Post-Election Accessibility Report

2018 Municipal Election

The Corporation of the Municipality of Huron East

January 25, 2019

Introduction

The Municipality of Huron East used an alternative voting method (telephone/internet voting) for the 2014 Municipal Election and the experience gained from the 2014 Municipal Election was instrumental to the refinement of the Election Accessibility Plan for the 2018 Municipal Election. The focus of the Post-Election Accessibility Report is to evaluate the accessibility of the electoral services offered to all electors and candidates in the 2018 Municipal Election.

This report outlines the various initiatives undertaken during the course of the 2018 Municipal Election regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

Post-election Reporting

In accordance with section 12.1(3) of the Municipal Elections Act, 1996, the Clerk shall provide a report, within 90 days after voting day in a regular election, about the identification, removal and prevention of barriers that affect electors and candidates with accessibility needs. The report will be available to the public and posted on the municipal website in an accessible format.

Prior to the nomination period, the Election Accessibility Plan (the "Plan") was updated. Upon completion, the proposed plan was included in the Election Procedures Manual for Huron Esat, posted on the website, supplied to all candidates and provided upon request. The 2018 Plan guides the provision of election related services to persons with disabilities. The Plan was designed to respect the dignity and independence of electors and candidates, and ensure that practices and procedures are consistent with the principles of independence, dignity, integration and equality of opportunity.

The following are the various initiatives undertaken by the Clerk's Department during the course of the 2018 Municipal Election:

Communications and Information

1.	Ensured communication initiatives and information for candidates and electors were created in clear, simple language.
2	Communication initiatives and information for candidates and electors were available in alternate formats.
3.	Provided notice on municipal website, bulletin board and local newspaper that documents and forms were available in alternate formats.
4.	Posted all election information to municipal website, at the municipal office and in the local newspaper.
5.	Consistent font and font size was used for all printed material relating to the election.
6.	Provided candidates, staff and public with information relating to accessible elections, as contained in the AMCTO/MMAH "Candidates Guide to Accessible Elections".

Voting Method and Locations

1.	Provided alternative voting method – Internet/Telephone Voting to: - Provide electors with an accessible option to vote - Improve access by eliminating the need to attend a voting location and ensure that electors are able to participate fully in the democratic process regardless of disabilities such as mobility issues - Provide convenience, accessibility, and privacy for electors to vote from their own home - Eliminate the need for proxies, advance polls and voting places - Provides electors with an extended time period to vote
2.	Provided link to "How To Vote By Internet and Telephone" videos on municipal website and at municipal office.
3.	Published Internet and Telephone Voting information on website, bulletin board and in local newspaper.
4.	Consistent font and font size was used for all printed material included in voter letter.
5.	Voter letter provided to every person who qualified to be a voter by mail or in person at the Revision Centre at the municipal office.
6.	Provided Voting and Revision Centre at municipal office – accessibility improved by the following measures: - Adequate parking available - Accessible entrance with ramp and automatic door opener - Adequate lighting outside entrances and inside Revision Centre - Accessible washroom available - Curb side assistance available if needed - Trained staff available to assist if needed with any accessibility needs including assistance with the doors, reading, etc. - Permitted service animals and support persons if needed - Appropriate signage at Revision Centre – large, clear font - Seating available for voters waiting to vote - Voting station low and wide enough to enable wheelchair or scooter

Staff Training

1.	Staff training incorporated provisions to meet accessible customer service standards.
2.	Provided reference materials related to accessibility and especially accessible elections.
3.	Staff duties included identifying accessibility issues for voters and addressing them to ensure needs were met, i.e. providing extra seating for those unable to stand, assist with reading necessary material or explaining processes in clear language.
4.	Trained to identify service animals, follow municipal Accessible Customer Service Policy.
5.	Maintained a friendly and approachable demeanour.
6.	Attended nursing homes to assist residents with forms to ensure they were on Voters List.

Telephone/Internet Voting provided the electors with the ability to vote from anywhere using any assistive devices that were required by the elector. All elements of voting site were properly sized and placed on voter's own device through the responsive web design. The voting site was audited against Section 508 and WCAG-2 accessibility requirements, and are accredited as A (highly accessible) by the Bureau of Internet Accessibility and was also compliant with the Accessibility for Ontarians with Disabilities Act (AODA) at Level AA of WCAG-2. See Schedule "A" to this report for Accessibility Compliance Report 2019.

Recognizing from the 2014 Municipal Election that Voter's List information for two retirement homes (Huronview and Seaforth Long Term Care Home) would be very inaccurate, Huron East staff worked with the Administrator of both Homes to update Voter information prior to Voter Information Letters being issued. This measure ensured that many residents with disabilities were properly registered to vote without the anxiety and stress of being added to the Voter's List on the day that the Special Poll was held at their facility.

Section 45(7) of the *Municipal Election Act* requires polls to be held in retirement homes where 50 or more beds are occupied. Special polls were held in the following locations on the dates specified.

> Huronview – October 9th, 2018 from 10:00 am to 2:00 pm
> Seaforth Long Term Care Home – October 11th, 2018 from 10:00 am to 2:00 pm

Staff training to provide an accessible election experience was particularly useful in these facilities.

Recognizing the inconvenience that residents may encounter in travelling to Seaforth to make revisions to the Voter's List, Election Officials attended all of the all-candidates meetings to process requests for changes to the Voter's List. Election Officials also made arrangements to meet individuals at other locations than the Municipal Office to process revisions to the Voter's List.

Internet Voting

Eligible voters could vote online, using a smart phone, tablet device, or computer and any accompanying assistive devices or software, along with their date of birth and PIN and qualifying information, to access the internet address provided in their Voter Information Letter.

The Simply Voting System was created to meet the Web Content Accessibility Guidelines (WCAG-2 Level AA), so that persons with disabilities can perceive, understand, navigate and interact with the online voting system. It is compliant with the guidelines of the World Wide Web Consortium website principles, which include organization, functionality and readability of information provided, as well as alternative ways of representing information, such as with audio.

In-person Voting at Voting Help Centre

For those individuals without means to access voting via telephone or internet, or who required the assistance of a trained Election Official, a Voter Help Centre at the municipal office was open to provide in-person internet voting opportunities via a touch screen kiosk or telephone. Municipal Staff conducted a review of the municipal office with accessibility objectives in mind. Voters were permitted to be accompanied by a support person who could be administered the "Friend of the Voter Oath" by an election official in order to grant them authority to accompany and assist a voter behind the privacy screen. Election Officials were authorized to provide assistance to any voter on request, with casting their ballot.

Feedback

Public feedback about the manner in which election services were provided to persons with accessible needs may be submitted to the Clerk through a variety of methods:
- Telephone: 519-527-0160
- Email: bknight@huroneast.com
- Mail or in person: 72 Main Street South, PO Box 610, Seaforth ON N0K 1W0

The feedback process provides election staff with an opportunity to take corrective measures to prevent similar recurrences, address training needs, enhance service delivery and provide alternative methods of providing election services.

Brad Knight, CAO/Clerk
Returning Officer for the 2018 Election
January 25, 2019

BUREAU OF INTERNET ACCESSIBILITY

Accessibility Compliance Audit
WCAG 2.1 A/AA
of DEMO.SIMPLYVOTING.COM

Prepared by: Bureau of Internet Accessibility on Jan 09, 2019

Table of Contents

Executive Summary

WCAG A/AA Audit of demo.simplyvoting.com

Web Developer's Guide

Executive Summary

Introduction

The Department of Justice (DOJ) has proclaimed that websites are a public accommodation and access to them falls under Titles II and III of the Americans with Disabilities Act (ADA). What this means is, websites need to be accessible to all users, including those relying on audio alternatives or assistive technology such as screen readers.

In an effort to work toward a globally uniform standard, The Web Accessibility Initiative (WAI) was created by the Worldwide Web Consortium (W3C). The standards outlined by this group are recognized as the international guidelines for website accessibility. These guidelines, which are collectively called the Web Content Accessibility Guidelines (WCAG), detail how to make websites accessible to all individuals with disabilities. The DOJ recognizes WCAG 2.1 Level A/AA as the accepted standard in which to judge a website's accessibility.

People of all abilities use the Internet. For some, their disability is temporary, such as after an accident or while they recover from a surgical procedure; others have been living with their disability since birth; and others grow into their impairments with age. But the common thread is that all people must have equal access to the information that is found on websites and within mobile applications.

The W3C perhaps says it best on their website:

The Web is fundamentally designed to work for all people, whatever their hardware, software, language, culture, location, or physical or mental ability. When the Web meets this goal, it is accessible to people with a diverse range of hearing, movement, sight, and cognitive ability.

Thus the impact of disability is radically changed on the Web because the Web removes barriers to communication and interaction that many people face in the physical world. However, when websites, web technologies, or web tools are badly designed, they can create barriers that exclude people from using the Web.
https://www.w3.org/standards/webdesign/accessibility

In addition to meeting this basic human right and being compliant with the ADA regulations, accessible websites and mobile applications have other benefits as well, such as:

Financial - Why would anyone purposely keep a potential customer from buying their product or service? That's exactly what's happening if a website can't be understood by someone using assistive technology, for example. If the user has difficulty navigating a website, they will be unable to make a purchase and that company will have lost business.

Social - One would be hard pressed to find a business that would intentionally choose to be known as an organization that does not support equal opportunity, or at least find it important enough to pursue. With social media spreading people's opinions like wildfire, the damage of a poor reputation can be hard to fix, and at times can be irreparable.

Technical - One advantageous consequence of making a website accessible, is that it forces a "clean up" of the site's code. This not only reduces ongoing maintenance time, but can also reduce the server load, speeding processes up overall.

Web Content Accessibility Guidelines (WCAG) 2.1

WCAG 2.1 consists of 13 guidelines with 50 checkpoints that are organized under four principles: perceivable, operable, understandable, and robust. For each guideline, there are testable success criteria, which are at three levels: A, AA, and AAA. Success Criteria assigned to Level A are essential. Criteria that impose a bit more developmental effort but provide better accessibility are assigned Level AA, and those with a higher burden upon content creators and are considered aspirational, are assigned Level AAA.

Principle 1: Perceivable

Information and user interface components must be presented to users in ways they can perceive. This means that users must be able to comprehend the information being depicted: It can't be invisible to all their senses.

The guidelines under this principle are:

- Provide text alternatives for non-text content.
- Provide captions and other alternatives for multimedia.
- Create content that can be presented in different ways without losing meaning. Make it easier for users to see and hear content.

Principle 2: Operable

User interface components and navigation must be operable: The interface cannot require interaction that a user cannot perform.

The guidelines under this principle are:

- Make all functionality available from a keyboard.
- Give users enough time to read and use content.
- Do not use content that causes seizures.
- Help users navigate and find content.
- Functionality is available beyond keyboard.

Principle 3: Understandable

Information and the operation of a user interface must be understandable: Users must be able to understand the information as well as the operation of the user interface.

The guidelines under this principle are:

- Make text readable and understandable.
- Make content appear and operate in predictable ways.
- Help users avoid and correct mistakes.

Principle 4: Robust

Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies: As technologies and user agents evolve, the content should remain accessible.

The guideline under this principle is:

- Maximize compatibility with current and future user tools.

The Bureau of Internet Accessibility

The Bureau of Internet Accessibility (BoIA) has been helping eliminate the accessible digital divide since 2001. Its interactive tools, reports and services have assisted thousands of organizations in improving, maintaining and defending the accessibility of their websites. From self-help tools, audits, training, remediation to implementation support, the Bureau of Internet Accessibility has the experience and expertise to assist companies with their accessibility efforts. Led by a strong management team with user interface design and software development expertise, BoIA is committed to making the World Wide Web accessible to everyone.

The goal of the BoIA team is to help you achieve, maintain and prove your website's compliance. Our platform's tools, reports & services provide a complete view of a site's web accessibility, and support you and your team in identifying, resolving and preventing unnecessary accessibility issues.

Scan Summary

The Bureau of Internet Accessibility platform A11Y® was used to evaluate demo.simplyvoting.com for accessibility issues relating to the WCAG 2.1 A/AA criteria. BoIA has organized the WCAG 2.1 A/AA Guidelines into testable components and elements. Specific rules are implemented to test each, and rules are set with tolerance parameters, defined with rule breakage assessment values and organized into violation categories. The content from each scanned page is analyzed and processed according to the type of content determined. CSS files are parsed as style-rules, and each style-rule examined for violations in our CSS rule module. JavaScript files are parsed as lines of scripting code and certain keywords are looked for with regard to violations in our SCRIPT rules module. HTML files are rendered as an HTML DOM (Document Object Model) tree and each element and relationship of elements are examined for violations with our STRUCTURE rule module, FORM rule module, CSS rule module, SCRIPT rule module and MEDIA rule module and TEXT rule module. MEDIA and other files are checked in accordance to the rule set. The types and numbers of files encountered are logged and each page of file content is processed against the WCAG 2.1 A/AA rule set. All violations are organized into specialized databases and associated to its specific Checkpoints of WCAG 2.1 A/AA.

Important note:

This report contains information on the accessibility of demo.simplyvoting.com per WCAG 2.1 A/AA guidelines based on the results from BOIA's A11Y® scan. The results are from automated computed data, which alone, does not guarantee accessibility. The Bureau of Internet Accessibility makes no warranty or claims of any kind. By using this information you agree to the Terms of Service published at http://www.boia.org/Termsandconditions/

WCAG A/AA Audit of demo.simplyvoting.com

Introduction

The following section contains results from computerized analysis of **demo.simplyvoting.com** using the guidelines and checkpoints of WCAG 2.1 A/AA.

The results are organized by WCAG 2.1 Principle and contain the location (URL) and a description of the issues found.

Suggested remediation for each is available in the Web Developer's Guide.

WCAG 2.1 Violation Detections by Guideline & Checkpoint

A table of failed WCAG Guidelines and Checkpoints.

Principle	Guideline	Level A	Level AA

Principle 1 - Perceivable

Information and user interface components must be presentable to users in ways they can perceive. This means that users must be able to perceive the information being presented (it can't be invisible to all of their senses). Provide text alternatives for non-text content. Provide captions and other alternatives for multimedia. Create content that can be presented in different ways, including by assistive technologies, without losing meaning. Make it easier for users to see and hear content.

Guideline 1.3 Adaptable

Create content that can be presented in different ways (for example simpler layout) without losing information or structure.

Guideline 1.4 Distinguishable

Make it easier for users to see and hear content including separating foreground from background.

Principle 2 - Operable

User interface components and navigation must be operable (the interface cannot require interaction that a user cannot perform). Make all functionality available from a keyboard and give users enough time to read and use content.

No page violations scored problems for this guideline.

Principle 3 - Understandable

Information and the operation of a user interface must be understandable. Users must be able to understand the information as well as the operation of the user interface. Make text readable and understandable and make the content appear and operate in predictable ways to help users avoid and correct mistakes.

Guideline 3.1 Readable

Make text content readable and understandable.

Guideline 3.2 Predictable

Make Web pages appear and operate in predictable ways.

Principle 4 - Robust

Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies. As technologies and user agents evolve, the content should remain accessible. The objective is to maximize compatibility with current and future user tools.

No page violations scored problems for this guideline.

Web Developer's Guide

Introduction

The Bureau of Internet Accessibility (BoIA)'s goal is to teach our clients' Web Development teams what the WCAG 2.1 A/AA guidelines require and how to become self-sufficient in regards to making their sites compliant.

To help technical staff understand how the WCAG 2.1 A/AA guidelines and violations affect areas of this Website, we have organized the issues we identified into the following classifications:

◻ Media — problems related to imagery, video and plug-ins.
◻ Structure — problems related to HTML layout markup and positioning of data.
◻ Text — problems related to actual textual content and it's comprehension.
◻ Scripting — problems related to Scripting. e.g in JavaScript code.
◻ CSS — problems related to Cascading Style Sheets & inline Styles.
◻ Form — problems related to Form controls, navigability & comprehension.

Within each classification we provide specific details about each violation found, which URLs they were present on, code snippets, and screenshots where available. Remediation advice, pulled from BoIA's best practices, is offered and resource links are provided where appropriate for further explanation of the Guideline that failed.

> ⚠️ High priority issues are identified with a yellow triangle with an exclamation point in it.

Compliance Failure Samples

Here, we provide specific details about violations for development staff to digest. Where available, screenshots, code snippets, URLs and resource links are provided.

TEXT

Text should be readable, understandable and appropriately marked up.

- Abbreviations and acronyms should be identified and their first instance marked with an <ABBR>.
- Textual content should be well defined, described and adjustable by zooming and/or changes to employed browser style-sheets.

SCRIPTING

Pages that include one of the listed scripts should be checked to make sure they're still usable without the script. All Webpage content should be accessible without the use of JavaScript. (even if it takes the user additional or alternative steps.)

- Each script should be checked to make sure it doesn't cause unexpected changes in context, and doesn't impose timing burdens on the user; such as automatic refreshing or changes of content. The user must have the ability to ignore, pause or somehow control such timed responses so they do not adversely affect the visitor reading experience.
- Scripting should not be a requirement to access essential Webpage content.

CSS

Pages that use stylesheets (CSS) should be checked to make sure they're still readable and well organized without stylesheet(s).

- One way to check this would be to momentarily rename the StyleSheet, and make sure pages referencing it are still readable.
- If renaming a Stylesheet is not possible (e.g. on live systems) then you can disable StyleSheets using your Web browsers built in tools or plugins as follows.
  - Firefox (Select Tools menu at the top of the Firefox browser window, then select **Web Developer > Style Editor**)
  - Internet Explorer (**Press F12** for Web Developer Tools when in an IE browser window)
  - Chrome (Select the Chrome menu at the top-right of the Chrome browser window, then select **Tools > Developer tools**)

FORM

Forms must be usable and properly labeled and identified with tag and attribute based relationships.

- Forms must contain a Submit control where user input is expected.
- Form-controls must have appropriate, explicit labels associated with them via the ID attribute.
- Properly organize form controls and group options for SELECT boxes by using the <OPTGROUP> tag.

Contact@boia.org | www.boia.org