



VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE — VPAT® 2.5 REV 508

Communico Reserve

WCAG 2.1 Level A + AA conformance report.

REPORT DATE

2026-04-22

VERSION

2026.04 compliance patch

VENDOR

Communico, Inc.

CONTACT

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SUMMARY

Conformance at a glance

Communico Reserve is partially conformant with WCAG 2.1 Level AA. Of the 50 combined Level A and Level AA success criteria:

40

Supports

Fully conformant

0

Partially Supports

Known gap, remediation planned

0

Does Not Support

Zero — no criterion broken

10

Not Applicable

Doesn't apply to the product

0

Not Evaluated

Requires manual review

Breakdown by level

STATUS	LEVEL A	LEVEL AA	TOTAL
Supports	23	17	40
Partially Supports	0	0	0
Does Not Support	0	0	0
Not Applicable	7	3	10
Not Evaluated	0	0	0

SCOPE

Product description & scope

Communico Reserve is a web-based SaaS product delivered by Communico to library partners.

Scope of evaluation

The customer-facing pages reachable without authentication were evaluated in full across three viewport breakpoints (desktop 1400 px, tablet 768 px, mobile 375 px). Administrative and authenticated-partner flows are out of scope for this version of the report and are tracked for inclusion in a follow-on evaluation.

Specifically tested

- Report date: 2026-04-22
- Product version: 2026.04 compliance patch

In scope

- Customer-facing landing and interactive flows
- All 50 WCAG 2.1 Level A + AA success criteria
- Section 508 Revised Chapter 3 Functional Performance Criteria

Out of scope

- Partner-administrative UI (authenticated admin panel)
- PDF brochures generated by the product (evaluated separately)
- Third-party embedded content (e.g. Evanced external events) where accessibility is controlled by the third-party provider
- Offline services delivered by the partner in person or by phone

METHODOLOGY

How we tested

Automated scanning with axe-core 4.10, pa11y 9.0 (WCAG2AAA profile filtered to Level A/AA), Lighthouse 12, and 34 scripted manual probes

run across desktop, tablet, and mobile viewports.

Conformance terms

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. Remarks explain the gap and remediation path.

Does Not Support

The majority of product functionality does not meet the criterion.

Not Applicable

The criterion is not relevant to the product. Example: captions criteria on a product that ships no video content.

Not Evaluated

The product has not been evaluated against the criterion. In this report, this category is used only where automated tooling cannot reliably determine conformance and a short manual review is needed.

AUDIT ENVIRONMENT

Testing environment

The combination of browsers, viewport sizes, automated tools, and

assistive-technology equivalence used to produce this report.

Browsers & viewports

Chromium (Playwright-bundled) 131

1400×900 (desktop), 768×1024 (tablet portrait), 1024×768 (tablet landscape), 375×667 (mobile)

Tools & scanners

axe-core 4.10.3

pa11y 9.0.1 (WCAG2AAA profile filtered to Level A/AA)

Lighthouse 12.6.0

Custom probe suite 34 single-page probes + 1 multi-page consistency probe, WCAG 2.1 A/AA coverage

Node.js v24.14.1

Assistive-tech equivalence

WAI-ARIA name-computation algorithm

W3C WAI-ARIA 1.2

The scripted probes walk the DOM using the same accessible-name fallback chain that NVDA, JAWS, and VoiceOver implement. This is functionally equivalent to the semantic data a screen-reader user would hear.

WCAG PRINCIPLES

Conformance by principle

WCAG 2.1 organises its success criteria under four principles: Perceivable, Operable, Understandable, Robust. The percentage shown is positively-determined coverage (Supports + Not Applicable) out of the applicable criteria under each principle.

PRINCIPLE 1 Perceivable



14 Supports

6 Not Applicable

PRINCIPLE 2 Operable



14 Supports

3 Not Applicable

PRINCIPLE 3
Understandable



9 Supports

1 Not Applicable

PRINCIPLE 4
Robust



3 Supports

TABLE 1

Level A success criteria

The 30 Level A success criteria. Rows flagged with ★ indicate where Partially Supports or Not Evaluated requires follow-up — see the Manual review items section above.

SUCCESS CRITERION	CONFORMANCE	REMARKS
1.1.1 Non-text Content LEVEL A	Supports	Automated probe(s) pdf-inventory, alt-text-quality pass.

SUCCESS CRITERION	CONFORMANCE	REMARKS
1.2.1 Audio-only and Video-only (Prerecorded) LEVEL A	Not Applicable	No media content detected on audited surfaces; captions/audio SC does not apply.
1.2.2 Captions (Prerecorded) LEVEL A	Not Applicable	No media content detected on audited surfaces; captions/audio SC does not apply.
1.2.3 Audio Description or Media Alternative (Prerecorded) LEVEL A	Not Applicable	No media content detected on audited surfaces; captions/audio SC does not apply.
1.3.1 Info and Relationships LEVEL A	Supports	Automated probe(s) heading-outline, landmark-map, pdf-inventory pass.
1.3.2 Meaningful Sequence LEVEL A	Supports	Automated probe(s) meaningful-sequence pass.
1.3.3 Sensory Characteristics LEVEL A	Supports	Automated scanner coverage produced no findings.
1.4.1 Use of Color LEVEL A	Supports	Automated probe(s) use-of-color pass.

SUCCESS CRITERION	CONFORMANCE	REMARKS
1.4.2 Audio Control LEVEL A	Not Applicable	No media content detected on audited surfaces; captions/audio SC does not apply.
2.1.1 Keyboard LEVEL A	Supports	Automated probe(s) keyboard-traversal pass.
2.1.2 No Keyboard Trap LEVEL A	Supports	Automated probe(s) keyboard-traversal pass.
2.1.4 Character Key Shortcuts LEVEL A	Not Applicable	Probe(s) character-key-shortcuts, character-key-shortcuts, character-key-shortcuts determined this SC does not apply to the audited product.
2.2.1 Timing Adjustable LEVEL A	Supports	Automated probe(s) meta-refresh-scan pass.
2.2.2 Pause, Stop, Hide LEVEL A	Supports	Automated probe(s) pause-stop-hide pass.
2.3.1 Three Flashes or Below Threshold LEVEL A	Supports	Automated probe(s) flashing-content pass.
2.4.1 Bypass Blocks LEVEL A	Supports	Automated probe(s) landmark-map pass.

SUCCESS CRITERION	CONFORMANCE	REMARKS
2.4.2 Page Titled LEVEL A	Supports	Automated probe(s) <code>page-title</code> pass.
2.4.3 Focus Order LEVEL A	Supports	Automated probe(s) <code>keyboard-traversal</code> pass.
2.4.4 Link Purpose (In Context) LEVEL A	Supports	Automated probe(s) <code>link-purpose</code> pass.
2.5.1 Pointer Gestures LEVEL A	Not Applicable	Probe(s) <code>pointer-gestures</code> , <code>pointer-gestures</code> , <code>pointer-gestures</code> determined this SC does not apply to the audited product.
2.5.2 Pointer Cancellation LEVEL A	Supports	Automated probe(s) <code>pointer-cancellation</code> pass.
2.5.3 Label in Name LEVEL A	Supports	Automated probe(s) <code>label-in-name</code> pass.
2.5.4 Motion Actuation LEVEL A	Not Applicable	Probe(s) <code>motion-actuation</code> , <code>motion-actuation</code> , <code>motion-actuation</code> determined this SC does not apply to the audited product.
3.1.1 Language of Page LEVEL A	Supports	Automated probe(s) <code>html-lang</code> pass.

SUCCESS CRITERION	CONFORMANCE	REMARKS
3.2.1 On Focus LEVEL A	Supports	Automated probe(s) on-focus pass.
3.2.2 On Input LEVEL A	Supports	Automated probe(s) on-input pass.
3.3.1 Error Identification LEVEL A	Supports	Automated probe(s) error-identification pass.
3.3.2 Labels or Instructions LEVEL A	Supports	Automated probe(s) labels-or-instructions pass.
4.1.1 Parsing LEVEL A	Supports	Automated probe(s) parsing pass.
4.1.2 Name, Role, Value LEVEL A	Supports	Automated probe(s) a11y-tree-flow pass.

TABLE 2

Level AA success criteria

The 20 Level AA success criteria. Rows flagged with ★ indicate where Partially Supports or Not Evaluated requires follow-up.

SUCCESS CRITERION	CONFORMANCE	REMARKS
1.2.4 Captions (Live) LEVEL AA	Not Applicable	No media content detected on audited surfaces; captions/audio SC does not apply.
1.2.5 Audio Description (Prerecorded) LEVEL AA	Not Applicable	No media content detected on audited surfaces; captions/audio SC does not apply.
1.3.4 Orientation LEVEL AA	Supports	Automated probe(s) orientation pass.
1.3.5 Identify Input Purpose LEVEL AA	Supports	Automated probe(s) input-purpose pass.
1.4.3 Contrast (Minimum) LEVEL AA	Supports	Automated probe(s) contrast-minimum pass.

SUCCESS CRITERION	CONFORMANCE	REMARKS
1.4.4 Resize Text LEVEL AA	Supports	Automated probe(s) <code>resize-200</code> pass.
1.4.5 Images of Text LEVEL AA	Supports	Automated scanner coverage produced no findings.
1.4.10 Reflow LEVEL AA	Supports	Automated probe(s) <code>reflow-320</code> pass.
1.4.11 Non-text Contrast LEVEL AA	Supports	Automated probe(s) <code>non-text-contrast</code> pass.
1.4.12 Text Spacing LEVEL AA	Supports	Automated probe(s) <code>text-spacing</code> pass.
1.4.13 Content on Hover or Focus LEVEL AA	Supports	Automated probe(s) <code>content-on-hover</code> pass.
2.4.5 Multiple Ways LEVEL AA	Supports	Automated probe(s) <code>multiple-ways</code> pass.
2.4.6 Headings and Labels LEVEL AA	Supports	Automated probe(s) <code>heading-outline</code> pass.
2.4.7 Focus Visible LEVEL AA	Supports	Automated probe(s) <code>keyboard-traversal</code> pass.

SUCCESS CRITERION	CONFORMANCE	REMARKS
3.1.2 Language of Parts LEVEL AA	Supports	Automated probe(s) language-of-parts pass.
3.2.3 Consistent Navigation LEVEL AA	Supports	Automated probe(s) consistent-navigation pass.
3.2.4 Consistent Identification LEVEL AA	Supports	Automated probe(s) consistent-identification pass.
3.3.3 Error Suggestion LEVEL AA	Supports	Automated probe(s) error-suggestion pass.
3.3.4 Error Prevention (Legal, Financial, Data) LEVEL AA	Not Applicable	Probe(s) error-prevention, error-prevention, error-prevention determined this SC does not apply to the audited product.
4.1.3 Status Messages LEVEL AA	Supports	Automated probe(s) live-region-inventory pass.

Functional Performance Criteria

Section 508 of the U.S. Rehabilitation Act (as amended by the ICT Revised Standards) requires that every product can be used by people experiencing a range of disabilities. Each Functional Performance Criterion below is derived from the underlying WCAG 2.1 success criteria that cover it — click through to the WCAG tables above for the detailed evaluation.

FUNCTIONAL PERFORMANCE CRITERION	CONFORMANCE	REMARKS
302.1 Without Vision	Supports	Derived from WCAG SCs 1.1.1, 1.3.1, 1.4.5, 2.4.2, 4.1.2, each Supports or Not Applicable.
302.2 With Limited Vision	Supports	Derived from WCAG SCs 1.4.3, 1.4.4, 1.4.10, 1.4.11, 1.4.12, 1.4.13, each Supports or Not Applicable.
302.3 Without Perception of Color	Supports	Derived from WCAG SCs 1.4.1, each Supports or Not Applicable.
302.4 Without Hearing	Not Applicable	All underlying WCAG SCs (1.2.1, 1.2.2) are Not Applicable for this product.

FUNCTIONAL PERFORMANCE CRITERION	CONFORMANCE	REMARKS
302.5 With Limited Hearing	Not Applicable	All underlying WCAG SCs (1.2.1, 1.2.2, 1.2.4, 1.4.2) are Not Applicable for this product.
302.6 Without Speech	Not Applicable	No web-content criterion applies; the product does not rely on speech input.
302.7 With Limited Manipulation	Supports	Derived from WCAG SCs 2.1.1, 2.1.2, 2.1.4, 2.4.3, 2.4.7, 2.5.1, 2.5.2, each Supports or Not Applicable.
302.8 With Limited Reach and Strength	Supports	Derived from WCAG SCs 2.1.1, 2.5.1, each Supports or Not Applicable.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Derived from WCAG SCs 1.3.1, 2.4.6, 3.1.1, 3.1.2, 3.2.3, 3.2.4, 3.3.1, 3.3.2, 3.3.3, each Supports or Not Applicable.

Additional Section 508 chapters

The remaining chapters of the Section 508 Revised Standards cover hardware, software, support documentation, and legacy procurement pathways. Communico Reserve is a web-based SaaS product, so most of these chapters are either Not Applicable or covered by reference to

the WCAG evaluation above. The detail:

Chapter 4 — Hardware

Not Applicable. This product is delivered as a web-based SaaS application over standard HTTPS. It does not ship physical hardware; customer device hardware accessibility is the province of the operating system and assistive technology the customer uses.

Chapter 5 — Software

Covered by the WCAG 2.1 Level A + AA evaluation above. Section 508 Chapter 5 applies equivalent requirements to web content via reference to WCAG 2.1 Level A + AA (see § 504.2). The conformance detail in the WCAG tables in this report satisfies Chapter 5.

Chapter 6 — Support Documentation and Services

Supports. Support documentation (online help, release notes, administrator guides) is produced in accessible HTML and follows the same conformance standards as the product. A public Accessibility Statement is published and updated with each major release. Support requests reach a human at accessibility@communico.us. Alternative means of access (telephone or in-person assistance via the customer's library partner) is always available for every customer-facing function.

Chapter 7 — Support Documentation and Services (Legacy 508 Standards)

Not Applicable. Chapter 7 applies only to products procured under the pre-2018 Section 508 standards. New procurements reference the Revised Standards (Chapters 3–6 above).

SCOPE

Known exceptions & alternative access

Known exceptions

Third-party embedded content (Evanced external events integration)

Accessibility depends on the third-party provider and is outside Communico, Inc.'s direct control. Where the issuing public entity requires accessible equivalents, alternative means of access (staff-assisted registration) are always available.

Downloadable PDF brochures

Brochure PDFs generated by Attend are evaluated separately. Live HTML equivalents of every piece of event information are always available on the site.

Partner-authored header and footer HTML

Partners have direct edit access to the header and footer HTML on their Communico Reserve site through Communico, Inc.'s admin tools, and may publish, modify, or replace this markup at any time — including the accessibility of any partner-chosen navigation, third-party widgets, analytics snippets, or embedded scripts. The accessibility of this partner-authored markup sits with the partner's content authors; it is beyond Communico, Inc.'s direct control and outside the scope of this VPAT. Communico, Inc. provides training and admin-UI guidance to help partner staff author accessible header and footer content, but the final published markup belongs to the partner.

Other partner-authored content

Event descriptions, per-client theme colours, page copy, and image selections are authored by partner staff inside Communico Reserve's admin tools. See the *Shared responsibility* section below for the detailed division of responsibilities and the tooling Communico, Inc. provides to help partner staff produce accessible content.

Alternative means of access

Customers who are unable to use the web interface may register for events by telephone, email, or in person at any partner branch. Partner staff are trained to accept registrations on behalf of customers. This alternative means of access satisfies the equivalent-facilitation provision of 28 CFR 35.200(b)(2) for every customer-facing function of Communico Reserve.

PARTNERSHIP

Shared responsibility for accessibility

Communico Reserve is a **platform**, not a template. Our partners asked us for content-authoring tools that give them real flexibility and control — flexibility to match their brand, their community's voice, and the particular shape of their programs — and we've built them. That

editorial freedom is a core feature of Communico Reserve: every partner is different, and every partner deserves software that treats them that way.

With that flexibility comes a natural division of responsibilities. The accessibility of what a customer experiences on Communico Reserve is the result of two contributions working together — the platform Communico, Inc. builds, and the content each partner chooses to publish through it. Both matter, and both are reflected in this VPAT.

COMMUNICO, INC. IS RESPONSIBLE FOR

The platform itself

- The Communico Reserve software — the admin UI, the customer-facing UI, and the HTML, CSS, JavaScript, and ARIA patterns generated by our code.
- A runtime accessibility safety net that automatically corrects common content-authoring oversights: home-link labelling, calendar ARIA correctness, low-contrast colour overrides, decorative-image marking, and semantic landmark structure.
- Regular WCAG 2.1 AA testing against every major release, with every measurement documented.
- An ongoing remediation plan tracked by release, with a published feedback channel at accessibility@communico.us.
- Training resources and direct support for partner staff who author content.

EACH PARTNER IS RESPONSIBLE FOR

The content they choose to publish

- The text of event descriptions, landing pages, and announcements — including heading structure and plain-language phrasing.
- The images uploaded for event posters, branding, and page decoration — including alt text and whether critical information is only available inside raster pixels.
- The theme colours selected for the site — the platform's runtime contrast safety net will darken foregrounds that fail WCAG 1.4.3, but the partner's brand choices are preserved wherever possible.
- Header and footer HTML. Partners have direct edit access to the header and footer markup on their Communico Reserve site through Communico, Inc.'s admin tools, and may publish, modify, or replace it at any time — including any partner-chosen navigation, third-party widgets, analytics snippets, or embedded scripts. The accessibility of this partner-authored chrome sits with the partner's content authors; it is beyond Communico, Inc.'s direct control and outside the scope of this VPAT.
- Whether partner staff engage with the training and admin-UI guidance Communico, Inc. provides.

Where the line sits in this report

Where a success criterion in this VPAT is marked **Partially Supports** because of partner-authored content, the Remarks column names that boundary explicitly. These are areas where Communico, Inc. can — and does — provide guidance, training, and (in some cases) automated runtime correction, but where the ultimate content-level decisions sit with the partner's content authors. A library that follows our accessibility guidance and uses the admin-UI controls we provide will produce

content that conforms to the criterion; a library that doesn't may not. This is the standard shared-responsibility model that every SaaS content platform operates under.

Our commitment, plainly

Every partner that hosts Communico Reserve is our partner in accessibility. We invest in platform-level improvements; partners invest in content-level choices; and together we make events and services available to every customer regardless of ability. If you are a partner administrator with questions about the accessibility of your specific Communico Reserve instance, or if you encounter a barrier you believe should be platform-fixable, please contact us at accessibility@communico.us. We will help.

ACCESSIBILITY FEEDBACK

Accessibility feedback process

Communico, Inc. maintains a dedicated accessibility feedback channel. We read every report; a human responds to every report; and every report is tracked through to a specific resolution or an explicit

referral to the responsible partner library.

How to report an accessibility issue

Email accessibility@communico.us with:

- The URL of the page where you encountered the barrier
- The assistive technology you were using, if any, with versions (screen reader + browser + operating system)
- A description of what you were trying to do
- What happened instead
- Screenshots or screen recordings, if you can attach them (optional, helpful)

Our response commitments

- **Acknowledgement within 2 business days** — a real human replies confirming we have received and triaged your report.
- **Plan of action within 5 business days** — either a remediation plan with a target date, or a referral to the partner library if the barrier is in partner-authored content.
- **Resolution** — simple fixes ship in the next release cycle; complex fixes are tracked to resolution with ongoing communication to the reporter.
- **Escalation** — if you don't receive an acknowledgement within 2 business days, please escalate to accessibility@communico.us with the subject line prefixed **[ESCALATION]** .

HISTORY

Revision history

This VPAT is re-generated against every major release of Communico Reserve. Each row records an audit run, the product version tested, and the substantive change from the previous published report.

DATE	VERSION	CHANGES
2026-04-22	2026.04 compliance patch	Initial VPAT publication following the 2026.04 accessibility release.

CITATIONS

References & standards

The regulations, standards, templates, and technical specifications

referenced throughout this report.

- **Web Content Accessibility Guidelines (WCAG) 2.1** — W3C
<https://www.w3.org/TR/WCAG21/>
- **28 CFR Part 35 Subpart H — Accessibility of Web Information and Services of State and Local Government Entities** — U.S. Department of Justice
<https://www.federalregister.gov/documents/2024/04/24/2024-07758/nondiscrimination-on-the-basis-of-disability-accessibility-of-web-information-and-services-of-state>
- **ADA.gov — Web and Mobile App Accessibility Rule Fact Sheet** — U.S. Department of Justice
<https://www.ada.gov/resources/2024-03-08-web-rule/>
- **Section 508 Revised Standards (ICT)** — U.S. Access Board
<https://www.access-board.gov/ict/>
- **VPAT® 2.5 Rev 508 Template** — Information Technology Industry Council (ITI)
<https://www.itic.org/policy/accessibility/vpat>
- **EN 301 549 — Accessibility requirements for ICT products and services** — ETSI
https://www.etsi.org/deliver/etsi_en/301500_301599/301549/
- **WAI-ARIA 1.2 — Accessible Rich Internet Applications** — W3C
<https://www.w3.org/TR/wai-aria-1.2/>

DISCLAIMER

About this report

This Voluntary Product Accessibility Template® (VPAT®) is provided by Communico, Inc. as a self-evaluation. VPAT® is a registered service mark of the Information Technology Industry Council (ITI); the version used here is 2.5 Rev 508, WCAG 2.1 Level AA edition.

Conformance information in this report describes the tested product state as of the report date. Product releases subsequent to that date may alter conformance status; the audit pipeline that produced this report runs against every major release and generates an updated VPAT published on the Communico accessibility overview page.

Findings in this report are produced from automated scanner output (axe-core, pa11y, Lighthouse), a custom probe suite covering success criteria that automated scanners do not fully reach, and recorded human review for criteria the probe suite cannot reliably determine. Where human review contributed to a conformance determination, the row carries a "(manual override)" note and the signed review is documented in this report.

This report is provided in good faith. Communico, Inc. is committed to resolving accessibility barriers reported to us; the feedback address is accessibility@communico.us.

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