

Navigator for ArcGIS Accessibility Conformance Report

Version: 2.0
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Table 1: Record of Changes

Version	Date	Description of Changes
2.0	11/14/2019	Initial version

Purpose

The Voluntary Product Accessibility Template (VPAT) – also known as an Accessibility Conformance Report – is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the VPAT is to assist customers and buyers in making preliminary assessments regarding the availability of commercially-available Information and Communication Technology (ICT) products and services with features that support accessibility.

Background

On March 20, 2017, the Architectural and Transportation Barriers Compliance Board (Access Board) revised, updated, and combined standards for ICT developed, procured, maintained, or used by federal agencies covered by Section 508 of the Rehabilitation Act of 1973 and Section 255 of the Communications Act of 1934. The revisions and updates to these standards are intended to ensure that electronic media is accessible to and usable by individuals with disabilities.

Who Should Complete the VPAT

Many customers and buyers require a measure of technical detail in the responses submitted in a VPAT in order to effectively determine compliance of the identified ICT product. Therefore, a technical specialist for the manufacturer, developer, or vendor of the ICT product should complete the Accessibility Conformance Report.

It is the responsibility of the manufacturer, developer, or vendor of the ICT product to maintain the integrity of the data provided in the Accessibility Conformance Report. The information provided in the completed Accessibility Conformance Report for an ICT product is considered to be a self-representation unless expressly affirmed otherwise.

Table 2: Guidance for Documenting Applicable Responses

Response	Means...
Full	Product fully meets the letter and intent of the Criteria.
Partial	Product does not entirely meet the letter and intent of the Criteria, but does provide some level of access. OR Product provides alternative methods to meet the intent of the Criteria.
No	Product does not meet the letter or intent of the Criteria.
Not Applicable	The Criteria does not apply to the product.

If the ICT product does not support the Criteria, remember that Section 508 allows for products to meet the Access Board Standards in innovative, non-traditional ways. The ICT product can meet the standard (i.e., "Supports through Equivalent Facilitation") by providing an innovative solution or commercially-available alternative, as long as the feature performs in the same manner as it does for any other user.

1. Application and Administration

Information and Communication Technology (ICT) that is procured, developed, maintained, or used by agencies shall conform to these requirements. Section 508 of the Rehabilitation Act (29 U.S.C. 794d) applies to federal departments and agencies, including the U.S. Postal Service. The term “agency” is defined in Section E103 to include the United States Postal Service and other federal agencies and departments as specified in 44 U.S.C. 3502. That section of the U.S.C. defines agency to mean any executive department, military department, Government corporation, Government controlled corporation, or other establishment in the executive branch of the Government (including the Executive Office of the President), or any independent regulatory agency, but does not include (a) the General Accounting Office; (b) Federal Election Commission; (c) the governments of the District of Columbia and of the territories and possessions of the United States, and their various subdivisions; or (d) Government-owned contractor-operated facilities, including laboratories engaged in national defense research and production activities.

All sections of the technical standards may apply to this product and are individually addressed in the following sections.

2. Scoping

2.1 Changes to Section 508 Requirements

Section 508 Chapter 2 addresses application and scoping of the Revised 508 Standards, including exceptions. Multiple significant changes were made to this chapter, including:

- Adding a category to E205.3, official agency communications that are non-public facing electronic covered content;
- Clarifying the application of WCAG 2.0 to non-Web documents and software; and
- Made corresponding changes to E205.4 and E207.2, including adding E205.4.1 and E207.3, which specify the word substitution necessary to apply WCAG 2.0 to non-Web content.

2.2 WCAG Conformance

207.2 WCAG Conformance. User interface components and content of platforms and applications shall conform to Level A and Level AA Success Criteria and Conformance Requirements specified for webpages in WCAG 2.0.

2.3 Chapter 3: Functional Performance Criteria

301.1 Scope. The requirements of Chapter 3 shall apply to ICT where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

2.4 Chapter 4: Hardware

401.1 Scope. The requirements of Chapter 4 shall apply to ICT that is hardware where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

EXCEPTION: Hardware that is assistive technology shall not be required to conform to the requirements of this chapter.

402.1 General. ICT with closed functionality shall be operable without requiring the user to attach or install assistive technology other than personal headsets or other audio couplers, and shall conform to 402.

2.5 Chapter 5: Software

501.1 Scope. The requirements of Chapter 5 shall apply to software where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

EXCEPTION: Where Web applications do not have access to platform accessibility services and do not include components that have access to platform accessibility services, they shall not be required to conform to 502 or 503 provided that they conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

502.1 General. Software shall interoperate with assistive technology and shall conform to 502.

502.2 Documented Accessibility Features. Software with platform features defined in platform documentation as accessibility features shall conform to 502.2.

2.6 Chapter 6: Support Documentation and Services

602.1 General. Documentation that supports the use of ICT shall conform to 602.

3. Web Content Accessibility Requirements (WCAG) 2.0

3.1 Principle 1: Perceivable

Information and user interface components must be presentable to users in ways they can perceive.

Table 3: Principle 1 - Perceivable

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)</p> <ul style="list-style-type: none"> • Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. • Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. • Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. • Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. • CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using 	<p>Partial (iOS/Android)</p>	<p><u>Map View</u></p> <p>Features, Street names, Map Pins and Route Stops are not accessible on the map when using text to speech (e.g. VoiceOver, TalkBack). However, information is still provided in the panel details, maneuver details and through search.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>output modes for different types of sensory perception are provided to accommodate different disabilities.</p> <ul style="list-style-type: none"> • Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology. 		
<p>1.2.1 Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: (Level A)</p> <ul style="list-style-type: none"> • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. 	Not Applicable	
<p>1.2.2 Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)</p>	Not Applicable	
<p>1.2.3 Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)</p>	Not Applicable	
<p>1.2.4 Captions (Live): Captions are provided for all live audio content in synchronized media. (Level AA)</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media. (Level AA)	Not Applicable	
1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)	Not Applicable	
1.3.2 Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. (Level A)	Partial (iOS/Android)	<u>Map View</u> When using text to speech map content is not accessible (e.g. features, street names or dropping a pin). However, information is still provided in panel details, maneuver details and through using search.
1.3.3 Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. (Level A)	Not Applicable	
1.4.1 Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A)	Full (iOS/Android)	
1.4.2 Audio Control: If any audio on a Webpage plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. (Level A)	Full (iOS/Android)	
1.4.3 Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: (Level AA)	Partial (iOS/Android)	<u>Button Components</u> Buttons using foreground and/or background color #C65A18 have a contrast ratio of 4.3 (Suggested contrast is 4.5; Buttons using background color

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. 		<p>#5AA852 have a contrast ratio 2.93 (Suggested contrast is 3.0).</p>
<p>1.4.4 Resize text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (Level AA)</p>	<p>Full (Android) Partial (iOS)</p>	<p>On iOS we are not fully compliant in the following areas:</p> <p><u>Developer Settings</u></p> <p>Although these settings are hidden to the average end user, if found, the text does not support dynamic type.</p> <p><u>Map Browse</u></p> <p>Map Titles and Subtext is supported by larger text sizes, but in some cases we use ellipsis so that the text can still fit in the table row. Ellipsis will hide parts of the text because we do not increase the height of the table row that the content is being presented in. Although this text cannot be seen visually, the content is still accessible by avenue of text to speech.</p> <p><u>Map View</u></p> <p>Pop Up header components for features, places and dropped pins do not support larger text sizes. The header component contains primary actions such as Title of Pop up, Address, ETA and the Directions button. However, attribute information in the pop up</p>

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA)	Not Applicable	does. In order to fit content into the table row we use ellipsis. Although the ellipsis hide parts of the text visually, the content is still accessible by avenue of text to speech.
<ul style="list-style-type: none"> • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. <p><i>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</i></p>		

3.2 Principle 2: Operable

User interface components and navigation must be operable.

Table 4: Principle 2 - Operable

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A)	Full (iOS/Android)	Navigator is a native mobile application that supports platform specific behavior for keyboard usage.
<p><i>Note 1: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text,</i></p>		

Criteria	Conformance Level	Remarks and Explanations
<p><i>the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.</i></p> <p><i>Note 2: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</i></p>		
<p>2.1.2 No Keyboard Trap: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. (Level A)</p> <p><i>Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Webpage (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</i></p>	Full (iOS/Android)	Navigator is a native mobile application that supports platform specific behavior for keyboard usage.
<p>2.2.1 Timing Adjustable: For each time limit that is set by the content, at least one of the following is true: (Level A)</p> <ul style="list-style-type: none"> • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or 	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours. <p><i>Note: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action.</i></p>		
<p>2.2.2 Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true: (Level A)</p> <ul style="list-style-type: none"> • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. <p><i>Note 1: For requirements related to flickering or flashing content, refer to Guideline 2.3.</i></p>	Full (iOS/Android)	

Criteria	Conformance Level	Remarks and Explanations
<p><i>Note 2: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Webpage (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</i></p> <p><i>Note 3: Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.</i></p> <p><i>Note 4: An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.</i></p>		
<p>2.3.1 Three Flashes or Below Threshold: Webpages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. (Level A)</p> <p><i>Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Webpage (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</i></p>	Full (iOS/Android)	Sign-In web pages and web pages linking out to esri.com within the app are compliant.
<p>2.4.1 Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Webpages. (Level A)</p>	Not Applicable	
<p>2.4.2 Page Titled: Webpages have titles that describe topic or purpose. (Level A)</p>	Full	Sign-In web pages and web pages linking out to esri.com within the app are compliant.

Criteria	Conformance Level	Remarks and Explanations
	(iOS/Android)	
2.4.3 Focus Order: If a Webpage can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (Level A)	Full (iOS/Android)	Sign-In web pages and web pages linking out to esri.com within the app are compliant.
2.4.4 Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)	Full (iOS/Android)	Sign-In web pages and web pages linking out to esri.com within the app are compliant.
2.4.5 Multiple Ways: More than one way is available to locate a Webpage within a set of Webpages except where the Webpage is the result of, or a step in, a process. (Level AA)	Not Applicable	
2.4.6 Headings and Labels: Headings and labels describe topic or purpose. (Level AA)	Full (iOS/Android)	
2.4.7 Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (Level AA)	Full (iOS/Android)	Navigator is a native mobile application that supports platform specific behavior for keyboard usage.

Information and the operation of user interface must be understandable.

3.3 Principle 3: Understandable

Information and the operation of user interface must be understandable.

Table 5: Principle 3 - Understandable

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page: The default human language of each Webpage can be programmatically determined. (Level A)	Not Applicable	
3.1.2 Language of Parts: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (Level AA)	Not Applicable	
3.2.1 On Focus: When any component receives focus, it does not initiate a change of context. (Level A)	Full (iOS/Android)	
3.2.2 On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. (Level A)	Not Applicable	
3.2.3 Consistent Navigation: Navigational mechanisms that are repeated on multiple Webpages within a set of Webpages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)	Not Applicable	
3.2.4 Consistent Identification: Components that have the same functionality within a set of Webpages are identified consistently. (Level AA)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (Level A)	Full (iOS/Android)	
3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)	Full (iOS/Android)	
3.3.3 Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)	Full (iOS/Android)	
<p>3.3.4 Error Prevention (Legal, Financial, Data): For Webpages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: (Level AA)</p> <ul style="list-style-type: none"> • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. 	Not Applicable	

3.4 Principle 4: Robust

Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Table 6: Principle 4 - Robust

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A)</p> <p><i>Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.</i></p>	Not Applicable	
<p>4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)</p> <p><i>Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.</i></p>	Not Applicable	

4. Functional Performance Criteria

Table 7: Functional Performance Criteria

Criteria	Conformance Level	Remarks and Explanations
<p><i>302.1 Without Vision</i></p> <p>Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.</p>	Full (iOS/Android)	Navigator is a native mobile application that supports platform specific behavior for vision impairments (e.g. large text, text to speech).
<p><i>302.2 With Limited Vision</i></p> <p>Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.</p>	Full (iOS/Android)	Navigator is a native mobile application that supports platform specific behavior for vision impairments (e.g. large text, text to speech, page zoom).
<p><i>302.3 Without Perception of Color</i></p> <p>Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.</p>	Full (iOS/Android)	
<p><i>302.4 Without Hearing</i></p> <p>Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.</p>	Full (iOS/Android)	
<p><i>302.5 With Limited Hearing</i></p> <p>Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.</p>	Full (iOS/Android)	
<p><i>302.6 Without Speech</i></p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.		
<i>302.7 With Limited Manipulation</i> Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Full (iOS/Android)	Navigator is a native mobile application that supports platform specific behavior for mobility impairments (e.g. text to speech, page zoom).
<i>302.8 With Limited Reach and Strength</i> Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Full (iOS/Android)	Navigator is a native mobile application that supports platform specific behavior for mobility impairments (e.g. text to speech, page zoom).
<i>302.9 With Limited Language, Cognitive, and Learning Abilities</i> ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Full (iOS/Android)	Navigator is a native mobile application that supports platform specific behavior for persons with disabilities.

5. Hardware

Table 8: Closed Functionality

Criteria	Conformance Level	Remarks and Explanations
<i>402.1 General</i> ICT with closed functionality shall be operable without requiring the user to attach or install assistive technology other than personal headsets or other audio couplers, and shall conform to 402.	Not Applicable	Navigator is a native mobile application.

Criteria	Conformance Level	Remarks and Explanations
<p><i>402.2 Speech-Output Enabled</i></p> <p>ICT with a display screen shall be speech-output enabled for full and independent use by individuals with vision impairments.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Variable message signs conforming to 402.5 shall not be required to be speech-output enabled. 2. Speech output shall not be required where ICT display screens only provide status indicators and those indicators conform to 409. 3. Where speech output cannot be supported due to constraints in available memory or processor capability, ICT shall be permitted to conform to 409 in lieu of 402.2. 4. Audible tones shall be permitted instead of speech output where the content of user input is not displayed as entered for security purposes, including, but not limited to, asterisks representing personal identification numbers. 5. Speech output shall not be required for: The machine location; date and time of transaction; customer account number; and the machine identifier or label. 6. Speech output shall not be required for advertisements and other similar information unless they convey information that can be used for the transaction being conducted. 	Not Applicable	Navigator is a native mobile application.
<p><i>402.2.1 Information Displayed on Screen.</i></p> <p>Speech output shall be provided for all information displayed on-screen.</p>		

Criteria	Conformance Level	Remarks and Explanations
<p><i>402.2.2 Transactional Outputs.</i></p> <p>Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>402.2.3 Speech Delivery Type and Coordination.</i></p> <p>Speech output shall be delivered through a mechanism that is readily available to all users, including, but not limited to, an industry standard connector or a telephone handset. Speech shall be recorded or digitized human, or synthesized. Speech output shall be coordinated with information displayed on the screen</p>	Not Applicable	Navigator is a native mobile application.
<p><i>402.2.4 User Control.</i></p> <p>Speech output for any single function shall be automatically interrupted when a transaction is selected. Speech output shall be capable of being repeated and paused.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>402.2.5 Braille Instructions.</i></p> <p>Where speech output is required by 402.2, braille instructions for initiating the speech mode of operation shall be provided. Braille shall be contracted and shall conform to 36 CFR part 1191, Appendix D, Section 703.3.1.</p> <p>Exception: Devices for personal use shall not be required to conform to 402.2.5.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>402.3 Volume.</i></p> <p>ICT that delivers sound, including speech output required by 402.2, shall provide volume control and output amplification conforming to 402.3. EXCEPTION: ICT conforming to 412.2 shall not be required to conform to 402.3.</p>	Not Applicable	Navigator is a native mobile application.

Criteria	Conformance Level	Remarks and Explanations
<p><i>402.3.1 Private Listening.</i></p> <p>Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>402.3.2 Non-private Listening.</i></p> <p>Where ICT provides non-private listening, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. A function shall be provided to automatically reset the volume to the default level after every use.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>402.4 Characters on Display Screens.</i></p> <p>At least one mode of characters displayed on the screen shall be in a sans serif font. Where ICT does not provide a screen enlargement feature, characters shall be 3/16 inch (4.8 mm) high minimum based on the uppercase letter “I”. Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>402.5 Characters on Variable Message Signs.</i></p> <p>Characters on variable message signs shall conform to section 703.7 Variable Message Signs of ICC A117.1–2009 (incorporated by reference, see 702.6.1).</p>	Not Applicable	Navigator is a native mobile application.

Table 9: Biometrics, Privacy and Standard Connections

Criteria	Conformance Level	Remarks and Explanations
<p><i>403.1 General.</i></p> <p>Where provided, biometrics shall not be the only means for user identification or control.</p> <p>Exception: Where at least two biometric options that use different biological characteristics are provided, ICT shall be permitted to use biometrics as the only means for user identification or control.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>404.1 General.</i></p> <p>ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>405.1 General.</i></p> <p>The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is enabled, the screen shall not blank automatically.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>406.1 General.</i></p> <p>Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats.</p>	Not Applicable	Navigator is a native mobile application.

Table 10: Operable Parts

Criteria	Conformance Level	Remarks and Explanations
<p><i>407.2 Contrast.</i></p> <p>Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or symbols on a light background.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>407.3 Input Controls.</i></p> <p>At least one input control conforming to 407.3 shall be provided for each function.</p> <p>Exception: Devices for personal use with input controls that are audibly discernable without activation and operable by touch shall not be required to conform to 407.3.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>407.3.1 Tactilely Discernible.</i></p> <p>Input controls shall be operable by touch and tactilely discernible without activation.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>407.3.2 Alphabetic Keys.</i></p> <p>Where provided, individual alphabetic keys shall be arranged in a QWERTY-based keyboard layout and the “F” and “J” keys shall be tactilely distinct from the other keys.</p>	Not Applicable	Navigator is a native mobile application.

Criteria	Conformance Level	Remarks and Explanations
<p><i>407.3.3 Numeric Keys.</i></p> <p>Where provided, numeric keys shall be arranged in a 12-key ascending or descending keypad layout. The number five key shall be tactilely distinct from the other keys. Where the ICT provides an alphabetic overlay on numeric keys, the relationships between letters and digits shall conform to ITU–T Recommendation E.161 (incorporated by reference, see 702.7.1).</p>	Not Applicable	Navigator is a native mobile application.
<p><i>407.4 Key Repeat.</i></p> <p>Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>407.5 Timed Response.</i></p> <p>Where a timed response is required, the user shall be alerted visually, as well as by touch or sound, and shall be given the opportunity to indicate that more time is needed.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>407.6 Operation.</i></p> <p>At least one mode of operation shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>407.7 Tickets, Fare Cards, and Keycards.</i></p> <p>Where tickets, fare cards, or keycards are provided, they shall have an orientation that is tactilely discernible if orientation is important to further use of the ticket, fare card, or keycard.</p>	Not Applicable	Navigator is a native mobile application.

Criteria	Conformance Level	Remarks and Explanations
<p><i>407.8 Reach Height and Depth.</i></p> <p>At least one of each type of operable part of stationary ICT shall be at a height conforming to 407.8.2 or 407.8.3 according to its position established by the vertical reference plane specified in 407.8.1 for a side reach or a forward reach. Operable parts used with speech output required by 402.2 shall not be the only type of operable part complying with 407.8 unless that part is the only operable part of its type.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>407.8.1 Vertical Reference Plane.</i></p> <p>Operable parts shall be positioned for a side reach or a forward reach determined with respect to a vertical reference plane. The vertical reference plane shall be located in conformance to 407.8.2 or 407.8.3.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>407.8.1.1 Vertical Plane for Side Reach.</i></p> <p>Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>407.8.1.2 Vertical Plane for Forward Reach.</i></p> <p>Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>407.8.2 Side Reach.</i></p> <p>Operable parts of ICT providing a side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.</p>	Not Applicable	Navigator is a native mobile application.

Criteria	Conformance Level	Remarks and Explanations
<p><i>407.8.2.1 Unobstructed Side Reach.</i></p> <p>Where the operable part is located 10 inches (255 mm) or less beyond the vertical reference plane, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>407.8.2.2 Obstructed Side Reach.</i></p> <p>Where the operable part is located more than 10 inches (255 mm), but not more than 24 inches (610 mm), beyond the vertical reference plane, the height of the operable part shall be 46 inches (1170 mm) high maximum and 15 inches (380 mm) high minimum above the floor. The operable part shall not be located more than 24 inches (610 mm) beyond the vertical reference plane.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>407.8.3 Forward Reach.</i></p> <p>Operable parts of ICT providing a forward reach shall conform to 407.8.3.1 or 407.8.3.2. The vertical reference plane shall be centered, and intersect with, the operable part. Where a forward reach allows a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>407.8.3.1 Unobstructed Forward Reach.</i></p> <p>Where the operable part is located at the leading edge of the maximum protrusion within the length of the vertical reference plane of the ICT, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.</p>	Not Applicable	Navigator is a native mobile application.

Criteria	Conformance Level	Remarks and Explanations
<p><i>407.8.3.2 Obstructed Forward Reach.</i></p> <p>Where the operable part is located beyond the leading edge of the maximum protrusion within the length of the vertical reference plane, the operable part shall conform to 407.8.3.2. The maximum allowable forward reach to an operable part shall be 25 inches (635 mm).</p>	Not Applicable	Navigator is a native mobile application.
<p>407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach.</p> <p>Knee and toe space under ICT shall be 27 inches (685 mm) high minimum, 25 inches (635 mm) deep maximum, and 30 inches (760 mm) wide minimum and shall be clear of obstructions.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Toe space shall be permitted to provide a clear height of 9 inches (230 mm) minimum above the floor and a clear depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT. 2. At a depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT, space between 9 inches (230 mm) and 27 inches (685 mm) minimum above the floor shall be permitted to reduce at a rate of 1 inch (25 mm) in depth for every 6 inches (150 mm) in height. 	Not Applicable	Navigator is a native mobile application.

Table 11: Displays Screens

Criteria	Conformance Level	Remarks and Explanations
<p><i>408.2 Visibility.</i></p> <p>Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>408.3 Flashing.</i></p> <p>Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period. EXCEPTION: Flashes that do not exceed the general flash and red flash thresholds defined in WCAG 2.0 (incorporated by reference, see 702.10.1) are not required to conform to 408.3.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>409.1 General.</i></p> <p>Where provided, status indicators shall be discernible visually and by touch or sound.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>410.1 General.</i></p> <p>Where provided, color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>411.1 General.</i></p> <p>Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response.</p>	Not Applicable	Navigator is a native mobile application.

Table 12: ICT with Two-Way Voice Communication

Criteria	Conformance Level	Remarks and Explanations
<p><i>412.2 Volume Gain.</i></p> <p>ICT that provides two-way voice communication shall conform to 412.2.1 or 412.2.2.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>412.2.1 Volume Gain for Wireline Telephones.</i></p> <p>Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>412.2.2 Volume Gain for Non-Wireline ICT.</i></p> <p>A method for increasing volume shall be provided for non-wireline ICT.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>412.3 Interference Reduction and Magnetic Coupling.</i></p> <p>Where ICT delivers output by a handset or other type of audio transducer that is typically held up to the ear, ICT shall reduce interference with hearing technologies and provide a means for effective magnetic wireless coupling in conformance with 412.3.1 or 412.3.2.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>412.3.1 Wireless Handsets.</i></p> <p>ICT in the form of wireless handsets shall conform to ANSI/IEEE C63.19–2011 (incorporated by reference, see 702.5.1).</p>	Not Applicable	Navigator is a native mobile application.
<p><i>412.3.2 Wireline Handsets.</i></p> <p>ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA–1083–B (incorporated by reference, see 702.9.1).</p>	Not Applicable	Navigator is a native mobile application.

Criteria	Conformance Level	Remarks and Explanations
<p><i>412.4 Digital Encoding of Speech.</i></p> <p>ICT in IP-based networks shall transmit and receive speech that is digitally encoded in the manner specified by ITU–T Recommendation G.722.2 (incorporated by reference, see 702.7.2) or IETF RFC 6716 (incorporated by reference, see 702.8.1).</p>	Not Applicable	Navigator is a native mobile application.
<p><i>412.5 Real-Time Text Functionality.</i></p> <p>[Reserved].</p>	Not Applicable	Navigator is a native mobile application.
<p><i>412.6 Caller ID.</i></p> <p>Where provided, caller identification and similar telecommunications functions shall be visible and audible.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>412.7 Video Communication.</i></p> <p>Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language.</p>	Not Applicable	Navigator is a native mobile application.

Table 13: Captions and Audio Descriptions

Criteria	Conformance Level	Remarks and Explanations
<p><i>413.1.1 Decoding and Display of Closed Captions.</i></p> <p>Players and displays shall decode closed caption data and support display of captions.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>413.1.2 Pass-Through of Closed Caption Data.</i></p> <p>Cabling and ancillary equipment shall pass through caption data.</p>	Not Applicable	Navigator is a native mobile application.

Criteria	Conformance Level	Remarks and Explanations
<p><i>414.1.1 Digital Television Tuners.</i></p> <p>Digital television tuners shall provide audio description processing that conforms to ATSC A/53 Digital Television Standard, Part 5 (2014) (incorporated by reference, see 702.2.1). Digital television tuners shall provide processing of audio description when encoded as a Visually Impaired (VI) associated audio service that is provided as a complete program mix containing audio description according to the ATSC A/53 standard.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>414.1.2 Other ICT.</i></p> <p>ICT other than digital television tuners shall provide audio description processing.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>415.1.1 Caption Controls.</i></p> <p>Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.</p>	Not Applicable	Navigator is a native mobile application.
<p><i>415.1.2 Audio Description Controls.</i></p> <p>Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description.</p>	Not Applicable	Navigator is a native mobile application.

6. Software

Table 14: Interoperability with Assistive Technology

Criteria	Conformance Level	Remarks and Explanations
<p><i>502.2 Documented Accessibility Features.</i></p> <p>Software with platform features defined in platform documentation as accessibility features shall conform to 502.2.</p>	Full (iOS/Android)	
<p><i>502.2.1 User Control of Accessibility Features.</i></p> <p>Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.</p>	Full (iOS/Android)	
<p><i>502.2.2 No Disruption of Accessibility Features.</i></p> <p>Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.</p>	Full (iOS/Android)	
<p><i>502.3 Accessibility Services.</i></p> <p>Platform software and software tools that are provided by the platform developer shall provide a documented set of accessibility services that support applications running on the platform to interoperate with assistive technology and shall conform to 502.3. Applications that are also platforms shall expose the underlying platform accessibility services or implement other documented accessibility services.</p>	Full (iOS/Android)	
<p><i>502.3.1 Object Information.</i></p> <p>The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.</p>	Full (iOS/Android)	

Criteria	Conformance Level	Remarks and Explanations
<p><i>502.3.2 Modification of Object Information.</i></p> <p>States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.</p>	<p>Full (iOS/Android)</p>	
<p><i>502.3.3 Row, Column, and Headers.</i></p> <p>If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.</p>	<p>Not Applicable</p>	
<p><i>502.3.4 Values.</i></p> <p>Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.</p>	<p>Not Applicable</p>	
<p><i>502.3.5 Modification of Values.</i></p> <p>Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.</p>	<p>Not Applicable</p>	
<p><i>502.3.6 Label Relationships.</i></p> <p>Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.</p>	<p>Not Applicable</p>	
<p><i>502.3.7 Hierarchical Relationships.</i></p> <p>Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.</p>	<p>Not Applicable</p>	

Criteria	Conformance Level	Remarks and Explanations
<p><i>502.3.8 Text.</i></p> <p>The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.</p>	Not Applicable	
<p><i>502.3.9 Modification of Text.</i></p> <p>Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.</p>	Not Applicable	
<p><i>502.3.10 List of Actions.</i></p> <p>A list of all actions that can be executed on an object shall be programmatically determinable.</p>	Not Applicable	
<p><i>502.3.11 Actions on Objects.</i></p> <p>Applications shall allow assistive technology to programmatically execute available actions on objects.</p>	Not Applicable	
<p><i>502.3.12 Focus Cursor.</i></p> <p>Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.</p>	Full (iOS/Android)	
<p><i>502.3.13 Modification of Focus Cursor.</i></p> <p>Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><i>502.3.14 Event Notification.</i></p> <p>Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.</p>	<p>Full (iOS/Android)</p>	
<p><i>502.4 Platform Accessibility Features.</i></p> <p>Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces—Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:</p> <ul style="list-style-type: none"> A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and G. Section 10.7.1 Display any captions provided. 	<p>Full (iOS/Android)</p>	<p>Navigator is a native mobile application that supports platform specific accessibility features.</p>

Table 15: Applications

Criteria	Conformance Level	Remarks and Explanations
<p><i>503.2 User Preferences.</i></p> <p>Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor. EXCEPTION: Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2.</p>	Not Applicable	
<p><i>503.3 Alternative User Interfaces.</i></p> <p>Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.</p>	Not Applicable	
<p><i>503.4 User Controls for Captions and Audio Description.</i></p> <p>Where ICT displays video with synchronized audio, ICT shall provide user controls for closed captions and audio descriptions conforming to 503.4.</p>	Not Applicable	
<p><i>503.4.1 Caption Controls.</i></p> <p>Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.</p>	Not Applicable	
<p><i>503.4.2 Audio Description Controls.</i></p> <p>Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.</p>	Not Applicable	

Table 16: Authoring Tools

Criteria	Conformance Level	Remarks and Explanations
<p><i>504.2 Content Creation or Editing.</i></p> <p>Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.</p> <p>Exception: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code.</p>	Not Applicable	
<p><i>504.2.1 Preservation of Information Provided for Accessibility in Format Conversion.</i></p> <p>Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.</p>	Not Applicable	
<p><i>504.2.2 PDF Export.</i></p> <p>Authoring tools capable of exporting PDF files that conform to ISO 32000–1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289–1:2016 (PDF/UA– 1) (incorporated by reference, see 702.3.1).</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><i>504.3 Prompts.</i></p> <p>Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.</p>	Not Applicable	
<p><i>504.4 Templates.</i></p> <p>Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.</p>	Not Applicable	

7. Support Documentation and Services

Table 17: Support Documentation

Criteria	Conformance Level	Remarks and Explanations
<p><i>602.2 Accessibility and Compatibility Features.</i></p> <p>Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.</p>	Full (iOS/Android)	Navigator is a native mobile application that supports platform specific accessibility features and platform accessibility documentation.

Criteria	Conformance Level	Remarks and Explanations
<p><i>602.3 Electronic Support Documentation.</i></p> <p>Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).</p>	<p>Full (iOS/Android)</p>	<p>PDF's linked to esri.com and arcgis.com for licensing, contributions and acknowledgements are accessible.</p>
<p><i>602.4 Alternate Formats for Non-Electronic Support Documentation.</i></p> <p>Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.</p>	<p>Not Applicable</p>	

Table 18: Support Services

Criteria	Conformance Level	Remarks and Explanations
<p><i>603.1 General.</i></p> <p>ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.</p>	<p>Full (iOS/Android)</p>	
<p><i>603.2 Information on Accessibility and Compatibility Features.</i></p> <p>ICT support services shall include information on the accessibility and compatibility features required by 602.2.</p>	<p>Full (iOS/Android)</p>	
<p><i>603.3 Accommodation of Communication Needs.</i></p> <p>Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.</p>	<p>Full (iOS/Android)</p>	

Table 19: Portable Document Format (PDF) Techniques for WCAG 2.0

Criteria	Conformance Level	Remarks and Explanations
<p><i>PDF1: Text alternatives have been applied to images with the Alt entry</i></p> <p>1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)</p> <ul style="list-style-type: none"> • Controls, Input • Time-Based Media • Test • Sensory • CAPTCHA • Decoration, Formatting, Invisible 	Not Applicable	
<p><i>PDF2: Bookmarks have been created</i></p> <p>2.4.5 Multiple Ways: More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. (Level AA)</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><i>PDF3: The tab order and reading order are correct</i></p> <p>1.3.2 Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. (Level A)</p> <p>2.1.1 Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A)</p> <p>Note 1: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.</p> <p>Note 2: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</p> <p>2.1.3 Keyboard (No Exception): All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. (Level AAA)</p> <p>2.4.3 Focus Order: If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (Level A)</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><i>PDF4: Decorative images are hidden with the Artifact tag</i></p> <p>1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. (Level A)</p> <ul style="list-style-type: none"> • Controls, Input • Time-Based Media • Test • Sensory • CAPTCHA • Decoration, Formatting, Invisible 	Not Applicable	
<p><i>PDF5: Required form controls are indicated</i></p> <p>3.3.1 Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (Level A)</p> <p>3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)</p> <p>3.3.3 Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)</p>	Not Applicable	
<p><i>PDF6: Table elements are used for table markup</i></p> <p>1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><i>PDF7: Text in scanned documents has been rendered by Optical Character Recognition (OCR)</i></p> <p>1.4.5 Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA)</p> <p>Customizable: The image of text can be visually customized to the user's requirements;</p> <p>Essential: A particular presentation of text is essential to the information being conveyed.</p> <p>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</p> <p>1.4.9 Images of Text (No Exception): Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed. (Level AAA)</p> <p>Note: Logotypes (text that is part of a logo or brand name) are considered essential.</p>	Not Applicable	
<p><i>PDF8: Definitions are provided for abbreviations via an E entry for a structure element</i></p> <p>3.1.4 Abbreviations: A mechanism for identifying the expanded form or meaning of abbreviations is available. (Level AAA)</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><i>PDF9: Headings are provided by marking content with heading tags</i></p> <p>1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)</p> <p>2.4.1 Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)</p>	Not Applicable	
<p><i>PDF10: Labels are provided for interactive form controls</i></p> <p>1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)</p> <p>3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)</p> <p>4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)</p> <p>Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.</p>	Not Applicable	
<p><i>PDF11: Links and link text are provided using the Link annotation and the /Link structure element</i></p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)</p>		
<p>2.1.1 Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A)</p>		
<p>Note 1: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.</p>		
<p>Note 2: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</p>		
<p>2.1.3 Keyboard (No Exception): All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. (Level AAA)</p>		
<p>2.4.4 Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)</p>		

Criteria	Conformance Level	Remarks and Explanations
<p><i>PDF12: Name, role and value information are provided for form fields</i></p> <p>1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)</p> <p>4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)</p> <p>Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.</p>	Not Applicable	
<p><i>PDF13: Replacement text is provided using the /Alt entry for links</i></p> <p>2.4.4 Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)</p> <p>2.4.9 Link Purpose (Link Only): A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general. (Level AAA)</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><i>PDF14: Running headers and footers are provided via pagination artifacts</i></p> <p>2.4.8 Location: Information about the user's location within a set of Web pages is available. (Level AAA)</p> <p>3.2.3 Consistent Navigation: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)</p>	Not Applicable	
<p><i>PDF15: Submit buttons are provided with the submit-form action in PDF forms</i></p> <p>3.2.2 On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. (Level A)</p>	Not Applicable	
<p><i>PDF16: The default language is set using the /Lang entry in the document catalog</i></p> <p>3.1.1 Language of Page: The default human language of each Web page can be programmatically determined. (Level A)</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><i>PDF17: Consistent page numbers are specified</i></p> <p>1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)</p> <p>2.4.8 Location: Information about the user's location within a set of Web pages is available. (Level AAA)</p> <p>3.2.3 Consistent Navigation: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)</p>	Not Applicable	
<p><i>PDF18: The document title is specified using the Title entry in the document information dictionary</i></p> <p>2.4.2 Page Titled: Web pages have titles that describe topic or purpose. (Level A)</p>	Not Applicable	
<p><i>PDF19: Language has been specified for a passage or phrase with the Lang entry</i></p> <p>3.1.1 Language of Page: The default human language of each Web page can be programmatically determined. (Level A)</p> <p>3.1.2 Language of Parts: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (Level AA)</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><i>PDF20: The Adobe Acrobat Pro table editor has been used to repair mistagged tables</i></p> <p>1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)</p>	Not Applicable	
<p><i>PDF21:List tags have been used for lists</i></p> <p>1.3.1 Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)</p>	Not Applicable	
<p><i>PDF22: It is indicated when user input falls outside the required format or values in PDF forms</i></p> <p>3.3.1 Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (Level A)</p> <p>3.3.3 Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)</p>	Not Applicable	