Policy Research Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Website Content, Documents, and Multimedia Resources

Report Date: December 21, 2021

Product Description: Anticipated Section 508 deliverables for websites, PDFs, Microsoft Word files, PowerPoint files, Excel files, videos, and multimedia files

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Notes: This version of the VPAT supersedes the earlier version, dated September 1, 2017.

Evaluation Methods Used: Testing is based on general product knowledge and processes

Applicable Standards/Guidelines

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

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Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
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
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Websites developed by Policy Research (PRA/PRI) include text equivalents for images, buttons, and forms. Electronic Docs: Documents developed by PRA/PRI include text equivalents for images and diagrams. Software: N/A Authoring Tool: N/A
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable	Web: Transcripts are provided for audio-only and transcripts and audio descriptions are provided for video-only media. Electronic Docs: N/A Software: N/A Authoring Tool: N/A
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable	Web: Captions are provided for all videos. Electronic Docs: N/A Software: N/A Authoring Tool: N/A
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable	Web: Audio-descriptions are provided for videos that require additional audio enhancement. Electronic Docs: N/A Software: N/A Authoring Tool: N/A
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Authoring Tool:	Web: Webpages follow logical hierarchical formats. Electronic Docs: Documents follow logical hierarchical formats. Software: N/A Authoring Tool: N/A
1.3.2 Meaningful Sequence (Level A)	Web: Supports	Web: Documents follow a logical, programmatically

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	determinable sequence. Electronic Docs: Documents follow a logical, programmatically determinable sequence. Software: N/A Authoring Tool: N/A
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Content and navigation of webpages does not rely solely on sensory characteristics. Electronic Docs: Content and navigation of documents does not rely solely on sensory characteristics. Software: N/A Authoring Tool: N/A
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Color is not the only method of conveying or distinguishing information. Electronic Docs: Color is not the only method of conveying or distinguishing information. Software: N/A Authoring Tool: N/A
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable	Web: Methods for pausing, stopping, or controlling audio for video are provided. Electronic Docs: Software: N/A Authoring Tool: N/A
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Websites are navigable through keyboard and do not require timings for keystrokes. Electronic Docs: Documents are navigable via keyboard. Software: N/A Authoring Tool: N/A
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not	Web: Websites are fully navigable via keyboard. Electronic Docs: Documents are fully navigable via keyboard. Software: N/A

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)	applicable	Authoring Tool: N/A
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable	Web: Websites developed by PRA/PRI do not include time limit components. Electronic Docs: N/A Software: N/A Authoring Tool: N/A
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable	Web: Autoscrolling is used on two websites (https://soarworks.samhsa.gov/) and (https://ncyoj.policyresearchinc.org/) and is critical to understanding. Websites do not have automatically moving, blinking, or scrolling functionality. Electronic Docs: N/A Software: N/A Authoring Tool: N/A
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable	Web: Webpages do not contain anything that flashes more than three times per second. Electronic Docs: N/A Software: N/A Authoring Tool: N/A
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 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: Not applicable	Web: Users are able to navigate past repetitive content that appears on each page. Electronic Docs: Repetitive content (e.g., header and footer) is artifacted on documents Authoring Tool: N/A
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Webpages have descriptive titles. Electronic Docs: Each document has one descriptive H1. Software: N/A Authoring Tool: N/A

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Interactive or related elements are placed in a sequential, logical order. Electronic Docs: Interactive or related elements are placed in a sequential, logical order. Software: N/A Authoring Tool: N/A
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Descriptive link text is provided for all in-text links. Electronic Docs: Descriptive link text is provided for all in-text links. Software: N/A Authoring Tool: N/A
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Webpages are set to default human language. Electronic Docs: Documents are confirmed to default human language. Software: N/A Authoring Tool: N/A
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Pages do not change focus based on changes of context. Electronic Docs: Documents do not change focus based on changes of context. Software: N/A Authoring Tool: N/A
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Pages do not change focus based on user input, unless prior warning has been provided. Electronic Docs: Documents do not change focus based on user input. Software: N/A Authoring Tool: N/A
3.3.1 Error Identification (Level A)	Web: Supports	Web: Input errors are described and suggestions for

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	corrective action are provided. Electronic Docs: Input errors are described. Software: N/A Authoring Tool: N/A
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Items requiring user input are clearly labeled. Electronic Docs: Items requiring user input are labeled. Software: N/A Authoring Tool: N/A
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Parts of a webpage are able to be parsed via tags, IDs, and labels. Electronic Docs: Parts of a document are able to be parsed via tags, IDs, and labels. Software: N/A Authoring Tool: N/A
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Webpages use standard HTML controls. Electronic Docs: Forms use labels. Software: N/A Authoring Tool: N/A

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Supports Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not	Web: Live captions are provided by human captioner on all webinars. Electronic Docs: N/A Software: N/A Authoring Tool: N/A

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)	applicable	
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable	Web: Audio description versions of videos are created in the event that the original video does not provide sufficient audio description. Electronic Docs: N/A Software: N/A Authoring Tool: N/A
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Text and images of text have a contrast ratio of 4.5:1 (regular text) or 3:1 (large text). Electronic Docs: Text and images of text have a contrast ratio of 4.5:1 (regular text) or 3:1 (large text). Software: N/A Authoring Tool: N/A
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Webpages can be resized up to 200% without loss of content or functionality. Electronic Docs: Documents can be resized up to 200% without loss of content or functionality. Software: N/A Authoring Tool: N/A
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Images of text are not used unless essential. Electronic Docs: Images of text are not used unless essential. Software: N/A Authoring Tool: N/A
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 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: Not applicable Authoring Tool: Not applicable	Web: More than one way is provided to navigate to a particular web page. Electronic Docs: N/A Authoring Tool: N/A
2.4.6 Headings and Labels (Level AA)	Web: Supports	Web: Headings and labels are descriptive.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Electronic Docs: Headings and labels are descriptive. Software: N/A Authoring Tool: N/A
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Some websites operated by PRA/PRI provide a visible focus. Electronic Docs: Documents show focus when navigating via keyboard. Software: N/A Authoring Tool: N/A
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: Parts of a webpage are set to default human language. Electronic Docs: Parts of a webpage are confirmed to default human language. Software: N/A Authoring Tool: N/A
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 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: Not applicable	Web: Navigation is consistent and replicable throughout a website. Electronic Docs: Navigation is consistent and replicable throughout a document. Authoring Tool: N/A
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 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: Not applicable	Web: Components and content types that are repeated are tagged in the same way. Electronic Docs: Repeated content types are tagged in the same way. Authoring Tool: N/A
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports Electronic Docs: Partially supports Software: Not applicable	Web: Users are provided with suggestions of how to correct their error when input errors arise. Electronic Docs: Users are notified of input errors when they arise.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)	Authoring Tool: Not applicable	Software: N/A Authoring Tool: N/A
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not applicable	Web: User input data is checked on web pages that require the user to submit information. Electronic Docs: User input data is revisable on all electronic documents. Software: N/A Authoring Tool: N/A

Table 3: Success Criteria, Level AAA

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Partially supports	Web: Recorded webinars offer visible sign language interpretation.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Partially supports	Web: Audio-descriptions are provided for videos that require additional audio enhancement.
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Partially supports	Web: Transcripts are provided for all podcasts and are made available upon request for all videos.
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Sign language interpretation and trained, human live captioners are made available for all webinars and are made available upon request for smaller virtual meetings.
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Web: Partially supports	Web: When possible, text and images of text have a contrast ratio of 7:1 (regular text) or 4.5:1 (large text).
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Web: Partially supports	Web: When possible, audio does not contain background sounds.
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Web: Does not support	Web: Foreground and background colors are not selectable, width is not always 80 characters/glyphs, text is typically not justified, line spacing is not always 1.5 within paragraphs and 1.5x line spacing, and text cannot be resized without using a horizontal scroll

Criteria	Conformance Level	Remarks and Explanations
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Images of text are only used when that presentation of text is essential.
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: All functionality of the website is keyboard operable.
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Timing is not critical to any event, except for real-time events.
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Interruptions are not included in any web-based materials.
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Users' information is saved, even after re-authenticating.
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Web pages do not contain materials that flash more than three times per one second.
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Location within a website is available via breadcrumbs, URL relationship, navigation bars, and/or site maps.
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Hyperlinks are described via in-text links.
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Webpage content is organized by headings; each new section of content is given a heading.
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Web: Partially supports	Web: Unusual words are defined upon first use.
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Web: Partially supports	Web: Acronyms and abbreviations are defined upon first use.
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Web: Partially supports	Web: As possible, due to specified nature of content, content is written to achieve ninth grade reading level.
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Web: Partially supports	Web: Pronunciation of unusual words is provided on an as needed basis.
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Webpages do not change without user-directed input.
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Web: Does not support	Web: Users can contact project staff using the Contact Us page on each website.
3.3.6 Error Prevention (All) (Level AAA)	Web: Supports	Web: Data entered by users is checked for errors.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Alternate methods of delivery are made for visual operation (e.g., transcripts, tagged documents).
302.2 With Limited Vision	Supports	Alternate methods of delivery are made for visual operation and materials pass WCAG AA color contrast.
302.3 Without Perception of Color	Supports	Color is not used as a distinguishing feature on materials, only as a decorative feature.
302.4 Without Hearing	Supports	Alternate methods of delivery are made for audible operation (e.g., transcripts).
302.5 With Limited Hearing	Supports	Alternate methods of delivery are made for audible operation (e.g., transcripts).
302.6 Without Speech	Not applicable	Spoken operation is not a method of operation for any PRA/PRI materials.
302.7 With Limited Manipulation	Supports	Materials provided are keyboard accessible and do not require simultaneous manual operations.
302.8 With Limited Reach and Strength	Supports	Materials provided are keyboard accessible.
302.9 With Limited Language, Cognitive, and Learning Abilities	Somewhat supports	

Chapter 4: **Hardware**

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

Criteria	Conformance Level	Remarks and Explanations
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
402.2.2 Transactional Outputs	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
402.2.3 Speech Delivery Type and Coordination	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
402.2.4 User Control	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
402.2.5 Braille Instructions	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
402.3.2 Non-private Listening	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
402.4 Characters on Display Screens	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
402.5 Characters on Variable Message Signs	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.

Criteria	Conformance Level	Remarks and Explanations
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.3.2 Alphabetic Keys	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.3.3 Numeric Keys	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.4 Key Repeat	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.5 Timed Response	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.6 Operation	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.7 Tickets, Fare Cards, and Keycards	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.8.1.1 Vertical Plane for Side Reach	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.8.1.2 Vertical Plane for Forward Reach	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.8.2 Side Reach	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.8.2.1 Unobstructed Side Reach	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.8.2.2 Obstructed Side Reach	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.8.3 Forward Reach	Not applicable	Policy Research Associates, Inc. does not

Criteria	Conformance Level	Remarks and Explanations
		develop hardware at this time.
407.8.3.1 Unobstructed Forward Reach	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.8.3.2 Obstructed Forward Reach	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
408.3 Flashing	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
412.2.2 Volume Gain for Non-Wireline ICT	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.

Criteria	Conformance Level	Remarks and Explanations
412.3.2 Wireline Handsets	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
412.4 Digital Encoding of Speech	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
412.7 Video Communication	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
412.8.2 Voice and Hearing Carry Over	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
412.8.3 Signal Compatibility	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
412.8.4 Voice Mail and Other Messaging Systems	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
413.1.2 Pass-Through of Closed Caption Data	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
414.1.2 Other ICT	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not applicable	Policy Research Associates, Inc. does not develop hardware at this time.
415.1.2 Audio Description Controls	Not applicable	Policy Research Associates, Inc. does not

Criteria	Conformance Level	Remarks and Explanations
		develop hardware at this time.

Chapter 5: Software

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	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
502.2.2 No Disruption of Accessibility Features	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
502.3.2 Modification of Object Information	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
502.3.3 Row, Column, and Headers	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
502.3.4 Values	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
502.3.5 Modification of Values	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
502.3.6 Label Relationships	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
502.3.7 Hierarchical Relationships	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
502.3.8 Text	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
502.3.9 Modification of Text	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
502.3.10 List of Actions	Not applicable	Policy Research Associates, Inc. does not develop software at this time.

Criteria	Conformance Level	Remarks and Explanations
502.3.11 Actions on Objects	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
502.3.12 Focus Cursor	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
502.3.13 Modification of Focus Cursor	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
502.3.14 Event Notification	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
502.4 Platform Accessibility Features	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
503.3 Alternative User Interfaces	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
503.4.2 Audio Description Controls	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
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")	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
504.2.2 PDF Export	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
504.3 Prompts	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
504.4 Templates	Not applicable	Policy Research Associates, Inc. does not develop software at this time.
	Not applicable	Policy Research Associates, Inc. does not

Criteria	Conformance Level	Remarks and Explanations
		develop software at this time.
	Not applicable	Policy Research Associates, Inc. does not develop software at this time.

Chapter 6: Support Documentation and Services

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	Supports	PRA/PRI makes use of existing technologies and software and provides tools and resources to users on using those technologies' accessibility features upon request.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Alternate formats are provided upon request for non-electronic materials.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	PRA's accessibility accommodations are available on the Accessibility page.
603.3 Accommodation of Communication Needs	Supports	Users requiring accommodations or support whose needs are not being met should contact PRA Communications (communications@prainc.com).