




-  **Website**
<https://accessibility-audit.citizenlab.co/en/>
-  **Checklist**
Web Content Accessibility Guidelines 2.1 AA
-  **Requested by**
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-  **Date last modified**
24/06/2022

Introduction

AnySurfer **accessibility experts** tested compliance with the Web Content Accessibility Guidelines (WCAG). The remarks can be displayed in two ways: by theme or by WCAG criteria. In the default view they are sorted by WCAG criteria.

The audit was conducted on a sample of at least 25 pages. It is very likely that reported problems also occur on other pages. When correcting please don't limit to the pages mentioned in this report.

Although we took good care in putting together this report, it is possible that we overlooked certain problems or that we misinterpreted certain features. We are at your disposal for questions and remarks regarding this report. Please do not hesitate to contact the author of the report.

Show WCAG criteria

- Level A
- Level AA

Show remarks

- Unsolved
- Edited
- Solved

Report structure

- WCAG succescriteria
- Thematic

Web Content Accessibility Guidelines 2.1 AA

1 Perceivable

1.1 Text Alternatives

✓ 1.1.1 Non-text Content (A) (ok)



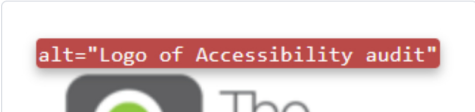
Remark - solved

on page [Homepage](#)

Id: 13152 / impact: **medium** / last checked on: 2022-04-27

The homepage contains two "The City" logos: one in the header and one in the footer. The one in the header has an OK alt text, but the one in the footer doesn't.

The current alt text of the logo in the footer is "Logo of Accessibility audit". There's no need to add words like logo, image, photo,... A screenreader automatically announces it has reached an image when it does. Just add the text in the logo (or the name of the organisation it represents) in its alt text, instead.



alt="Logo of Accessibility audit"



Remark - solved

on page [About](#)

Id: 13185 / impact: **medium** / last checked on: 2022-05-25

The image on this page is decorative and has no alt attribute. Either embed it as a [CSS background image](#) or give it an empty alt attribute (alt=""). Both techniques will designate it as a decorative image to screenreaders.

As it stands now, screenreader users will know they've encountered an image but won't know what it represents. They'll therefore think they're missing information.



UPDATE 27/4/2022: the image now has an alt attribute containing an empty space (alt=" ") rather than an empty alt attribute (alt=""). These are not the same. The current alt text indicates the image is informative but has no alternative text, while a real empty alt attribute will indicate that the image is decorative and can be skipped by screenreaders.

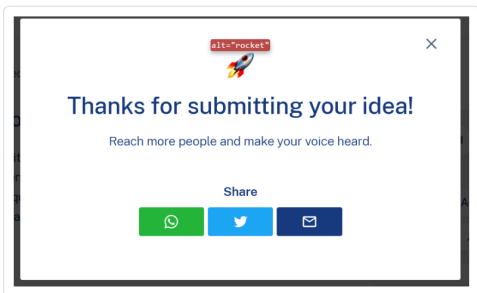
Remark - solved

on page [Proposed idea](#)

Id: 13202 / impact: **medium** / last checked on: 2022-04-27

The rocket image in the modal window that appears after submitting an idea is decorative but currently has `alt="rocket"`. Give it an empty alt attribute (`alt=""`) to indicate it as decorative.

The modal window also contains an invisible link stating "Skip it, I'll do it later". Either make it visible for everyone or remove it for everyone.



Remark - solved

on page [Project metro survey](#)

Id: 13214 / impact: **medium** / last checked on: 2022-04-27

The LA transit logo is decorative but has an `alt="latransitlogo"`. This should be `alt=""` to indicate the image as decorative to screenreaders. Either

way, "latransitlogo" is not a good alt text. If you'd like to give it an informative alt text, use `alt="LA Transit"` (the text on the logo).

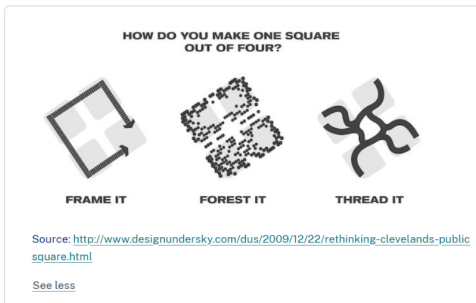


Remark - solved

on page [Project option analysis](#)

Id: 13217 / impact: **medium** / last checked on: 2022-04-27

The "How do you make one square out of four?" has no alternative text. Add an alt attribute to the image and describe the image in the alt. If this is not possible due to the amount of information the picture contains, either recreate it with HTML and CSS or add a paragraph below or above the image that contains the same information as the image.



1.2 Time-based Media

1.2.1 Audio-only and Video-only (Prerecorded) (A) (not applicable)

1.2.2 Captions (Prerecorded) (A) (not applicable)

1.2.3 Audio Description or Media Alternative (Prerecorded) (A) (not applicable)

1.2.4 Captions (Live) (AA) (not applicable)

1.2.5 Audio Description (Prerecorded) (AA) (not applicable)

1.3 Adaptable

✓ [1.3.1 Info and Relationships \(A\) \(ok\)](#)

Remark - solved

on page [FAQ](#)

Id: 13171 / impact: **medium** / last checked on: 2022-04-27

The titles on this page are bolded paragraphs rather than headings. Use real [HTML headings](#) instead. Semantic HTML is used by the [accessibility tree](#) to make surfing easier for users who rely on disability aids such as screenreaders.

Remark - solved

on page [Events](#)

Id: 13186 / impact: **medium** / last checked on: 2022-04-27

The Events page doesn't have a [main landmark](#). Either add `<main>` or `role="main"` to solve this issue.

Remark - solved

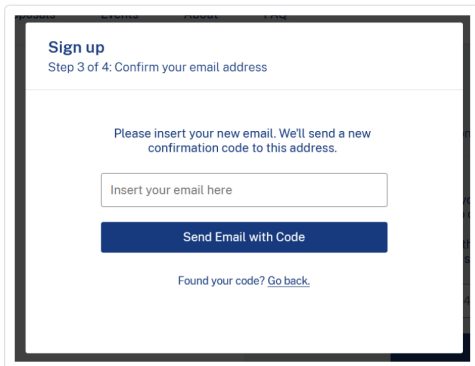
on page [Sign in](#)

Id: 13194 / impact: **medium** / last checked on: 2022-05-25

The following remark is not so much an accessibility issue as it is a serious usability bug.

The sign up modal window can't be closed, neither by mouse, keyboard nor screenreader. It reappears when a user reloads the page and even when the user opens a different page on the same website. The only way they can get rid of it without having to enter a code is by deleting their browser's cookies or switching to a different browser or private window.

Please allow users to close this window. While annoying for abled users, this is confusing for keyboard users and screenreader users and can make your website impossible to use for users who lack computer skills.



UPDATE 27/04/2022: bug has not been fixed yet. Solution is currently being tested.

Remark - solved

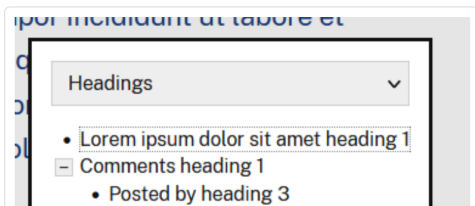
on page [Submitted idea page](#)

Id: 13203 / impact: **medium** / last checked on: 2022-04-27

The "Comments" title should be an `<h2>` instead of an `<h1>`.

As "Posted" and "Current status" are a lower level of heading, the [accessibility tree](#) sees them as subtitles of the h1 "Comments". This is incorrect, and confusing to blind users who rely on these headings to navigate through a website. They'll assume "Posted" and "Current" status are about comments, not the idea itself.

Use a logical and hierarchical heading structure that clearly signifies the relations between different heading levels.



- Current status heading 3

Remark - solved

on page [Project metro survey](#).

Id: 13215 / impact: **medium** / last checked on: 2022-05-25

The question "What can we do to improve your current riding experience?" in the survey on this page has a few issues:

- The field has no label. Either add an [HTML label](#) (preferred method), or use [implicit labelling](#). A placeholder is not a sufficient alternative: it disappears once a user starts typing, and not every screenreader is capable of reading placeholders.
- The light blue placeholder text scores 1,3:1 against its white background, but must score at least 3:1 against its white background. (Normally it would be 4,5:1 but 3:1 will suffice in this case thanks to the size of the placeholder.)
- The blue line denoting the field's edge only scores 1,7:1 against its white background. This should be at least 3:1: visually impaired users won't be able to see it otherwise. The line turns dark blue when focused (8,5:1) and scores sufficiently high.
- It's possible to send the form without answering any questions. No error messages appear when mandatory fields are not filled in.

3 → What can we do to improve your current riding experience?

Write a little, or a lot!

Type your answer here...

Shift # + Enter ↵ to make a line break

UPDATE 27/04/2022: issue has not been fixed, but site owner has stated the survey was made with 3th party software and cannot be altered. This issue is OK as long as the website's accessibility statement mentions this issue.

UPDATE 25/5/2022: site owner has stated the statement will be updated once the AnySurfer label has been renewed.

Remark - solved

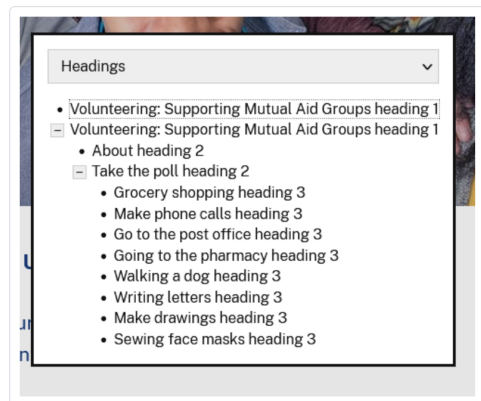
on page [Project volunteering](#)

Id: 13221 / impact: **medium** / last checked on: 2022-04-27

The page contains an H2 heading including the text "Take the poll". This heading is hidden from sighted users but not from blind users. This means that:

- The heading is read by a screenreader when a blind user stumbles upon it.
- The heading is read by a screenreader when a blind user jumps between headings to navigate through the page.
- The heading is included in the screenreader's heading list.
- The heading is seen as the overarching title for the H3 volunteer cards, which is confusing.

Remove this heading.



✓ [1.3.2 Meaningful Sequence \(A\) \(ok\)](#)



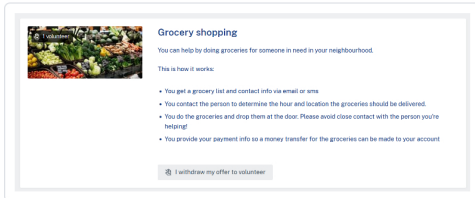
Remark - solved

on page [Project volunteering](#)

Id: 13222 / impact: **medium** / last checked on: 2022-04-27

This remark is a recommendation. It is not mandatory to be WCAG compliant.

The "# volunteers" element is read before the title of the card by screenreaders. This is OK as this is the logical reading order of the page for a sighted person. It would be helpful to screenreaders to have it read after the title of the card though: this way there's no confusion about which card which amount of volunteers applies to. Right now, the reading order can cause confusion.



1.3.3 Sensory Characteristics (A) (ok)



1.3.4 Orientation (AA) (ok)



✓ [1.3.5 Identify Input Purpose \(AA\) \(ok\)](#)

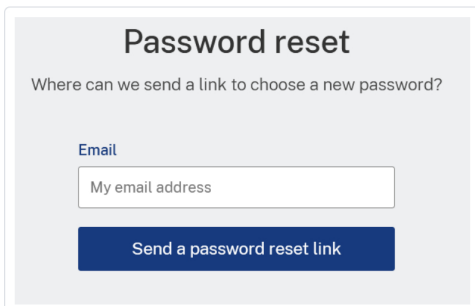


Remark - solved

on page [Reset password](#)

Id: 13173 / impact: **medium** / last checked on: 2022-04-27

Most forms have correct [autocomplete attributes](#). The e-mail field on this page is still missing one. Add `autocomplete="email"` to fix this problem.



Remark - solved

on page [Profile settings](#)

Id: 13197 / impact: **medium** / last checked on: 2022-05-25

The form on this page lacks [autocomplete attributes](#). Add [relevant autocomplete attributes](#) where possible.

UPDATE 27/04/2022: issue has not been fixed yet.

1.4 Distinguishable

1.4.1 Use of Color (A) (ok)



1.4.2 Audio Control (A) (not applicable)



✓ 1.4.3 Contrast (Minimum) (AA) (ok)



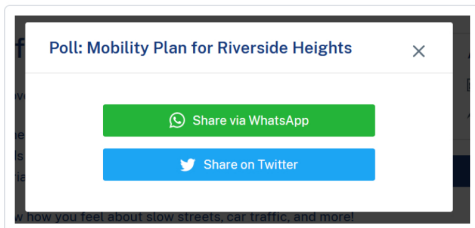
Remark - solved

on page [Project mobility poll](#)

Id: 13212 / impact: **medium** / last checked on: 2022-04-27

The social media buttons in the modal window that appears when a user wants to share a project have too low colour contrast: both the green and the blue only score 2,7:1 against white.

The button itself should score at least 2,7:1 against its white background. The white text within the button should score at least 4,5:1 against the colour of the button. Choose colour combinations that score at least 4,5:1 against white to solve this issue.



1.4.4 Resize text (AA) (ok)



1.4.5 Images of Text (AA) (not applicable)



1.4.10 Reflow (AA) (ok)



✓ 1.4.11 Non-text Contrast (AA) (ok)



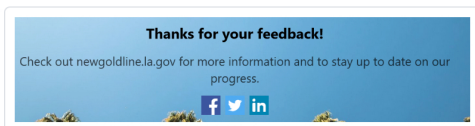
Remark - solved

on page [Project metro survey](#)

Id: 13216 / impact: **medium** / last checked on: 2022-04-27

The social media buttons are difficult to see due to the background picture. Either add a dark border around the buttons that scores at least 3:1 against its background and the button, or place a (semi-)opaque field behind the buttons and the text. While the text is OK, its legibility would also benefit from a opaque field.

The blue colour of the Twitter icon only scores 2,5:1 against its white logo: this should be at least 3:1 to ensure visually impaired and colour blind users can see it. Use an alternative version of this logo, if possible.



1.4.12 Text Spacing (AA) (ok)



1.4.13 Content on Hover or Focus (ok)



2 Operable

2.1 Keyboard Accessible

✓ [2.1.1 Keyboard \(A\) \(ok\)](#)



Remark - solved

on page [Events](#)

Id: 13187 / impact: **medium** / last checked on: 2022-04-27

When tabbing through the events on this page, the "Register for the event" button is replaced by an awkwardly placed YouTube video. This means a keyboard user (and therefore screenreader users and voice command users too) can't actually use the "Register for the event" button. This bug only triggers when a user is not logged in. When a user is logged in, the same page opens in a new tab (which is a usability issue but not necessarily an accessibility issue).

The "Show more" link can be used to trigger the extra information in these cards. The information included in this collapsible element isn't hidden from screenreaders. When the "Show more" link is used, an aria live is also used to inform blind users that extra content has appeared. This means that a blind user will first hear the title and date information of the event, then the hidden content including the YouTube video, then the "Show more" link, and then a message that more information has been loaded. This is very confusing.

The "Read more" buttons on proposals such as [Mapping](#) have the same issue as the previously mentioned "Show more" links.

This element does not require aria-live: it's an accordion element and should therefore follow the [show/hide accessibility design pattern](#). The show/hide element's contents should also be [hidden from screenreaders](#) while it's not displayed, and only be accessible once the user activates the "Show more" link.

APR 10 2022

Participatory Budget - District 1

Presentation of the projects

April 10, 2022 • 7:00 PM - 9:00 PM

Town Hall

Register for the event

Show more

APR 10 2022

Participatory Budget - District 1

Presentation of the projects

April 10, 2022 • 7:00 PM - 9:00 PM

Town Hall

WORKSHOP: The Po...

Show more

Remark - solved

on page [Proposal: save the trees](#)

Id: 13200 / impact: **medium** / last checked on: 2022-04-27

While it is possible to edit a comment by keyboard or screenreader, the [focus management](#) is wrong which makes the editing process confusing.

When a user activates the "Edit" button, tab focus remains on this button even though a new text editor has appeared. The focus must move to the field: otherwise it will appear like nothing has happened to blind users. While less of a problem for keyboard users as they can tab backwards, it might still cause confusion as they expect for their tab focus to be moved to the reply editing field.

Test Test 50 seconds ago

@Test Test test

Cancel Save

Reply

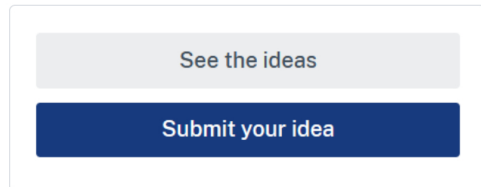
Delete

Remark - solved

on page [Mapping proposal \(and others\)](#)

Id: 13201 / impact: **medium** / last checked on: 2022-04-27

The "See the ideas" button is essentially a [skip link](#): when activated, it makes the page visually scrolls down. This button is not accessible to screenreaders and keyboard users yet. Visually, the page moves, but the keyboard focus remains on the button. This means this button is useless to keyboard users and blind users. Ensure that the keyboard focus jumps to the same spot as the page does in its visual appearance when the button is used. This way, every user will have the same surfing experience.

**Remark - solved**

on page [Project poll](#)

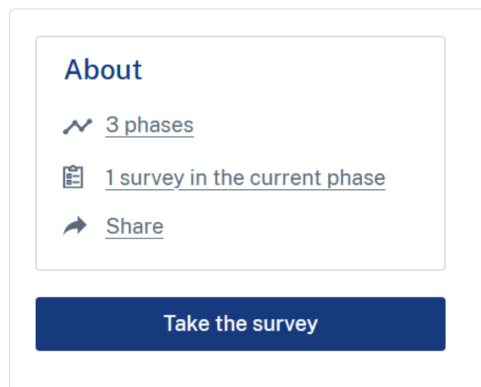
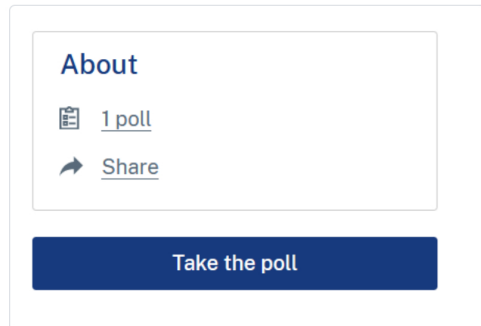
Id: 13211 / impact: **medium** / last checked on: 2022-04-27

The "1 poll" and "Take the poll" links are [skip links](#): this means that both the visual focus and the tab focus must jump to the corresponding anchor when activated. Visually, they work fine.

The tabbing focus does not move when these links are activated. "1 poll" just continues on to the "Share" option. "Take the poll" technically works because the element the link is supposed to lead to is the next element in the code order, so there's no jump discrepancy.

Fix the focus management issue for the "1 poll" link.

The same goes for pages with a similar layout, e.g. the [metro survey project](#) or the [option analysis project](#).



2.1.4 Character Key Shortcuts (A) (not applicable)



2.2 Enough Time

2.2.1 Timing Adjustable (A) (not applicable)



2.2.2 Pause, Stop, Hide (A) (not applicable)



2.3 Seizures and Physical Reactions

2.3.1 Three Flashes or Below Threshold (A) (not applicable)



2.4 Navigable

2.4.1 Bypass Blocks (A) (ok)



✓ 2.4.2 Page Titled (A) (ok)



Remark - solved

on page [About \(and other pages\)](#)

Id: 13172 / impact: medium / last checked on: 2022-05-25

This remark is a recommendation. It is not mandatory to be WCAG compliant.

The website has [unique page titles](#) which is good, but the titles only mention the page's title and not the website's name. Adding both is beneficial to neurodiverse users and users who rely on screenreaders and such as it helps locate the correct page within a set of tabs. It also makes bookmarking a page easier in general.

The website currently has page titles such as "About" and "FAQ". A better alternative would be "About | CitizenLab" or "FAQ | CitizenLab", similar to the homepage's title.

UPDATE 27/04/2022: this issue has not been solved yet.

UPDATE 25/05/2022: this issue has not been solved yet, but the site owner has stated it will be solved in the near future.

2.4.3 Focus Order (A) (ok)



✓ 2.4.4 Link Purpose (In Context) (A) (ok)



Remark - solved

on page [Project option analysis](#)

Id: 13218 / impact: medium / last checked on: 2022-04-27

This remark is a recommendation. It is not mandatory to be WCAG compliant.

This page contains a link whose link text is an URL. Avoid meaningless link texts like URL's, here, click here, more,... This practice is very confusing to blind users who use link lists to navigate through web pages: they need clear and concise link texts. Neurodiverse users and your SEO will also benefit from better link texts.





Source: <http://www.designundersky.com/dus/2009/12/22/rethinking-clevelands-public-square.html>

See less

2.4.5 Multiple Ways (AA) (ok) ✓

2.4.6 Headings and Labels (AA) (ok) ✓

✓ 2.4.7 Focus Visible (AA) (ok) ✓

Remark - solved

on page [Homepage](#)

Id: 13151 / impact: **medium** / last checked on: **2022-04-27**

The cookie banner's focus management is fine: it's one of the first elements in the source code which means keyboard users can easily close it. The contents can also be reached by keyboard.

That said, the cookie banner is still difficult to use for keyboard users as it has an `outline:none`. The browser's own outline has been hidden, but hasn't been replaced with a custom outline: a keyboard user can't tell when they've entered the cookie banner or which item currently has focus.

Remove the `outline:none` or replace the browser's own focus outline with a custom outline that's even more visible than the native browser one.

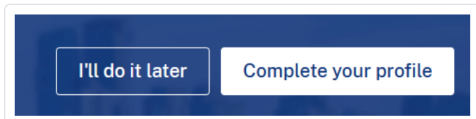


Remark - solved

on page [Homepage](#)

Id: 13209 / impact: **medium** / last checked on: **2022-04-27**

When logged in, a banner appears prompting the user to complete their profile. The banner contains two buttons. These buttons lack a focus outline due to the use of `outline:none`, making them hard to use to keyboard users. Remove the `outline:none` or add a custom focus outline that's even easier to see than the browser's native outline.



2.5 Input Modalities

2.5.1 Pointer Gestures (A) (not applicable) ⊘

2.5.2 Pointer Cancellation (A) (not applicable) ⊘

2.5.3 Label in Name (A) (ok) ✓

2.5.4 Motion Actuation (A) (not applicable) ⊘

3 Understandable

3.1 Readable

3.1.1 Language of Page (A) (ok) ✓

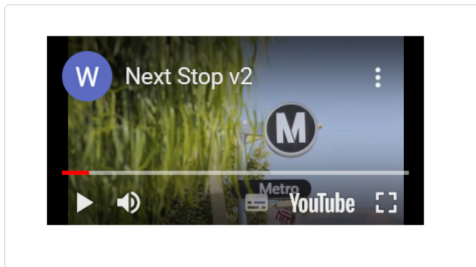
✓ [3.1.2 Language of Parts \(AA\) \(ok\)](#) ✓

Remark - solved

on page [Metro survey](#).

Id: 13213 / impact: **medium** / last checked on: 2022-05-25

You've embedded the Dutch version of the YouTube player on this page. This would be fine if the page was Dutch, but it's not. Use the English version of the player so blind users can understand the labels of the player's buttons. Make sure to use the correct version for other language versions of this page, too.



UPDATE 27/04/2022: this issue has not been fixed yet.

UPDATE 25/05/2022: website owner has indicated this cannot be changed due to technical reasons.

3.2 Predictable

3.2.1 On Focus (A) (ok) ✓

✓ [3.2.2 On Input \(A\) \(ok\)](#) ✓

Remark - solved

on page [Project volunteering](#)

Id: 13220 / impact: **medium** / last checked on: 2022-04-27

Why does the "Offer my help" open a new tab that includes the same page again? This is unexpected behaviour.

3.2.3 Consistent Navigation (AA) (ok) ✓

3.2.4 Consistent Identification (AA) (ok) ✓

3.3 Input Assistance

3.3.1 Error Identification (A) (ok) ✓

✓ [3.3.2 Labels or Instructions \(A\) \(ok\)](#) ✓

Remark - solved

Remark - solved

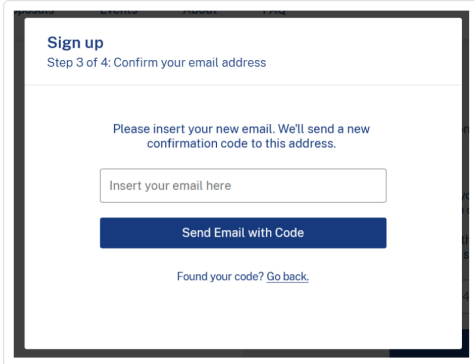
on page [Log in](#)

Id: 13195 / impact: **medium** / last checked on: 2022-04-27

The e-mail field on the screen on which a user can enter an alternative e-mail for the account code to be sent to is missing an [autocomplete attribute](#). Add `autocomplete="email"` to solve this issue.

The field has a label, but they're not connected. Use a [for attribute to link the label to its corresponding field](#).

[The current label is quite long, so perhaps consider either making it shorter or keeping the current label as a paragraph and adding a shorter label, like "E-mail address". This is not mandatory, however.](#)



3.3.3 Error Suggestion (AA) (ok)



3.3.4 Error Prevention (Legal, Financial, Data) (AA) (not applicable)



4 Robust

4.1 Compatible

4.1.1 Parsing (ok)



4.1.2 Name, role, value (A) (ok)



Remark - solved

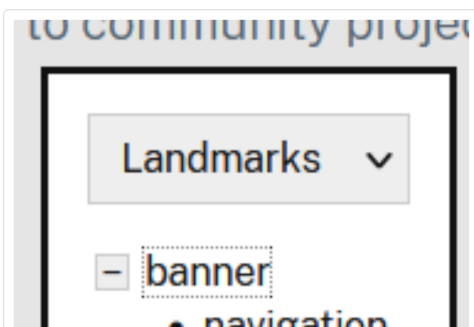
on page [Homepage](#)

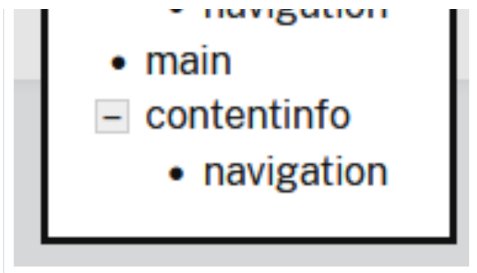
Id: 13153 / impact: **medium** / last checked on: 2022-05-25

The website has two `<nav>` elements: one in the header and one in the footer.

It's fine to use [multiple nav elements](#), but when repeating a landmark multiple times on a page each landmark needs an accessible label to signify the difference between each iteration to the user.

Use an [aria-label](#) or [aria-labelledby](#) to indicate to screenreader users which navigation serves which purpose.





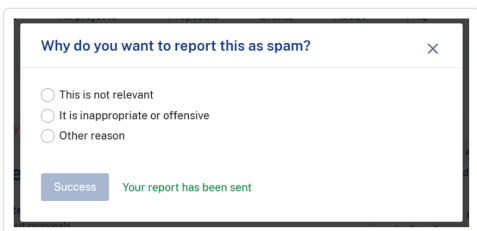
UPDATE 27/04/2022: this issue has not been fixed yet.

Remark - solved

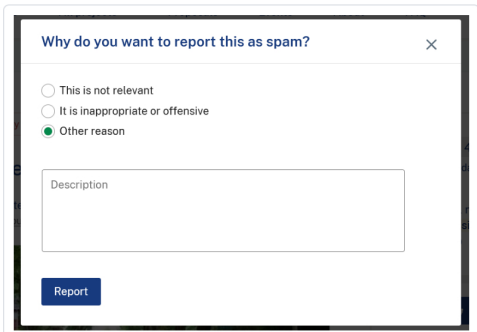
on page [Proposal: save the trees](#)

Id: 13199 / impact: **medium** / last checked on: 2022-04-27

The modal window used to report a proposal as spam is accessible up until the proposal has been reported. The sentence "Your report has been sent" appears within the window but is not read by screenreaders. The title "Why do you want to report this as spam?" is instead read again. This is confusing for blind users. Use an [aria-live region \(polite\)](#) or good focus management to fix this issue.



When the option "Other reason" is selected, a text field appears. This field has a placeholder but no label. Either add a [visible label](#) and link it to the field with a for attribute or use [implicit form labelling](#).

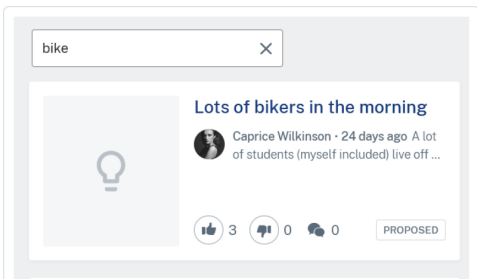


Remark - solved

on page [Mapping project](#)

Id: 13210 / impact: **medium** / last checked on: 2022-06-24

When a search term is entered in the search bar, rather than making a statement about the search result the screenreader reads the amount of upvotes and downvotes for one specific project ("Bike barrier needed asap" in the case of my local test). This is confusing to blind users. Rather than reading the upvotes and downvotes for a random project, notify the blind user of the fact that new search results have loaded.



UPDATE 27/04/2022: this issue has not been fixed yet.

UPDATE 25/05/2022: instead of reading the amount of up- and downvotes, a screenreader now just repeats the search term that was used without giving any information about the results that have just loaded.

UPDATE 24/06/2022: the developer has stated this issue cannot be fixed in the short term due to technical reasons.

Remark - solved

on page [Project participatory budget](#)

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There's a few problems with the cards on this page:

- Every card shows only part of the text of the project, visually speaking. However, the cut-off part of the text is not [hidden for screenreaders](#) yet: they'll hear the entire text. This is confusing, as a blind user will have a different experience than a sighted reader. Hide the hidden part of the text for everyone, including screenreaders.
- The adding and removing function works fine for screenreaders and keyboard users, but when a budget is removed the word "add" is read 4 times by screenreaders instead of once. This is confusing.
- The [pages behind the cards](#) also have the option to add or remove budgets to the basket. A similar bug occurs here: when removing a budget from your basket, a screenreader reads "Remove from my basket. Add to my basket. Remove. FR M. 95.000 Remove from my basket. Remove from my basket." Adding budget to your basket reads similar nonsense. Make sure the "Add to basket" and "remove from basket" are only read once and that blind users receive a message that adequately describes what happened when they use these functions (e.g; "Budget added to basket" and "Budget removed from basket" or something similar).
- When submitting a basket, the words "Your basket has been submitted!" are also read multiple times by a screenreader. Once will suffice.

UPDATE 27/04/2022: all of these issues have been fixed except for the first one (the cut-off text).



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