



GOGov Mobile App

Accessibility Conformance Report - WCAG Edition

(Based on VPAT® Version 2.4Rev)

Name of Product: GOGov Branded Mobile App (iOS & Android)

Report Date: June 1, 2026

Product Description: Branded mobile app that is published under various customer app names and provides a simplified mobile experience to local government websites & information.

Contact Information:

Kevin Strauss – VP of Sales – Kevin@GOGovapps.com – (631) 861-5812

Notes:

Evaluation Methods Used: 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 **98% of 2.2 A criteria**, 98% of 2.1 A criteria, and 98% of 2.0 A criteria. Version 2.2 includes the criteria for 2.0 and 2.1.

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.
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	Headings are used to organize information.
1.3.2 Meaningful Sequence (Level A)	Supports	All content is presented in a logical sequence matching its visual presentation.
1.3.3 Sensory Characteristics (Level A)	Supports	There are no references to sensory characteristics.
1.4.1 Use of Color (Level A)	Partially Supports	Differences in state are represented with text and/or shape in addition to color, and never with color alone, except for the following: <ul style="list-style-type: none"> When using a physical keyboard on Android, the currently focused element is indicated with a colored overlay with contrast less than 3:1. This is due to a known limitation of the Flutter development platform. Remediating this will require manually overriding Flutter's focus styles across the application to show 3:1 focus rings.
1.4.2 Audio Control (Level A)	Not Applicable	There is no audio content.
2.1.1 Keyboard (Level A)	Supports	All native controls in the app are keyboard-operable. However, the app contains web views that cannot be focused via sequential keyboard navigation, due to a bug in the Flutter development platform. However, the app contains an option to open web pages in an external browser, which allows keyboard users to complete tasks. The app supports iOS Full Keyboard Access.
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.

Criteria	Conformance Level	Remarks and Explanations
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)	Not Applicable	Application is a mobile app and exempt from this criterion.
2.4.2 Page Titled (Level A)	Supports	All screens have titles.
2.4.3 Focus Order (Level A)	Supports	Tab order matches visual and logical order of elements. Focus is managed in a logical way when opening and closing modal dialogs.
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	The map requires touch input for full zooming and panning control, but users can also input an address via a text field.
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 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 app's language 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 with instructions for fixing the errors are displayed when submitting forms.
3.3.2 Labels or Instructions (Level A)	Supports	Required inputs are labeled, or indicated in error messages, and all forms and form fields have sufficient instructions.
3.3.7 Redundant Entry (Level A 2.2 only)	Not Applicable	The application never asks for the same information multiple times. Contact information is stored at the user level and reused across requests.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A)	Not Applicable	Application is a mobile app and is not implemented in a markup language.
4.1.2 Name, Role, Value (Level A)	Supports	Custom controls are properly annotated with their name and role, and changes are announced to assistive technologies.

Table 2: Success Criteria, Level AA

Notes: The application supports **94% of 2.2 AA criteria**, 93% of 2.1 AA criteria, and 96% of 2.0 AA criteria. Version 2.2 includes the criteria for 2.0 and 2.1.

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 and is readable and usable in portrait and landscape orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Partially Supports	On the sign in and create account screens, form inputs have their purposes identified. Inputs on other screens, such as the Profile or Location screens, don't have input purposes identified.
1.4.3 Contrast (Minimum) (Level AA)	Supports	All text has at least 4.5:1 contrast.
1.4.4 Resize text (Level AA)	Partially Supports	Elements reflow and remain readable when text is resized, with the following exceptions: <ul style="list-style-type: none"> • Submit buttons in the new request flow are partially cut off at large sizes. • Menu items in the left drawer menu on the home screen can be cut off at large sizes. • Long contact methods in Subscription Groups can be cut off at large sizes. • Add Contact Method button in Subscription Groups can be cut off at large sizes.
1.4.5 Images of Text (Level AA)	Supports	All images of text are necessary.

Criteria	Conformance Level	Remarks and Explanations
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 elements conveying important information have at least 3:1 contrast.
1.4.12 Text Spacing (Level AA 2.1 only)	Not Applicable	Text spacing cannot be changed on Android or iOS.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Partially Supports	Tooltips on interactive controls are dismissable via Escape and persistent while the user remains hovered over the trigger, but the tooltips themselves are not hoverable (if the user moves hover to the tooltip, it disappears).
2.4.5 Multiple Ways (Level AA)	Not Applicable	Application is a mobile app and exempt from this criterion.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels accurately describe their contents.
2.4.7 Focus Visible (Level AA)	Supports	Focus styles are visible in all cases, but are lower than 3:1 contrast on Android. See 1.4.1, which is marked as Partially Supports due to this low contrast.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	All focused elements remain visible while moving focus around the app.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	The map can be panned by dragging, but users can type an address into the field as an alternative.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	Almost all targets are at least 24x24. Radio buttons 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)	Not Applicable	Application is a mobile app and exempt from this criterion.
3.2.4 Consistent Identification (Level AA)	Not Applicable	Application is a mobile app and exempt from this criterion.
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)	Not Applicable	The application does not involve the submission or deletion of sensitive data.

Criteria	Conformance Level	Remarks and Explanations
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 live regions or programmatic focus changes.

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