not found - The documents labelled click here in the online payment accessed from the home page do not respond to any input to access the files. <p>Links should never lead users to unfruitful navigation that results in no gain in information, and links in the examples must communicate no more or less than what they contain.</p> <p>Recommendation Remove any redundant links and if the content is soon to come, clearly indicate that the content is not yet available by following the link.</p>	Blind, Low-Vision, Brain-Based, 65+

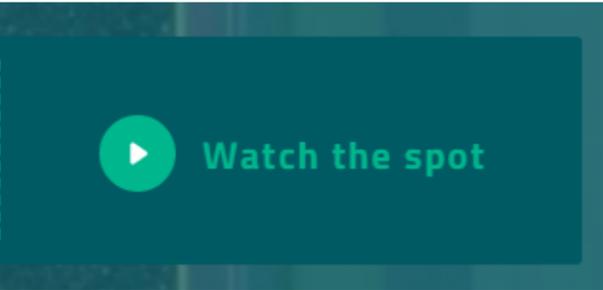
	Image	Section	Issue Name	Issue Details	Issue Tags
	<p>Due to delays associated with refunds, if you are not certain whether a record is filed with the City of Fall River, please call 508-324-2220 or email the City Clerk's office by clicking here with any questions or concerns <i>before placing your order</i>.</p> <p>Please Note: Order will be processed once your payment has cleared.</p> <p>Please be aware that all credit card transactions will show on your statement as Fall River Tax Pymt along with the convenience fee showing as: Unibk Fall River Tx Fee</p> <p>Please Note:</p> <p>Due to delays associated with refunds, if you are not certain whether a record is filed with the City of Fall River, please call 508-324-2220 or email the City Clerk's office by clicking here with any questions or concerns <i>before placing your order</i>.</p>				
18.	<p>Requirements</p> <ul style="list-style-type: none"> • Internet Explorer Browser or Firefox • Pay with Checking Account (Electronic Funds Transfer), MasterCard or Discover • Current, full and exact payment of balance. • A service fee is charged based on the transaction amount for each online credit card payment. <p>An email confirmation will be issued after the payment has been received.</p>	Online Payments – Homepage	Lacks Content Hierarchy and Context	<p>Background Any important information required to perform a task on the given page should be provided at the top before the user interacts with the associated tasks.</p> <p>Current Requirements as a stand-alone title makes it confusing and currently when Online payment is accessed from the Home page, the requirement list is placed at the bottom of the page after various tasks regarding online payment. This hierarchy of information means the user would get to know what is required to make an online payment probably only after they go through the process of making a payment or they may never even get to the bottom of the page if they find the task they are looking for at an earlier section on the page.</p> <p>Recommendation Move requirements to the top of the page and provide more clarity and context to the title. For example, use the title Online payment requirements or Requirements for Online payment instead of 'Requirements'. In addition to this please refer (add no. online payment and pay online) on how to maintain consistency with link titles and the data provided in them on.</p>	Blind, Low-Vision, Brain-Based, 65+
19.		Homepage	Insufficient Color Contrast	<p>Background All text elements 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 is insufficient contrast between the light green text "Watch the spot" (#00b78d) and the dark green(#005A64) background on the homepage with the ratio of 3.1:1.</p>	Low-Vision, 65+

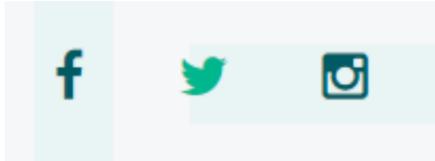
	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>Recommendation Ensure all text elements have at least 4.5:1 contrast for small text and 3:1 for large text. IHCD recommends the Paciello Group's Color Contrast Analyzer: https://developer.paciello.com/resources/contrastanalyser/</p>	
20.		General Content	Color Contrast on Pseudo Classes	<p>Background All text elements must have sufficient contrast between foreground and background colors, including all pseudo states</p> <p>Current While some elements may provide sufficient color contrast initially, on pseudo states such as hover or focus the change in styling creates very poor contrast that makes use very difficult for low-vision users. For example, the social media icons on hover has a light grey background (#F5F7F9) with light green icons(#00b78d). This is a contrast ratio of 2.4:1.</p> <p>Recommendation Ensure all graphical objects have at least 3:1 contrast. IHCD recommends the Paciello Group's Color Contrast Analyzer: https://developer.paciello.com/resources/contrastanalyser/</p>	Low-Vision, 65+
21.		General Content	Insufficient Color Contrast	<p>Background Graphical objects such as icons must have a contrast ratio of at least 3:1</p> <p>Current The contrast between the social media icons on hover and the background is insufficient. For example, in the screenshot provided, the contrast ratio is 2.1:1.</p> <p>Recommendation Put the same color on the icons on the same page to avoid the confusion if they have the same purpose.</p> <p>Ensure all graphical objects have at least 3:1 contrast. IHCD recommends the Paciello Group's Color Contrast Analyzer: https://developer.paciello.com/resources/contrastanalyser/</p>	Low-Vision, 65+

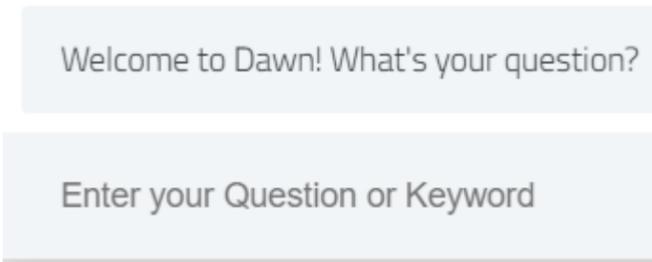
	Image	Section	Issue Name	Issue Details	Issue Tags
22.	<p>The City of Fall River's Online Payments Center gives custom</p>  <p>97-1-41a agreement Form 98 Tax deferral recovery 97-41a Property Tax Deferral application Form 99 Financial Hardship Veterans 96-6 Affidavit of Address Income & Expense Veterans blind 96-5 Boat exercise abatement application Seniors 96-1 CL-1 (61)1 State exempt CL-1 Chapter 61A State tax 126 motor vehicle CL-1(61A) State tax 2 (Form of List) CL-1(61B) State tax 3 ABC Clause 37A Blind 96-3 Surviving spouses minors 96-2 CP-4 Surviving spouses minors 96-6</p> <p>February 4, 2019 Pan-African </p> <p>March 25, 2019 Greek </p> <p>April 5, 2019 Cambodian </p> <p>May 20, 2019 Haitian </p>	General Content	Insufficient Color Contrast	<p>Background All text elements 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 is insufficient contrast between the light green text(#00b78d) and the white(#FFFFFF) background on each page with the ratio of 2:1.</p> <p>Recommendation Put underlines to clearly communicate that the text is a link.</p> <p>Ensure all text elements have at least 4.5:1 contrast for small text and 3:1 for large text. IHCD recommends the Paciello Group's Color Contrast Analyzer: https://developer.paciello.com/resources/contrastanalyser/</p>	Low-Vision, 65+
23.		Pop up window	Insufficient Color Contrast	<p>Background All text elements 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 is insufficient contrast between the grey text (#A4A5A6) and the light grey(#F2F5F7) background on the homepage with the ratio of 2.3:1.</p>	Low-Vision, 65+

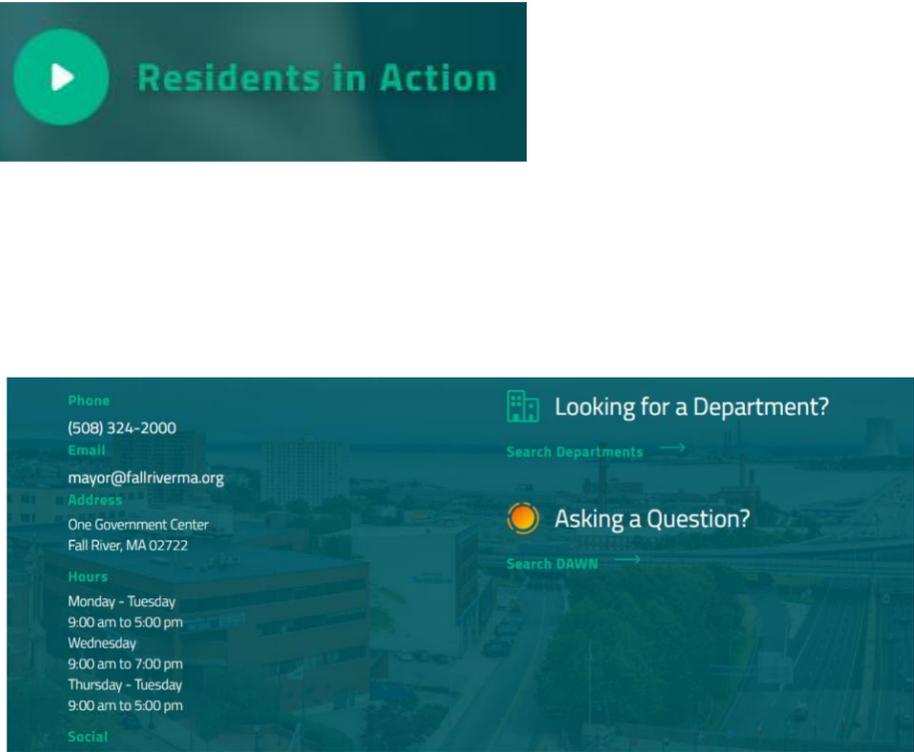
	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>Recommendation Ensure all text elements have at least 4.5:1 contrast for small text and 3:1 for large text. IHCD recommends the Paciello Group's Color Contrast Analyzer: https://developer.paciello.com/resources/contrastanalyser/</p>	
24.		Search Box	Insufficient Color Contrast	<p>Background All text elements 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 is insufficient contrast between the white text (#FFFFFF) and the light green(#00B78D) background on the search box with the ratio of 2.6:1.</p> <p>Recommendation Ensure all text elements have at least 4.5:1 contrast for small text and 3:1 for large text. IHCD recommends the Paciello Group's Color Contrast Analyzer: https://developer.paciello.com/resources/contrastanalyser/</p>	Low-Vision, 65+
25.		General Content	Insufficient Color Contrast Due to Overprinting	<p>Background All text and icon elements must avoid overprints on pictures because it is hard to focus on the texts for users with Low-Vision or brain based disability.</p> <p>Current There are overprinted texts on images with insufficient contrast between the light green text (#00b78d) and the dark green background.</p> <p>Recommendation Ensure all text elements have at least 4.5:1 contrast for small text and 3:1 for large text. IHCD recommends the Paciello Group's Color Contrast Analyzer: https://developer.paciello.com/resources/contrastanalyser/</p>	Low-Vision, 65+

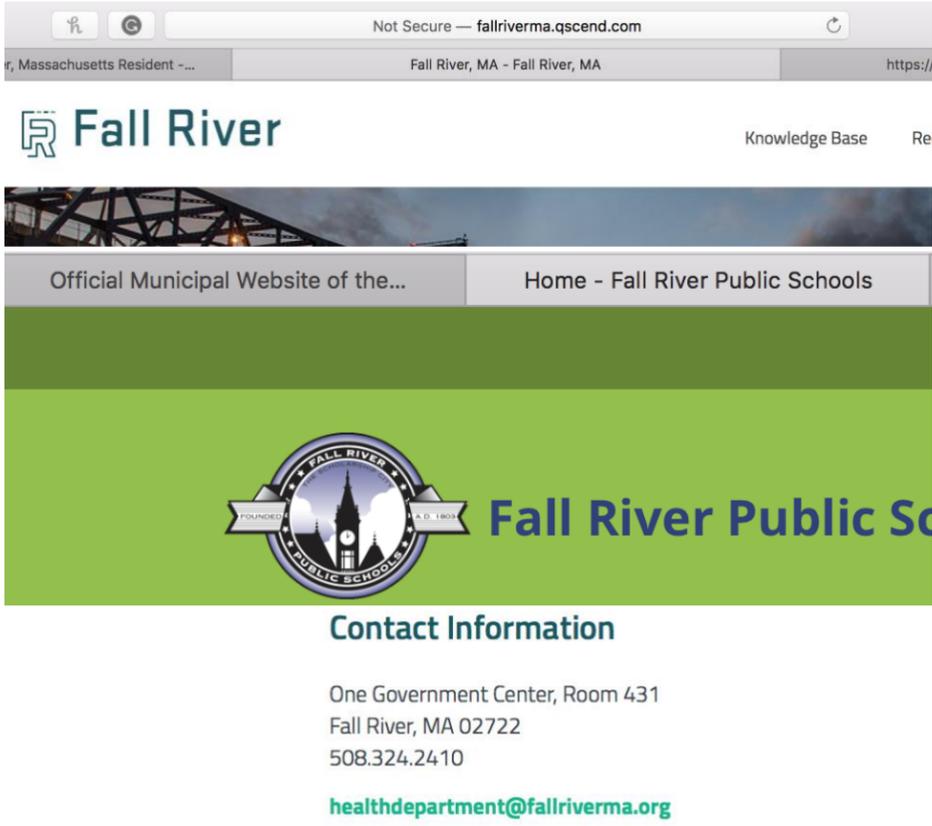
	Image	Section	Issue Name	Issue Details	Issue Tags
26.		General Content	Insufficient Color Contrast Due to Overprinting	<p>Background All text and icon elements must avoid overprints on pictures because it is hard to focus on the texts for users with Low-Vision or brain based disability.</p> <p>Current There are overprinted icons on images with insufficient contrast between the white icon and the image’s background.</p> <p>Recommendation Ensure all text elements have at least 4.5:1 contrast for small text and 3:1 for large text. IHCD recommends the Paciello Group’s Color Contrast Analyzer: https://developer.paciellogroup.com/resources/contrastanalyser/</p>	Low-Vision, 65+
27.		General Content	External Links	<p>Background Unexpected new tabs or windows are very disorientating for assistive technology users and often extremely confusing for older, non-native tech users. Any links that causes significant change must be made predictable, and it should be clear when users are directed out of the site, whether they are being directed to a new tab or a new window.</p> <p>Current Some links throughout the website open in new tabs or windows and direct users to third party websites unexpectedly. For example, The link ‘Report a problem’ from the Home page directs users to “ http://fallriverma.qscend.com/311” in a new tab. The page has the same interface design as the Fall River town website. Users/Experts were unaware of that they have landed on a different website until they had difficulty navigating to certain pages. This is unexpected and extremely confusing.</p> <p>Examples:</p> <ul style="list-style-type: none"> - The links to the Fall River Public Schools website and the Customer Service Surveys from various department pages open in a new tab unannounced - The email link on the health department opens the user’s native email app on their device – user/experts commented that they would prefer an option to ‘copy to clipboard’ or open in an email app rather than have the choice made for them. - The ‘Videos’ link on the ‘Police’ page opens a YouTube video in a new tab unannounced or and plays a video automatically without any additional user input. <p>Recommendation Links should always clearly signify when users will be directed out of the site.</p>	Blind, Low-Vision, 65+, Brain-Based

	Image	Section	Issue Name	Issue Details	Issue Tags
				<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: <code><i class="external-link" aria-label="External Link" /></code></p>	
28.		General Content Documents	Downloads Word Documents Without Notification	<p>Background When a user inputs information or interacts with a control, it should not result in a substantial change to the page such as, spawning of a pop-up window, a change of keyboard focus, or any other change that could confuse or disorient the user unless the user is informed of the change ahead of time. Unexpected document downloads or documents in new tabs are very disorientating for assistive tech users and often confusing for non-native tech users. It should be clear when users are clicking a link to a document resource.</p> <p>Current Many links throughout the site direct users to document resources or forms. Often document links do not have any signifiers. For example, on the Building Forms page (accessed via the ‘Building Permits’ link under Top Requests on the home page), the documents are automatically downloaded without any prior notification. VoiceOver mentions that the download has started but doesn’t inform users when the download is complete. This is unexpected and confusing behavior and leads users to become frustrated and sometimes unaware that a document is downloaded to their local machine when that was not the expectation.</p> <p>Recommendation Documents available for download should never download automatically to the user’s device without prior notification. Users should be given choice and control over what documents they download. If the design is such that documents will always download automatically, users should be informed of this before they interact with it so that they make informed decisions and are not taken by surprise, unaware that documents have downloaded, or confused about how to proceed.</p>	Blind, Brain-Based, 65+

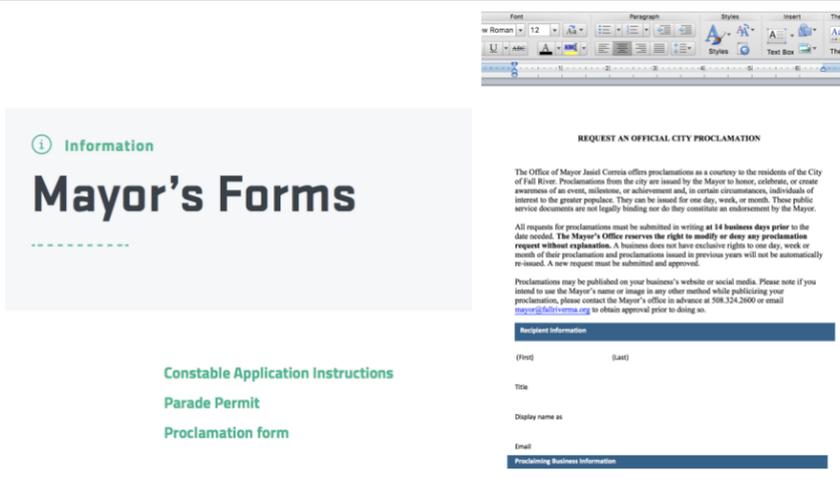
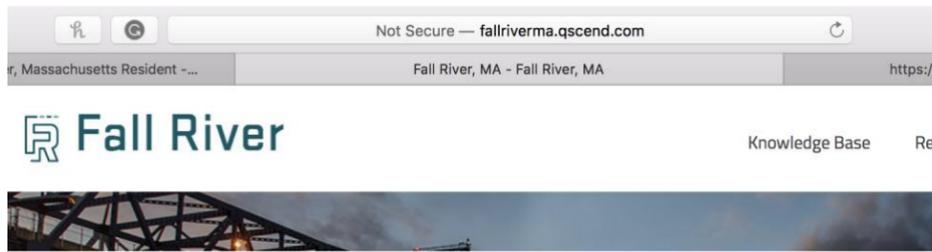
	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>Design Notes: Consider using common icons for document resources:</p>  <p>Engineering Notes: Ensure document downloads or icons are properly labeled to give context to screen reader users.</p>	
29.		Report a Problem	Inconsistent Identification of Fall River Link I Main Menu	<p>Background Elements that have the same functionality across multiple web pages should be consistently identified. Especially for elements like search functionality and the anchor to the home page which now function ubiquitously across most websites, they should work uniformly across all site pages.</p> <p>Current The 'Report a Problem' link on the home page, also referred to as the Citizen's Online Service Portal, links to the Fall River 311 website (fallriverma.qscend.com/311) and opens in a new tab. The main Fall River website and the 311 website share the same branding and logo, misleading users into assuming that engaging with the home page anchor on the 311 website will bring them back to the main Fall River website's home page. However, the 311 website anchor serves as a link only to that website and there is no indication of how to return to the main website. In the current setup there is no way to link back to the main website from the 311 website, leaving users confused and frustrated.</p> <p>Recommendation Avoid using identical logos that have different functionalities in different contexts. On the fallriverma.qscend.com website, it is very important that users are given a link to go back to the original Fall River website home page, and that a distinct logo is used to identify that the logo on this page is not the same as the main home page logo.</p>	Blind, Low-Vision, 65+, Brain-Based
30.		General Content	Readability of Content	<p>Background The default font size and font weight should enable easy readability by the broadest range of users. In addition, functionality can be implemented to give users more control over their preferences for reading content, such as widgets to customize font size, font weight and so on.</p>	Low-Vision, 65+

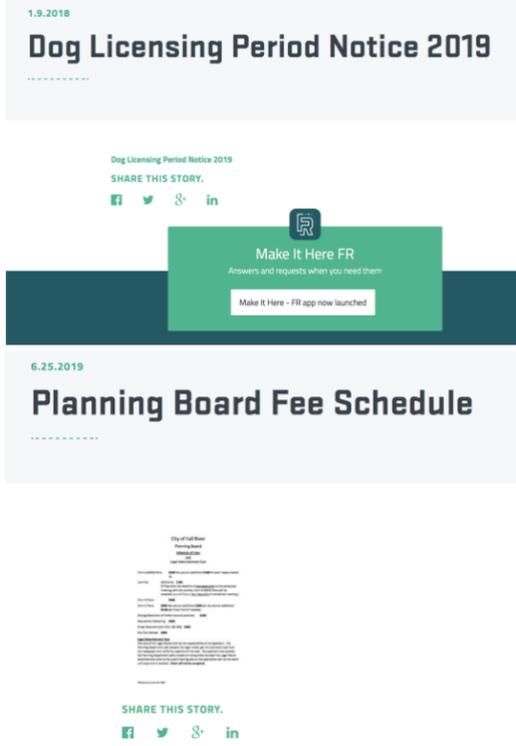
	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>Current In many instances across the website, including the 'Top Requests' section on the home page, the 'Quick Links' section on subsequent content pages, and most links throughout the website, the default font size was too small and faint for users to be able to discern the content they were reading. The issue persisted among users across the spectrums of age and ability but were amplified for users with Low-Vision, some of whom found the content almost entirely inaccessible. In the case of links, readability was even more compromised due to the lack of contrast between the text color and the white background. More details on the color contrast issues are provided later in this report.</p> <p>Recommendation There are many ways in which readability can be improved on the website, but it can be almost impossible to find a universal solution that works for all users. However, to benefit as wide a range of users as possible, consider increasing the default font size and weight in the 'Top Requests,' 'Quick Links' sections and anywhere else that text appears in a similar style. Alternatively, or in conjunction with an increased default size, consider providing a widget to give users more control over the way in which they choose to interact with the content. It is important to be mindful of implementing these widgets in keeping with best practices for accessibility and inclusive design. Some key considerations include choice and consistency of placement on the page and the size of the widget itself so that users across spectrums can easily identify it.</p>	
31.	<p>MAKE IT HERE FR BROCHURE</p>	<p>Make it Here FR</p>	<p>Discontinuous Link</p>	<p>Background In situations where link text and plain text are grouped together in the same phrase or sentence and styled identically but have different functionality, i.e. the link text is not visibly different from the plain text, their individual purposes must be clear. Furthermore, the fragments of the clickable link and unclickable plain text must be distinguishable, both visually and with assistive technology including screen readers.</p> <p>Current The link to the 'Make it Here FR Brochure' has a clear title but only part of the title ('Make it Here FR') is clickable. The part of the title which is linked is not distinguishable from the unclickable plain text ('Brochure') so it is not predictable to users which part they can interact with. Given the lack of clarity, an unsuccessful interaction with 'Brochure,' mistaking it to be part of the link, quickly results in users assigning blame to themselves and confusion about how to navigate, or worse, frustration at the website. For screen reader users, who often pull up a list of links to navigate more efficiently, 'Make it Here FR' on its own does not provide any context to the linked document.</p>	<p>Blind, Brain-Based, Low-Vision, 65+</p>

	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>Recommendation In this case, ensure the entire title, 'Make it Here FR Brochure' is linked to minimize confusion and provide equal access to content for all users including users of assistive technology. In general, avoid styling link and plain text to be identical to avoid confusion – if text must be the same color, use another signifier to identify the clickable fragments to users and ensure that the linked text provides adequate context to all users.</p>	

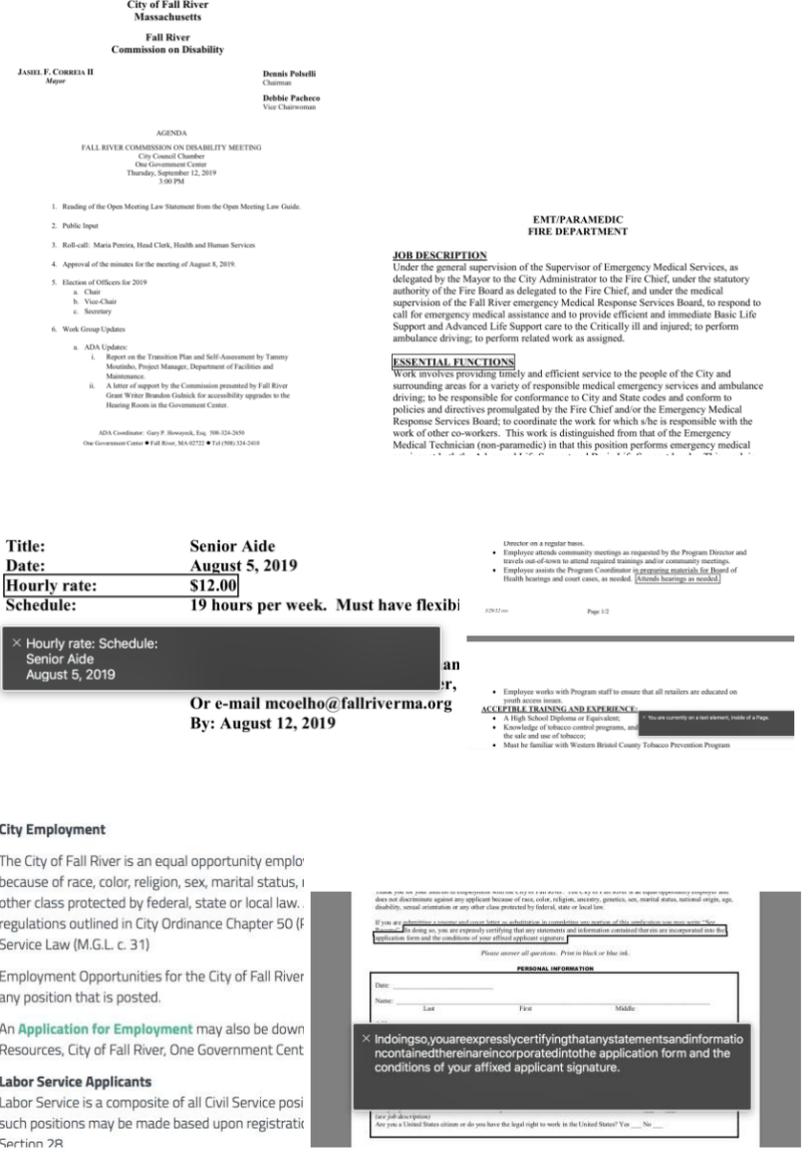
	Image	Section	Issue Name	Issue Details	Issue Tags
32.	 <p>The image shows a PDF document with the following content:</p> <ul style="list-style-type: none"> City of Fall River, Massachusetts Fall River Commission on Disability Members: JASIEL F. CORREIA II (Mayor), Dennis Patelli (Chairman), Debbie Pacheco (Vice Chairman) AGENDA FALL RIVER COMMISSION ON DISABILITY MEETING City Council Chamber One Government Center Thursday, September 12, 2019 3:00 PM 1. Reading of the Open Meeting Law Statement from the Open Meeting Law Guide. 2. Public Input 3. Roll-call: Maria Pereira, Head Clerk, Health and Human Services 4. Approval of the minutes for the meeting of August 8, 2019. 5. Election of Officers for 2019 <ul style="list-style-type: none"> a. Chair b. Vice-Chair c. Secretary 6. Work Group Updates <ul style="list-style-type: none"> a. ADA Update <ul style="list-style-type: none"> 1. Report on the Transition Plan and Self-Assessment by Tammy Maitelis, Project Manager, Department of Facilities and Maintenance 2. A letter of support by the Commission presented by Fall River Grant Writer Brandon Galdick for accessibility upgrades to the Hearing Room in the Government Center. <p>ADA Coordinator: Gary P. Shewach, Esq. 508-324-2030 One Government Center • Fall River, MA 02722 • 541-098-124-2400</p> <p>EMT/PARAMEDIC FIRE DEPARTMENT</p> <p>JOB DESCRIPTION</p> <p>Under the general supervision of the Supervisor of Emergency Medical Services, as delegated by the Mayor to the City Administrator to the Fire Chief, under the statutory authority of the Fire Board as delegated to the Fire Chief, and under the medical supervision of the Fall River emergency Medical Response Services Board, to respond to call for emergency medical assistance and to provide efficient and immediate Basic Life Support and Advanced Life Support care to the Critically ill and injured; to perform ambulance driving; to perform related work as assigned.</p> <p>ESSENTIAL FUNCTIONS</p> <p>Work involves providing timely and efficient service to the people of the City and surrounding areas for a variety of responsible medical emergency services and ambulance driving; to be responsible for conformance to City and State codes and conform to policies and directives promulgated by the Fire Chief and/or the Emergency Medical Response Services Board; to coordinate the work for which s/he is responsible with the work of other co-workers. This work is distinguished from that of the Emergency Medical Technician (non-paramedic) in that this position performs emergency medical</p> <p>Director on a regular basis.</p> <ul style="list-style-type: none"> Employee attends community meetings as requested by the Program Director and tracks out-of-office to attend required meetings and/or community meetings. Employee assists the Program Coordinator in preparing materials for Board of Health hearings and court cases, as needed. (Excludes hearings in court) <p>Employee works with Program staff to ensure that all retailers are educated on youth access issues.</p> <p>ACCEPTIBLE TRAINING AND EXPERIENCE:</p> <ul style="list-style-type: none"> A High School Diploma or Equivalent. Knowledge of tobacco control program, and the sale and use of tobacco. Must be familiar with Western Bristol County Tobacco Prevention Program <p>City Employment</p> <p>The City of Fall River is an equal opportunity employer because of race, color, religion, sex, marital status, or other class protected by federal, state or local law. regulations outlined in City Ordinance Chapter 50 (Service Law (M.G.L. c. 31)</p> <p>Employment Opportunities for the City of Fall River any position that is posted.</p> <p>An Application for Employment may also be down Resources, City of Fall River, One Government Cent</p> <p>Labor Service Applicants</p> <p>Labor Service is a composite of all Civil Service positions such positions may be made based upon registratir Section 7R</p> <p>PERSONAL INFORMATION</p> <p>Please answer all questions. Print in black or blue ink.</p> <p>Date: _____</p> <p>Name: Last First Middle _____</p> <p>Do you expressly certify that any statements and information contained herein are incorporated into the application form and the conditions of your affixed applicant signature.</p> <p>Are you a United States citizen or do you have the legal right to work in the United States? Yes ___ No ___</p>	General Content	PDF – Readability Errors	<p>Background</p> <p>Downloadable resources must be made accessible to all users. Many screen reader users use Keyboard navigation to read through documents. Hence, ensure PDF files respond to keyboard functions such as navigation with headings and reading sentences accurately with a clear visible visual focus to inform low-vision users where the screen reader is currently active on the page.</p> <p>Current</p> <p>Almost all PDF documents on the website have screen reader and keyboard navigation issues. Following is a list of a few readability errors on some PDF documents on the website:</p> <ul style="list-style-type: none"> - The visual focus when tested with 3 different screen readers showed that it worked well with JAWS but the pages are not in sync with the visual focus. In case of NVDA there is no visual focus present and for VoiceOver the visual focus is out of sync and doesn't shift focus at the end of the page. - On the 'Commission on Disability 09-12-2019' ADA version (one of two document uploads for a previous event titled Fall River Commission on Disability on September 12) it reads Jasiel F. Correia II, letter by letter instead of the full name as it is read out on other documents across the website. The footer about the ADA coordinator is not read at all. - For most documents, the visual focus doesn't shift when the window is scaled but the visual focus works well when the page is zoomed out. The documents are also inaccessible with keyboard navigation which most screen reader users rely heavily on to navigate a page with ease. - In some documents the screen reader does not read the information in a logical sequence. For example: in the job description for Senior Aide the detail provided about Title, Date, Hourly rate and Schedule reads as Date: Senior Aide August 5, 2019 and goes in this format where it starts reading from the top instead of providing the content directly relevant to it. This makes it extremely confusing for screen reader users. - With some screen readers, when documents are read out using the 'read all' function the screen reader stops reading after the first page and does not read or change visual focus to the second page automatically. - Almost all documents where underlines are provided to fill in answers, the screen reader reads it out aloud as underscores, blanks and spaces multiple times to the screen reader users which makes it extremely frustrating to fill the documents. For example, "Name underscore underscore underscore underscore" 	Blind or Low-Vision

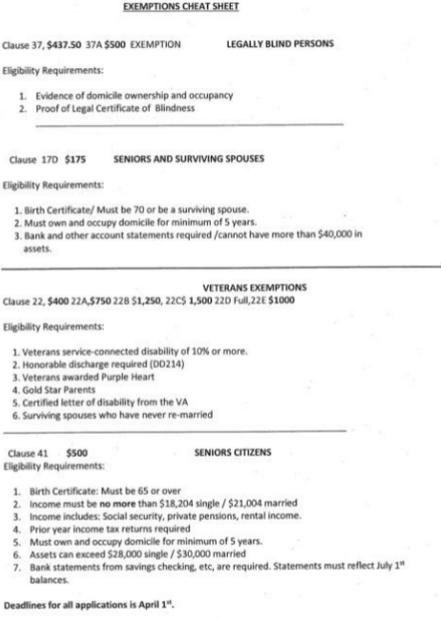
	Image	Section	Issue Name	Issue Details	Issue Tags
				<p>Recommendation Ensure all readability errors on PDFs across the website are fixed and the visual focus shifts with the screen reader. Also, ensure the sequence in which the content is read follows a logical order.</p> <p>PDFs and other resource documents should be made accessible. Provide alternative ways 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>	
33.		Assessor - Exemptions Information	Inaccessible PDF	<p>Background PDF's should be text documents rather than images of text as screen reader users cannot read images of text especially if they lack alternative text. In cases where all the information provided is important, it should be provided as a text document.</p> <p>Current The 'Exemptions Information' link on the 'Assessor's' page has information specifically for users who are legally blind. This information has been uploaded as a image of a PDF making it inaccessible with screen readers and the page is read as an image without any other description.</p> <p>Recommendation Ensure all documents especially those specifically meant for legally blind users are uploaded in a format that is accessible with screen readers.</p>	Blind or Low-Vision

	Image	Section	Issue Name	Issue Details	Issue Tags
34.		General Content	PDF – Inaccessible Form Fields and Data Tables	<p>Background All PDFs should be read with a meaningful sequence and editable form fields should inform and allow screen reader users to edit them. The form fields and data tables must have a logical sequence along with a visual focus for low-vision users to discern where they are on the page.</p> <p>Current The PDF was tested with 3 different screen readers. The form fields were completely inaccessible with JAWS and NVDA. With VoiceOver, the form fields could be accessed with keyboard navigation, but the visual focus was out of sync. A few examples of PDFs with these issues include the 'Labor Service Application' and W-9 Form within 'Current Bids.'</p> <p>Another key issue is where data tables are not read in a meaningful sequence. An example of this on the website is the Master plan PDF, where NVDA, JAWS and VoiceOver read the tables incorrectly and don't follow a meaningful sequence.</p> <p>Recommendation All documents should be made accessible for screen reader users. This includes visual focus that should be in sync with the active sections/form fields.</p> <p>Ensure all tables are made accessible and can be read in a logical sequence.</p>	Blind or Low-Vision
35.		PDF Reports	Missing/ Insufficient Alt Text	<p>Background All images within a PDF document should have proper alternative text to describe all the relevant information in the image to all screen reader users. Decorative images do not require descriptive alternative text.</p> <p>Current Most images in the PDF documents are inaccessible, in that they are missing alternative text. An example of this issue can be seen in the Municipal Budget Reports where a table with important information about the 'Proposed Fiscal Year Ending 2018 Budget' is completely inaccessible to screen reader users because it is read as an image. Another important example where inadequate alternative text is provided is in the flyer 'Don't bag recyclables flyer' on the page 'Litter Enforcement'. In this case the</p>	Blind or Low-Vision

Image	Section	Issue Name	Issue Details	Issue Tags
 <p>The image shows a screenshot of the City of Fall River, MA website. At the top, it says "City of Fall River, MA Proposed Fiscal Year Ending 2018 Budget". Below this is an organizational chart with the Mayor at the top, followed by the City Administrator. The chart lists various departments such as Police, Fire, Public Works, and Health & Human Services. At the bottom of the screenshot is a blue flyer that says "DO NOT BAG Recyclables" with a recycling symbol.</p>			<p>top half of the flyer with the information ('Do not bag recyclables') is not included in the flyer's alternative text but the bottom half of the flyer is read.</p> <p>In the same flyer alternative text is used improperly for the recycling bin image, which is read out as 'blue space image'. This image does not require alternative text because it does not convey any information that is important; the image is used as decoration.</p> <p>Recommendation Ensure all images in the PDF reports, flyers and brochures have adequate and proper alternative text to provide equal access to all and inform screen reader users of the content present without lack of clarity and information.</p> <p>Also, ensure decorative images have text alt text set to null (alt="").</p>	

	Image	Section	Issue Name	Issue Details	Issue Tags																																																																								
36.	 <p>The image shows a navigation menu with 'Quick Links' and 'Information' sections. Below the menu is a large header for 'About Fall River' with a green dashed line and the text 'City of Fall River Mayor's' at the bottom.</p>	General Content	Lacks Ease of Navigation	<p>Current When users intuitively navigate a website they expect links to lead directly to the page with the relevant information. But, on the Fall River website users need to click through multiple pages in order to access the page which has the information. This was not only frustrating and time consuming but also confused users at times.</p> <p>For example: If a user wanted to learn more about Fall River and they clicked on 'About Fall River' link on the 'Resident' page, it directly led them to 'About Fall River' located on the 'Visitor' page which looks very similar to the 'Resident' page. The user did not have any clear sign that indicated it wasn't an error but they were redirected to another page which looks similar and need to click on the link again to access the information. Now, when the user clicked it again they expected to get a page with the information but in this case it lead to a page about Fall River with another link which has a list of Fall River Mayor's.</p> <p>Path: About Fall River (Resident page) – About Fall River (Visitor page) – About Fall River (Information with link) – City of Fall River Mayor's</p> <p>Recommendation: Provide links which directly lead the user to the information rather than having them click through multiple redundant pages in order to access the information.</p>	Inclusive Design																																																																								
37.	<p>Past and Present City of Fall River Mayor's</p> <table border="1" data-bbox="139 1310 1025 1854"> <thead> <tr> <th>#</th> <th>Term</th> <th>Mayor</th> <th>Notes</th> </tr> </thead> <tbody> <tr><td>1st</td><td>1854–1855</td><td>James Buffington</td><td></td></tr> <tr><td>2nd</td><td>1856–1857</td><td>Edward P. Buffinton</td><td></td></tr> <tr><td>3rd</td><td>1857–1858</td><td>Nathaniel B. Borden</td><td></td></tr> <tr><td>4th</td><td>1858–1860</td><td>Josiah C. Blaisdell</td><td></td></tr> <tr><td>5th</td><td>1860–1867</td><td>Edward P. Buffinton</td><td></td></tr> <tr><td>6th</td><td>1867–1869</td><td>George O. Fairbanks</td><td></td></tr> <tr><td>7th</td><td>1869–1873</td><td>Samuel M. Brown</td><td></td></tr> <tr><td>8th</td><td>1873–1874</td><td>Robert T. Davis</td><td></td></tr> <tr><td>9th</td><td>1874–1877</td><td>James F. Davenport</td><td></td></tr> <tr><td>10th</td><td>1878–1879</td><td>Crawford E. Lindsey</td><td></td></tr> <tr><td>11th</td><td>1880 – March 28, 1881</td><td>William S. Greene</td><td>Resigned.</td></tr> <tr><td>Acting</td><td>1881–1881</td><td>Robert Henry</td><td></td></tr> <tr><td>12th</td><td>1882–1883</td><td>Henry K. Braley</td><td></td></tr> <tr><td>13th</td><td>1884–1884</td><td>Milton Reed</td><td></td></tr> <tr><td>14th</td><td>1885–1885</td><td>John W. Cummings</td><td></td></tr> <tr><td>15th</td><td>1886–1886</td><td>William S. Greene</td><td></td></tr> <tr><td>16th</td><td>1887–1888</td><td>John W. Cummings</td><td></td></tr> </tbody> </table>	#	Term	Mayor	Notes	1st	1854–1855	James Buffington		2nd	1856–1857	Edward P. Buffinton		3rd	1857–1858	Nathaniel B. Borden		4th	1858–1860	Josiah C. Blaisdell		5th	1860–1867	Edward P. Buffinton		6th	1867–1869	George O. Fairbanks		7th	1869–1873	Samuel M. Brown		8th	1873–1874	Robert T. Davis		9th	1874–1877	James F. Davenport		10th	1878–1879	Crawford E. Lindsey		11th	1880 – March 28, 1881	William S. Greene	Resigned.	Acting	1881–1881	Robert Henry		12th	1882–1883	Henry K. Braley		13th	1884–1884	Milton Reed		14th	1885–1885	John W. Cummings		15th	1886–1886	William S. Greene		16th	1887–1888	John W. Cummings		General Content	Lacks Information	<p>Current Users visit a certain link with an expectation of getting information directly related to the title of the link. The link 'About Fall River' only has a long list of all the Mayors.</p> <p>During user testing, one of the task was to look up more 'About Fall River'. The users were able to find the link and many users were confused and reacted saying: They were expecting the history of Fall River, maybe any festivals or fall events.</p> <p>One of the user commented saying: “this was not what I was expecting! Just a long list of all the mayors”</p> <p>Another example would be for information about 'Where are abandoned vehicles towed to?' The current answer only has the name of the location- All abandoned vehicles are sent to Acme Parking Lot. This is not very helpful, when only the name of the location is given because this means users would have to look up the Address which is the real information they need in order to reach the destination or contact them.</p> <p>Recommendation:</p>	Inclusive Design
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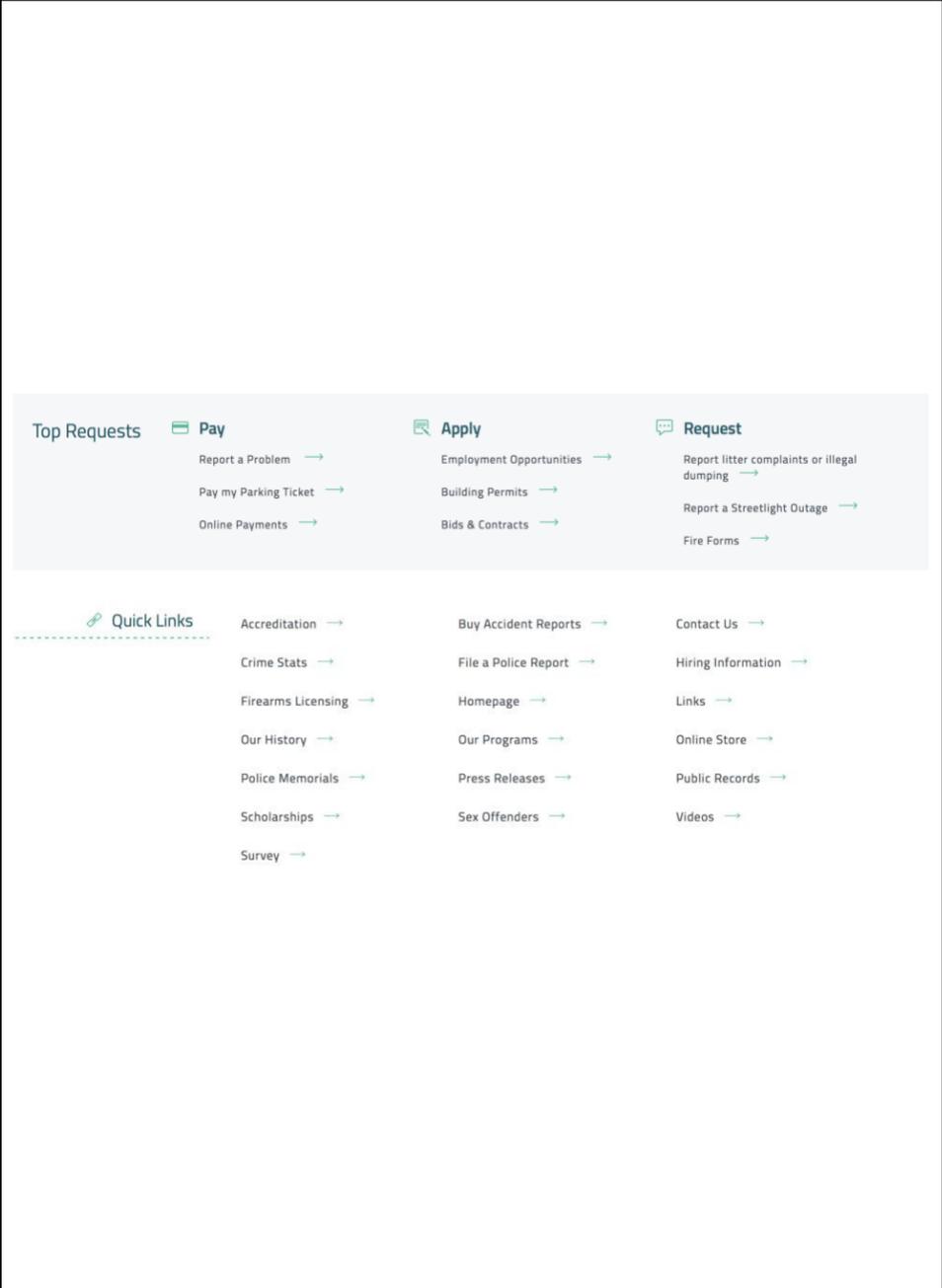
	Image	Section	Issue Name	Issue Details	Issue Tags
	<p>Where are abandoned vehicles towed to? Category: Abandoned Vehicles All abandoned vehicles are sent to Acme Parking Lot. Updated 5/22/2017 10:44 AM</p> <p>Was this page helpful? Yes No</p>			<p>Ensure that the information provided is available with all the necessary and important information that are useful and related to the question or link. Users shouldn't be forced to take any extra steps to get to the information they need, especially when it could be provided along with the information that already exists.</p>	
38.		General Content	Lacks Meaningful Structure for Headings and Categories	<p>Current When main headings and section headings are provided users expected all content presented under it to be directly relevant to it. On the website the content provided lacks structure where main headings and section headings lack clarity and are not grouped or organised well.</p> <p>For Example: The main heading 'Top Requests' in the Home page of the Fall River Website has a section heading link 'Report a Problem', during the user testing when users were asked to report a problem they were not able to find 'Report a problem' because it is below the section heading 'Pay' rather than "request" where users tried to find it.</p> <p>Another Example: The quick links section on most of the pages confused users to believe that it is a list of quick links across the entire website rather than to the specific page as it is currently set up.</p> <p>Recommendation: Provide appropriate labels for headings and section headings. Also, categorize and list links with relevant section headings.</p> <p>For example, in the 'Top Request' on the homepage: Consider changing the section heading 'Request' to 'Report' and relocate 'Report a Problem' under the new 'Report' section heading along with 'Report litter complaints or illegal dumping' and 'Report a Streetlight Outage'.</p> <p>Also, relocate 'Fire forms' under the section heading 'Apply'.</p> <p>For 'Quick links' available on some of the pages, provide more clarity. For Example: On the 'Resident' page provide 'Resident Quick Links' instead of just having 'Quick Links'.</p>	Inclusive Design

	Image	Section	Issue Name	Issue Details	Issue Tags
39.	 <p>Report a Streetlight Outage</p> <p>** STREETLIGHT OUTAGES CAN BE REPORTED 24 HOURS PER DAY, 365 DAYS PER YEAR**</p> <p>You can report it either by: Telephone: 1-800-866-9106 Email: cc@mapmobile.com</p>	General Content	Inefficient Answers	<p>Current The link 'Report a Streetlight Outage' is very clear and provided on the homepage, but the format in which the information provided in the link is not very helpful especially for users with some disabilities. Such as, with age people may face a lot of dexterity issues, this could make it very difficult to correctly focus a mouse on specific information which most people 'Copy and Paste' to avoid errors. For people who have low vision the information provided is not clearly visible. Also, people who are blind find it challenging to remember the exact information especially where accurate inputs are required to successfully complete the task such as Contact info and Email.</p> <p>Recommendation: Provide direct links and make the content more visible by clearly indicating the information with visuals or larger and brighter font for users to efficiently use the information provided with ease.</p>	Inclusive Design
40.	<p>EMT/PARAMEDIC FIRE DEPARTMENT</p> <p>JOB DESCRIPTION Under the general supervision of the Supervisor of Emergency Medical Services, as delegated by the Mayor to the City Administrator to the Fire Chief, under the statutory authority of the Fire Board as delegated to the Fire Chief, and under the medical supervision of the Fall River emergency Medical Response Services Board, to respond to call for emergency medical assistance and to provide efficient and immediate Basic Life Support and Advanced Life Support care to the Critically ill and injured; to perform ambulance driving; to perform related work as assigned.</p> <p>ESSENTIAL FUNCTIONS Work involves providing timely and efficient service to the people of the City and surrounding areas for a variety of responsible medical emergency services and ambulance driving; to be responsible for conformance to City and State codes and conform to policies and directives promulgated by the Fire Chief and/or the Emergency Medical Response Services Board; to coordinate the work for which s/he is responsible with the work of other co-workers. This work is distinguished from that of the Emergency Medical Technician (non-paramedic) in that this position performs emergency medical services at both the Advanced Life Support and Basic Life Support levels. This work is subject to periodic review by the Supervisor of Emergency Medical Services and by designated medical staff from local hospitals. This work is performed with considerable latitude in independent judgment and decision-making and under general supervision.</p> <p>Under the general supervision of an Emergency Medical Services Employee of a higher grade, performs the duties described in the United States Department of Transportation/National Highway Traffic Safety Administration job description for Emergency Medical Technicians – Paramedic.</p> <p>In addition to performing all the duties of the Emergency Medical Technician, utilizes Advanced Life Support procedures related to treatment of cardiac or respiratory arrest, poisoning, or overdose or other major trauma or illness.</p> <p>Performs peripheral veni-puncture and placement of intravenous catheter for administration of I.V. fluid and medication;</p> <p>Performs advanced airway management techniques by placement of endotracheal tubes or esophageal obturator airways;</p> <p>Administers medications orally, by subcutaneous, intramuscular, or intravenous injection; Performs defibrillation, the use of electrical counter shock to correct lethal cardiac condition;</p>	General Content	Complex Content	<p>Current Documents on the website currently have information as long paragraphs which look complex and difficult for users to follow. Especially, descriptions for job requirements such as EMT- Paramedic-Fire –Department has a long text going up to 3 pages making it very challenging for users to clearly understand the important points in the document.</p> <p>Recommendation: Provide information as bullet points that are clear, specific, readable and easy to follow.</p>	Inclusive Design

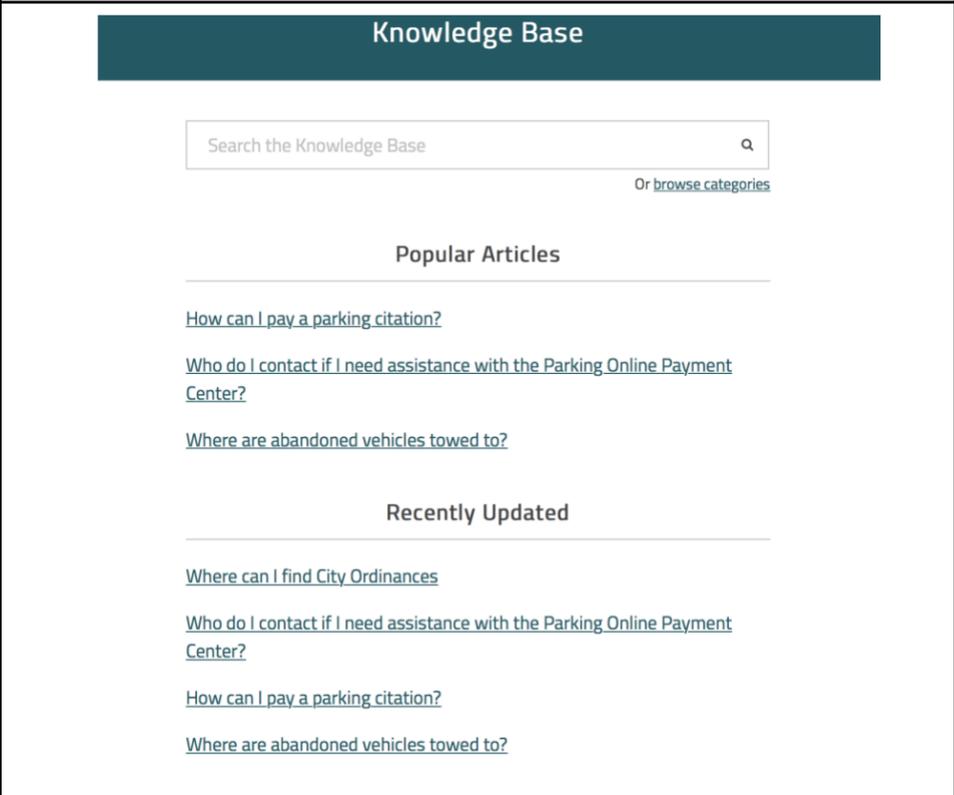
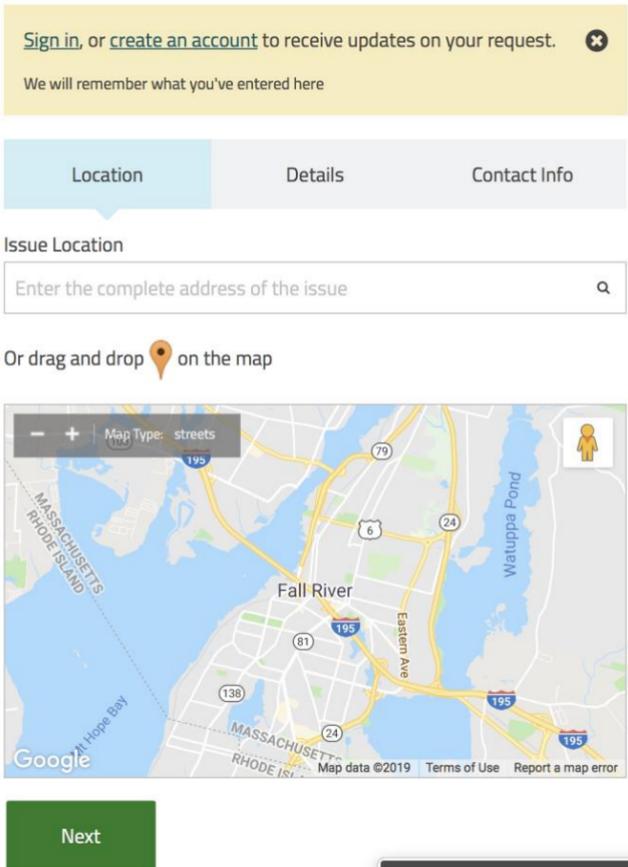
	Image	Section	Issue Name	Issue Details	Issue Tags
41.	 <p>« All Events</p> <p>Fall River Commission on Disability</p> <p>September 12 @ 3:00 pm</p> <p>AGENDA – Fall River Commission on Disability 9-12-2019</p> <p>Agenda-Commission on Disability 09-12-2019.ADA</p>	General Content	Repetitive Documents in Different Formats	<p>Current For the same information there are multiple documents in different formats, one for users who use screen readers and another for those who do not.</p> <p>Recommendation: Make only the ADA version available to all users. The document provided for ADA appears exactly like the non-ADA document and is also accessible to users who do not use screen-readers.</p>	Inclusive Design
42.	 <p>Knowledge Base</p> <p>Search the Knowledge Base <input type="text"/> <input type="submit" value="q"/></p> <p>Or browse categories</p> <p>Popular Articles</p> <p>How can I pay a parking citation?</p> <p>Who do I contact if I need assistance with the Parking Online Payment Center?</p> <p>Where are abandoned vehicles towed to?</p> <p>Recently Updated</p> <p>Where can I find City Ordinances</p> <p>Who do I contact if I need assistance with the Parking Online Payment Center?</p> <p>How can I pay a parking citation?</p> <p>Where are abandoned vehicles towed to?</p>	General Content	Non-descriptive Section Titles with Unexpected Content	<p>Current When users were asked what 'Knowledge Base' meant to them and to try searching for something they would expect to find under this function, users answered saying:</p> <p>User 1: "what is this?" There are links and a search bar and "browse categories" is too small "THAT'S IT? OH NO" "Did they just neglect this section entirely? I don't understand"</p> <p>User 2: Expected to find information on the history or larger topics that then have links to more information Searched "Recycling" multiple times thinking misspelling or personal error</p> <p>The above comments are because from the title users expected to find a wide range of information but it only consists of information shown in the image which was very misleading.</p> <p>Recommendation: Either make it a Database where any information on the website can be found so that it lives up to the users expectations or change the title of this function to something that accurately depicts the content.</p>	Inclusive Design

	Image	Section	Issue Name	Issue Details	Issue Tags
43.	 <p>The screenshot shows a web form with a yellow header containing a sign-in prompt. Below are three tabs: 'Location' (active), 'Details', and 'Contact Info'. A search bar for 'Issue Location' is present, followed by a map of Fall River, MA. A green 'Next' button is at the bottom.</p>	Request for Service	Unclickable Tabs	<p>Current The Location, Details and Contact Info currently are formatted like Tabs that could be clicked on but users do not have the flexibility to navigate through them without clicking 'Next', instead forces users to enter information in a certain format. This confused users and also doesn't allow them to be prepared with information they may require to provide for the next sections.</p> <p>The user commented saying:</p> <p>“Not sure why I can't access Details and Contact Info – maybe I have to have an account? “Oh there's a Next button!” – “OHHH REALLY? That's a problem!”</p> <p>You can do the next button but if you could also click through the options that would be good especially because Next is all the way at the bottom”</p> <p>Recommendation: Make Details and Contact Info an accessible tab without having to click next. This provides users the flexibility to access the Details and Contact Info without having to click through the next button.</p>	Inclusive Design