Accessibility Testing on Lehi City Government Site

Name: Valerie Dolejsi
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I hope this message finds you well. My name is Valerie Dolejsi and I am currently studying at the University of Denver. In our coursework, we're learning the importance of digital accessibility and methods on how to ensure that web content is accessible for people that use assistive technologies on their computer or mobile device.

The purpose of this report is to help identify possible website digital accessibility issues in order to prevent any access issues to this website via assistive technologies. The following accessibility checklist is based on the W3C WAI Easy Checks – A First Review of Web Accessibility. The assessment was done on the seven primary pages on the Lehi City website, including Homepage, Community, Parks & Recreation, Services & Information, Government, Departments, and Lehi Fiber. We hope you find our report helpful and thank you very much for taking the time to consider our recommendations.

Accessibility Checklist

Website Page Titles

In the web page markup, the `<title>` is within the `<head>` tag. Good page titles are particularly important for orientation, they help people know where they are and move between pages open in their browser tab. The first thing screen readers say when the user goes to a different web page is the page title.

> **Assessment of Page titles: Good**
> All seven primary pages on the website were evaluated and all pages had clear and unique titles. The pages also included "- Lehi City" after the descriptive page title so it would be easy for people using screen readers to know what site they are on. One minor recommendation would be to rename the homepage as 'Homepage – Lehi City' to make it clear when users are on the homepage.

Image Text Alternatives

Image text alternatives ("alt text") (pictures, illustrations, charts, etc.) Text alternatives convey the purpose of an image, including pictures, illustrations, charts, etc. The alt

attribute provides an alternative text for an image, if the user for some reason cannot view it. The reason can be a slow connection, an error with the image file, or if the user uses a screen reader or is visually impaired.

Assessment of Image Text Alternatives: Needs Improvement
While many of the pages assessed had alt text on all images, including the Services & information and Community pages, both the Homepage and the Lehi Fiber pages included multiple images that were missing alt text. Many of the graphics on the Homepage were missing this text, as well as some of the testimonials on the Lehi Fiber page that were saved as images. People unable to see the images will be unable to have the full context of this page without that information.

Text:

Headings, Contrast Ratio ("color contrast") and Resizing Text should not only support

Assessment of Headings: Needs Improvement
Similar to the assessment of alt text, both the Homepage and Lehi Fiber pages had incorrect headings. The Homepage has 4 active H1 tags, while the Lehi Fiber page had no H1 tags. There should be one and only one H1 per page because screen readers expect only an H1 tag to determine where the main heading of the page is. One possible way to resolve this with a simple change would be to use the aria-level attribute; more information on this approach can be found here: https://www.w3.org/WAI/WCAG21/Techniques/aria/ARIA12.html.

visual aesthetics but also support the navigation and visibility of text content.

Assessment of Color Contrast: Good
All seven primary pages evaluated had no color contract issues within its primary content. The minor potential issues seen were on the embedded map within the Lehi Fiber page, as well as the "Are You Interested In Fiber?" section right below the map. These two sections fell slightly below the 4.5 ratio minimum recommended.

Assessment of Resizing Text: Good
The site was able to successfully size up to over 200% of the original text size using either the mouse or keyboard. The content was easily readable at this size, and the elements on the page that were situated vertically to each other rearranged to a horizontal structure for ease of reading. The navigation also collapsed into a hamburger menu as the text became too big to read in the space available.

Interaction:

Keyboard access and visual focus

Many people cannot use a mouse and rely on a keyboard to interact with web pages. Keyboard focus should be clearly visible and should follow a logical order through the page elements. Visible keyboard focus could be a border or highlight.

Assessment of Keyboard Navigation: Needs Improvement
There were many positive aspects of keyboard navigation, including the ability to skip to the main content as well as the visual highlighting of each element in focus so it was easy to visually see where the user was. However, there was no way to navigate to the subheaders in a dropdown below the primary navigation elements (i.e., Community and Parks & Recreation text), so users are unable to access or even know of the existence of these subpages.

Forms, labels, and errors (including Search fields):

Users are able to keyboard navigate to the different forms fields. Each form control has a label element with a for attribute that matches the value of the id attribute in the related control. For example:

- Each form control has a `label` element with a `for` attribute that matches the value of the `id` attribute in the related control. For example:
  ```
  <label for="firstname">First name: </label>
  <input type="text" name="firstname" id="firstname" />
  ```
- Each `id` is unique within the web page.

Assessment of Forms, Labels, & Errors: Not Applicable
There were no forms on the pages assessed. Any forms used in other pages should ensure they include the relevant labels and input types.

General:

Moving, Flashing, or Blinking Content: Moving, flashing, or blinking content includes carousels (example carousel), ads, videos, auto-updating stock tickers, scrolling news feeds, and more. Users need to be able to control moving content, especially some people with attention deficit disorder or visual processing disorders.

Assessment of Moving, Flashing or Blinking Content: Good
None of the pages assessed had any scrolling or flashing content that would be distracting for users, especially those with ADD or visual processing disorders. All images were clearly presented and had no cause for concern. There were carousels at the bottom of some pages, however they were manually controlled.

Multimedia (video, audio) closed captions and transcripts

Assessment of Multimedia: Good
The video on the Lehi Fiber page had closed captions available that had high accuracy. One minor improvement would be to ensure the speaker is called out at the beginning of each section (i.e., "Michael: Lehi has always been…) so that it is clear to people with audio or visual impairments who is speaking.

Basic Structure Check: It helps you understand how some people "see" the web page differently. For this basic structure check, you look at the web page without images, styles, and layout. Web pages are often designed with multiple columns, sections, colors, and other visual aspects that help organize information for people who see the page in its default display. However, some people do not see the page this way.

Assessment of Basic Structure: Good
For this test, we used WAVE to remove all CSS styles in order to see multiple pages without any styling. There were no major issues and the structure of the page was very clear and easy to read, with images associated with the relevant content and subpages easy to see.

In Summary

Thank you for taking the time to review our findings. Despite a small number of accessibility issues found, the Lehi City Government site had no major issues found and was overall a very good site for people with accessibility issues.. With a few small tweaks it will be a site that is easy to use for anybody, regardless of their needs. Included below are some helpful articles on web accessibility.

Related Articles:

- [W3C Web Accessibility Initiative (WAI)](#)
- [W3C Accessibility Standards Overview](#)
- [WAVE Web Accessibility Evaluation Tool](#)
- [The U.S. Department of Education's Office for Civil Rights – Video Series](#)
- [Evaluating Web Accessibility Overview](#)