Prepared911 Accessibility Conformance Report — Caller App

Prepared911 Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Prepared911 Caller App (current)

Report Date: April 2026

Product Description: Public-facing caller web application for emergency and non-emergency communication, including video chat, text chat, and incident location sharing.

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Notes: This report covers the Caller App only.

Evaluation Methods Used: Automated testing via axe-core 4.x with Playwright browser automation (8 routes scanned). Static source code analysis of all application components, DOM structure, and ARIA attributes. Manual testing where needed.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1	Level A (Yes) | Level AA (Yes) | Level AAA (No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This is used for criteria that require manual testing which has not yet been performed.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	All non-text content provides text alternatives. axe rules `image-alt`, `svg-img-alt`, `input-image-alt`, `object-alt`, and `role-img-alt` pass or are not applicable across all 8 routes.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The app uses live video communication; no prerecorded audio-only or video-only content is present.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The app does not contain prerecorded synchronized media.
1.2.3 Audio Description or Media Alternative	Not Applicable	The app does not contain prerecorded video content requiring audio description.

Criteria	Conformance Level	Remarks and Explanations
(Prerecorded) (Level A)		
1.3.1 Info and Relationships (Level A)	Supports	Information, structure, and relationships conveyed through presentation are programmatically determinable. `aria-hidden-body` passes; list structure, table header, and definition list rules all pass or are not applicable.
1.3.2 Meaningful Sequence (Level A)	Supports	DOM sequence matches visual presentation across all pages. The chat message list and message groups use standard flex-direction: column, ensuring assistive technology reads messages in chronological order. (Evaluated via source code analysis; column-reverse layout has been resolved.)
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions do not rely solely on sensory characteristics. Action descriptions use device-independent language. (Evaluated via source code analysis; previously identified "tap below" wording has been resolved.)
1.4.1 Use of Color (Level A)	Supports	UI elements convey information through multiple visual cues. The unread messages indicator uses a contrasting white border in addition to color. The map tooltip text distinguishes live vs. non-live status. (Evaluated via source code analysis; previously identified color-only indicators have been resolved.)
1.4.2 Audio Control (Level A)	Supports	No auto-playing audio detected on any route. `no-autoplay-audio` rule confirms no audio plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A)	Supports	All interactive elements are keyboard-accessible. The floating livestream (picture-in-picture) container has role="button", tabIndex, and keyboard handlers (Enter/Space) to return to full view. The modal includes focus trap with Escape support. Location search supports arrow-key navigation. Global focus-visible styles are defined.

Criteria	Conformance Level	Remarks and Explanations
		(Evaluated via source code analysis; previously identified PiP keyboard gap has been resolved.)
2.1.2 No Keyboard Trap (Level A)	Supports	The only focus trap is in the modal dialog, which supports Escape to close. Toast notifications also support Escape to dismiss. No keyboard traps were identified on any route. (Evaluated via source code analysis.)
2.1.4 Character Key Shortcuts (Level A, WCAG 2.1)	Not Applicable	The app does not implement single-character keyboard shortcuts. All keyboard handlers use modifier keys, arrow keys, Enter, Escape, or Tab. (Evaluated via source code analysis.)
2.2.1 Timing Adjustable (Level A)	Supports	No timed content or auto-redirects detected. `meta-refresh` rule confirms no `<meta http-equiv="refresh">` is present.
2.2.2 Pause, Stop, Hide (Level A)	Supports	No moving, blinking, scrolling, or auto-updating content detected. `blink` and `marquee` rules confirm no prohibited elements are present.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	No content in the application UI flashes more than three times per second. No rapid visual transitions, blinking elements, or strobe effects exist in the codebase. Note: The live video stream displays real-time camera content which is not controlled by the application. (Evaluated via source code analysis.)
2.4.1 Bypass Blocks (Level A)	Supports	A mechanism to bypass repeated blocks of content is provided. `bypass` rule passes on routes with navigation elements.
2.4.2 Page Titled (Level A)	Supports	All pages have descriptive titles. `document-title` rule passes on all 8 routes.
2.4.3 Focus Order (Level A)	Supports	No positive tabindex values are used; focus order follows natural DOM order. The modal dialog correctly traps and restores focus. Chat message list uses standard column layout with DOM order matching visual order. (Evaluated via source code

Criteria	Conformance Level	Remarks and Explanations
		analysis; previously identified column-reverse focus order issue has been resolved.)
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of each link can be determined from the link text or programmatic context. `link-name` and `area-alt` rules pass or are not applicable.
2.5.1 Pointer Gestures (Level A, WCAG 2.1)	Supports	The location map pin supports drag with an equivalent address search input as alternative. The floating livestream can be returned to full-screen with a single tap. Pinch-to-zoom (2-finger) gestures are allowed; only 3+ finger gestures are prevented. (Evaluated via source code analysis; previously identified multitouch and PiP gesture issues have been resolved.)
2.5.2 Pointer Cancellation (Level A, WCAG 2.1)	Supports	Interactive elements use standard click/tap events which execute on pointer-up. No functionality executes on pointer-down alone. Drag operations use completion events (onDragEnd, onTouchEnd). (Evaluated via source code analysis.)
2.5.3 Label in Name (Level A, WCAG 2.1)	Supports	Interactive controls derive accessible names from visible labels, aria-label attributes, or tooltip text. The location search input's aria-label aligns with its visible placeholder text. Buttons use aria-label derived from tooltip or explicit labels. (Evaluated via source code analysis.)
2.5.4 Motion Actuation (Level A, WCAG 2.1)	Not Applicable	The app does not use device motion or orientation for any functionality. No DeviceMotionEvent, DeviceOrientationEvent, or related APIs exist in the codebase. (Evaluated via source code analysis.)
3.1.1 Language of Page (Level A)	Supports	The default language is identified using the `lang` attribute on the `<html>` element. `html-has-lang` and `html-lang-valid` rules pass on all 8 routes.
3.2.1 On Focus (Level A)	Supports	No component focus handlers trigger context changes such as navigation or new windows. Focus handlers are limited to local UI state

Criteria	Conformance Level	Remarks and Explanations
		(showing predictions, tooltip visibility). (Evaluated via source code analysis.)
3.2.2 On Input (Level A)	Supports	No input change handlers trigger unexpected context changes. Text inputs update local state only. File input initiates upload on selection, which is expected behavior. (Evaluated via source code analysis.)
3.3.1 Error Identification (Level A)	Supports	All errors are communicated to the user. Application-level errors surface via Toast components using role="alert". Location submission failures and media upload failures now display error Toast notifications. Page-level error states display descriptive notice content with heading elements. (Evaluated via source code analysis; previously identified silent failure paths have been resolved.)
3.3.2 Labels or Instructions (Level A)	Supports	Labels are provided for user input fields. `label` and `form-field-multiple-labels` rules pass or are not applicable.
4.1.1 Parsing (Level A)	Supports	Per the WCAG 2.0 Errata, this criterion is always considered satisfied for content using HTML or XML specifications that define the parsing requirements.
4.1.2 Name, Role, Value (Level A)	Supports	All user interface components provide correct programmatic name, role, and state information. The location search input implements the WAI-ARIA combobox pattern (role="combobox", aria-expanded, aria-autocomplete, aria-controls, aria-activedescendant). All ARIA validation rules pass across all routes. (Previously identified aria-allowed-attr violation has been resolved.)

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The Caller App streams video and audio one-way from the caller to the dispatch center — it does not play back any live audio content to the caller. The two-way voice conversation occurs over the phone network (the 911 call), which is outside the scope of this web application. Since no synchronized media with live audio is presented to the user, live captions are not applicable. (Evaluated via source code analysis of LiveKit integration.)
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The app does not contain prerecorded video content.
1.3.4 Orientation (Level AA, WCAG 2.1)	Supports	No CSS orientation lock was found. The app renders in both portrait and landscape without restricting display mode. Layouts use flexible units (%, vw, vh, flex) that adapt to orientation changes. (Evaluated via source code analysis.)
1.3.5 Identify Input Purpose (Level AA, WCAG 2.1)	Supports	Input fields serve specific interactive purposes (location search via Google Places, freeform chat messaging) rather than collecting user personal information. The location input uses a custom autocomplete backed by Google Places API. (Evaluated via source code analysis.)
1.4.3 Contrast (Minimum) (Level AA)	Supports	Text and images of text meet the minimum contrast ratio of 4.5:1 (3:1 for large text). `color-contrast` rule passes on all routes with visible text content. No contrast violations detected.
1.4.4 Resize Text (Level AA)	Supports	The viewport meta tag allows text resizing (width=device-width, initial-scale=1.0 without maximum-scale or user-scalable restrictions). (Previously identified meta-viewport violation has been resolved.)
1.4.5 Images of Text (Level AA)	Supports	No images of text are used. All text content is rendered as real text via HTML elements. Visual assets are limited to SVG icons and logos.

Criteria	Conformance Level	Remarks and Explanations
		(Evaluated via source code analysis and asset review.)
1.4.10 Reflow (Level AA, WCAG 2.1)	Supports	Layouts use fluid widths (%, vw, flex) and reflow to a 320px equivalent viewport without horizontal scrolling. Tooltip max-width is capped to viewport width with normal text wrapping. Livestream banner uses text-overflow: ellipsis. Global overflow: hidden on html/body prevents an outer scrollbar on the full-screen SPA shell but does not prevent access to content — mobile visual viewport panning is unaffected by CSS overflow, and internal scroll containers (chat, map panel) remain independently scrollable. (Evaluated via source code analysis.)
1.4.11 Non-text Contrast (Level AA, WCAG 2.1)	Supports	Focus indicators use a defined theme ring providing visible contrast. Button controls have distinct backgrounds. Input placeholder opacity increased to 0.7 and search icon opacity to 0.85 for improved contrast against dark backgrounds. The unread dot uses a white border for additional contrast. (Evaluated via source code analysis; previously identified low-opacity elements have been resolved.)
1.4.12 Text Spacing (Level AA, WCAG 2.1)	Supports	No inline styles override user text spacing adjustments. `avoid-inline-spacing` rule passes across all routes.
1.4.13 Content on Hover or Focus (Level AA, WCAG 2.1)	Supports	All hover/focus content is dismissible. Toast notifications support Escape to dismiss. Modal dialogs support Escape to close. CircleButton tooltips dismiss via Escape key when focused. (Evaluated via source code analysis; previously identified tooltip dismiss gap has been resolved.)
2.4.5 Multiple Ways (Level AA)	Supports	Static pages (data, privacy, license) are reachable through multiple paths: cross-page links, resolved call footer links, and direct URLs. Dynamic session pages are accessed via unique session URLs from

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		dispatch, inherent to the emergency communication purpose. (Evaluated via source code analysis.)
2.4.6 Headings and Labels (Level AA)	Supports	All screens use descriptive headings. Policy pages use h2 headings. The livestream header uses h1 for the dispatch center name. Error and invalid-link notice screens use h1 headings ("Connection Error", "Call Not Found"). The chat area has aria-label. (Evaluated via source code analysis; previously identified missing headings have been resolved.)
2.4.7 Focus Visible (Level AA)	Supports	A global :focus-visible style provides a visible focus ring for button, input, select, textarea, a, [tabindex], and [role="button"] elements via GlobalStyles. Theme tokens define consistent ring appearance. The skip-to-content link becomes visible on focus. (Evaluated via source code analysis.)
3.1.2 Language of Parts (Level AA)	Supports	No invalid `lang` attributes detected on any content. `valid-lang` rule confirms correct language identification throughout.
3.2.3 Consistent Navigation (Level AA)	Supports	Where navigation mechanisms are repeated (back link on policy pages, footer links on resolved call screen), they appear in consistent positions and order. The app does not have a global navigation bar; each page serves a distinct purpose in the emergency call flow. (Evaluated via source code analysis.)
3.2.4 Consistent Identification (Level AA)	Supports	Components with the same functionality use consistent identification. 911 dial links use consistent text and format, privacy policy links use consistent labeling, and back navigation patterns are consistent across policy pages. (Evaluated via source code analysis.)
3.3.3 Error Suggestion (Level AA)	Supports	Errors include suggestions for resolution. Toast notifications display error descriptions. Page-level error states provide recovery instructions (e.g., "Dial 911"). Location submission and media upload failures now display error Toast notifications with

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		retry guidance. (Evaluated via source code analysis; previously identified silent failure paths have been resolved.)
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	The caller app does not submit actions that cause legal commitments or financial transactions, nor does it modify or delete user-controllable data in storage systems.
4.1.3 Status Messages (Level AA, WCAG 2.1)	Supports	Status messages use appropriate ARIA live regions: Toast uses role="alert" (errors) or role="status" (informational). Livestream loading uses aria-live="polite" with visually-hidden text. Location permission disclaimer uses role="alert". Chat area uses role="log". (Evaluated via source code analysis; screen reader verification recommended.)