Town of Fairhaven

Accessibility & Inclusive Design Review

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Overview

The Institute for Human Centered Design (IHCD) reviewed the Town of Fairhaven website for conformance with the Web Content Accessibility Guidelines (WCAG) 2.2 AA and Section 508 guidelines. The review was conducted across a number of web browsers and devices, including Chrome and Firefox on Windows. This testing was done with a variety of assistive technologies including screen magnifiers, screen readers, which allow blind and low vision users to navigate and use the site, and color analyzers to test for proper contrast, ensuring any text is clearly visible against its background.

The internal review was conducted by the IHCD team with a focus on baseline conformance. Considerations for inclusive design/usability include important issues that would enhance a user's experience and, in many cases, that could prevent equitable access of the website and its functionality for all users. Issues, insights and recommendations from the internal review are included in the catalog that follows.

The IHCD team reviewed several pages in order to form a representative sample of content on the website. These pages included the departments on the navigation bar, the first seven boards and commissions accessible from the navigation bar and all the remaining landing pages of the navigation bar elements. The errors are therefore not exhaustive, and the errors listed below may exist on multiple pages. These errors must be corrected wherever they appear for full compliance.

One of the main issues on the website is improper use of headings. Many websites make the mistake of using headings for visual styling, but this should be avoided as headings are used by assistive technology to break up content and allow users to navigate to the content they are looking for. Visual styling should therefore be accomplished with CSS code instead. Headings should always be in order from level 1 to level 6, with levels never skipped and levels only ascending when one section is closed and another is opened, and there should only be one level 1 heading on any webpage. This site also has many pieces of hidden text that are erroneously labeled as headings, and these should generally be removed entirely.

For more in-depth information on the proper use of headings on webpages, follow the Web Accessibility Initiative tutorial for headings: https://www.w3.org/WAI/tutorials/page-structure/headings/
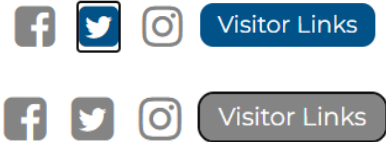
Some of the other major issues found on the website include not meeting color contrast requirements. Many users, even those with full visual acuity may have issues making out content when it is not different enough in luminance with its background. Text should always have a solid background to ensure it meets the requirements.
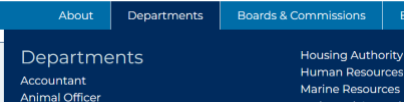
Inclusive Design

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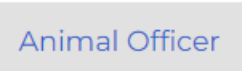
Inclusive design in the digital realm has been a leading area of focus for the international movement. As is true in other areas of design, web accessibility has been more expansive than the legal requirements for accessibility both in terms of considering a broader spectrum of users and promoting market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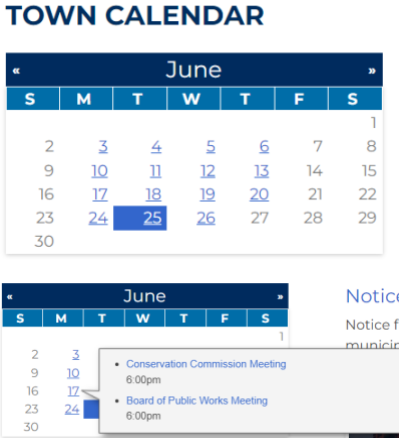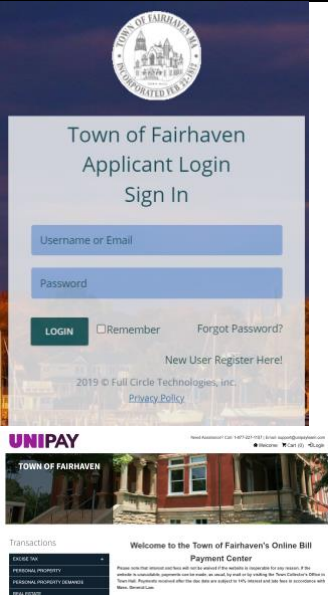
Catalog of Issues

#	Location	Issue Title	Images	Description	Reference
1. Overarching Issues					
1.1	Search Area	Focus Order		**Background** Maintaining the correct reading order for users navigating a webpage using alternative methods, such as screen readers, is critical for ensuring all users have the same experience. **Current** The order in which items receive focus is un-intuitive. **Recommendation** Focus order should reflect reading order, moving from left to right and top to bottom.	2.4.3
1.2				**Background** Generally speaking, ensuring a webpage behaves similarly to other webpages on the internet will allow users to more seamlessly interact with the website. **Current** The visitor links button starts out blue but turns grey upon receiving focus. This is especially confusing as the nearby social media buttons have the opposite behavior **Recommendation**	Usability

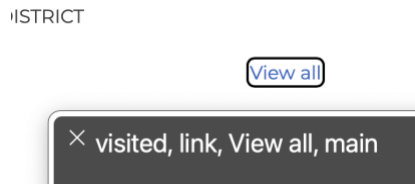| #	Location	Issue Title	Images	Description	Reference
				Adjust the visitor links button to follow behavior of other buttons, with grey corresponding to them being inactive.	
1.3	Navigation Menu	Forced Navigation		**Background** Some users rely on keyboard-based methods in order to navigate webpages. This is especially common for people with dexterity disabilities who cannot use a mouse or trackpad to navigate. **Current** All links in the submenus have to be navigated in order to reach the next menu item. This makes navigating to specific links in the headings difficult. For example, to reach the "Businesses" section, a user will have tab through all 32 Departments and 37 Boards & Commissions, which is very repetitive and time consuming. **Recommendation** Use a method that allows users to bypass unnecessary navigation, for example the Disclosure pattern allows users to navigate to a top level item without needing to navigate through all other items: https://www.w3.org/WAI/ARIA/apg/patterns/disclosure/examples/disclosure-navigation-hybrid/	Usability
1.4	Navigation Menu	Headings		**Background** Headings are important for screen reader users to navigate webpages and find content they are looking for easily without having to navigate through all page content to ascertain information hierarchy. Users navigating with screen readers often use shortcuts to access all the headings on the page for ease of use.	2.4.6

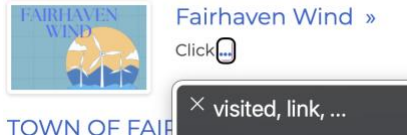| #	Location	Issue Title	Images	Description	Reference
				Current "Department" and "Boards & Commissions" are both tagged as headings even when hidden, potentially leading to confusion. **Recommendation** Remove these Headings from the Navigation menu.	
1.5	menu	Content Reflow		**Background** Websites should be built to adapt to users' requirements in order to ensure that all users are able to utilize the website's functionality in the way that works best for them. One critical item to this end is ensuring that websites still work when at high zoom levels for low-vision users. **Current** When navigating the main menu at 400% zoom, the view snaps to the top of the page if keyboard focus is on an item in a menu without opening the menu. **Recommendation** Ensure that normal navigation on all layouts does not cause jarring movement of the screen.	1.4.10 2.4.7
1.6	Share Button	Lack of Access		**Background** Generally speaking, ensuring a webpage behaves similarly to other webpages on the internet will allow users to more seamlessly interact with the website. **Current**	2.1.1 Usability

#	Location	Issue Title	Images	Description	Reference
				On content pages, this button is not focusable and has no functionality when clicked. **Recommendation** Either add some form of sharing functionality to these buttons, or alternatively remove them entirely.	
1.7	Tables	Insufficient Contrast	Animal Officer	**Background** All text elements and images of text 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. **Current** The blue on grey has a contrast ratio of only 4.1:1, less than the 4.5:1 minimum requirement. This is persistent on all links that happen to fall on even numbered rows on tables **Recommendation** Ensure all text elements have at least 4.5:1 contrast for regular text and 3:1 for large text. IHCD recommends the Paciello Group's Color Contrast Analyzer: https://developer.paciellogroup.com/resources/contrastanalyser/	1.4.3

#	Location	Issue Title	Images	Description	Reference
1.8	Calendar Widgets	Inaccessible Elements for the Calendar	**TOWN CALENDAR** June calendar widget showing weekdays S M T W T F S with dates and a second view showing event tooltips for Conservation Commission Meeting 6:00pm and Board of Public Works Meeting 6:00pm	**Background** Calendars are important functionality on municipality websites. Ensure that an accessible and usable widget is used or that the widget is customized to ensure accessibility and usability for all users. **Current** The calendar has a few issues, including the following: • Screen-reader users may be confused by the single letter representation of each weekday • Events in a day become visible on mouse hover, but this functionality is not available for keyboard users • When event window is opened, it remains open even after moving the mouse away, potentially covering up other days on the calendar and obscuring content or focus **Recommendation** Correct these errors individually: • Including the full weekday name • Show the expanded information when a date receives either mouse hover or receiving keyboard focus • Hide the information when focus leaves the date	2.1.1 2.4.7

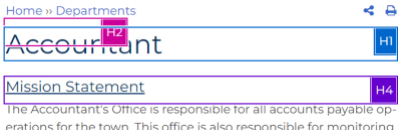| #	Location	Issue Title	Images	Description	Reference
1.9	Payments	Third-party websites and widgets		**Background** If accessing functionality of a website requires using another website, the external functionality must conform to all accessibility standards. **Current** Permitting is done on a third-party site. All payments are handled by a third-party website (UNIPAY) **Recommendation** Ensure that third party websites required for any actions follow the same accessibility standards as the primary site.	
1.10	Links	Use of Color		**Background** Many users, even users with full vision acuity, have trouble differentiating colors. Therefore, color should never be the sole method of differentiating items. **Current** Links are differentiated using color alone. **Recommendation** Visually distinguish links in another way. Usually this is accomplished with underlining, in which case any other underlines should be removed.	1.4.1

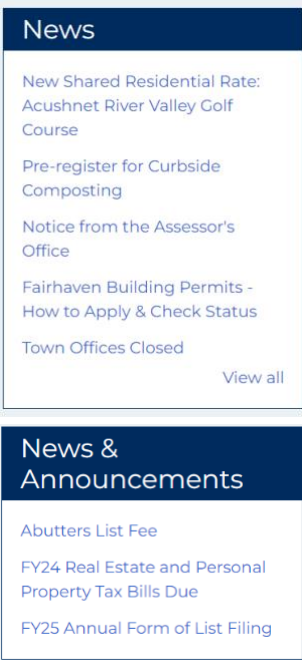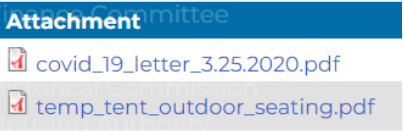| #	Location	Issue Title	Images	Description	Reference
1.11	PDFs	Inaccessible Document Downloads		**Background** If information is only presented via PDF document downloads, those documents must be accessible. **Current** Some pdfs lack basic accessibility features. **Recommendation** Ensure all PDFs are fully accessible https://webaim.org/techniques/acrobat/	
1.12	Videos	Captions		**Background** Some users require captions in order to understand content that is presented in audio formats. **Current** YouTube videos, both linked and embedded, rely on automatically generated captions. **Recommendation** Automatically generated captions should be avoided when possible. In all cases captions should be manually checked for accuracy.	1.2.2

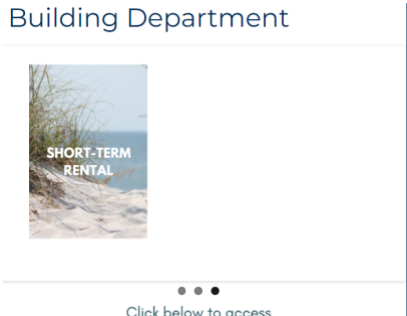| #	Location	Issue Title	Images	Description	Reference
1.13		Non-Descriptive Link Text		**Background** Users navigating a webpage with a screen reader rely on descriptive link text to understand the purpose and function of the content. When link titles are unspecific, screen reader users are unable to find the information they are searching for. Link text of each link should be purposeful so that users can decide whether they want to follow the link. **Current** There are multiple undescriptive links text are encountered in the website. For example,"View All" links on the homepage don't fully communicate their purposes without the context. **Recommendation** Links in the website must be understood independent of the context where possible. For example, it is recommended to say, 'View more News and Notices rather than 'View All'..	2.4.4
2. Home Page					
2.1	Headings	Missed H1		**Background** Headings are used by assistive technologies to aid in the navigation of webpages. It is therefore critical that HTML headings describe the content within. Headings should always be sequential in level, with no skipped levels. Headings should not be used for other purposes, such as visual styling. **Current** No heading level 1 on this page, making these skipped headings.	2.4.6

#	Location	Issue Title	Images	Description	Reference
				Recommendation Ensure heading levels are not skipped https://www.w3.org/WAI/tutorials/page-structure/headings/	
2.2	Calendar	Focus order		**Background** The order in which items receive keyboard focus should be consistent with the reading order for all other users to ensure a consistent experience. **Current** Calendar receives focus after the news and notices section, despite appearing before it in visual order. This also happens on pages where there are two menus on each side on the main content (example page: Accountant). **Recommendation** Correct the focus order to match the natural reading order	2.4.3
2.3	News & Notices	Non-Descriptive Link		**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. **Current** The link "…" under the Fairhaven Wind article does not have a descriptive name, reading "…" on VoiceOver.	2.4.4

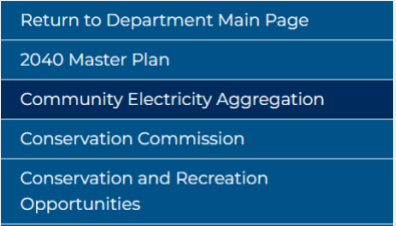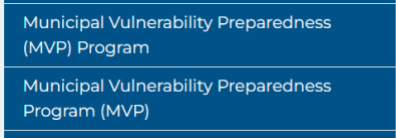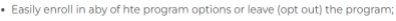| #	Location	Issue Title	Images	Description	Reference
				Recommendation Make sure all links have descriptive names.	
2.4	Calendar	Incorrect Use of List	**UPCOMING MEETINGS** Contributory Retirement Board Meeting June 25, 2024 - 9:00am Financial Policy Review Committee Meeting June 25, 2024 - 5:45pm Planning Board Meeting June 25, 2024 - 6:30pm All upcoming events COA Calendar	**Background** HTML tags should be used for their intended purposes only so that they properly interact with assistive technologies. **Current** The COA calendar button is a list with only 1 item. **Recommendation** Remove the and tags around this item	4.1.2
2.5	Residents Businesses Visitors	Alt Text	Residents Businesses Visitors	**Background** Alternative text for links should describe the functionality of the link, even when the links are in the form of images. **Current** The alt text for these images describes the content of the images, however since these are links the alt attribute should be used to describe the purpose of the links. **Recommendation** The alternative text for these images should be changed to "Residents", "Businesses", and "Visitors"	1.1.1

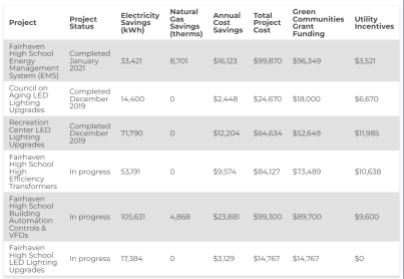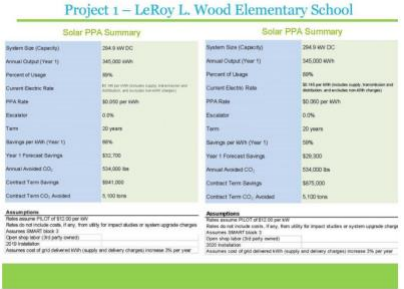| #	Location	Issue Title	Images	Description	Reference
2.6	Residents Businesses Visitors	Focus visibility	Residents Businesses	**Background** Visual focus is critical to let keyboard users know which element on the screen has keyboard focus. Failure to provide any or adequate visual focus creates a significant barrier for various user groups. 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. **Current** It is very difficult to distinguish the focus visually on these items when navigating with the keyboard **Recommendation** Ensure the focus is clearly visible. This can be achieved by highlighting the items with a box with more contrast.	2.4.7
3. About					
3.1	Link Text	Use of Color	During the 1800s, the whaling industry and its related the town's growth. Whaling brought Fairhaven in cont world, including Manjiro Nakahama, who became the America after being rescued from a Pacific Island by C Fairhaven for several years before returning to Japan a	**Background** Many users, even users with full vision acuity, have trouble differentiating colors. Therefore, color should never be the sole method of differentiating items.	1.4.1

#	Location	Issue Title	Images	Description	Reference
				Current Link text is very difficult to visually distinguish from surrounding paragraph text, as a small difference in color is all that is used. **Recommendation** Use other methods to distinguish links. Usually, underlines are used for this purpose	
4. Departments					
4.1	Accountant Assessors	Skipped headings		**Background** Headings are used by assistive technologies to aid in the navigation of webpages. It is therefore critical that HTML headings describe the content within. Headings should always be sequential in level, with no skipped levels. Headings should not be used for other purposes, such as visual styling. **Current** The heading levels go directly from H1 to H4. **Recommendations** Ensure heading levels are not skipped https://www.w3.org/WAI/tutorials/page-structure/headings/	2.4.6

#	Location	Issue Title	Images	Description	Reference
4.2	Departments	Inconsistent Section Layouts		**Background** Consistency across the webpage is very important for navigation as having familiar elements can help users orient themselves across webpages. **Current** Most departments have a "News" section which remains consistent across the website, but some have a very similar looking "News & Announcements" section with information only about the selected department. This inconsistency can be confusing for some users. **Recommendation** Differentiating these items in some way would help avoid confusion. For example, explicitly calling the latter items "News & Announcements from DEPARTMENT" would make the distinction clear.	3.2.4
4.3	Building Department COVID-19 Temporary Outdoor Dining Bulletin	Link Text		**Background** All graphics must be properly labelled so that they are properly understood by screen-reader users. Similarly, all links should be understandable from the link text as many screen reader users will find links by navigating through lists of links. **Current** The PDF icon is read as an unlabeled graphic by NVDA and JAWS. This is redundant in some cases due to the inclusion of ".pdf" file names. These links also have names that, while descriptive, are poorly formatted for readability, making them difficult to understand.	1.1.1 2.4.4

#	Location	Issue Title	Images	Description	Reference
				Recommendation Mark this graphic as decorative using null alt text. Additionally, these links should be given more clear names.	
4.4	Building department	Carousel	**Building Department** SHORT-TERM RENTAL • • • Click below to access	**Background** Carousels, also known as slideshows, can often have issues interacting with assistive technologies. It is critical that these are properly implemented to ensure that all users are able to understand the content, especially screen reader users. **Current** The carousel has a few issues namely: • The controls are not keyboard accessible • The previous/next controls are pure white making them not visible on a brighter backgrounds • Focus is not shown visually • When using keyboard navigation, will go to other slides without visually advancing the slides **Recommendation** Follow the advice here: https://www.w3.org/WAI/ARIA/apg/patterns/carousel/	

#	Location	Issue Title	Images	Description	Reference
4.5	Building department Town profile	Table		**Background** HTML elements being properly implemented is critical for ensuring proper behavior of assistive technology. Using elements for purposes other than those intended can cause confusion for these users. It is critical that HTML elements not be used for visual styling purposes. **Current** This information is in an html table even though it is just a list of links with no actual tabular data. Additionally, the outer table has an extra column with no content, which is confusing to navigate with screen readers. **Recommendation** Remove the table and use CSS to achieve the visual formatting instead.	1.3.1
4.6	Fairhaven TV	Alt text		**Background** Elements on a webpage should have proper alternative text so that users of assistive technologies, like screen readers, can understand the presented content. **Current** This image on the side has the alt text "FairhavenTV.com" **Recommendation** Ensure the alt text describes the image, for example "Fairhaven TV logo".	1.1.1

#	Location	Issue Title	Images	Description	Reference
4.7	Conservation /Sustainability	External Link	Return to Department Main Page / 2040 Master Plan / Community Electricity Aggregation / Conservation Commission / Conservation and Recreation Opportunities	**Background** Warning screen reader users when a link will open in a new window or tab is critical as without this warning they become lost on the new page when trying to preform some basic actions, such as moving to the previous page. **Current** The "community electrical aggregation" link opens in a new tab without warning the user. **Recommendation** Ensure the link behaves consistently with the other links on the page	3.2.2
4.8	Conservation / Sustainability	Consistent Identification	Municipal Vulnerability Preparedness (MVP) Program / Municipal Vulnerability Preparedness Program (MVP)	**Background** Links to different target locations must have unique titles. **Current** Two adjacent links with nearly identical text lead to completely different pages, which will be quite confusing for some users. **Recommendation** Adjust the link text to differentiate these items.	3.2.4
4.9	Community electricity aggregation	Typos	• Easily enroll in aby of hte program options or leave (opt out) the program;	**Background** Ensuring all content is accurate is essential to avoiding confusion. **Current** Multiple typos in text that makes item difficult to understand.	Bug

#	Location	Issue Title	Images	Description	Reference
				Recommendation Correct all typos.	
4.10	Green Communities	Tables		**Background** As screen reader users navigate through tables, any fields marked as headers are read as they navigate cells. This provides important context ensuring that users do not get lost. **Current** This table does not have any headers, making it difficult to understand with screen readers **Recommended** Mark the headers with <th> instead of <td> in the html For more information see https://www.w3.org/WAI/tutorials/tables/	1.3.1
4.11	Solar energy projects	Alt text		**Background** Elements on a webpage should have proper alternative text so that users of assistive technologies, like screen readers, can understand the presented content. **Current** The alt text for these images ("solar energy project for ___ school") is insufficient to describe the large amount of data presented. **Recommendation**	1.1.1
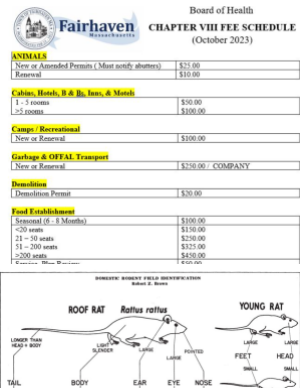
#	Location	Issue Title	Images	Description	Reference
				Release this information in a form more conducive to assistive technologies, such as a tagged PDF file. If these files only exist as images follow the guidelines for "complex images". https://www.w3.org/WAI/tutorials/images/complex/	
4.12	Council on aging	Alt text	Council on Aging Fairhaven Massachusetts The basic purposes of the Fairhaven Council is:	**Background** Elements on a webpage should have proper alternative text so that users of assistive technologies, like screen readers, can understand the presented content. **Current** The alt text for this image is simply "town" **Recommendation** Change the alternative text to something more descriptive such as "Town of Fairhaven Logo"	1.1.1
4.13	Information and referral	Link Text	For inquiries contact the Fairhaven Senior Center at 299 Huttleston Avenue, call (508) 979-4029 or click here to email COA Director Martha Reed at mreed@fairhaven-ma.gov	**Background** The text "click here" is commonly used to indicate that the text is a clickable link, but is it generally better to not include this wording and instead ensure that all links have useful link text. It is also important to differentiate links visually, usually this is done using underlines. **Current** Use of the phrase "click here" without making that text an actual link, and instead including the links later will be confusing.	
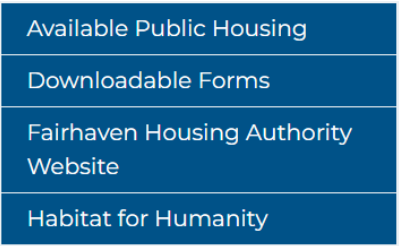
#	Location	Issue Title	Images	Description	Reference
				Recommendation Remove the "click here" text or ensure that the hyperlinked text includes the prompt and the location that the link will take the user to.	
4.14	Senior Exemptions	Tables		**Background** As screen reader users navigate through tables, any fields marked as headers are read as they navigate cells. This provides important context ensuring that users do not get lost. **Current** These table does not have any headers, making it difficult to understand with screen readers **Recommended** Mark the headers with <th> instead of <td> in html. Tables should only be used to organize content, and never for formatting purposes. For more information see https://www.w3.org/WAI/tutorials/tables/	1.3.1
4.15	Senior Exemptions	Inaccurate Text		**Background** When presenting items in bulleted lists, the order of these items should not matter, and shouldn't be referred to. **Current** Last bullet point refers to "assets as listed in #4 above" but the above list is bulleted, not numbered.	Usability

#	Location	Issue Title	Images	Description	Reference
				Recommendation Either change the list to a numbered list, or do not refer to items in the list by numbers.	
4.16	Social/recreational activities	Confusing Links	Check the Newsletter for up-date listing! Click here for daily and weekly activities, events and trips.	**Background** Sometimes a single link can be accidentally broken up into multiple links. It is important to correct this when it happens, as some screen reader users will navigate a page by reading a list of all links on the webpage, which can be confusing if a link intended to appear once is instead repeated multiple times. **Current** The spaces around "click here" marked as links. This causes screen readers to see redundant adjacent links, two of which have no text. **Recommendation** Remove the link from the spaces and ensure that screen reader users hear one concise and descriptive link.	2.4.4
4.17	Social services	Acronyms	SHINE Counselors	**Background** It is best practice to expand any acronyms when they are first mentioned to ensure that all users understand their meaning. **Current** While the SHINE acronym is expanded in the article itself, the acronym is used without explanation in the contents section.	3.1.4* (AAA) Usability
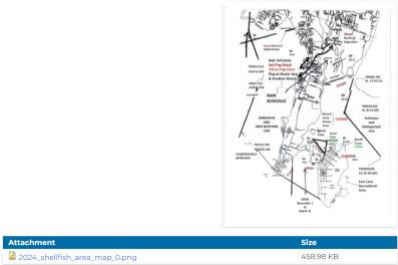
#	Location	Issue Title	Images	Description	Reference
				Recommendation Include an explanation of the acronym at the first mention. Note that this is not required for AA compliance, but it will still improve website understandability.	
4.18	Fairhaven Fire Department	External Link		**Background** Consistency across the webpage is very important for navigation as having familiar elements can help users orient themselves across webpages. **Current** The fire department link opens an entirely separate website without warning the user. **Recommendation** Providing a "Fire department" page on this website consistent with the other department pages would keep navigation consistent.	3.2.4

#	Location	Issue Title	Images	Description	Reference
4.19	Board of health BOH Regulations, Inspections & Fee Schedule Food Establishment Information & Certifications Links for Residents & Topics of Interest	Alt text		**Background** Elements on a webpage should have proper alternative text so that users of assistive technologies, like screen readers, can understand the presented content. **Current** Images on these page have inadequate alt text • The first image is "beach water 6-26" which does not explain that all beaches are open • The second image is "free items" which does not explain what items are available • The last image is "community health" which omits most of the information on the image • The fee schedules are all "fee schedule #" which omits all the fee information • The safety poster is "Food Allergen poster" which does not include the information on the poster • The nicotine free poster is "quit smoking", with no links to the phone number or website on the page that the image appears • The rat image is "rodents", without the information included in the image. This would likely be best as a decorative image (alt="") so it is ignored by screenreaders **Recommendation** Follow guidelines for proper alternative text on images.	1.1.1

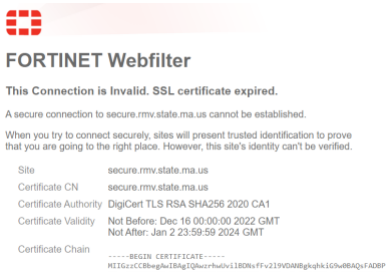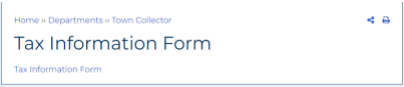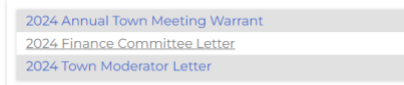| #	Location	Issue Title	Images	Description	Reference
				https://www.w3.org/WAI/tutorials/images/decision-tree/	
4.21	Board of health	Use of color	\n\n** COVID TEST KITS ARE AVAILABLE AT ALL LOCAL PHARMACIES **\n\n• COVID 19 Reporting\n• COVID 19 Interactive Data Dashboard - Once you follo	**Background**\nMany users, even users with full vision acuity, have trouble differentiating colors. Therefore, color should never be the sole method of differentiating items,\n\n**Current**\nWhile links are generally differentiated via color alone (issue ## above). This example is especially egregious as the same color is used on this page for text that has no link.\n\n**Recommendation**\nVisually distinguish links in another way. Usually this is accomplished with underlining.	1.4.1
4.22	Food establishment information & certifications	Unnecessary Navigation	Food Establishment Information & Certifications\n\nClick Here for Certification Courses Information	**Background**\nA link leading to webpage that contains no information other than a single link is inherently redundant.	Usability

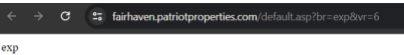| #	Location	Issue Title	Images	Description	Reference
				Current This page's main content consists primarily of a link to another article, requiring unnecessary navigation steps. **Recommendation** Move the content on from the link onto the main page	
4.23	Highway division, BPW	Centered text		**Background** Users with certain brain-based disabilities, such as dyslexia, may find reading centered text more difficult. Centered text is also difficult to navigate for people with low vision who use screen magnification software and need to find the beginning of each new line. **Current** Text on this page is centered. **Recommendation** Left justify the text to ensure the best readability for all users.	Usability
4.24	Housing Authority	External Links		**Background** Warning screen reader users when a link will open in a new window or tab is critical as without this warning, they become lost on the new page when trying to perform some basic actions, such as moving to the previous page. **Current**	3.2.2

#	Location	Issue Title	Images	Description	Reference
				"Downloadable forms", "Fairhaven housing authority", and "habitat for humanity" all open a webpage in a new tab without alerting the user beforehand. **Recommendation** Warn users when links open up in new pages.	
4.24	Human Resources Employee forms	Redundant Links	• Insurance Rate Sheet 10/01/23 to 6/30/24	**Background** Sometimes a single link can be accidentally broken up into multiple links. It is important to correct this when it happens, as some screen reader users will navigate a page by reading a list of all links on the webpage, which can be confusing if a link intended to appear once is instead repeated multiple times. **Current** This link is broken into 3 identical links all right next to each other, requiring multiple tab presses to navigate through and potentially confusing screen reader users who navigate by links. **Recommendation** Combine these into one link.	2.4.4
4.26	Employment opportunities	Tables		**Background** As screen reader users navigate through tables, any fields marked as headers are read as they navigate cells. This provides important context ensuring that users do not get lost. **Current**	1.3.1

#	Location	Issue Title	Images	Description	Reference
				These table does not have any headers, making it difficult to understand with screen readers **Recommended** Mark the headers with <th> instead of <td> in html. Tables should only be used to organize content, and never for formatting purposes. For more information see https://www.w3.org/WAI/tutorials/tables/	
4.27	Marine Resources 2024 Shellfish Area map	Image of Text	2024 Shellfish Area Map Attachment / Size 2024_shellfish_area_map_0.png / 458.98 KB	**Background** All information should have a text based presentation to ensure all users are able to understand it. **Current** This information is only available as a complex image. **Recommended** Provide the information as text alongside the image, with alt text for the image directing people to the description.	1.1.1
4.28	DRAFT of new waterways rules and regulations	Outdated Content	DRAFT of New Waterways Rules & Regulations	**Background** Keeping the information on a webpage consistently up to date ensures that users will not be confused by out of date information. **Current** This page is asking for comments on an item after the deadline for it has expired over three years ago.	Usability
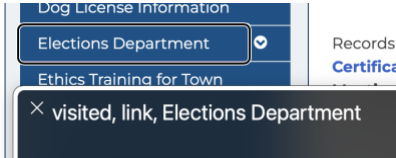
#	Location	Issue Title	Images	Description	Reference
				Recommendation Update this page with the final rules and remove the draft-related language or remove the page entirely.	
4.29	July 4th parade	Carousel	 Grand Marshall "Chuck" Cromwell listens at the top of Fort Phoenix	**Background** Carousels, also known as slideshows, can often have issues interacting with assistive technologies. It is critical that these are properly implemented to ensure that all users are able to understand the content, especially screen reader users. **Current** The carousel has a few issues namely: • The controls are not keyboard accessible • The previous/next controls are pure white making them not visible on a brighter backgrounds • Focus is not shown visually • When using keyboard navigation, will go to other slides without visually advancing the slides • The alt text for these images is identical to the caption, leading to repeated information for screenreader users **Recommendation** Follow the advice here: https://www.w3.org/WAI/ARIA/apg/patterns/carousel/	1.1.1 2.1.1
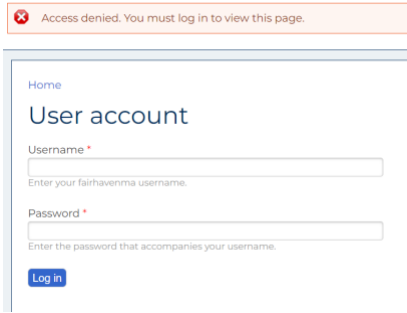
#	Location	Issue Title	Images	Description	Reference
4.30	Select board meeting packets	Empty Headings		**Background** Headings are used by assistive technologies to aid in the navigation of webpages. It is therefore critical that HTML headings describe the content within. Headings should always be sequential in level, with no skipped levels. **Current** There are two empty heading level 5s on this page. **Recommendation** Remove these headings and ensure that headings are used to convey hierarchy of content.	2.4.6
4.31	Police Community outreach	Inaccurate Links		**Background** Email links are a common element on webpages, and will usually directly open a user's email client when they are properly set up. Ensuring a webpage follows this precedent allows users to take advantage of this knowledge. **Current** The links labelled "click to email" actually leads to the main website for the organization instead of an email. **Recommendation** Change each link to a mailto: link connected to the proper email address.	2.4.4 Usability

#	Location	Issue Title	Images	Description	Reference
4.32	Tax Collector	Insecure Link		**Background** Links must be maintained to ensure that users can trust the websites they use. **Current** The "RMV Change of Address" link in the sidebar leads to a page with an expired security certificate, leading to it being automatically blocked by web browsers as a security risk. **Recommendation** Ensure the link is correct and up to date.	Usability
4.33	Tax Collector Tax Information form	Redundant Page		**Background** Consistency across the webpage is very important for navigation as having familiar elements can help users orient themselves across webpages. **Current** The "tax information form" link in the sidebar leads to a webpage which only contains a link to the form. This is different from the general behavior of the site, where these forms are directly linked. **Recommendation** Link directly to the form in question in order to maintain consistent navigation across the webpage	3.2.4
4.34	Town Moderator	Layout Table		**Background** HTML elements being properly implemented is critical for ensuring proper behavior of assistive technology. Using elements for purposes other than those	1.3.1

#	Location	Issue Title	Images	Description	Reference
	Annual Town meeting information			intended can cause confusion for these users. It is critical that HTML elements not be used for visual styling purposes. **Current** This information is in an html table even though it is just a list of links with no actual tabular data. **Recommendation** Remove the table and use CSS to achieve the visual formatting instead.	
4.35	Town Moderator Annual Town meeting information	Empty Heading		**Background** Headings are used by assistive technologies to aid in the navigation of webpages. It is therefore critical that HTML headings describe the content within. Headings should always be sequential in level, with no skipped levels. **Current** An empty heading is present on this page **Recommendation** Remove the erroneous heading.	2.4.6
4.36	Treasurer Online Property Assessment Data	Empty Webpage		**Background** Links must be maintained to ensure that users can find information they are looking for. **Current**	Usability

#	Location	Issue Title	Images	Description	Reference
				The "online property assessment data" link in the sidebar leads to an empty webpage with no information. **Recommendation** Link to the information that a user would want.	
4.37	Veterans Services Forms and documents	Typo	3About Income and Assets	**Background** Ensuring all content is accurate is essential to avoiding confusion. **Current** Extra unnecessary "3" **Recommendation** Correct all typos.	Bug
4.38	Water Division DPW Water & Sewer rates	Alt Text	Base Charge / Water Rate / Cubic Feet Water / Sewer Rate / Sewer Capital Fee table; see below 2.67 0-2250 8.60 25.00; 6.52 2251-4500; 10.48 4501+; Water Base Charge (Meter Size): 5/8" 50.00; 3/4" 75.00; 1" 125.00; 1.5" 250.00; 2" 400.00; 3" 750.00; 4" & 6" 1250.00	**Background** Elements on a webpage should have proper alternative text so that users of assistive technologies, like screen readers, can understand the presented content. **Current** The rates are presented in an image with the alt text of simply "Rates" **Recommendation** Release this information in a form more conducive to assistive technologies, such as a tagged PDF file. If these files only exist as images follow the guidelines for "complex images".	1.1.1

#	Location	Issue Title	Images	Description	Reference
				https://www.w3.org/WAI/tutorials/images/complex/	
4.39	Town Clerk	Dropdown Accessibility		**Background** Name and role of an element must be programmatically determined to let screen reader users define the element and know how to interact with it. For all user interface components, notification of changes in states must be available to user agents including assistive technologies. This is especially important for the users who are blind or have low vision who rely on screen readers to navigate web content. **Current** On the Town Clerk page, the left menu has a dropdown that is not labeled as a dropdown so screen readers do not recognize that it has sub menus. **Recommendation** Ensure elements have correct ARIA roles, states and properties.	4.1.2

5. Boards & Commissions

#	Location	Issue Title	Images	Description	Reference
5.1	Agriculture Commission	Missing content		**Background** Ensuring all tables are properly filled out will aid in readability and understanding of information. **Current** The first row of the table has no name in.	Bug

#	Location	Issue Title	Images	Description	Reference
				Recommendation Remove the empty row.	
5.2	Boards of Public Works	Inconsistent Layout		**Background** Consistency across the webpage is very important for navigation as having familiar elements can help users orient themselves across webpages. **Current** The "Snowstorms: Preparedness and Response" tab leads to a page requiring logging in without providing information. This is different from other items, which simply provides the information requested without requiring credentials. **Recommendation** Link to the information without requiring a log in. This is especially important in this case as the information on this page is presumably important for public health and safety.	Usability
5.3	Broadband Study Committee	Alt Text		**Background** Elements on a webpage should have proper alternative text so that users of assistive technologies, like screen readers, can understand the presented content. **Current** This image has the alt text "Visit www.ConnectFairhaven.com"	1.1.1

#	Location	Issue Title	Images	Description	Reference
				Recommendation Either change the image to an image link that directly connects to the mentioned web page, or change the alternative text to "Own Your Internet www.ConnectFairhaven.com". Generally, images of text should follow the advice here: https://www.w3.org/WAI/tutorials/images/textual/	
5.4	Broadband Study Committee	Contrast	**OWN YOUR INTERNET:**	**Background** All text elements and images of text 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. **Current** Red on white has a 3.99 contrast ratio, below the 4.5 minimum **Recommendation** Ensure all text elements have at least 4.5:1 contrast for regular text and 3:1 for large text. IHCD recommends the Paciello Group's Color Contrast Analyzer: https://developer.paciellogroup.com/resources/contrastanalyser/	1.4.3

#	Location	Issue Title	Images	Description	Reference
6. Find it Fast					
6.1	Menu	Missing Menu Items		**Background** For navigation tabs, it is common behavior for some commonly requested information available as dropdown on hover, and clicking the tab leading to a landing page with a complete set of information. Following common examples from other websites allows users to take advantage of knowledge they have built up navigating the web. **Current** The "Find it Fast" landing page does not include all items in the dropdown menu. **Recommendation** Ensure all items in the condensed dropdown list that is shown on hover is also shown on the expanded list of items	Usability
6.2	Links	Repeated items		**Background** It is important that links have text that properly describes the link, as screen reader users will often navigate a webpage by navigating a basic list of all links on a page. **Current**	2.4.4

#	Location	Issue Title	Images	Description	Reference
				Some items have repeated link text. This is especially confusing in the case of the first repeated item, which appears to be a mistake as the first "Birth certificate information" item links to the "Become a poll worker" page. **Recommendation** Remove the redundant "open space plan" link and correct the link text on the first "Birth Certificate Information" link	
7. Video Tour					
7.1	Main page	Issues with videos		**Background** Elements on a webpage should have proper alternative text so that users of assistive technologies, like screen readers, can understand the presented content. Videos especially require specific considerations to ensure accessibility. **Current** Video on this page has a few issues: • Video automatically plays and loops • Video has no audio • Video player has confusing alternative text on NVDA (player pid=w5a8A7z2x81&fp=mafa…) • Video player has less confusing, but still not useful alternative text on JAWS (V/Player) • Text on translucent background has intermittent color contrast issues due to overprinting on background video	1.1.1 1.4.3 2.2.2

#	Location	Issue Title	Images	Description	Reference
				Recommendation Correct all errors individually, namely: • Provide a mechanism to pause the video • Correct the audio. Ensure that a mechanism to adjust the volume and mute the video is included. • If information is conveyed in the audio, include closed captions, a transcript, or some other form of text alternative • Give the video player informative alternative text for screen reader users • Avoid overprinting text on images, use solid backgrounds to ensure readability	
7.2	Link	Contrast	Education	**Background** All text elements and images of text 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. **Current** White on light blue background has only a 2.35 contrast ratio, below the 4.5 minimum. **Recommendation** Ensure all text elements have at least 4.5:1 contrast for regular text and 3:1 for large text. IHCD recommends the Paciello Group's Color Contrast Analyzer: https://developer.paciellogroup.com/resources/contrastanalyser/	1.4.3

#	Location	Issue Title	Images	Description	Reference
8. Contact Form					
8.1	Contact Form	Required Fields	Home ›› acarreiro Contact Anne Carreiro Your name * [ ] ✕ Your name *, menu pop up, edit text with a	**Background** Providing accurate instructions for users in form elements ensures they will be able to complete these forms without having to make multiple attempts. Clear headings and labels help users understand what information is contained in a web page, as well as how it is organized. This is especially helpful for users who have disabilities that make reading slow, people with limited short-term memory and screen reader users. **Current** Some fields are required to submit the contact forms but they are not descriptively labeled "required." **Recommendation** Ensure all required text fields are descriptively labeled "required."	3.3.2