



Report CitizenLab demo

-  **Website**
<https://accessibility-audit.citizenlab.co/en/>
-  **Checklist**
Web Content Accessibility Guidelines 2.2 AA
-  **Requested by**
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-  **Date last modified**
21/08/2024

Introduction

AnySurfer **accessibility experts** tested compliance with the Web Content Accessibility Guidelines (WCAG).

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

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

Web Content Accessibility Guidelines 2.2 AA

1 Perceivable

1.1 Text Alternatives

✓ [1.1.1 Non-text Content \(A\) \(ok\)](#)



Remark - solved

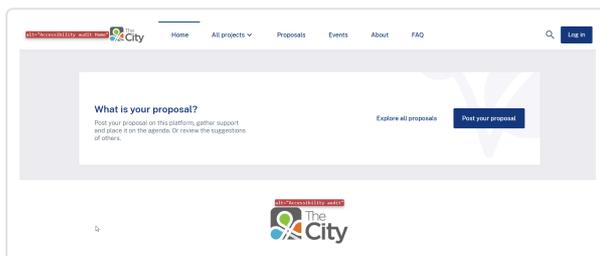
on page [Home](#)

Id: **18779** impact: **medium**

last checked on: **2024-07-25**

The logo in the website's header has alt="Accessibility audit Home". The logo at the bottom of the page has alt="Accessibility audit". This does not reflect the logo, which says "The City".

Assuming the title of the website would be "The City" based on this logo, the alttexts should be alt="Home" or alt="The City Home" (top) and alt="The City" (bottom).



UPDATE 11/07/2024: issue has not been solved.

[Sophie] 25/7/2024 : solved

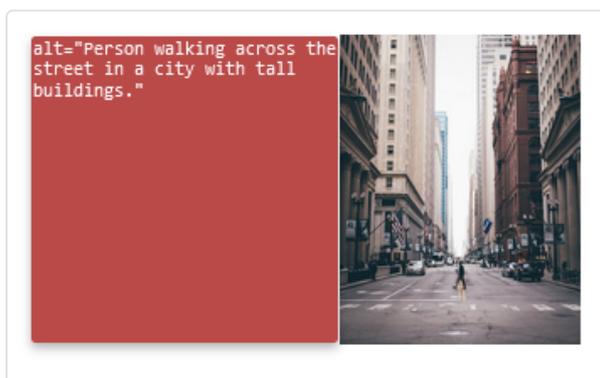
Remark - solved

on page [Home](#)

Id: **18780** impact: **medium**

last checked on: **2024-07-11**

The decorative image next to the title "Help us make the city a better place to live" has alt="Person walking across the street in a city with tall buildings.". "This image is decorative and should have an empty alt texts alt="" to designate it as decorative to screenreaders.



UPDATE 11/07/2024: issue has been solved.

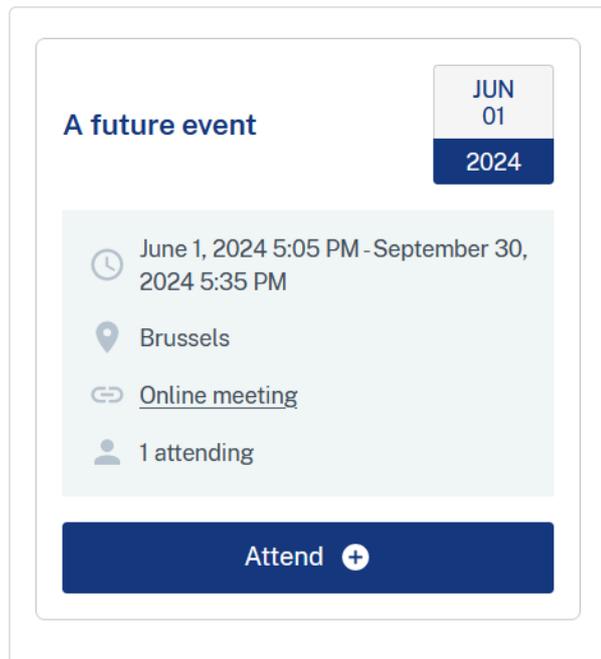
Remark - solved

on page [Events](#)

Id: **18832** impact: **medium**

last checked on: **2024-07-11**

The four gray icons in the cards on this page are informative, but have no alternative texts. Add [alternative texts](#).



UPDATE 11/07/2024: issue has been solved.

Remark - solved

on page [Events](#)

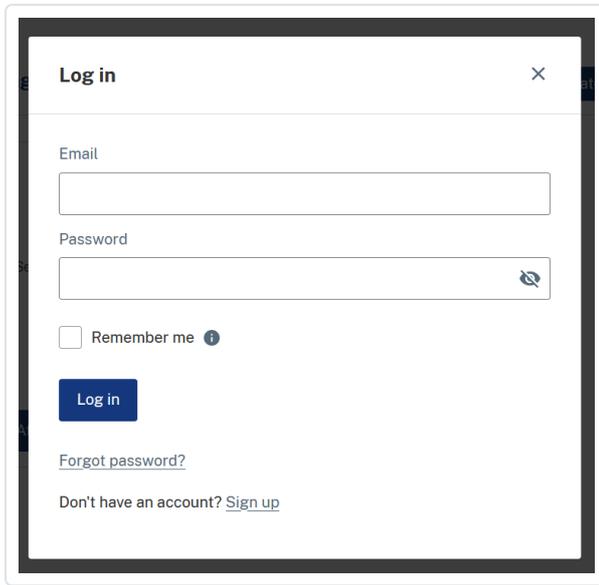
Id: **18878** impact: **medium**

last checked on: **2024-07-11**

The "Attend" button, when used by mouse, opens a modal window that prompts the user to log in. This window can only be opened by mouse, not by keyboard or screenreader as this leads to the event page itself.

The close button within this window has the alttext "Close the modal". Note that the average user will not know what a modal is. Change it to something akin to "Close window".

The same goes for other modal windows that use this alttext, e.g. the sign-up modal on the proposals page or the window to report spam.



The screenshot shows a login form with the following elements:

- Title: **Log in** (with a close button 'x')
- Field: Email
- Field: Password (with a visibility toggle icon)
- Checkbox: Remember me ⓘ
- Button: **Log in**
- Link: [Forgot password?](#)
- Link: Don't have an account? [Sign up](#)

UPDATE 11/07/2024: issue has been solved.

Remark - solved

on page [All proposals \(and others\)](#)

Id: **18888** impact: **medium**

last checked on: **2024-07-11**

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

The proposal cards all have an avatar showing who proposed the topic of the card. The way the alttexts are structured in these cards is OK.

Do note that the alttext for this avatar is "Posted by:". The ":" is read out loud as colon. This isn't necessary wrong, but it's a little jarring as colons are not often used in alttexts. Please remove the colon.

UPDATE 11/07/2024: issue has been solved.

Remark - solved

on page [Participatory budget 2](#)

Id: **18965** impact: **medium**

last checked on: **2024-08-09**

Phase 5 contains a collection of graphs which are inaccessible to blind and visually impaired users.

- The visitor timeline graph uses colour to convey information. Don't rely on colour only for this: also add colour-independent cues.

- The information that appears when hovering over certain parts of the graphs does not work for keyboard users.
- The graphs have a variety of confusing alt texts. For example, the visitor timeline will read nothing but the separate month names, and the Traffic sources graph just says "Image".
- All of this would be okay if the paragraphs beneath "Summary of ideas" also summarised the information shown in the graphs, but it does not and therefore is not an adequate textual alternative.

One way to fix these issues would be to work with tabs: one tab shows the graphs as they are right now, and one tab shows the information conveyed in the graphs as text or as accessible tables. That way, everyone still has equal access to the same information.

UPDATE 11/07/2024: issue cannot be retested as the graphs have been removed from the page. Please provide a page containing these graphs for testing if you plan to keep using them on your platform.

UPDATE 09/08/2024: the phase 5 page would not load during the last check-up, but is now showing up again.

- The visitor timeline graph uses colour to convey information. This is still the case, but a text version of the same information conveyed by the graph has been added, so the fact that the graph is inaccessible to colour-blind users has been resolved as an adequate alternative is now available.
- The information that appears when hovering over certain parts of the graphs now works for keyboard users.
- The graphs used to have a variety of confusing alt texts. Now, the graphs all have `role="application"` which means their screenreader functionality has been removed, making them fully inaccessible to blind users. However, a textual version summarising all information conveyed in the graphs has been added for each graph on the page: therefore, a sufficiently accessible alternative is present, and the inaccessibility of the graph itself becomes a moot point.

1.2 Time-based Media

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



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



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



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



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



1.3 Adaptable

✓ 1.3.1 Info and Relationships (A) (ok)



Remark - solved

on page [Homepage \(and others\)](#).

Id: **18778** impact: **medium**

last checked on: **2024-07-11**

The homepage doesn't use `<main>` landmarks. Use a `<main>` or `role="main"` to designate a main landmark. Add this landmark.

UPDATE 11/07/2024: issue has been solved.

Remark - solved

on page [Events](#)

Id: **18829** impact: **medium**

last checked on: **2024-07-11**

The page's title structure is incorrect. "Upcoming and ongoing events" and "Past events" should be H2's instead of H1's. "A future event" and "Presentation of the projects" should therefore be H3's instead of H2's.

UPDATE 11/07/2024: issue has been solved.

Remark - solved

on page [Home](#)

Id: **18879** impact: **medium**

last checked on: **2024-08-19**

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

This is a usability issue, not an accessibility issue.

The site in its current state is so heavy, it made my browser crash every few minutes while working on this report. Using disability aids such as screenreaders while testing made it even worse. Note that the average user appliance is not the latest model.

This might be a sign of a memory leak within one of your scripts, or a sign of wanting to load too much data at once while not working async.

UPDATE 11/07/2024: issue is still present.

[Sophie] 25/7/2024 : it happened to me as well

UPDATE 19/08/2024: issue is still present, but not mandatory to adhere to WCAG as it's a usability issue rather than an accessibility issue.

Remark - solved

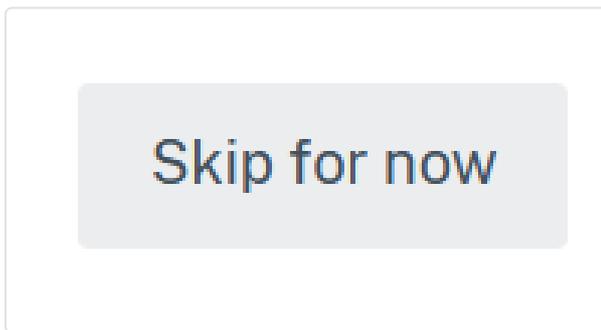
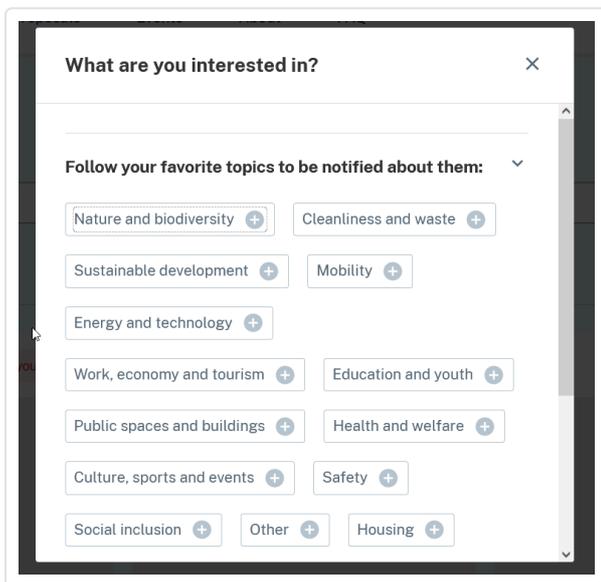
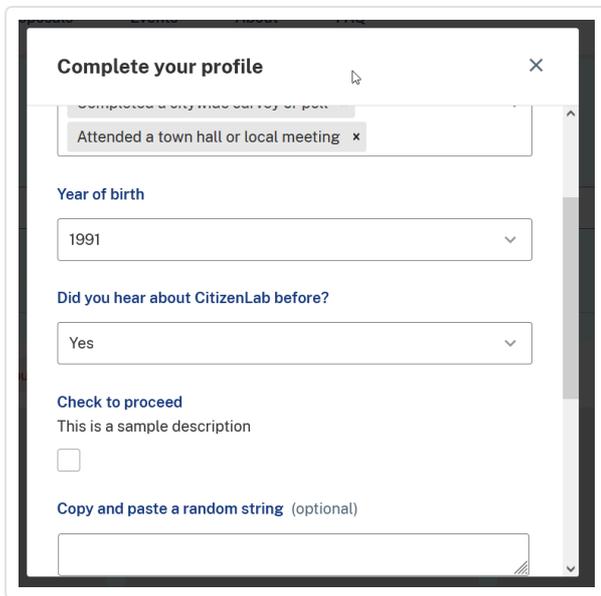
on page [Complete your profile](#)

Id: **18895** impact: **medium**

last checked on: **2024-08-13**

The "Complete your profile" window has a few issues:

- The close button once again has a confusing alttext. **[Sophie] 25/7/2024** : solved
- The checkboxes are not linked to their labels (as noted in the testing instructions). **[Sophie] 25/7/2024** : solved
- The listboxes work fine by mouse, but keyboard users cannot open the entire list. They can only see all of the different options by going through them one by one using the arrow keys. **[Sophie] 25/7/2024** : solved
- The blue colour used to distinguish the selected day from the other days in the datepicker scores 1,5:1 against the white background. Use a colour that scores at least 3:1 against the white background. Also add a colour-independent cue for colourblind users. **[Sophie] 25/7/2024** : solved
- When the form is sent containing mistakes, an error message appears for a brief moment before the screen goes on to the next part. Blind users are not notified of this error message, while sighted users catch a short glimpse of it and then don't get a chance to fix it. **[Sophie] 25/7/2024** : I did not find how to re-test this
- In the "What are you interested in?" window, the colour used for the tag outline and + icons scores a colour contrast ratio of 1,8:1 against the white background (minimum 3:1). **[Sophie] 25/7/2024** : solved
- When a topic of interested is added or removed in the "What are you interested in?" window, the screenreader will simply repeat the topic title twice instead of announcing it has been added or removed. **[Sophie] 25/7/2024** : OK, the state of the button changes from "not pressed" to "pressed" and a live region indicated which topic has been followed.
- The gray "Skip for now" button scores 1,2:1 against the white background (minimum 3:1). Either use a darker colour that scores at least 3:1 against the page background and 4,5:1 against the button text, or add a dark border around the button that scores at least 3:1 against both the button and the white page background. **[Sophie] 25/7/2024** : OK



[Sophie] 25/7/2024 : Most remarks seem to have been fixed. I am not sure if I was able too reproduce the circumstances in which the brief error message appeared. I did not see it.

There is one problem with the date field (fill in a random date) : If the user types in a date in the field without using the datepicker, the date is not kept when exiting the field with the TAB key. It should be possible to type in a date, as this is much easier than to interact with a datepicker for a lot of users. When typing a date, the selected date in the datepicker should be synchronized with the typed date. And the date typed in by the user should be kept when tabbing out of the date field.

UPDATE 13/08/2024: issues have been fixed.

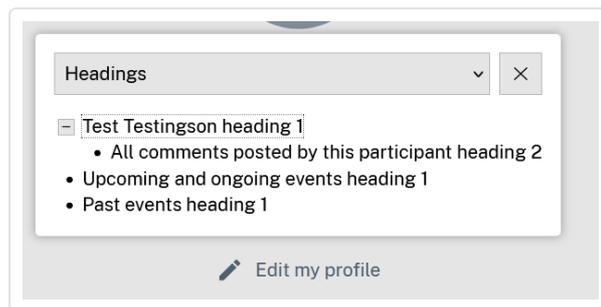
Remark - solved

on page [User profile](#)

Id: **18911** impact: **medium**

last checked on: **2024-07-12**

The headings beneath the "Events" tab are H1's and therefore on the same level as the overarching page title (username). They're subtitles and should therefore be situated on lower semantic levels.



UPDATE 12/07/2024: issue is solved. Do note that there's a heading present from the comments tab on the events tab though, and is picked up by screenreaders.

Remark - solved

on page [Ideation project](#)

Id: **18920** impact: **medium**

last checked on: **2024-08-19**

Project pages like these contain a lot of different elements already previously discussed for different pages. Make sure to fix them on pages like these as well.

UPDATE 1/8/2024: several issues have been fixed. The `<main>` and `<footer>` don't contain the complete main and footer contents.

UPDATE 19/8/2024: issue has been fixed.

Remark - solved

on page [The third idea](#), [Participatory budgeting project](#)

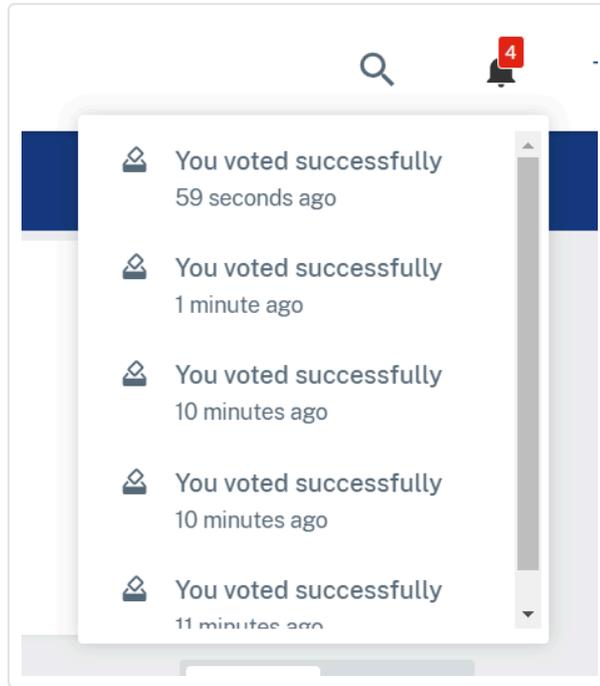
Id: **18955** impact: **medium**

last checked on: **2024-07-12**

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

This comment is a usability comment, not an accessibility comment.

When a user has both the participatory budgeting project page and an idea page open at the same time before having submitted a budget, they can submit a budget twice: once through both pages. They do not seem to tally up together though. The user is notified of both separate attempts through the notification icon in the header though. They're also labeled as a vote, not a submitted budget.



UPDATE 12/07/2024: issue has been fixed.

Remark - solved

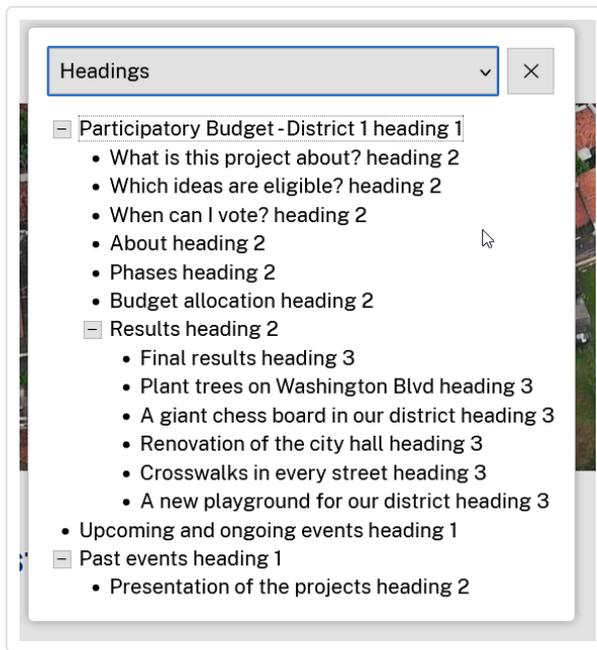
on page [Participatory budget district 1](#), [Participatory budget district 2](#)

Id: **18962** impact: **medium**

last checked on: **2024-07-12**

The heading structure of these pages is incorrect.

The phase title is an H2. The titles following it are subtitles of this H2, yet they also have been labelled H2.



UPDATE 12/07/2024: issue has been fixed.

1.3.2 Meaningful Sequence (A) (ok) ✓

1.3.3 Sensory Characteristics (A) (ok) ✓

1.3.4 Orientation (AA) (ok) ✓

1.3.5 Identify Input Purpose (AA) (ok) ✓

1.4 Distinguishable

✓ **1.4.1 Use of Color (A) (ok)** ✓

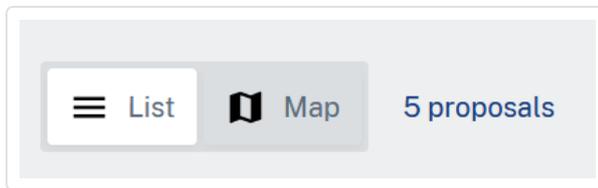
Remark - solved

on page [All proposals](#)

Id: **18886** impact: **medium**

last checked on: **2024-07-12**

The white colour distinguishing the active option in the list/map filter has a colour contrast ratio of 1,4:1 against the gray non-active function. Use a colour combination that scores at least 3:1, or add a colour-independent cue to the active tab, e.g. an outline, underlining, bold text,...



UPDATE 12/07/2024: issue has been fixed.

1.4.2 Audio Control (A) (not applicable)



✓ [1.4.3 Contrast \(Minimum\) \(AA\) \(ok\)](#)



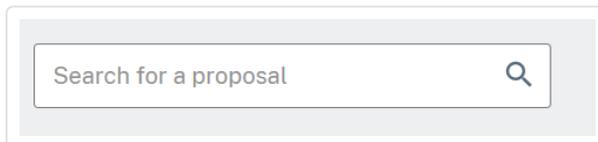
Remark - solved

on page [Proposals](#), [Projects](#), [User profile](#)

Id: **18882** impact: **medium**

last checked on: **2024-08-06**

The search field has a light gray "Search for a proposal" placeholder, which scores a colour contrast ratio of 3,1:1 (minimum 4,5:1). Choose a darker colour.



UPDATE 12/07/2024: issue has been fixed on Chromium-based browsers, but remains an issue on other browsers.

UPDATE 06/08/2024: issue has been fixed.

Remark - solved

on page [All proposals](#)

Id: **18890** impact: **medium**

last checked on: **2024-07-12**

The green "Answered" text scores a colour contrast ratio of 4,1:1 and should be at least 4,5:1. Choose a darker colour.

Proposal with "answered" status

 **Brent G**
1 month ago

✔ Answered

 0

UPDATE 12/07/2024: issue has been fixed.

Remark - solved

on page [New proposal](#)

Id: **18917** impact: **medium**

last checked on: **2024-07-12**

The page has a few colour contrast issues:

- The gray button border around the tags only scores 1,3:1 against the white background (minimum 3:1).
- The gray placeholder text in the "Select a location" field scores a colour contrast ratio of 2,8:1 against the white background (minimum 4,5:1).

UPDATE 12/07/2024: issue has been fixed (in both Chromium-based browsers and others).

Remark - solved

on page [In-platform survey](#)

Id: **18934** impact: **medium**

last checked on: **2024-07-25**

This survey (and others using the same graphic style) has a few colour contrast issues.

Question 1:

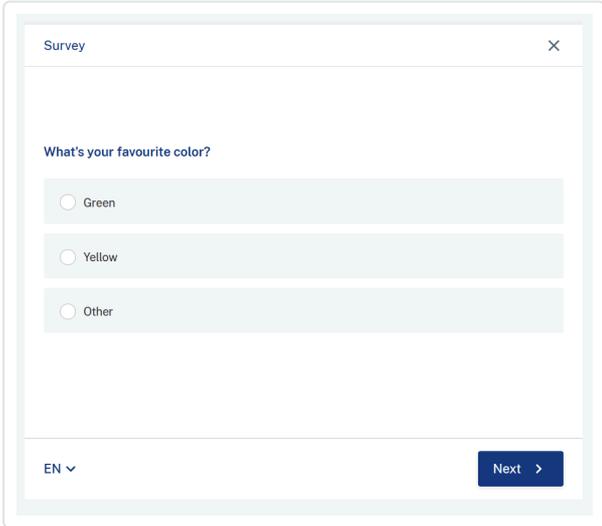
- The gray choice background scores a ratio of 1,1:1 against the white page background. Either use a colour that scores at least 3:1 against the white background and 4,5:1 against the text, or add a border around the choice that scores at least 3:1 against both the white and the gray colours. **[Sophie] 25/7/2024 : OK**
- The gray radio buttons score 1,5:1 against the gray background (minimum 3:1). The radio button darkens on focus (16,7:1, sufficient). **[Sophie] 25/7/2024 : OK**
- When "Other" is chosen, a text field appears. The gray placeholder within the field scores a ratio of 3,1:1 against the white background (minimum 4,5:1). **[Sophie] 25/7/2024 : OK**

Question 2 (on top of the repeating previous issues):

- The gray unselected checkbox scores 2,6:1 against the gray background (minimum 3:1). **[Sophie] 25/7/2024 : OK**
- The choice's background colour darkens on hover/focus: the gray unselected checkbox scores 1,3:1 against the darkened gray background (minimum 3:1). **[Sophie] 25/7/2024 : OK**
- The subtle gray shade used to discern the white "Previous" button from the white background is insufficient (1,1:1). When it darkens on hover/focus, it only scores 1,3:1. (minimum 3:1). **[Sophie] 25/7/2024 : OK**

Question 4 (on top of the repeating previous issues - question 3 had same styling as 2):

- The gray outline used to discern a focused field from a non-focused field scores 1,6:1 against the white background (minimum 3:1). As the field outline also darkens on focus, the outline scores 5,7:1 against it which is sufficient. **[Lora] 1/8/2024: OK**
- The gray button backgrounds for the choices for the question "How silly was this survey?" score 1,1:1 against the white background (minimum 3:1, or add border). On hover, the button darkens and scores 2:1 (minimum 3:1). **[Sophie] 25/7/2024 : OK**
- The gray scroll button for question "Favourite number?" scores 1,2:1 against the white background



Survey

What's your favourite color?

Green

Yellow

Other

EN

Next >

What's your favourite color?

Green

Yellow

Other

Since you picked 'other', what are you thinking of?

Survey

Favourite shade of green? (optional)

*Select as many as you like

Light green

Dark green

EN < Previous Next >

Favourite shade of green? (optional)

*Select as many as you like

Light green

Dark green

Survey

Favourite number?

Upload a funny picture (optional)

Click to select a file

How silly was this survey?

1 2 3 4 5

Not silly at all Very silly

EN < Previous Next >

UPDATE 02/07/2024: scroll button for numbers cannot be fixed due to technical reasons.

Remark - solved

on page [Metro line extension](#)

Id: **18961** impact: **medium**

last checked on: **2024-07-12**

The light red "Read more" button scores a colour contrast of 1,1:1 against its white background. Either use a colour that scores at least 3:1 against the white background and 4,5:1 against the red text, or add a border around the button that scores at least 3:1 against both the white background and the red button.

The red text within the red button scores 3,4:1 against the red button (minimum 4,5:1).

UPDATE 12/07/2024: red button has been removed. Permanently?

Remark - solved

on page [Participatory budget 1](#), [Participatory budget 2](#)

Id: **18963** impact: **medium**

last checked on: **2024-07-12**

The allocated budget cards have a few colour contrast issues:

- Light gray part of allocation bar versus white background: 1,2:1. (minimum 3:1).
- Dark gray part of allocation bar versus light gray part of allocation bar: 1,5:1. (minimum 3:1).
- Dark gray part of allocation bar versus white background (1,8:1). (minimum 3:1).



UPDATE 12/07/2024: issue has been fixed.

1.4.4 Resize text (AA) (ok)



1.4.5 Images of Text (AA) (not applicable)



1.4.10 Reflow (AA) (ok)



✓ 1.4.11 Non-text Contrast (AA) (ok)



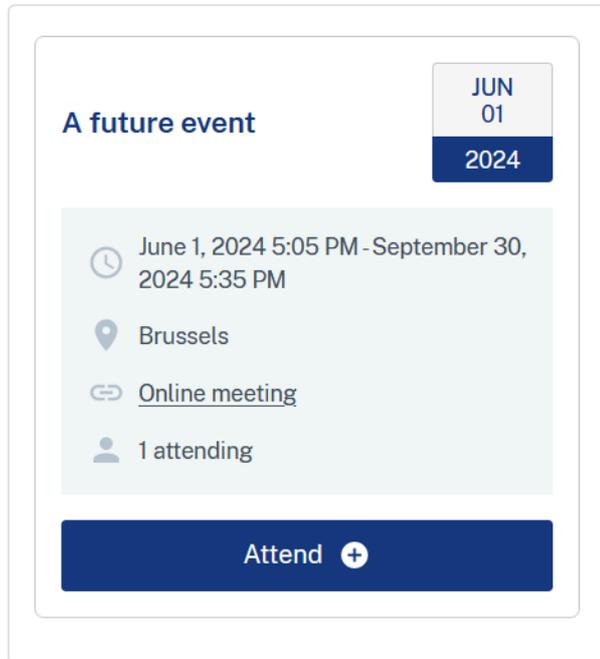
Remark - solved

on page [Events](#)

Id: **18828** impact: **medium**

last checked on: **2024-07-12**

The 4 gray icons within the event cards are informative, but lack colour contrast: 1,6:1 when compared to their blue background (minimum 3:1). Use a darker colour.



UPDATE 12/07/2024: issue has been fixed.

Remark - solved

on page [All proposals](#)

Id: **18892** impact: **medium**

last checked on: **2024-08-06**

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

The empty progress bar is light gray. This scores a colour contrast ratio of 1,2:1 against the white background. This makes it practically invisible to partially sighted users or mobile users on a sunny day. Either use a colour ratio of at least 3:1, or add a border around the bar that scores at least 3:1 against both the bar and the background.

An alternative is present for the bar (the thumbs up icon and the number of votes), so it's not mandatory to change this.



UPDATE 12/07/2024: could not find an empty process bar to recheck.

UPDATE 06/08/2024: issue has been fixed.

Remark - solved

on page [Make crosswalks more visible](#), [Proposal with answered status](#)

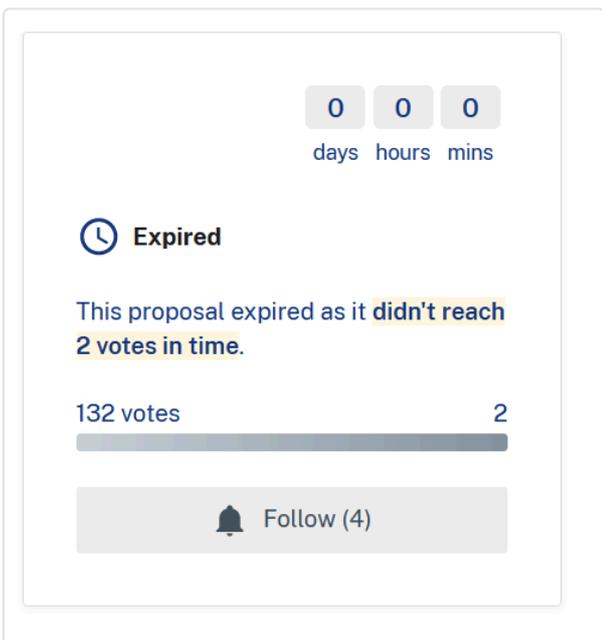
Id: **18903** impact: **medium**

last checked on: **2024-07-12**

The gray "Follow" button scores a colour contrast ratio of 1,2:1 against the white background. Either use a button colour that scores at least 3:1 against the white background and 4,5:1 against the button text, or add a border around the button that scores at least 3:1 against both the button and the white background.

The button darkens on hover/focus: 1,3:1 (still insufficient, minimum 3:1).

The same goes for the "Copy link" button below it, the "Read answer" buttons on similar pages, and other buttons with the same colour scheme on various other pages.



UPDATE 12/07/2024: issue has been fixed.

Remark - solved

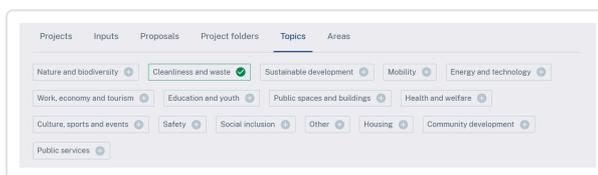
on page [User profile](#)

Id: **18907** impact: **medium**

last checked on: **2024-07-12**

The tags in the "Topics" and "Areas" tabs have colour contrast issues:

- The gray border of the unselected tags scores a contrast of 1,5:1 against the gray background (minimum 3:1).
- The gray + icon of the unselected tags scores a contrast of 1,5:1 against the gray background (minimum 3:1).
- The gray + icon of the unselected tags becomes darker when in the hover, but still only scores a contrast of 2,8:1 against the gray background (minimum 3:1).



UPDATE 12/07/2024: issue has been fixed.

Remark - solved

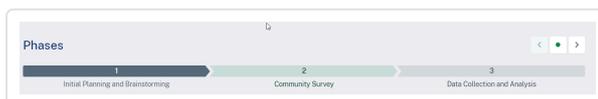
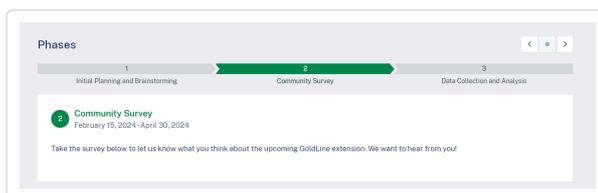
on page [Metro line extension](#)

Id: **18959** impact: **medium**

last checked on: **2024-07-12**

This page has a few colour contrast issues:

- Gray phase versus gray background: 1,2:1 (minimum 3:1, or add a border that scores at least 3:1 against both background and button).
- White previous/next button versus gray background: 1,2:1 (minimum 3:1, or add a border that scores at least 3:1 against both background and button).
- Light green phase versus gray background: 1,2:1 (minimum 3:1, or add a border that scores at least 3:1 against both background and button)



UPDATE 12/07/2024: issue has been fixed.

1.4.12 Text Spacing (AA) (ok)



1.4.13 Content on Hover or Focus (ok)



2 Operable

2.1 Keyboard Accessible

✓ 2.1.1 Keyboard (A)_(ok)



Remark - solved

on page [Events](#)

Id: **18830** impact: **medium**

last checked on: **2024-07-12**

The link "Online meeting" within the "A future event" page is clickable, but cannot be reached by keyboard as the tabkey will only select the entire card at once and not any separate links within the card. If you include links within a card that link to different pages than the card itself, these links must be accessible by everyone as well.

This link is also a `<p role="button">`. Please use native HTML as intended. Use a link instead of a paragraph with a button role. This type of constructions can cause compatibility issues among different disability aids.

The "Attend" button has a similar issue: it opens a login window for mouse users, but opens a completely different page for keyboard users. Be consistent.

A future event JUN 01 2024

June 1, 2024 5:05 PM - September 30, 2024 5:35 PM

Brussels

Online meeting

1 attending

Attend +

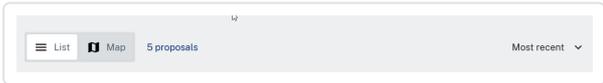
UPDATE 12/07/2024: issue has been fixed.

Remark - solved
on page [All proposals](#), [Projects](#)

Id: **18881** impact: **medium**

last checked on: **2024-07-12**

The current tabbing order is "Most recent", followed by the list/map selector. The tabbing order should follow the reading order (left to right), so these two should be reversed.



UPDATE 12/07/2024: issue has been fixed.

Remark - solved
on page [User profile](#)

Id: **18905** impact: **medium**

last checked on: **2024-07-12**

Unlike the tabs on [All proposals](#), the tabs on the [profile pages](#) do not adhere to the keyboard/screenreader controls one would expect of tabs. One cannot switch between them by using the arrow keys. Screenreader users are also not notified when they've switched between tabs.

Implement the [tabs pattern](#) correctly to fix this issue.

This issue occurs on the highest layer of tabs (submissions, comments,...). The tabs within these tabs work fine, e.g. [my test user profile](#).

UPDATE 12/07/2024: issue has been fixed.

Remark - solved

on page [Proposal with answered status](#)

Id: **18919** impact: **medium**

last checked on: **2024-07-12**

The "Read answer" button is an anchorlink that leads to the provided answer. Visually, it works fine.

When a keyboard user or screenreader user activates the link, the focus will visually move to the answer but the actual tabbing focus remains in place, making this button essentially useless to these users. Make sure the tabbing focus moves to the provided answer along with the visual focus.

UPDATE 12/07/2024: issue has been fixed.

Remark - solved

on page [In-platform survey](#)

Id: **18921** impact: **medium**

last checked on: **2024-07-25**

When the user activates the button "Take the survey", an overlay appears across the entire screen.

When the overlay is opened, the focus remains on the page below instead of jumping to the contents of the overlay.

A keyboard- or screenreader user is able to leave the overlay without closing it first, as the tabbing focus has not been limited to the overlay itself. This means these users will end up on the underlying page while it's invisible, which is confusing. Limit the tabbing focus to the contents of the overlay for as long as it's opened.

Remark - solved

on page [The third idea \(votes\)](#), [The third idea \(budget\) \(and other similar pages\)](#).

Id: **18953** impact: **medium**

last checked on: **2024-07-12**

When the "Submit" button becomes active, it also becomes unfocusable by keyboard and screenreader users, meaning they cannot vote through this page as they cannot access the voting trigger.

This issue only occurs on the separate idea pages, not on the [participatory budgeting project page](#) even though it has the same submit button.

UPDATE 12/07/2024: issue has been fixed.

Remark - solved

on page [Participatory budget district 1](#), [Participatory budget district 2](#)

Id: **18964** impact: **medium**

last checked on: **2024-07-12**

The likes and dislikes buttons in phase 4 have been disabled. A mouse user knows this because a tooltip appears when hovering over them. There's no way for a keyboard user or blind user to also access this tooltip, which means they miss out on this information.

UPDATE 12/07/2024: issue has been fixed.

Remark - solved

on page [Volunteering: supporting mutual aid projects](#)

Id: **18966** impact: **medium**

last checked on: **2024-07-12**

The "Offer my help!" button has `tabindex="-1"` which means it cannot be reached by keyboard. Therefore, it's inaccessible to keyboard and screenreader users.

The "Read more" link that appears when zooming in on this page has the same problem lacking an aria-expanded attribute as mentioned in previous points.

UPDATE 12/07/2024: issue has been fixed.

2.1.2 No Keyboard Trap (A) (ok)



2.1.4 Character Key Shortcuts (A) (not applicable)



2.2 Enough Time

2.2.1 Timing Adjustable (A) (not applicable)

✓ 2.2.2 Pause, Stop, Hide (A) (ok)

Remark - solved

on page [Participatory budgeting project, The third idea](#)

Id: **18952** impact: **medium**

last checked on: **2024-07-12**

When sufficient budget has been added for submitting, the "Submit" button starts to pulse. This animation lasts longer than 5 seconds and cannot be paused.

It's a good idea to add a visual indicator that the button has become active, but this is not an accessible way to do it. Animations like these cannot last longer than 5 seconds as they're distracting to neurodivergent users.

Either stop the animation after maximum 5 seconds, or remove it.

UPDATE 12/07/2024: issue has been fixed.

2.3 Seizures

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

2.4 Navigable

2.4.1 Bypass Blocks (A) (ok)

✓ 2.4.2 Page Titled (A) (ok)

Remark - solved

Id: **18827** impact: **medium**

last checked on: **2024-08-09**

The website is inconsistent in its phrasing of page titles. I have encountered the following different phrasings:

- Name page
- Name page • Accessibility audit
- Name page | Accessibility audit
- Project • Name project
- Name page of Accessibility audit

Please pick 1 title structure and apply it to each page. "Name page | Name website" is an accessible structure that is conventionally used online.

UPDATE 12/07/2024: issue has been mostly fixed; the page [Accessibility](#) has not been updated yet.

UPDATE 06/08/2024: issue has not been fixed. The title currently is "Citizen engagement platform | Accessibility audit" instead of "Accessibility | Accessibility audit".

UPDATE 09/08/2024: issue has been fixed.

✓ [2.4.3 Focus Order \(A\) \(ok\)](#)



Remark - solved

on page [Home](#)

Id: **18901** impact: **medium**

last checked on: **2024-07-12**

Once logged in, two new buttons appear: "I'll do it later" and "Complete your profile". Neither of these buttons have [visible focus](#).

UPDATE 12/07/2024: issue has been fixed.

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



2.4.5 Multiple Ways (AA) (ok)



2.4.6 Headings and Labels (AA) (ok)



✓ [2.4.7 Focus Visible \(AA\) \(ok\)](#)



Remark - solved

on page [Homepage](#)

Id: **18825** impact: **medium**

last checked on: **2024-07-12**

The "Sign up" button on the homepage has **outline:none** which means it lacks visible focus for keyboard users. Please don't use [outline:none](#), unless you plan to customise the focus outline to make it easier to see than the native browser outline.

UPDATE 12/07/2024: issue has been fixed.

2.4.11 Focus Not Obscured (Minimum) (AA) (ok)**2.5 Input Modalities****2.5.1 Pointer Gestures (A) (not applicable)****2.5.2 Pointer Cancellation (A) (not applicable)****2.5.3 Label in Name (A) (ok)****2.5.4 Motion Actuation (A) (not applicable)****2.5.7 Dragging Movements (AA) (ok)****2.5.8 Target Size (Minimum) (AA) (ok)****3 Understandable****3.1 Readable****3.1.1 Language of Page (A) (ok)****3.1.2 Language of Parts (AA) (ok)****3.2 Predictable****3.2.1 On Focus (A) (ok)****3.2.2 On Input (A) (ok)****3.2.3 Consistent Navigation (AA) (ok)****3.2.4 Consistent Identification (AA) (ok)****3.2.6 Consistent Help (A) (ok)****3.3 Input Assistance****3.3.1 Error Identification (A) (ok)**

3.3.2 Labels or Instructions (A) (ok)

3.3.3 Error Suggestion (AA) (ok)

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

3.3.7 Redundant Entry (A) (ok)

3.3.8 Accessible Authentication (Minimum) (AA) (ok)

Remark - solved

on page [Projects](#)

Id: **18894** impact: **medium**

last checked on: **2024-08-09**

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

This is a usability issue, not a WCAG issue.

When the user receives the e-mail with the confirmation code and then selects the code for copying, depending on the selection method they'll also select the empty spaces following the code. When this full text is copied and entered in the "Code" field in the "Confirm your email" window, the user receives a "Code must have 4 digits." error.

Users who are not computer savvy, unfocused,... will not realise what went wrong and will assume the code within the e-mail doesn't work. Either remove the empty spaces in the e-mail, or make sure the field's input is limited to the 4 first characters of the copied text.



The screenshot shows a text input field labeled "Code" containing the text "7381 ". Below the field is a red error message: "Code must have 4 digits." The error message is preceded by a red warning icon.

UPDATE 01/08/2024: issue has not been fixed.

UPDATE 09/08/2024: issue has been fixed.

4 Robust

4.1 Compatible

✓ [4.1.2 Name, role, value \(A\) \(ok\)](#)



Remark - solved

on page [Homepage](#), [Initiatives](#), [Projects](#), [Proposal](#), [User profiles](#)

Id: **18826** impact: **medium**

last checked on: **2024-08-19**

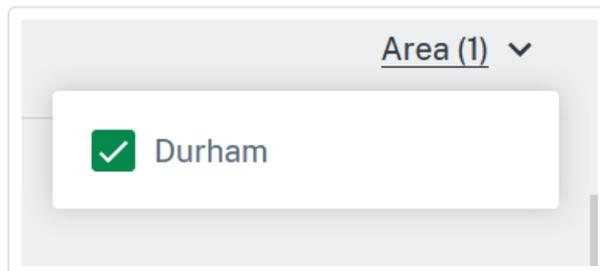
The filter option following the title "Accessibility audit is currently working on" works fine by mouse and by keyboard, but has some issues for screenreader users.

You've made a very complicated construction that will cause compatibility issues for certain screenreaders and that makes the screenreader controls unintuitive. Simplify it to reduce these issues.

Why are you using a [listbox](#) pattern for [checkboxes](#)? Please use [simple checkboxes](#) to make [accessible filters](#).

You've also placed the filter's input option within its label.

Pages using similar filters have the same issue.



[Sophie] 25/7/2024 : not OK yet We tested this with a screenreader. In this case, since several options can be selected, the checkboxes are a good choice. But currently, the behaviour is not always intuitive.

When the user clicks (or uses ENTER) on the Tags button, above the checkboxes that appear, there is a button without a name, which is not visible. This is confusing. Remove this button completely. There are many unnecessary aria roles and attributes : remove the aria-multiselectable attribute from the ul; remove role="option" aria-posinset="2" aria-selected="false" from the li elements; remove role="checkbox" aria-checked="false" from the label element; remove the tabindex="-1" attribute from the input with type checkbox. You will be left with a disclosure button and a list of three checkboxes. A sighted user will be able to access the checkboxes by using the TAB key as expected. A screenreader user will be able to access them by using the arrow keys as they are located just under the button.

UPDATE 14/08/2024:

- The invisible button has been removed: OK.
- The aria-multiselectable attribute has been removed: OK.
- The aria-posinset="2" has been removed, but role="option" and aria-selected="false" remain present: not OK.
- The role="checkbox" and aria-checked="false" have been removed from the label element: OK.
- Tabindex="-1" is still present on input type checkbox elements: not OK.

UPDATE 19/08/2024: Remaining issues cannot be fixed due to technical reasons.

Remark - solved

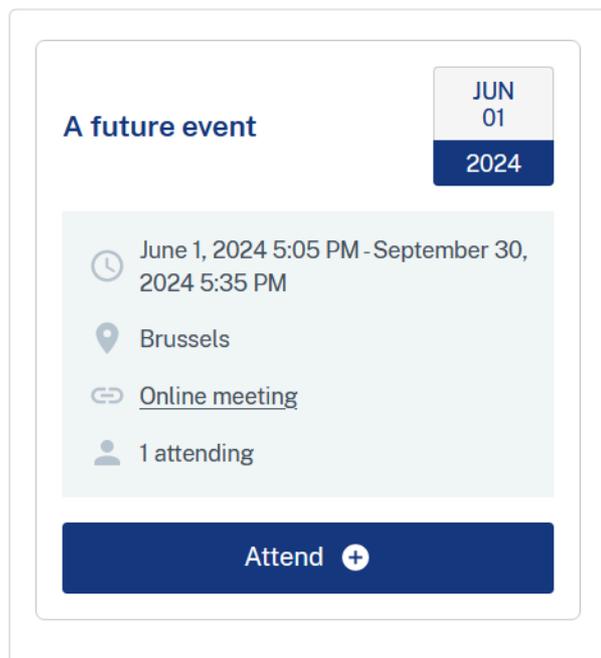
on page [Events](#)

Id: **18831** impact: **medium**

last checked on: **2024-07-12**

The cards on this page (and others who use similar cards) have been given an overarching `role=button`. Why? This is confusing to screenreader users.

Please use [accessible cards](#).



UPDATE 12/07/2024: issue has been fixed.

Remark - solved

on page [Events](#), [All proposals](#), [Projects](#), [Proposal](#), [User profile](#)

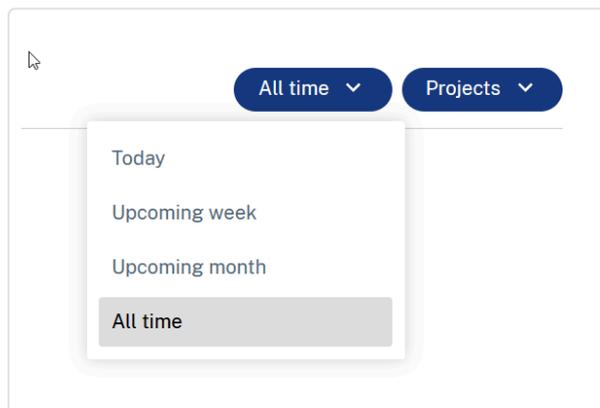
Id: **18859** impact: **medium**

last checked on: **2024-08-14**

The time and project type filters on this page work fine by mouse and keyboard, but not by screenreader.

- Screenreader users are not notified when new results are loaded or when another change is made on the page due to a filter change. Use an [aria-live region \(polite\)](#) to solve this.
- Screenreader users can reach, open, and use the filters, but it requires an unintuitive series of commands as they have to seemingly randomly switch between using the tabkey and the arrow keys, or else end up on the page below again. This makes them very difficult to use. Either use a logical series of commands, or include clear screenreader and keyboard instructions on how to use them.
- The filters are [disclosure elements](#) but lack [aria-expanded attributes](#). **[Sophie] 25/7/2024 : OK**
- The colour contrast ratio between the gray colour used to show which item is selected versus the white background is 1,3:1. Please use a colour ratio that's easy to see (minimum 3:1). **[Sophie] 25/7/2024 : OK**
- Rather than mixing different patterns together, I would suggest using a simple [menu button](#). Make sure to use [accessible checkboxes](#) as well. **[Sophie] 25/7/2024 : Not OK yet** . Another option, that might be closer to the code that you already have, is to use the [Select only combobox design pattern](#). This would fit for all the filters where the user can only select one option. When multiple options can be selected, it is better to work with checkboxes. The main things that are missing to match the combobox pattern are the role="combobox" and aria-activedescendant attributes. The list items already have role="option" and aria-selected attributes. Their container needs a role="listbox". The keyboard behaviour should also match the behaviour described in the pattern

Pages using similar filters have the same issue.



UPDATE 14/08/2024:

- Screenreader users are now notified when new results are loaded or when another change is made on the page due to a filter change: OK.
- Screenreader user commands are now OK.
- The filters now have aria-expanded attributes: OK.
- The colour contrast ratio issue has been solved.

- The code doesn't conform to the code pattern yet, but the filters do work as intended for now so technically they're accessible.

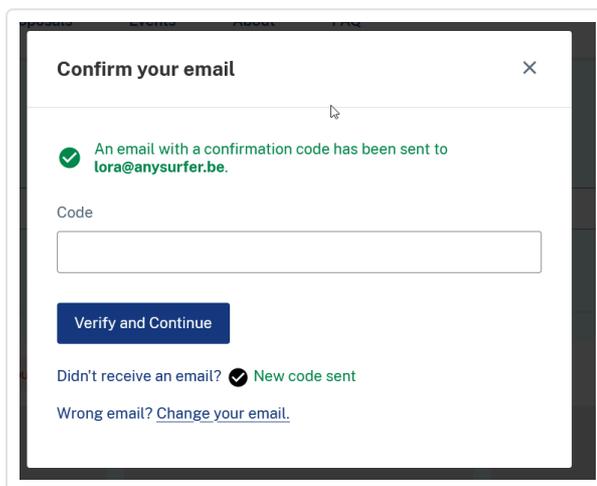
Remark - solved

on page [Projects](#)

Id: **18893** impact: **medium**

last checked on: **2024-08-06**

A blind user can ask to send a new confirmation code, but receives no notification when this is done successfully. This issue can be solved by adding an [aria-live region \(polite\)](#) so the confirmation message that appears is read by screenreaders.



[Sophie] 25/7/2024 : no solved yet

UPDATE 06/08/2024: issue has been fixed.

Remark - solved

on page [Make crosswalks more visible](#)

Id: **18902** impact: **medium**

last checked on: **2024-08-19**

The three dots icon used to report spam does not have a textual alternative for screenreaders yet. Add one so blind users know what the button is used for.

Apart from this, the function does work by screenreader and by keyboard.

UPDATE 12/07/2024: issue has not been fixed. There's an **aria-labelledby** present, but it refers to a non-existent item.

UPDATE 06/08/2024: issue has been altered, but does not work yet. The **aria-labelledby** now refers to an existent item, but has been placed on the SVG itself which also has an **aria-hidden**

attribute. Place the `aria-labelledby` on the `<button>` instead, which has not been hidden for screenreaders.

UPDATE 09/08/2024: code has been moved to the correct place, but now refers to a non-existent item again?

UPDATE 19/08/2024: issue has been fixed.

Remark - solved

on page [Mke crosswalks more visible](#)

Id: **18904** impact: **medium**

last checked on: **2024-08-06**

Blind users can leave comments, but when the "Cancel" button is used, the screenreader does not give any indication of anything having happened, which makes it sound like nothing happened and the button doesn't work even if it does.



UPDATE 12/07/2024: issue has not been fixed.

UPDATE 06/08/2024: issue has been fixed.

Remark - solved

on page [User profile](#)

Id: **18906** impact: **medium**

last checked on: **2024-08-09**

When a blind user only follows one proposal and then unfollows it, the text "You are not following any items of the specified filter above." appears. The screenreader will not read this unless the user tabs backwards, which is unintuitive. Add an [aria live-region \(polite\)](#) to have this text read when the number of proposals followed drops to zero.

Another example of a good implementation is the follow button on the [Ideation project page](#).

UPDATE 12/07/2024: issue has not been fixed. When a user now unfollows a proposal, the text "Following email triggers..." is repeated instead of the actual text that appears on the page.

UPDATE 06/08/2024: issue has been altered, but now the code contains an aria-live attribute twice: one polite and one assertive. Because of this, the text is now read twice. Remove the one

labelled `aria-live="assertive"` as the assertive state is rarely used.

```
<div display="flex" class="sc-beqWaB iBTrwp">
  <span aria-live="polite" role="status" class="s
  <div class="sc-beqWaB ffJZoc" aria-live="assertive":
    <p class="sc-beqWaB sc-ktEKT0 dXMFzU NLIgi">You
  </div>
</div>
```

UPDATE 09/08/2024: issue has been fixed.

Remark - solved

on page [User profile](#)

Id: **18908** impact: **medium**

last checked on: **2024-07-12**

The tag buttons in the "Topics" and "Area" tabs can be reached and activated by both keyboard and screenreader.

That said, a blind user receives no notification when a tag is 1) active, 2) activated, or 3) deactivated. They have no way of knowing which topics are currently active. Notify the user when changes occur.

A better example of tags can be found on the [New proposal](#) page.

UPDATE 12/07/2024: issue has been fixed.

Remark - solved

on page [Rodent event](#), [Past event](#)

Id: **18912** impact: **medium**

last checked on: **2024-08-09**

This events page has a few problems:

- The "Read more" link does not follow the [disclosure design pattern](#) at all and doesn't even have an [aria-expanded attribute](#). **[Lora] 09/8/2024: OK**
- Aside from the words "A numbered list:", the entire event description disappears when zooming in up to 200%. The page is not responsive. **[Sophie] 25/7/2024 : OK**
- When a user collapses the "Read more" disclosure and closes it again, the disclosure only closes partially. Refreshing the page does not restore it to its original state. **[Sophie] 25/7/2024 : OK**
- "Zero one jun five colon zero five PM right arrow three zero sep five colon thirty-five PM" is hard to follow as a screenreader user. Set up the date and time in a way that

makes sense to everyone. Use [invisible text](#) if need be. Hide the right arrow, or give it an "until" alt text or something along those lines. **[Sophie] 25/7/2024 : OK**

Similar pages have similar issues.

A future event

 From "Ideation project"
[Go to the project](#)



[Read more](#)

1. Item 1
2. Item 2

An unordered list:

- Item
- Item

01 Jun → 30 Sep
5:05 PM → 5:35 PM

Attend 

1 participant

Brussels



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[Link to online event](#)

A future event

 From "Ideation project"
[Go to the project](#)



A numbered list:

01 Jun → 30 Sep
5:05 PM → 5:35 PM

Attend 

1 participant

A future event

 From "Ideation project"
[Go to the project](#)

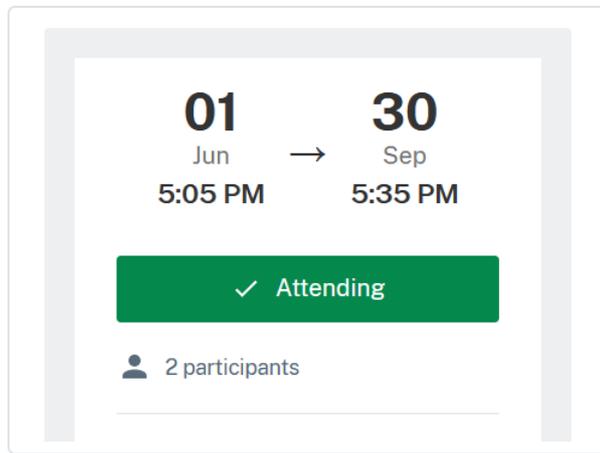


[Read more](#)

1. Item 1
2. Item 2

An unordered list:

- Item
- Item



Remark - solved

on page [Test proposal](#)

Id: **18918** impact: **medium**

last checked on: **2024-07-25**

The voting function works fine by mouse and keyboard. A blind user can also successfully vote, but is not notified when a vote has been successfully added or removed.

Remark - solved

on page [In-platform survey](#)

Id: **18936** impact: **medium**

last checked on: **2024-08-21**

This survey has a few problems involving keyboard and screenreader users.

- When an error message appears, a blind user is notified that a message has appeared, but the message itself is not read, leaving the user to wonder what happened until (and if) they come across the message by accident when tabbing through the rest of the page. Use [accessible form validation](#).
- When a user uses the "Previous" or "Next" buttons to go to the next question, the tabbing focus stays on the button: this is fine in itself, but as the tabbing focus is not limited to the overlay, the focus then goes on to the page below the overlay instead of to the new question that's popped up on the screen. **[Sophie] 29/7/2024** : OK because now there is no other content on the page.
- The text frame itself that includes the survey can receive focus. Once focused by a screenreader, the arrow keys now serve to control the scrollbar rather than to jump to the next bit of text. This is confusing to the user. The frame itself should not be a tab stop. **[Lora] 13/08/2024: OK**.
- The five options for the question "How silly was this survey?" are not linked to either the question or the "Not silly at all/very

silly"range they're linked to, which makes the question impossible to answer correctly for blind users. A good example of how to solve this issue is the [rating slider design pattern](#).

- The icon to open the lightbox for the images for the question "Favorite image?" has "formatMessage(messages.a11y_removeFile)" as a title, which is nonsense. Please replace this with an appropriate alternative text.

[Sophie] 29/7/2024 : mostly unchanged

UPDATE 14/08/2024:

- The error message issue is still present.
- The five options in the slider now labels, but previous questions are also repeated along with those labels, meaning users now hear (e.g.) "1 out of 5. Not silly at all. What is your favourite word? Favourite number?"
- The icon to open the lightbox for the images for the question "Favorite image?" now has "Expand image" which is an appropriate title: OK.

UPDATE 19/08/2024:

- The error message issue is still present. When the user moves on to the next input on the page or uses the "Next" button while a required field is empty, the screenreader will read the label of the field that has the error, but not the error itself.
- The five options in the slider now labels, but previous questions are also repeated along with those labels, meaning users now hear (e.g.) "1 out of 5. Not silly at all. What is your favourite word? Favourite number?" Upon further testing, this only happens when said fields are showing an error message: aka the error message discussed above is repeated.

Note: both errors are present when tested with Firefox and NVDA. Slider error is not present in Chrome+NVDA.

UPDATE 21/08/2024: issues have been solved.

Remark - solved

on page [Participatory budgeting project](#)

Id: **18951** impact: **medium**

last checked on: **2024-08-06**

The page has a few problems:

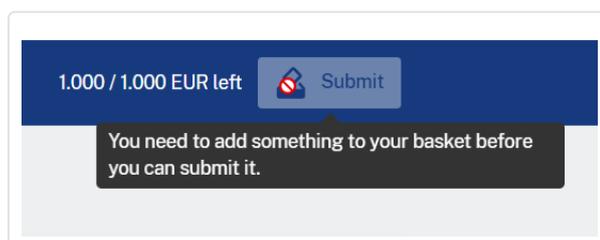
- The submit button only becomes active once there's something to submit: this is fine. However, as long as it's unsubmittable, a tooltip appears to explain why when a mouse user hovers over the button. The tooltip only works on hover: a keyboard user cannot reach its trigger and therefore cannot see the tooltip. A screenreader user cannot access the tooltip either, but does bump into an invisible "Close" button that's not present for sighted users and that doesn't seem to

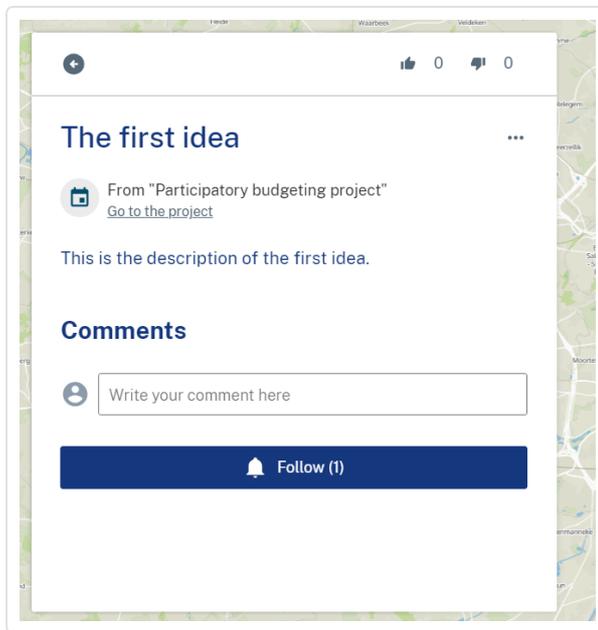
do anything. Use the [tooltip design pattern](#) to solve this issue. The like and dislike buttons in the idea windows on the map view have the same problem. **[Sophie] 29/7/2024 : OK :** tooltip appears when tabbing and the text of the tooltip is also read by a screenreader.

- The inactive "Submit" button scores 2,8:1 for both the button compared to the background (minimum 3:1) and the button compared to its text (minimum 4,5:1). WCAG makes an exception for colour contrast rules when it comes to inactive elements, so changing these colours is not mandatory. However, it's not very user friendly to have a button that only users with average sight, a good computer screen, and indoor lighting can see. The same goes for the inactive "Select" buttons on the [Multiple votes project](#) page, and other similar inactive buttons.

[Lora] 31/07/2024: has not been changed. [Lora] 06/08/2024: issue has been fixed: button has been removed.

- When a keyboard user or blind user opens up the details of an idea in the map view of the website, the tab focus remains on the page below. This is confusing. Use the [modal window design pattern](#) to fix this. This is not an issue in the list view, as the list view opens a new page rather than a modal window. **[Sophie] 29/7/2024 : OK,** focus moves to the details
- When a screenreader user opens a "Read more" page in the list view, the tab focus starts at the footer on the new page rather than the top. This is not the case for keyboard users. **[Sophie] 29/7/2024 : not OK yet for screenreader users.** The focus needs to be moved to the beginning of the page.
- When opening an idea in the map view, opening the "Report spam" window, and then closing it again, the tabbing focus jumps back to the beginning of the page instead of the three dots icon with which the spam window can be opened. **[Sophie] 29/7/2024 : OK**
- When opening an idea in the map view, the page title changes to "The first idea" (or other numbers). No page change has taken place, and therefore the page title should remain the same as well. "The first idea" is also an ambiguous page title, and inconsistent with the pattern of page titling used across the website. **[Sophie] 29/7/2024 : OK**
- Adding and removing budget works fine for keyboard and screenreader users. Do note that the screenreader reads "EUR" as "E.U.R." rather than euro, which can be confusing to screenreaders.
- The ideas window layered over the map view showing the different ideas disappears when zooming in on the page for up to 200%. **[Sophie] 29/7/2024 : unchanged**





Remark - solved

on page [Participatory budgeting project](#)

Id: **18954** impact: **medium**

last checked on: **2024-07-29**

When a blind user submits a budget, there's no message to confirm they have done so successfully. This would be okay if the focus would jump to the text "Budget submitted" so it's the first thing blind users hear when they start browsing through the remaining page again. However, the focus jumps to the amount of people who have submitted their budget, rather than the text "Budget submitted". A good example would be the page [Multiple votes project](#).

The confetti animation that appears when submitting the budget is OK because it's limited in time. The image of the fallen confetti that appears however has an `alt="confetti animation"`: this should be `alt=""` as this image is decorative.

[Sophie] 29/7/2024 : OK

Remark - solved

on page [Mapping project](#)

Id: **18958** impact: **medium**

last checked on: **2024-08-19**

This page has a few problems:

- The "Read more" button is an [disclosure](#), but does not have an [aria-expanded attribute](#). [Sophie] 25/7/2024 : OK, there is now an aria-expanded attribute. Note that it is not ideal yet

because the hidden text is always visible with a screenreader, so the read more button doesn't make much sense for a screenreader user.

- A keyboard or screenreader user cannot like or dislike separate ideas because it's only possible to focus on the card in its entirety and not on the clickable elements within the card. This goes for both the list view and the map view. **[Sophie] 25/7/2024** : It is now possible to focus the like and dislike buttons separately, which is good. This solved the problem for keyboard users. But the whole card is a link and the buttons are inside the link, which is not allowed in HTML. This causes problems for screenreader users. With JAWS the user doesn't know that there is a link, only the buttons are visible. So the user will not understand that there is a possibility to see a detail page. With NVDA, the user hears link several times and "link button like", which doesn't make sense. The Buttons cannot be inside a link. Make the link shorter (for example only on the heading, or on the heading and description so that the buttons are after the link, not inside it. **[Lora] 19/8/2024: OK.**
- The anchorlink "12 ideas in the current phase" does not work for keyboard- and screenreader users as keyboard focus does not move along with the visual focus when the link is activated. **[Sophie] 25/7/2024** : : OK now the focus moves.
- Within the map view, when a card is shown as an overlay across the list of cards on the left of the map, the focus remains on the list below instead of jumping to the card that's hiding it. **[Sophie] 25/7/2024** : : OK the focus now moves.
- Within the map view, the like buttons in the list of cards are separate, but the icons have no textual alternatives, and activating them still just takes them to the idea page rather than adding a like or dislike. **[Sophie] 25/7/2024** : there are no buttons anymore in the list of cards. To like or dislike you have to go to the detailed page. So this remark is not relevant anymore.
- Within the map view, the details overlay of the cards have like and dislike buttons that work and that have alternative texts, but a screenreader user is not notified when they have successfully added a like or dislike. **[Sophie] 25/7/2024** : : OK
- The map itself is impossible to use for screenreader and keyboard users. The "Submit your idea" button is an adequate alternative, however.
- The map uses red and green (and no separate colour-independent cues) to distinguish types of bicycle lanes, which is inaccessible to colourblind or visually impaired users. Also add colour-independent cues. **[Sophie] 25/7/2024** : it is now blue and green, so still color dependent. Colour independent cues would be for example to make one line dashed and the other one full. **[Lora] 09/8/2024:** issue cannot be fixed due to technical reasons.

Remark - solved

on page [Metro line extension](#)

Id: **18960** impact: **medium**

last checked on: **2024-08-09**

The Typeform survey has a few screenreader issues, but can likely not be changed as an external service has been used to set it up. Add a warning that warns screenreader users of the fact that they may experience issues while filling in the survey, and offer an alternative (e.g. a contact page so they can receive the survey questions through e-mail, or something along those lines).

[Lora] 31/07/2024: has not been changed.

UPDATE 09/08/2024: issue has been fixed.

Remark - solved

Id: **19911** impact: **medium**

last checked on: **2024-08-06**

[Sophie] 25/7/2024 : In the profile page, under "Notifications", there are checkboxes, like "General" and each checkbox is also a disclosure button that allows to display more checkboxes. In the code the div with role="checkbox" is inside the button element. It is not valid to have a checkbox inside a button. When using this page with the NVDA screenreader, NVDA announces "button General checkbox not checked". With ENTER it is possible to check and uncheck the checkbox but not to expand the "General" section.

Place the checkbox outside the button. It probably makes sense to have the checkbox first and the disclosure after it.

UPDATE 06/08/2024: issue has been fixed.

4.1.3 Status Messages (AA) (ok)



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