



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

Conformance Framework

CivicPlus uses the World Wide Web Consortium's Web Content Accessibility Guidelines 2.2 Level AA (WCAG 2.2 AA) as its web accessibility standard.

Assessment Approach

We audit our software using manual testing including screen readers, the best professional engineering tools at our disposal, expert partners, and human testing to ensure we have a strong assessment of our compliance.

Conformity Reports

CivicPlus has completed Accessibility Conformance Reports (ACRs) for our products based on the Information Technology Industry Council's Voluntary Product Accessibility Template (VPAT®). More information and copies of the reports can be found within our [Public Accessibility Conformity Reports](#). We assess and prioritize any gaps we may have to WCAG 2.2 AA compliance as part of our roadmap process.

Prioritization of conformance

CivicPlus is dedicated to fostering inclusivity and ensuring that all citizens can fully engage with the local government services offered through our products. In alignment with accessibility laws and standards, we have prioritized enhancements to the front-end, user-facing components of our software solutions. This strategic focus is driven by our commitment to serve the widest possible audience, particularly the public who rely on these interfaces to access essential government services.

By concentrating our efforts on the public-facing side of our applications, we ensure the mitigation of risk for non-compliance with the prevailing accessibility standards, including the Americans with Disabilities Act (ADA) and the Web Content Accessibility Guidelines (WCAG). This approach guarantees that our products are usable by people with a wide range of disabilities, thereby promoting equal access to government resources and services.

We are actively working to improve the accessibility of our back-end administrative interfaces to enhance the experience for government employees and officials. However, our primary focus remains on ensuring that every citizen can access public services efficiently and independently through our public end-user interfaces. By doing so, we uphold the principles of equity and accessibility that are fundamental to the public sector and essential for the trust and reliance placed in us by the communities we serve.