

MOETIVATIONS, Inc

Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT[®] Version 2.4)

Name of Service: MOE911

Report Date: 2021

Service Description: MOE911 ONLINE LEARNING SYSTEM FOR PSAPs

Contact Information: corporate@moetivations.com

Notes: MOETIVATIONS and training partners strive for compliance with the WCAG, WCAG 2.0, WAI, Section 508, and ADA accessibility standards. Described in Web Accessibility Initiative (WAI) of the World Wide Web Consortium (W3C), the Web Content Accessibility Guidelines (WCAG/WCAG 2.0) are a series of recommendations and guidelines for making web content as accessible as possible to all types of users.

MOETIVATIONS, Inc and partners strive to follow most WCAG 2.0 guidelines that also cover most Section 508 and ADA requirements for web accessibility. WCAG compliance heavily depends on both the service capabilities and the content of websites and web services. Regarding service capabilities, MOETIVATIONS uses software assistance tools built with modern engineering principles, including but not limited to navigability, search, keyboard accessibility, user-friendliness, and compatibility. This is done to maximize user experience and also allows our trainers, PSAP instructors and coordinators customers to fully customize their content, themes, add alternatives representations of content where needed.

Regarding content, our team cannot have knowledge or control over all agency training content uploaded by individuals at every agency; but we will continuously test and manage their process for testing uploads to ensure maximum uptime and minimize downtime. Therefore, it's impossible to claim complete WCAG compliance (or similar).

Moetivations and our training partners strive to reach the highest possible level of conformance to the WCAG 2.0 guidelines. We stay aware of and manage update notifications in order to stay on top of the WCAG 2.0 requirements so that every agency benefits from our collaborative training service.

We understand the main WCAG 2.0 success criteria for websites to be accessible:

Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.

Time-based Media: Provide alternatives for time-based media.

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

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

Keyboard Accessible: Make all functionality available from a keyboard.

Enough Time: Provide users enough time to read and use content.

Seizures: Do not design content in a way that is known to cause seizures.

Navigable: Provide ways to help users navigate, find content, and determine where they are.

Readable: Make text content readable and understandable.

Predictable: Make Web pages appear and operate in predictable ways.

Input Assistance: Help users avoid and correct mistakes.

Compatible: Maximize compatibility with current and future user agents, including assistive technologies.

We understand Section 508. Section 508 is a US federal law. As an amendment to the United States Workforce Rehabilitation Act of 1973, it mandates that all electronic and information technology developed, procured, maintained, or used by the federal government must be accessible to people with disabilities.

Under Section 508, websites have to meet a series of specific requirements for web accessibility. From the development stage, websites must be designed to guarantee full access and ease-of-use to people with mobility, vision or other types of impairment. The Section 508 standards are very similar to the WCAG 2.0 guidelines.

Evaluation Methods Used:

- Testing is based on general product knowledge
- Similar to other training services
- Testing with assistive technologies

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 2.0	LEVEL A / YES
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	YES

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 can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	<p>Web: tested application dependencies to support accessibility – friendly browser Google Chrome Electronic Docs: PDF, Word, Web Content; Maximize compatibility with current and future users, including assistive technologies. Software: Authoring Tool:</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Type & Size limitations enforced Software: The upload limits per specific file type are: ppt, pptx, doc, docx, xls, xlsx, pdf, epub: 200MBsql: 200MBgif, jpg, jpeg, png: 10MBmp4, webm, ogg, ogv, avi, mpeg. mpg, mov, wmv, 3gp, flv: 600MBmp3, aac, ogg, wav, mpeg, webm, wave, wav, wma, ra, aif, aiff: 600MBSCORM, xAPI, zip: 600MBswf: 600MB Authoring Tool:</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p>	<p>Web: Supports Electronic Docs: Supports Software: Supports</p>	<p>Web: Electronic Docs: Closed caption allowed for uploaded video</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Authoring Tool: Supports	Software: Authoring Tool:
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: Electronic Docs: Authoring Tool:
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
<u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
<u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
<u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:
<u>4.1.1 Parsing</u> (Level A)	Web: Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Electronic Docs: Software: Authoring Tool:
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Electronic Docs: Software: Authoring Tool:

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Notes:

Chapter 3: **Functional Performance Criteria (FPC)**

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not support	
302.2 With Limited Vision	Partially Supports	
302.3 Without Perception of Color	Supports	

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Partially Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	

Chapter 4: [Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	
402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
405 Privacy	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
405.1 General	Not Applicable	
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
<u>407.3 Input Controls</u>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
<u>407.8 Reach Height and Depth</u>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Supported	
408.3 Flashing	Supported	

Criteria	Conformance Level	Remarks and Explanations
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	Supported	
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
<u>412 ICT with Two-Way Voice Communication</u>	Heading cell – no response required	Heading cell – no response required
<u>412.2 Volume Gain</u>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
<u>412.3 Interference Reduction and Magnetic Coupling</u>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	
412.7 Video Communication	Not Applicable	
<u>412.8 Legacy TTY Support</u>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	
412.8.2 Voice and Hearing Carry Over	Not Applicable	
412.8.3 Signal Compatibility	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	
<u>413 Closed Caption Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Supported	
413.1.2 Pass-Through of Closed Caption Data	Supported	
<u>414 Audio Description Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
<u>415 User Controls for Captions and Audio Descriptions</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
415.1.1 Caption Controls	Supported	
415.1.2 Audio Description Controls	Supported	

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supported	
502.2.2 No Disruption of Accessibility Features	Supported	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supported	
502.3.2 Modification of Object Information	Supported	
502.3.3 Row, Column, and Headers	Supported	
502.3.4 Values	Supported	
502.3.5 Modification of Values	Supported	
502.3.6 Label Relationships	Supported	
502.3.7 Hierarchical Relationships	Supported	
502.3.8 Text	Supported	
502.3.9 Modification of Text	Supported	
502.3.10 List of Actions	Supported	
502.3.11 Actions on Objects	Supported	
502.3.12 Focus Cursor	Supported	
502.3.13 Modification of Focus Cursor	Supported	
502.3.14 Event Notification	Supported	
502.4 Platform Accessibility Features	Supported	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supported	

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	Supported	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supported	
503.4.2 Audio Description Controls	Supported	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Supported	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supported	
504.2.2 PDF Export	Supported	
504.3 Prompts	Supported	
504.4 Templates	Supported	

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supported	
602.3 Electronic Support Documentation	Supported	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supported	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supported	
603.3 Accommodation of Communication Needs	Supported	



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