GOGov Permitting Applicant Portal

Accessibility Conformance Report - WCAG Edition

(Based on VPAT® Version 2.4Rev)

Name of Product: GOGov Permitting Applicant Portal

Report Date: December 1, 2025

Product Description: GOGov Permitting is an online permitting and licensing suite that allows residents to easily apply, pay and renew permits and licenses. It includes a staff facing software for managing and tracking the workflow of the applications.

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Notes:

Evaluation Methods Used: Automated Testing (Lighthouse, WAVE, aXe) and Manual Testing

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0 (Required for Section 508)	Level A
	Level AA
Web Content Accessibility Guidelines 2.1 (Not required for Section 508)	Level A
	Level AA
Web Content Accessibility Guidelines 2.2 (Not required for Section 508)	Level A
	Level AA

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes: The application supports **100% of 2.0 A criteria**, 100% of 2.1 A criteria, and 100% of 2.2 A criteria.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Meaningful images and icons have alt text, and alt text is set to empty for decorative images and icons. For user-uploaded images, the generator-unable-to-provide-required-alt attribute is used.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	There is no audio or video content.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	There is no audio or video content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	There is no audio or video content.
1.3.1 Info and Relationships (Level A)	Supports	HTML landmarks such as <main> and <nav> are used, HTML headings are used consistently across the app, and related form controls are grouped together.
1.3.2 Meaningful Sequence (Level A)	Supports	Visual order largely matches the markup order, and when it slightly deviates it does not affect meaning.
1.3.3 Sensory Characteristics (Level A)	Supports	The interface does not make reference to color, shape, or other sensory characteristics.
1.4.1 Use of Color (Level A)	Supports	Differences in state are represented with text, text formatting, and/or shape in addition to color, and never with color alone.
1.4.2 Audio Control (Level A)	Not Applicable	There is no audio content.
2.1.1 Keyboard (Level A)	Supports	All functions can be achieved with a keyboard and all interactive elements are keyboard focusable.
2.1.2 No Keyboard Trap (Level A)	Supports	There are no keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	There are no character key shortcuts. Only arrow key and other non-character keys are used.
2.2.1 Timing Adjustable (Level A)	Supports	There are no time limits.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	There is no moving, blinking, or scrolling content.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	There are no flashing elements.
2.4.1 Bypass Blocks (Level A)	Supports	A page-level skip link is present and functional.
2.4.2 Page Titled (Level A)	Supports	The page has an accurate title relevant to each page.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Supports	Focus order largely matches visual and logical order. In situations where it slightly differs from the visual order, the order doesn't interfere with understanding.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Link text makes sense based on the text alone or the text plus its surrounding context.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	Files can be uploaded via drag and drop, but can also be uploaded by clicking the drop area and uploading a file.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	All pointer actions are triggered on the up event and thus are cancelable.
2.5.3 Label in Name (Level A 2.1 only)	Supports	Accessible labels for form fields and other controls include the visual label text,.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	There is no motion-based input.
3.1.1 Language of Page (Level A)	Supports	The lang attribute of all pages is set to English.
3.2.1 On Focus (Level A)	Supports	Focusing on elements does not change the context.
3.2.2 On Input (Level A)	Supports	Modifying inputs does not change the context.
3.2.6 Consistent Help (Level A 2.2 only)	Not Applicable	There is no help mechanism.
3.3.1 Error Identification (Level A)	Supports	Error messages are displayed next to their fields and are programmatically associated with them via ARIA, or indicate the relevant field via text.
3.3.2 Labels or Instructions (Level A)	Supports	Required inputs are labeled and all forms and form fields have sufficient labels and instructions.
3.3.7 Redundant Entry (Level A 2.2 only)	Not Applicable	The application never asks for the same information multiple times, and re-uses already entered information if possible.
4.1.1 Parsing (Level A)	Supports	App is implemented using HTML which automatically passes this Success Criterion as of 2023.
4.1.2 Name, Role, Value (Level A)	Supports	Elements are properly marked up with their name and role, and changes are announced to assistive technologies.

Table 2: Success Criteria, Level AA

Notes: <mark>The application supports **100% of 2.0 AA criteria**, 100% of 2.1 AA criteria, and 100% of 2.2 AA criteria.</mark>

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	There is no audio content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	There is no video content.
1.3.4 Orientation (Level AA 2.1 only)	Supports	Content is responsive, readable, and usable in portrait and landscape orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	Whenever possible, inputs have their purpose identified using ARIA.
1.4.3 Contrast (Minimum) (Level AA)	Supports	All text has at least 4.5:1 contrast with its background.
1.4.4 Resize text (Level AA)	Supports	Elements reflow and remain readable when the page is zoomed via standard browser zoom.
1.4.5 Images of Text (Level AA)	Supports	There are no images of text except for absolutely necessary cases.
1.4.10 Reflow (Level AA 2.1 only)	Supports	Elements reflow and remain readable at small viewport sizes.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	All essential graphical elements have greater than 3:1 contrast.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	When spacing is changed, text remains readable.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	Tooltips revealed on hover are dismissable, hoverable, and persistent.
2.4.5 Multiple Ways (Level AA)	Supports	There are multiple ways to reach pages, including a search mechanism.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels accurately describe their contents.
2.4.7 Focus Visible (Level AA)	Supports	All focusable elements have a visible focus style.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	Focused elements move into view when they receive focus.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	There are no controls that require dragging.

Criteria	Conformance Level	Remarks and Explanations
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	Targets are at least 24x24 pixels, except for inline text links and targets that are smaller than 24x24 but have sufficient space around them.
3.1.2 Language of Parts (Level AA)	Supports	All content in the app is in English.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation elements differ between signed in and signed out users, but in each case their order is consistent.
3.2.4 Consistent Identification (Level AA)	Supports	Labels for controls are used consistently.
3.3.3 Error Suggestion (Level AA)	Supports	Error messages are provided when field values are invalid.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Financial transactions in the Fees & Payments section have a confirmation step.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	Authentication does not require a cognitive test or CAPTCHA.
4.1.3 Status Messages (Level AA 2.1 only)	Supports	Changes in the UI are announced to assistive tech via ARIA.

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