



Sonde

Accessibility Health Check

<https://maricopa.gov>

836



Strong

April 28, 2026

Provided free by Sonde

<https://daylight.sonde.life/usgov/maricopa-gov/>

8 pages | **533** findings | **16** critical | **272** high | **190** medium | **55** low | **66.6** avg/page |
4,803 elements | **184** with findings | **96.2%** ECR | **3m 17s** total | **24.7s** per page

Top Findings

Copy a direct link to share a finding · Open a discussion to give feedback on a finding

CRITICAL ARIA roles used must conform to valid values: Fix all of the following: WCAG 4.1.2 ⚡

Role must be one of the valid ARIA roles: bar

Page: [/apps/selfservice](#) [WCAG 4.1.2](#)

Element:

```
<div class="bar" role="bar" style="transform: translate3d(-91.9941%, 0px, 0px); transition: 200ms;"><div class="peg"></div></div>
```

SONDE FIX PLAN
Ensure all elements with a role attribute use a valid value. See: <https://www.w3.org/WAI/WCAG22/Understanding/name-role-value>

CRITICAL Insufficient color contrast: 1.00:1 (required: 3:1 for large text). WCAG 1.4.3 ⓘ

Foreground: rgb(255, 255, 255), background: rgb(255, 255, 255). Text: "Welcome to Civic Access"

Page: [/apps/selfservice](#) [WCAG 1.4.3](#)

Element:

```
<h1 class="welcome-header ng-binding" id="focusTextLabel" ng-style="{color:vm.tileDetails.TenantTileLayout.HeaderTextColor, '-webkit-text-stroke-width':(vm.tileDetails.TenantTileLa
```

1.00:1 x CURRENT **3.03:1** ✓ SUGGESTED

#ffffff on #ffffff → #959494 on #ffffff

SONDE FIX PLAN
Current ratio: 1.00:1 (need 3:1). Change foreground from #ffffff to #959494 (ratio: 3.0:1).

CRITICAL Insufficient color contrast: 1.00:1 (required: 3:1 for large text). WCAG 1.4.3 ⓘ

Foreground: rgb(255, 255, 255), background: rgb(255, 255, 255). Text: "Welcome to Civic Access"

Page: [/apps/selfservice](#) [WCAG 1.4.3](#)


Element:

```
<h1 class="welcome-header ng-binding" id="focusTextLabel" ng-style="{color:vm.tileDetails.TenantTileLayout.HeaderTextColor, '-webkit-text-stroke-width':(vm.tileDetails.TenantTileLa
```

1.00:1 x CURRENT **3.03:1** ✓ SUGGESTED

→ Welcome to Civic Access

#ffffff on #ffffff #959494 on #ffffff

 **SONDE FIX PLAN**
Current ratio: 1.00:1 (need 3:1). Change foreground from #ffffff to #959494 (ratio: 3.0:1).

Insufficient color contrast: 1.33:1 (required: 4.5:1 for normal text). WCAG 1.4.3 ⓘ

CRITICAL Foreground: rgb(68, 68, 68), background: rgb(50, 49, 49). Text: "Translate"

Page: </apps/selfservice> [WCAG 1.4.3](#)


Element:

```
<a class="VIpgJd-ZVi9od-14eHX-hSRGPd" href="https://translate.google.com" target="_blank">
```

1.33:1 x CURRENT **4.51:1** ✓ SUGGESTED

→

#444444 on #323131 #999898 on #323131

 **SONDE FIX PLAN**
Current ratio: 1.33:1 (need 4.5:1). Change foreground from #444444 to #999898 (ratio: 4.5:1). Or change background from #323131 to #000000.

Insufficient color contrast: 1.00:1 (required: 3:1 for large text). WCAG 1.4.3 ⓘ

CRITICAL Foreground: rgb(255, 255, 255), background: rgb(255, 255, 255). Text: "Locate"

Page: [/](#) [WCAG 1.4.3](#)


Element:

```
<span class="textStyle2">Locate</span>
```

1.00:1 x CURRENT **3.03:1** ✓ SUGGESTED

→

#ffffff on #ffffff #959494 on #ffffff

 **SONDE FIX PLAN**
Current ratio: 1.00:1 (need 3:1). Change foreground from #ffffff to #959494 (ratio: 3.0:1).

Insufficient color contrast: 1.00:1 (required: 3:1 for large text). 🔗 🗨

CRITICAL Foreground: rgb(255, 255, 255), background: rgb(255, 255, 255). Text: WCAG 1.4.3 ⓘ
"Parcel"

Page: / [WCAG 1.4.3](#)

Element:

```
<span class="textStyle1">Parcel&nbsp;&nbsp;&nbsp;</span>
```

→

Parcel

#ffffff on #ffffff
 #959494 on #ffffff

SONDE FIX PLAN

Current ratio: 1.00:1 (need 3:1). Change foreground from #ffffff to #959494 (ratio: 3.0:1).

Insufficient color contrast: 1.33:1 (required: 4.5:1 for normal text). 🔗 🗨

CRITICAL Foreground: rgb(0, 0, 0), background: rgb(19, 32, 72). Text: "</noscript>
```

→

#000000 on  #132048
 #898989 on  #132048

**SONDE FIX PLAN**

Current ratio: 1.33:1 (need 4.5:1). Change foreground from #000000 to #898989 (ratio: 4.5:1). Or change background from #132048 to #000000.

Insufficient color contrast: 1.00:1 (required: 3:1 for large text). 🔗 🗨

**CRITICAL** Foreground: rgb(255, 255, 255), background: rgb(255, 255, 255). Text: WCAG 1.4.3 ⓘ  
"Connect With Us"

Page: / [WCAG 1.4.3](#)

Element:


```
<li class="InfoAdvanced widgetItem fr-view" role="heading" aria-level="2">
 Connect With Us


```

**1.00:1** x CURRENT **3.03:1** ✓ SUGGESTED

→

#ffffff on  #ffffff  #959494 on  #ffffff


 **SONDE FIX PLAN**  
Current ratio: 1.00:1 (need 3:1). Change foreground from #ffffff to #959494 (ratio: 3.0:1).


**HIGH** Image has no accessible name in the accessibility tree. Screen readers will skip or announce it generically. WCAG 1.1.1 

Page: </apps/selfservice> [WCAG 1.1](#)

Element:

```
<!-- a11y: role="image" -->
```


 **SONDE FIX PLAN**  
Add alt text to the image. If decorative, mark with role="presentation" or alt="". WCAG 1.1.1 requires text alternatives for non-text content.


**HIGH** Empty heading (role="heading"). Headings must contain text for screen reader navigation to work. WCAG 1.3.1 

Page: [/](#) [WCAG 1.3.1](#)

Element:

```
<!-- a11y: role="heading" -->
```


 **SONDE FIX PLAN**  
Add text content to the heading, or remove the heading element if it serves no structural purpose. WCAG 1.3.1 requires meaningful heading structure.




**HIGH** Empty heading (role="heading"). Headings must contain text for screen reader navigation to work. WCAG 1.3.1 

Page: [/](#) [WCAG 1.3.1](#)

Element:

```
<!-- a11y: role="heading" -->
```


 **SONDE FIX PLAN**  
Add text content to the heading, or remove the heading element if it serves no structural purpose. WCAG 1.3.1 requires meaningful heading structure.




**HIGH** Image has no accessible name in the accessibility tree. Screen readers will skip or announce it generically. WCAG 1.1.1   

Page: / [WCAG 1.1.1](#)

**Element:**

```
<!-- a11y: role="image" desc="Maricopa County Seal" -->
```


 **SONDE FIX PLAN**  
Add alt text to the image. If decorative, mark with role="presentation" or alt="". WCAG 1.1.1 requires text alternatives for non-text content.




**HIGH** Empty heading (role="heading"). Headings must contain text for screen reader navigation to work. WCAG 1.3.1   

Page: / [WCAG 1.3.1](#)

**Element:**

```
<!-- a11y: role="heading" -->
```


 **SONDE FIX PLAN**  
Add text content to the heading, or remove the heading element if it serves no structural purpose. WCAG 1.3.1 requires meaningful heading structure.




**HIGH** Empty heading (role="heading"). Headings must contain text for screen reader navigation to work. WCAG 1.3.1   

Page: / [WCAG 1.3.1](#)

**Element:**

```
<!-- a11y: role="heading" -->
```


 **SONDE FIX PLAN**  
Add text content to the heading, or remove the heading element if it serves no structural purpose. WCAG 1.3.1 requires meaningful heading structure.

**HIGH** Empty heading (role="heading"). Headings must contain text for screen reader navigation to work. WCAG 1.3.1   

Page: / [WCAG 1.3.1](#)

**Element:**

```
<!-- a11y: role="heading" -->
```

 **SONDE FIX PLAN**

Add text content to the heading, or remove the heading element if it serves no structural purpose. WCAG 1.3.1 requires meaningful heading structure.

**HIGH** Empty heading (role="heading"). Headings must contain text for screen reader navigation to work. WCAG 1.3.1

Page: / WCAG 1.3.1

Element:

```
<!-- a11y: role="heading" -->
```



**SONDE FIX PLAN**

Add text content to the heading, or remove the heading element if it serves no structural purpose. WCAG 1.3.1 requires meaningful heading structure.

**HIGH** Empty heading (role="heading"). Headings must contain text for screen reader navigation to work. WCAG 1.3.1

Page: /1/Home WCAG 1.3.1

Element:

```
<!-- a11y: role="heading" -->
```



**SONDE FIX PLAN**

Add text content to the heading, or remove the heading element if it serves no structural purpose. WCAG 1.3.1 requires meaningful heading structure.

**HIGH** Empty heading (role="heading"). Headings must contain text for screen reader navigation to work. WCAG 1.3.1

Page: /1/Home WCAG 1.3.1

Element:

```
<!-- a11y: role="heading" -->
```



**SONDE FIX PLAN**

Add text content to the heading, or remove the heading element if it serves no structural purpose. WCAG 1.3.1 requires meaningful heading structure.

**HIGH** Image has no accessible name in the accessibility tree. Screen readers will skip or announce it generically. WCAG 1.1.1

Page: /1/Home WCAG 1.1.1

Element:

```
<!-- a11y: role="image" desc="Maricopa County Seal" -->
```



**SONDE FIX PLAN**

Add alt text to the image. If decorative, mark with role="presentation" or alt="". WCAG 1.1.1 requires text alternatives for non-text content.

**HIGH**

Empty heading (role="heading"). Headings must contain text for screen reader navigation to work.

WCAG 1.3.1



Page: [/1/Home](#) [WCAG 1.3.1](#)

**Element:**

```
<!-- a11y: role="heading" -->
```



**SONDE FIX PLAN**

Add text content to the heading, or remove the heading element if it serves no structural purpose. WCAG 1.3.1 requires meaningful heading structure.

**HIGH**

Empty heading (role="heading"). Headings must contain text for screen reader navigation to work.

WCAG 1.3.1



Page: [/1/Home](#) [WCAG 1.3.1](#)

**Element:**

```
<!-- a11y: role="heading" -->
```



**SONDE FIX PLAN**

Add text content to the heading, or remove the heading element if it serves no structural purpose. WCAG 1.3.1 requires meaningful heading structure.

**HIGH**

Empty heading (role="heading"). Headings must contain text for screen reader navigation to work.

WCAG 1.3.1



Page: [/1/Home](#) [WCAG 1.3.1](#)

**Element:**

```
<!-- a11y: role="heading" -->
```



**SONDE FIX PLAN**

Add text content to the heading, or remove the heading element if it serves no structural purpose. WCAG 1.3.1 requires meaningful heading structure.

**HIGH**

Empty heading (role="heading"). Headings must contain text for screen reader navigation to work.

WCAG 1.3.1



Page: [/1/Home](#) [WCAG 1.3.1](#)

Element:

```
<!-- a11y: role="heading" -->
```



**SONDE FIX PLAN**

Add text content to the heading, or remove the heading element if it serves no structural purpose. WCAG 1.3.1 requires meaningful heading structure.

HIGH

Elements must meet minimum color contrast ratio thresholds: Fix any of the following: Element has insufficient color contrast of 4.47 (foreground color: #777777, background color: #ffffff, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1

WCAG 1.4.3

Page: [/login/agentlessDssso/idx](#) [WCAG 1.4.3](#)

Element:

```
<p class="copyright">Powered by Okta</p>
```



**SONDE FIX PLAN**

Ensure the contrast between foreground and background colors meets WCAG 2 AA minimum contrast ratio thresholds. See: <https://www.w3.org/WAI/WCAG22/Understanding/contrast-minimum> Current ratio: 4.48:1 (need 4.5:1). Change foreground from #777777 to #777676 (ratio: 4.5:1).

HIGH

Links must be distinguishable without relying on color: Fix any of the following: The link has insufficient color contrast of 1.12:1 with the surrounding text. (Minimum contrast is 3:1, link text: #6e6e78, surrounding text: #777777) The link has no styling (such as underline) to distinguish it from the surrounding text

WCAG 1.4.1

Page: [/login/agentlessDssso/idx](#) [WCAG 1.4.1](#)

Element:

```
Okta
```



**SONDE FIX PLAN**

Ensure links are distinguished from surrounding text in a way that does not rely on color. See: <https://www.w3.org/WAI/WCAG22/Understanding/use-of-color> Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

HIGH

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0

Page: </apps/selfservice>

Element:

```
<div class="text-center" ng-focus="vm.pauseCarousel()" ng-blur="vm.playCarousel()" tabindex="1" role="region">
```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

ARIA role should be appropriate for the element: Fix any of the following: ARIA role document is not allowed for given element



Page: </apps/selfservice>

Element:

```

```



**SONDE FIX PLAN**

Ensure role attribute has an appropriate value for the element. See:

<https://www.w3.org/WAI/WCAG22/quickref/> Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

ARIA role should be appropriate for the element: Fix any of the following: ARIA role document is not allowed for given element



Page: </apps/selfservice>

Element:

```
<h1 class="welcome-header ng-bi..." id="focusTextLabel" ng-style="{color:vm.tileDetail..." style="color: rgb(255, 255,..." role="document" tabindex="1">
```



**SONDE FIX PLAN**

Ensure role attribute has an appropriate value for the element. See:

<https://www.w3.org/WAI/WCAG22/quickref/> Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0



Page: </apps/selfservice>

Element:

```
Search
```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0



Page: </apps/selfservice>

Element:

```
<p class="ng-scope" tabindex="1">
</p>
```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0



Page: </apps/selfservice>

Element:

```

```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks



Page: </apps/selfservice>

Element:

```
Skip To Main Content
```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See:

<https://www.w3.org/WAI/WCAG22/quickref/> Ensure tabindex attribute values are not greater than

O. See: <https://www.w3.org/WAI/WCAG22/quickref/>


**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0

Page: </apps/selfservice>

Element:

```
<b role="document" tabindex="1" class="ng-binding">
 Login or Register

```

 **SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>


**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0

Page: </apps/selfservice>

Element:

```
<b role="document" tabindex="1" class="ng-binding">
 Submit a Department Inquiry or Citizen C
omplaint

```

 **SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>


**HIGH** ARIA role should be appropriate for the element: Fix any of the following: ARIA role document is not allowed for given element




Page: </apps/selfservice>

Element:

```

```

 **SONDE FIX PLAN**  
Ensure role attribute has an appropriate value for the element. See: <https://www.w3.org/WAI/WCAG22/quickref/> Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>


**HIGH** ARIA role should be appropriate for the element: Fix any of the following: ARIA role document is not allowed for given element   




**Page:** [/apps/selfservice](#)

**Element:**

```

```

 **SONDE FIX PLAN**  
Ensure role attribute has an appropriate value for the element. See: <https://www.w3.org/WAI/WCAG22/quickref/> Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>


**HIGH** ARIA role should be appropriate for the element: Fix any of the following: ARIA role document is not allowed for given element   




**Page:** [/apps/selfservice](#)

**Element:**

```

```

 **SONDE FIX PLAN**  
Ensure role attribute has an appropriate value for the element. See: <https://www.w3.org/WAI/WCAG22/quickref/> Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>


**HIGH** ARIA role should be appropriate for the element: Fix any of the following: ARIA role document is not allowed for given element   




**Page:** [/apps/selfservice](#)

**Element:**

```

```

 **SONDE FIX PLAN**  
Ensure role attribute has an appropriate value for the element. See: <https://www.w3.org/WAI/WCAG22/quickref/> Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH** Links must have discernible text: Fix all of the following: Element is in tab order and does not have accessible text Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute WCAG 2.4.4   

does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

Page: [/apps/selfservice](#) [WCAG 2.4.4](#)

Element:

```

```



SONDE FIX PLAN

Ensure links have discernible text. See: <https://www.w3.org/WAI/WCAG22/Understanding/link-purpose-in-context>

HIGH

ARIA role should be appropriate for the element: Fix any of the following: ARIA role document is not allowed for given element



Page: [/apps/selfservice](#)

Element:

```

```



SONDE FIX PLAN

Ensure role attribute has an appropriate value for the element. See: <https://www.w3.org/WAI/WCAG22/quickref/> Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

HIGH

Links must have discernible text: Fix all of the following: Element is in tab order and does not have accessible text Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

WCAG 2.4.4



Page: [/apps/selfservice](#) [WCAG 2.4.4](#)

Element:




```

```



SONDE FIX PLAN


Ensure links have discernible text. See: <https://www.w3.org/WAI/WCAG22/Understanding/link-purpose-in-context>




**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0   

**Page:** </apps/selfservice>

**Element:**

```
Map
```

 **SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See:  
<https://www.w3.org/WAI/WCAG22/quickref/>


**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0   




**Page:** </apps/selfservice>

**Element:**

```

```


 **SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See:  
<https://www.w3.org/WAI/WCAG22/quickref/>




**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0   

**Page:** </apps/selfservice>

**Element:**

```
<md-card class="card-container _md welcome-card-size-small" ng-class="vm.isTwoByTwo()?'welcome-card-size':'welcome-card-size-small'" role="document" tabindex="1">
```

 **SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See:  
<https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0   

**Page:** </apps/selfservice>

**Element:**

```

```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0



Page: </apps/selfservice>

Element:

```

```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

Links must have discernible text: Fix all of the following: Element is in tab order and does not have accessible text Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

WCAG 2.4.4



Page: </apps/selfservice> [WCAG 2.4.4](#)

Element:

```

```



**SONDE FIX PLAN**

Ensure links have discernible text. See: <https://www.w3.org/WAI/WCAG22/Understanding/link-purpose-in-context>

**HIGH**

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0





Page: </apps/selfservice>

Element:

```
<p style="cursor: auto; text-align: center;" class="ng-scope" tabindex="1">
</p>
```

**SONDE FIX PLAN**

 Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>


**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0 


**Page:** </apps/selfservice>

**Element:**

```

```


 **SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>


**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0 

**Page:** </apps/selfservice>

**Element:**

```
<md-card class="card-container _md welcome-card-size-small" ng-class="vm.isTwoByTwo()?'welcome-card-size':'welcome-card-size-small'" role="document" tabindex="1">
```

 **SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH** Links must have discernible text: Fix all of the following: Element is in tab order and does not have accessible text Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute WCAG 2.4.4 




**Page:** </apps/selfservice> [WCAG 2.4.4](#)

**Element:**

```

```


 **SONDE FIX PLAN**  
Ensure links have discernible text. See: <https://www.w3.org/WAI/WCAG22/Understanding/link-purpose-in-context>




**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0   

**Page:** [/apps/selfservice](#)

**Element:**

```
<p style="text-align: center;" class="ng-scope" tabindex="1">
```

 **SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>


**HIGH** Links must have discernible text: Fix all of the following: Element is in tab order and does not have accessible text Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute WCAG 2.4.4   




**Page:** [/apps/selfservice](#) [WCAG 2.4.4](#)

**Element:**

```

```


 **SONDE FIX PLAN**  
Ensure links have discernible text. See: <https://www.w3.org/WAI/WCAG22/Understanding/link-purpose-in-context>




**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0   

**Page:** [/apps/selfservice](#)

**Element:**

```
Resources...
```

 **SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>


**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0   


**Page:** </apps/selfservice>

**Element:**

```

```

 **SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>




**HIGH** Elements must meet minimum color contrast ratio thresholds: Fix any of the following: Element has insufficient color contrast of 4.16 (foreground color: #f2f2f2, background color: #0079c1, font size: 10.0pt (13.3333px), font weight: bold). Expected contrast ratio of 4.5:1 WCAG 1.4.3   

**Page:** </apps/selfservice> [WCAG 1.4.3](#)

**Element:**

```
<b style="color: rgb(242, 242, 242); font-family: Arial, Helvetica, sans-serif; letter-spacing: 0.25px; text-wrap-mode: nowrap;">Any request for a wire transfer or login details is fraudulent. If you ...
```


 **SONDE FIX PLAN**  
Ensure the contrast between foreground and background colors meets WCAG 2 AA minimum contrast ratio thresholds. See: <https://www.w3.org/WAI/WCAG22/Understanding/contrast-minimum>





**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0   

**Page:** </apps/selfservice>

**Element:**

```
<md-card class="card-container _md welcome-card-size-small" ng-class="vm.isTwoByTwo()? 'welcome-card-size': 'welcome-card-size-small'" role="document" tabindex="1">
```

 **SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH** Elements must meet minimum color contrast ratio thresholds: Fix any of the following: Element has insufficient color contrast of 4.16 WCAG 1.4.3    

(foreground color: #f2f2f2, background color: #0079c1, font size: 10.0pt (13.3333px), font weight: bold). Expected contrast ratio of 4.5:1

Page: </apps/selfservice> [WCAG 1.4.3](#)

**Element:**

```
<b style="color: rgb(242, 242, 242); font-family: Arial, Helvetica, sans-serif; letter-spacing: 0.25px; text-wrap-mode: nowrap;">
```



**SONDE FIX PLAN**

Ensure the contrast between foreground and background colors meets WCAG 2 AA minimum contrast ratio thresholds. See: <https://www.w3.org/WAI/WCAG22/Understanding/contrast-minimum> Current ratio: 4.16:1 (need 4.5:1). Change foreground from #f2f2f2 to #fbfbfa (ratio: 4.5:1).

Links must have discernible text: Fix all of the following: Element is in tab order and does not have accessible text Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

HIGH

WCAG 2.4.4 ⚡

Page: </apps/selfservice> [WCAG 2.4.4](#)

**Element:**

```

```



**SONDE FIX PLAN**

Ensure links have discernible text. See: <https://www.w3.org/WAI/WCAG22/Understanding/link-purpose-in-context>

HIGH

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0

Page: </apps/selfservice>




**Element:**

```
Home
```



**SONDE FIX PLAN**


Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>




**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0   

**Page:** </apps/selfservice>

**Element:**

```
<md-card class="card-container _md welcome-card-size-small" ng-class="vm.isTwoByTwo
(?) 'welcome-card-size': 'welcome-card-size-small'" role="document" tabindex="1">
```

 **SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See:  
<https://www.w3.org/WAI/WCAG22/quickref/>


**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0   




**Page:** </apps/selfservice>

**Element:**

```
<b role="document" tabindex="1" class="ng-binding">
 Apply

```

 **SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See:  
<https://www.w3.org/WAI/WCAG22/quickref/>


**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0   




**Page:** </apps/selfservice>

**Element:**

```
<b role="document" tabindex="1" class="ng-binding">
 Training Resources

```

 **SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See:  
<https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH** ARIA role should be appropriate for the element: Fix any of the following: ARIA role document is not allowed for given element   

**Page:** </apps/selfservice>

**Element:**

```

```



**SONDE FIX PLAN**

Ensure role attribute has an appropriate value for the element. See: <https://www.w3.org/WAI/WCAG22/quickref/> Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

Links must have discernible text: Fix all of the following: Element is in tab order and does not have accessible text Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

HIGH

WCAG 2.4.4 ⚡

Page: </apps/selfservice> [WCAG 2.4.4](#)

**Element:**

```

```



**SONDE FIX PLAN**

Ensure links have discernible text. See: <https://www.w3.org/WAI/WCAG22/Understanding/link-purpose-in-context>

Links must have discernible text: Fix all of the following: Element is in tab order and does not have accessible text Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

HIGH

WCAG 2.4.4 ⚡

Page: </apps/selfservice> [WCAG 2.4.4](#)

**Element:**

```

```



**SONDE FIX PLAN**

Ensure links have discernible text. See: <https://www.w3.org/WAI/WCAG22/Understanding/link-purpose-in-context>

HIGH

ARIA role should be appropriate for the element: Fix any of the following: ARIA role document is not allowed for given element

Page: </apps/selfservice>

Element:

```

```



SONDE FIX PLAN

Ensure role attribute has an appropriate value for the element. See: <https://www.w3.org/WAI/WCAG22/quickref/> Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

HIGH

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0



Page: </apps/selfservice>

Element:

```
<span role="document" tabindex="1" title="Login or create a new account. " ng-class="vm.isTwoByTwo()? 'block-with-text-max-height': 'block-with-text-max-height-small'" class="tile-desc-span ng-binding ...
```



SONDE FIX PLAN

Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

HIGH

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0



Page: </apps/selfservice>

Element:

```
<b role="document" tabindex="1" class="ng-binding">
 Air Quality - Apply & Pay

```



SONDE FIX PLAN

Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

HIGH

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0



Page: </apps/selfservice>

Element:

```
<md-card class="card-container _md welcome-card-size-small" ng-class="vm.isTwoByTwo()? 'welcome-card-size': 'welcome-card-size-small'" role="document" tabindex="1">
```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0



**Page:** </apps/selfservice>

**Element:**

```
Apply
```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0



**Page:** </apps/selfservice>

**Element:**

```
<b role="document" tabindex="1" class="ng-binding">
 Need Help Selecting the Correct Application?

```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0



**Page:** </apps/selfservice>

**Element:**

```
<div class="text-center" ng-focus="vm.pauseCarousel()" ng-blur="vm.playCarousel()" tabindex="1" role="region">
```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0

**Page:** </apps/selfservice>

**Element:**

```
<b role="document" tabindex="1" class="ng-binding">
 Not Finding What You Need?

```

**SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks

**Page:** </apps/selfservice>

**Element:**

```
Skip To Main Content
```

**SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See: <https://www.w3.org/WAI/WCAG22/quickref/> Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0

**Page:** </apps/selfservice>

**Element:**

```

```

**SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0

**Page:** </apps/selfservice>

**Element:**

```
Home
```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0



**Page:** </apps/selfservice>

**Element:**

```
Search
```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0



**Page:** </apps/selfservice>

**Element:**

```
Resources...
```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0



**Page:** </apps/selfservice>

**Element:**

```
Apply
```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

ARIA role should be appropriate for the element: Fix any of the following: ARIA role document is not allowed for given element



**Page:** </apps/selfservice>

**Element:**

```

```



**SONDE FIX PLAN**

Ensure role attribute has an appropriate value for the element. See:

<https://www.w3.org/WAI/WCAG22/quickref/> Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

Elements must only use permitted ARIA attributes: Fix all of the following: aria-label attribute cannot be used on a div with no valid role attribute.

WCAG 4.1.2



**Page:** </apps/selfservice> [WCAG 4.1.2](#)

**Element:**

```
<div id="overlay" aria-label="Processing" tabindex="0" ng-show="vm.showProcessing()" aria-hidden="false" style="opacity: 0.4; position: fixed; top: 0px; left: 0px; background-color: black; width: 100%...
```



**SONDE FIX PLAN**

Ensure ARIA attributes are not prohibited for an element's role. See:

<https://www.w3.org/WAI/WCAG22/Understanding/name-role-value> Add an explicit ARIA role (e.g., role="button") and an accessible name. WCAG 4.1.2 requires interactive elements to expose their role.

**HIGH**

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0



**Page:** </apps/selfservice>

**Element:**




```
<p style="text-align: center;" class="ng-scope" tabindex="1">
```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See:


<https://www.w3.org/WAI/WCAG22/quickref/>




**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0   

Page: </apps/selfservice>

Element:

```
<md-card class="card-container _md welcome-card-size-small" ng-class="vm.isTwoByTwo ()? 'welcome-card-size':'welcome-card-size-small'" role="document" tabindex="1">
```


 **SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>




**HIGH** Elements must meet minimum color contrast ratio thresholds: Fix any of the following: Element has insufficient color contrast of 4.16 (foreground color: #f2f2f2, background color: #0079c1, font size: 10.0pt (13.3333px), font weight: bold). Expected contrast ratio of 4.5:1 WCAG 1.4.3   

Page: </apps/selfservice> [WCAG 1.4.3](#)

Element:

```
<b style="color: rgb(242, 242, 242); font-family: Arial, Helvetica, sans-serif; letter-spacing: 0.25px; text-wrap-mode: nowrap;">Any request for a wire transfer or login details is fraudulent. If you ...
```


 **SONDE FIX PLAN**  
Ensure the contrast between foreground and background colors meets WCAG 2 AA minimum contrast ratio thresholds. See: <https://www.w3.org/WAI/WCAG22/Understanding/contrast-minimum>




**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0   

Page: </apps/selfservice>

Element:

```
<md-card class="card-container _md welcome-card-size-small" ng-class="vm.isTwoByTwo ()? 'welcome-card-size':'welcome-card-size-small'" role="document" tabindex="1">
```

 **SONDE FIX PLAN**  
Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH** Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0   

Page: </apps/selfservice>

Element:

```
<span role="document" tabindex="1" title="Use this tool to submit a department inquiry or to file a citizen complaint." ng-class="vm.isTwoByTwo()? 'block-with-text-max-height': 'block-with-text-max-hei...
```



SONDE FIX PLAN

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

HIGH

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0



Page: </apps/selfservice>

Element:

```
<b role="document" tabindex="1" class="ng-binding">
 Pay Invoice

```



SONDE FIX PLAN

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

HIGH

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0



Page: </apps/selfservice>

Element:

```
Map
```



SONDE FIX PLAN

Ensure tabindex attribute values are not greater than 0. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

HIGH

Links must have discernible text: Fix all of the following: Element is in tab order and does not have accessible text Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

WCAG 2.4.4



Page: </apps/selfservice> [WCAG 2.4.4](#)

**Element:**

```

```



**SONDE FIX PLAN**

Ensure links have discernible text. See: <https://www.w3.org/WAI/WCAG22/Understanding/link-purpose-in-context>

**HIGH**

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0

**Page:** </apps/selfservice>

**Element:**

```
<md-card class="card-container _md welcome-card-size-small" ng-class="vm.isTwoByTwo()"? 'welcome-card-size':'welcome-card-size-small'" role="document" tabindex="1">
```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0

**Page:** </apps/selfservice>

**Element:**

```
<hr class="ng-scope" tabindex="1">
```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**HIGH**

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0

**Page:** </apps/selfservice>

**Element:**

```
<md-card class="card-container _md welcome-card-size-small" ng-class="vm.isTwoByTwo()"? 'welcome-card-size':'welcome-card-size-small'" role="document" tabindex="1">
```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

Elements must meet minimum color contrast ratio thresholds: Fix any of the following: Element has insufficient color contrast of 4.16 (foreground color: #f2f2f2, background color: #0079c1, font size: 10.0pt (13.3333px), font weight: bold). Expected contrast ratio of 4.5:1

HIGH

WCAG 1.4.3  

Page: </apps/selfservice> [WCAG 1.4.3](#)

**Element:**

```
<b style="color: rgb(242, 242, 242); font-family: Arial, Helvetica, sans-serif; letter-spacing: 0.25px; text-wrap-mode: nowrap;">
```



**SONDE FIX PLAN**

Ensure the contrast between foreground and background colors meets WCAG 2 AA minimum contrast ratio thresholds. See: <https://www.w3.org/WAI/WCAG22/Understanding/contrast-minimum> Current ratio: 4.16:1 (need 4.5:1). Change foreground from #f2f2f2 to #fbfbfa (ratio: 4.5:1).

HIGH

Elements should not have tabindex greater than zero: Fix any of the following: Element has a tabindex greater than 0

Page: </apps/selfservice>

**Element:**

```
<b role="document" tabindex="1" class="ng-binding">
 Getting Started

```



**SONDE FIX PLAN**

Ensure tabindex attribute values are not greater than 0. See: <https://www.w3.org/WAI/WCAG22/quickref/>

HIGH

ARIA dialog and alertdialog nodes should have an accessible name: Fix any of the following: aria-label attribute does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

Page: </Home>

**Element:**

```
<div class="right-middle lite-mode desktopConfig " id="ae_toolbar_container" role="dialog" aria-modal="true" aria-labelledby="ae_toolbar_title" style="display: none;">
```



**SONDE FIX PLAN**

Ensure every ARIA dialog and alertdialog node has an accessible name. See: <https://www.w3.org/WAI/WCAG22/quickref/> Ensure the order of headings is semantically correct. See: <https://www.w3.org/WAI/WCAG22/quickref/>

Insufficient color contrast: 2.26:1 (required: 4.5:1 for normal text).

**HIGH** Foreground: rgb(102, 102, 102), background: rgb(50, 49, 49). Text: "Select LanguageAbkhazAcehneseAcholiAfarAfrikaansAlbanianAlur" WCAG 1.4.3

**Page:** </apps/selfservice> [WCAG 1.4.3](#)

**Element:**

```
<div class="skiptranslate goog-te-gadget" dir="ltr" style=""><div id=":0.targetLanguage"><select class="goog-te-combo" aria-label="Language Translate Widget"><option value="">Select Language</option></div></div>
```

**2.26:1** x CURRENT **4.51:1** ✓ SUGGESTED

Select LanguageAbkhazAcehneseA... → Select LanguageAbkhazAcehneseA...

#666666 on #323131 → #999898 on #323131

**SONDE FIX PLAN**  
Current ratio: 2.26:1 (need 4.5:1). Change foreground from #666666 to #999898 (ratio: 4.5:1).

Console warning: Google Maps JavaScript API has been loaded directly without loading=async. This can result in suboptimal performance. For best-practice loading patterns please see <https://goo.gle/js-api-loading>

**HIGH** WCAG 1.4.3

**Page:** </apps/selfservice>

**Source:** <https://maps.googleapis.com/maps/api/js?libraries=places&sensor=false:1433>

**MEDIUM**

**SONDE FIX PLAN**  
Add a Content-Security-Policy header with appropriate directives Add Referrer-Policy: strict-origin-when-cross-origin or no-referrer

Focus jumps backward from "Privacy Policy" to "#input28" (visual distance: 797px). No explicit tabIndex — likely a DOM order issue. WCAG 2.4.3

**HIGH**

**Page:** </login/agentlessDssso/idx> [WCAG 2.4.3](#)

**Element:**

```
<input></input>
```

**SONDE FIX PLAN**  
Reorder elements in the DOM to match the visual layout. Align DOM order with visual presentation, or use tabIndex to match the visual sequence.

Focus jumps backward from "Recorded Documents Locate Opens in new window" to "All Maps" (visual distance: 460px). No explicit tabIndex — WCAG 2.4.3

**HIGH**

likely a DOM order issue.

Page: / [WCAG 2.4.3](#)

Element:

`<a>All Maps</a>`



**SONDE FIX PLAN**

Reorder elements in the DOM to match the visual layout.

**HIGH**

Focus jumps backward from "Submit search" to "Accessible Menu" (visual distance: 506px). No explicit tabIndex — likely a DOM order issue.

WCAG 2.4.3



Page: / [WCAG 2.4.3](#)

Element:

`<button>Accessible Menu</button>`



**SONDE FIX PLAN**

Reorder elements in the DOM to match the visual layout.

**HIGH**

Focus jumps backward from "Read on..." to "Read on..." (visual distance: 681px). No explicit tabIndex — likely a DOM order issue.

WCAG 2.4.3



Page: / [WCAG 2.4.3](#)

Element:

`<a>Read on...</a>`



**SONDE FIX PLAN**

Reorder elements in the DOM to match the visual layout.

**HIGH**

Focus jumps backward from "Accessible Menu" to "I Want To..." (visual distance: 320px). No explicit tabIndex — likely a DOM order issue.

WCAG 2.4.3



Page: / [WCAG 2.4.3](#)

Element:

`<a>I Want To...</a>`



**SONDE FIX PLAN**

Reorder elements in the DOM to match the visual layout.

**HIGH**

Focus jumps backward from "Board of Supervisors" to "Parks & Recreation Trails, Events & Much More Did you know?T" (visual distance: 508px). No

WCAG 2.4.3



explicit tabIndex — likely a DOM order issue.

Page: / [WCAG 2.4.3](#)

Element:

```
<a>Parks & Recreation Trails, Events & Much More Did you know?T
```



**SONDE FIX PLAN**

Reorder elements in the DOM to match the visual layout.

**HIGH**

Page has no detectable navigation mechanisms (no <nav>, search, sitemap link, breadcrumbs, or table of contents). Users need multiple ways to locate content.

WCAG 2.4.5

Page: </login/agentlessDsso/idx> [WCAG 2.4.5](#)



**SONDE FIX PLAN**

Add at least two of: site navigation (<nav>), search functionality (input[type="search"] or role="search"), a sitemap link, breadcrumb navigation, or a table of contents.

**HIGH**

Missing X-Content-Type-Options header

Page: </login/agentlessDsso/idx>



**SONDE FIX PLAN**

Add X-Content-Type-Options: nosniff Add X-Frame-Options: DENY or SAMEORIGIN Add a Content-Security-Policy header with appropriate directives Add Referrer-Policy: strict-origin-when-cross-origin or no-referrer

**MEDIUM**

Focusable element has generic role. Keyboard users can reach it but screen readers provide no context about its purpose.

WCAG 4.1.2

Page: </apps/selfservice> [WCAG 4.1.2](#)

Element:

```
<!-- a11y: role="generic" -->
```



**SONDE FIX PLAN**

Add an explicit ARIA role (e.g., role="button") and an accessible name. WCAG 4.1.2 requires interactive elements to expose their role.

**MEDIUM**

Focusable element has generic role. Keyboard users can reach it but screen readers provide no context about its purpose.

WCAG 4.1.2

Page: </apps/selfservice> [WCAG 4.1.2](#)

Element:

```
<!-- a11y: role="generic" -->
```



**SONDE FIX PLAN**

Add an explicit ARIA role (e.g., role="button") and an accessible name. WCAG 4.1.2 requires interactive elements to expose their role.

**MEDIUM**

Focusable element has generic role. Keyboard users can reach it but screen readers provide no context about its purpose.

WCAG 4.1.2



Page: </apps/selfservice> [WCAG 4.1.2](#)

**Element:**

```
<!-- a11y: role="generic" -->
```



**SONDE FIX PLAN**

Add an explicit ARIA role (e.g., role="button") and an accessible name. WCAG 4.1.2 requires interactive elements to expose their role.

**MEDIUM**

Page has 14 "navigation" landmarks but only 1 have distinct labels. Screen reader users cannot distinguish between them.

WCAG 1.3.1



Page: </> [WCAG 1.3.1](#)

**Element:**

```
<!-- 14 navigation landmarks, 1 labeled -->
```



**SONDE FIX PLAN**

Add unique aria-label or aria-labelledby to each "navigation" landmark so screen readers can differentiate them. Example: <nav aria-label="Primary">, <nav aria-label="Footer">.

**MEDIUM**

Focusable element has generic role. Keyboard users can reach it but screen readers provide no context about its purpose.

WCAG 4.1.2



Page: </1/Home> [WCAG 4.1.2](#)

**Element:**

```
<!-- a11y: role="generic" -->
```



**SONDE FIX PLAN**

Add an explicit ARIA role (e.g., role="button") and an accessible name. WCAG 4.1.2 requires interactive elements to expose their role.

**MEDIUM**

Page has 14 "navigation" landmarks but only 1 have distinct labels. Screen reader users cannot distinguish between them.


WCAG 1.3.1






**Page:** [/1/Home](#) [WCAG 1.3.1](#)

**Element:**

```
<!-- 14 navigation landmarks, 1 labeled -->
```


 **SONDE FIX PLAN**  
Add unique aria-label or aria-labelledby to each "navigation" landmark so screen readers can differentiate them. Example: <nav aria-label="Primary">, <nav aria-label="Footer">.




**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks   

**Page:** [/login/agentlessDssso/idx](#)

**Element:**

```
<div class="footer">
```


 **SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See: <https://www.w3.org/WAI/WCAG22/quickref/>




**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks   

**Page:** [/login/agentlessDssso/idx](#)

**Element:**

```
<div class="applogin-banner">
```


 **SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM** Page should contain a level-one heading: Fix all of the following: Page must have a level-one heading   

**Page:** [/apps/selfservice](#)

**Element:**

```
<html data-ng-app="app.main" lang="en" style="height: 100%;" class="js flexbox flexboxle...">
```

 **SONDE FIX PLAN**  
Ensure that the page, or at least one of its frames contains a level-one heading. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks

**Page:** </apps/selfservice>

**Element:**

```
<div id="overlay" aria-label="Processing" tabindex="0" ng-show="vm.showProcessing()" aria-hidden="false" style="opacity: 0.4; position: fixed; top: 0px; left: 0px; background-color: black; width: 100%..."
```

**SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks

**Page:** [/](#)

**Element:**

```

```

**SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks

**Page:** [/](#)

**Element:**

```
<div class="tabbedWidget cpTabPanel showing" style="" id="tab850458f8-ec44-4cf0-9580-04092831e185_0" role="tabpanel" aria-labelledby="tabBtn850458f8-ec44-4cf0-9580-04092831e185_0" tabindex="-1">
```

**SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks

**Page:** [/](#)

**Element:**

```
<div class="widgetDesc">
```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks



**Page:** /

**Element:**

```
<section id="divInfoAdva9fab1d0-6..." class="widget widgetInfoAdv..." data-modulewidth
gettyp...="infoAdv" data-elementquerycla...="{\"wide-narrow\":\"min-...\" data-elementqu
erymat...="matchMultiColumn" dat...
```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks



**Page:** /

**Element:**

```

```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks



**Page:** /

**Element:**

```
<section id="divInfoAdv8eac4a67-4..." class="widget widgetInfoAdv..." data-modulewidth
gettyp...="infoAdv" data-elementquerycla...="{\"wide-narrow\":\"min-...\" data-elementqu
erymat...="matchMultiColumn" dat...
```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks



**Page:** [/](#)

**Element:**

```

```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks



**Page:** [/](#)

**Element:**

```
<section id="divInfoAdvb210b311-e..." class="widget widgetInfoAdv..." data-modulewidth="gettyp..." data-elementqueryclass="{\"wide-narrow\":\"min-...\" data-elementquerymatrixmat...=\"matchMultiColumn\" dat...
```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks



**Page:** [/](#)

**Element:**

```
<div class="widgetDesc">
```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**


All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks






**Page:** /

**Element:**

```
<div class="widgetDesc">
```


 **SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See:  
<https://www.w3.org/WAI/WCAG22/quickref/>




**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks   

**Page:** /

**Element:**

```
<div class="widgetBody cpGrid cpGrid1 ">
```


 **SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See:  
<https://www.w3.org/WAI/WCAG22/quickref/>




**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks   

**Page:** /

**Element:**

```
<div class="widgetDesc">
```


 **SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See:  
<https://www.w3.org/WAI/WCAG22/quickref/>




**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks   

**Page:** /

**Element:**

```
<div class="widgetDesc">
```


 **SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See:  
<https://www.w3.org/WAI/WCAG22/quickref/>




**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks   

**Page:** [/](#)

**Element:**

```
<section id="divInfoAdv61ead008-4..." class="widget widgetInfoAdv..." data-modulewidth="infoAdv" data-elementqueryclass="{"wide-narrow":"min-..." data-elementquerymatrix="matchMultiColumn" dat...
```


 **SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See: <https://www.w3.org/WAI/WCAG22/quickref/>




**MEDIUM** Landmarks should have a unique role or role/label/title (i.e. accessible name) combination: Fix any of the following: The landmark must have a unique aria-label, aria-labelledby, or title to make landmarks distinguishable   

**Page:** [/](#)

**Element:**

```
<nav class="widgetGraphicLinksNav">
```


 **SONDE FIX PLAN**  
Ensure landmarks are unique. See: <https://www.w3.org/WAI/WCAG22/quickref/>




**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks   

**Page:** [/](#)

**Element:**

```
<section id="divInfoAdvce0cf7d4-2..." class="widget widgetInfoAdv..." data-modulewidth="infoAdv" data-elementqueryclass="{"wide-narrow":"min-..." data-elementquerymatrix="matchMultiColumn" dat...
```

 **SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks   

**Page:** [/1/Home](#)

**Element:**

```
<section id="divInfoAdvb210b311-e..." class="widget widgetInfoAdv..." data-modulewid
gettyp...="infoAdv" data-elementquerycla...="{\"wide-narrow\":\"min-...\" data-elementqu
erymat...="matchMultiColumn" dat...
```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks



**Page:** [/1/Home](#)

**Element:**

```
<div class="widgetDesc">
```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

Landmarks should have a unique role or role/label/title (i.e. accessible name) combination: Fix any of the following: The landmark must have a unique aria-label, aria-labelledby, or title to make landmarks distinguishable



**Page:** [/1/Home](#)

**Element:**

```
<nav class="widgetGraphicLinksNav">
```



**SONDE FIX PLAN**

Ensure landmarks are unique. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks



**Page:** [/1/Home](#)

**Element:**

```
<section id="divInfoAdv8eac4a67-4..." class="widget widgetInfoAdv..." data-modulewid
gettyp...="infoAdv" data-elementquerycla...="{\"wide-narrow\":\"min-...\" data-elementqu
erymat...="matchMultiColumn" dat...
```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks

Page: [/1/Home](#)

Element:

```
<section id="divInfoAdv61ead008-4..." class="widget widgetInfoAdv..." data-modulewid
gettyp...="infoAdv" data-elementquerycla...="{ "wide-narrow": "min-..." data-elementqu
erymat...="matchMultiColumn" dat...
```

**SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See:  
<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks

Page: [/1/Home](#)

Element:

```
<div class="widgetBody cpGrid cpGrid1 ">
```

**SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See:  
<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks

Page: [/1/Home](#)

Element:

```
<div class="widgetDesc">
```

**SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See:  
<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks

Page: [/1/Home](#)

Element:

```
<div class="tabbedWidget cpTabPanel showing" style="" id="tab850458f8-ec44-4cf0-9580-04092831e185_0" role="tabpanel" aria-labelledby="tabBtn850458f8-ec44-4cf0-9580-04092831e185_0" tabindex="-1">
```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks



Page: [/1/Home](#)

Element:

```
<div class="widgetDesc">
```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks



Page: [/1/Home](#)

Element:

```

```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks



Page: [/1/Home](#)

Element:

```
<section id="divInfoAdvce0cf7d4-2..." class="widget widgetInfoAdv..." data-modulewid gettyp...="infoAdv" data-elementquerycla...="{ "wide-narrow": "min-..." data-elementqu erymat...="matchMultiColumn" dat...
```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks



Page: [/1/Home](#)

Element:

```

```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks



Page: [/1/Home](#)

Element:

```
<div class="widgetDesc">
```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks



Page: [/1/Home](#)

Element:

```
<section id="divInfoAdva9fab1d0-6..." class="widget widgetInfoAdv..." data-modulewidthgettyp...="infoAdv" data-elementquerycla...="{ "wide-narrow": "min-..." data-elementquerymat...="matchMultiColumn" dat...
```



**SONDE FIX PLAN**

Ensure all page content is contained by landmarks. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM**

All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks




**Page:** [/1/Home](#)

**Element:**

```

```


 **SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM** All page content should be contained by landmarks: Fix any of the following: Some page content is not contained by landmarks

**Page:** [/1/Home](#)

**Element:**

```
<div class="widgetDesc">
```


 **SONDE FIX PLAN**  
Ensure all page content is contained by landmarks. See: <https://www.w3.org/WAI/WCAG22/quickref/>

**MEDIUM** Link is distinguished from surrounding text only by color (link: rgb(110, 110, 120), text: rgb(119, 119, 119)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

**Page:** [/login/agentlessDssso/idx](#) [WCAG 1.4.1](#)

**Element:**

```
Privacy Policy
```

 **SONDE FIX PLAN**  
Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM** Link is distinguished from surrounding text only by color (link: rgb(51, 51, 51), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

**Page:** [/apps/selfservice](#) [WCAG 1.4.1](#)

**Element:**

```
Log Out
```

**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(51, 51, 51), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: [/apps/selfservice](#) [WCAG 1.4.1](#)

**Element:**

```
Log In
```

**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(51, 51, 51), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: [/apps/selfservice](#) [WCAG 1.4.1](#)

**Element:**

```
My Account
```

**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(51, 51, 51), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: [/apps/selfservice](#) [WCAG 1.4.1](#)

**Element:**

```
Register
```

**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

just on hover.

**MEDIUM** Link is distinguished from surrounding text only by color (link: rgb(51, 51, 51), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: </apps/selfservice> WCAG 1.4.1

**Element:**

```
Contact Manager
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM** Link is distinguished from surrounding text only by color (link: rgb(51, 51, 51), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: </apps/selfservice> WCAG 1.4.1

**Element:**

```
Personal Info
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM** Link is distinguished from surrounding text only by color (link: rgb(51, 51, 51), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: </apps/selfservice> WCAG 1.4.1

**Element:**

```
Saved Work
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

Link is distinguished from surrounding text only by color (link: rgb(51, 51, 51), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link.

**MEDIUM**

WCAG 1.4.1

**Page:** </apps/selfservice> [WCAG 1.4.1](#)

**Element:**

```
My Businesses
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

Link is distinguished from surrounding text only by color (link: rgb(51, 51, 51), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link.

**MEDIUM**

WCAG 1.4.1

**Page:** </apps/selfservice> [WCAG 1.4.1](#)

**Element:**

```
Addresses
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

Link is distinguished from surrounding text only by color (link: rgb(51, 51, 51), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link.

**MEDIUM**

WCAG 1.4.1

**Page:** </apps/selfservice> [WCAG 1.4.1](#)

**Element:**

```
My Invoices
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.



**MEDIUM** Link is distinguished from surrounding text only by color (link: rgb(0, 110, 181), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: / [WCAG 1.4.1](#)

**Element:**

```


 <span c
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.



**MEDIUM** Link is distinguished from surrounding text only by color (link: rgb(0, 110, 181), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: / [WCAG 1.4.1](#)

**Element:**

```
<a href="https://www.maricopacountyparks.net/" target="_blank" class="fancyButton fancyButton7142 " aria-label="Parks & Recreation Trails, Events & Much More Did you know?There is a trail that
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.



**MEDIUM** Link is distinguished from surrounding text only by color (link: rgb(0, 110, 181), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: / [WCAG 1.4.1](#)

**Element:**

```

```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(51, 51, 51), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: / WCAG 1.4.1

**Element:**

```
About Maricopa County
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(51, 51, 51), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: /1/Home WCAG 1.4.1

**Element:**

```
About Maricopa County
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(0, 110, 181), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: /1/Home WCAG 1.4.1

**Element:**

```


 <span c
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(0, 110, 181), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: [/1/Home](#) [WCAG 1.4.1](#)

**Element:**

```

```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Link is distinguished from surrounding text only by color (link: rgb(0, 110, 181), text: rgb(0, 0, 0)). Users who cannot perceive color differences may not identify this as a link. WCAG 1.4.1

Page: [/1/Home](#) [WCAG 1.4.1](#)

**Element:**

```
<a href="https://www.maricopacountyparks.net/" target="_blank" class="fancyButton fancyButton7142 " aria-label="Parks & Recreation Trails, Events & Much More Did you know?There is a trail that
```



**SONDE FIX PLAN**

Add a non-color visual indicator to links: underline (text-decoration: underline), border-bottom, increased font-weight, or a visible icon. The indicator must be present in the default state, not just on hover.

**MEDIUM**

Insufficient color contrast: 4.25:1 (required: 4.5:1 for normal text). Foreground: rgb(119, 119, 119), background: rgb(249, 249, 249). Text: "<div id="noscript-msg" class="noscript-msg"> <div cl" WCAG 1.4.3

Page: [/login/agentlessDssso/idx](#) [WCAG 1.4.3](#)

**Element:**

```
<noscript>
 <div id="noscript-msg" class="noscript-msg">
 <div class="noscript-content">
 <h2>Javascript is required</h2>
 <h1>Javascript is disabled on your browser.&n
```

**4.25:1** x CURRENT

**4.50:1** ✓ SUGGESTED

<div id="noscript-msg" class="..."



<div id="noscript-msg" class="..."

■ #777777 on  #f9f9f9

■ #737373 on  #f9f9f9



**SONDE FIX PLAN**

Current ratio: 4.25:1 (need 4.5:1). Change foreground from #777777 to #737373 (ratio: 4.5:1).

Insufficient color contrast: 4.25:1 (required: 4.5:1 for normal text).

**MEDIUM**

Foreground: rgb(119, 119, 119), background: rgb(249, 249, 249). Text: "Sign in with your account to access Okta Dashboard" WCAG 1.4.3 ⓘ

Page: </login/agentlessDssso/idx> WCAG 1.4.3

**Element:**

```
<p>Sign in with your account to access Okta Dashboard</p>
```

**4.25:1** x CURRENT

**4.50:1** ✓ SUGGESTED

Sign in with your account to a...



Sign in with your account to a...

■ #777777 on  #f9f9f9

■ #737373 on  #f9f9f9



**SONDE FIX PLAN**

Current ratio: 4.25:1 (need 4.5:1). Change foreground from #777777 to #737373 (ratio: 4.5:1).

Insufficient color contrast: 4.48:1 (required: 4.5:1 for normal text).

**MEDIUM**

Foreground: rgb(119, 119, 119), background: rgb(255, 255, 255). Text: "If this page does not reload automatically, please refresh your browser." WCAG 1.4.3 ⓘ

Page: </login/agentlessDssso/idx> WCAG 1.4.3

**Element:**

```
<p class="inactive-tab-details">If this page does not reload automatically, please refresh your browser.</p>
```

**4.48:1** x CURRENT

**4.53:1** ✓ SUGGESTED

If this page does not reload a...



If this page does not reload a...

■ #777777 on  #ffffff

■ #777676 on  #ffffff



**SONDE FIX PLAN**

Current ratio: 4.48:1 (need 4.5:1). Change foreground from #777777 to #777676 (ratio: 4.5:1).

**MEDIUM**

Navigation region "Main" (present on [www.maricopa.gov](http://www.maricopa.gov)) is missing on this page. Navigation should appear consistently across pages.

WCAG 3.2.3



**Page:** </login/agentlessDsso/idx> [WCAG 3.2.3](#)

**Element:**

```
<!-- missing: nav#mainNav -->
```



**SONDE FIX PLAN**

Ensure the "Main" navigation region appears on all pages in the site. Consistent navigation helps users predict where to find content. Ensure the "nav" navigation region appears on all pages in the site. Consistent navigation helps users predict where to find content.

**MEDIUM**

Navigation region "Main" (present on [www.maricopa.gov](http://www.maricopa.gov)) is missing on this page. Navigation should appear consistently across pages.

WCAG 3.2.3



**Page:** </apps/selfservice> [WCAG 3.2.3](#)

**Element:**

```
<!-- missing: nav#mainNav -->
```



**SONDE FIX PLAN**

Ensure the "Main" navigation region appears on all pages in the site. Consistent navigation helps users predict where to find content. Ensure the "nav" navigation region appears on all pages in the site. Consistent navigation helps users predict where to find content.

**MEDIUM**

Clicking "#menu-toggle" inserts 19 element(s) without ARIA live region. Screen readers will not announce this dynamic content.

WCAG 4.1.3



**Page:** </apps/selfservice> [WCAG 4.1.3](#)

**Element:**

```
<button id="menu-toggle" type="button" class="col-sm-3 navbar-toggle mainMenuToggle" data-toggle="toggled" data-target="#wrapper" tabindex="0" aria-label="Main Menu">
 <span cla
```



**SONDE FIX PLAN**

Wrap dynamically inserted content in an element with `aria-live="polite"` (or `role="status"/>"alert"`) so assistive technologies announce the change.

**MEDIUM**

Clicking "Explore your accessibility options" inserts 2 element(s) without ARIA live region. Screen readers will not announce this

WCAG 4.1.3



dynamic content.

Page: / [WCAG 4.1.3](#)

Element:

```
<button aria-label="Explore your accessibility options">
 <div style="display: none" class="ae-left">
 Explore your accessibility options
 </div>

 <div class="ae-right">
```



**SONDE FIX PLAN**

Wrap dynamically inserted content in an element with `aria-live="polite"` (or `role="status"/>"alert"`) so assistive technologies announce the change.

MEDIUM

"#welcome-sub-header > p:nth-of-type(2)" is visually at position 12 but receives focus at position 6 (drift: 6).

WCAG 2.4.3



Page: [/apps/selfservice](#) [WCAG 2.4.3](#)

Element:

```
<p></p>
```



**SONDE FIX PLAN**

Align DOM order with visual presentation, or use `tabIndex` to match the visual sequence.

MEDIUM

"Apply" is visually at position 8 but receives focus at position 14 (drift: 6).

WCAG 2.4.3



Page: [/apps/selfservice](#) [WCAG 2.4.3](#)

Element:

```
<a>Apply
```



**SONDE FIX PLAN**

Align DOM order with visual presentation, or use `tabIndex` to match the visual sequence.

MEDIUM

"Apply" is visually at position 9 but receives focus at position 15 (drift: 6).

WCAG 2.4.3



Page: [/apps/selfservice](#) [WCAG 2.4.3](#)

Element:

```
<md-card>Apply</md-card>
```



**SONDE FIX PLAN**

Align DOM order with visual presentation, or use tabIndex to match the visual sequence.

**MEDIUM**

"#welcome-sub-header > p:nth-of-type(1)" is visually at position 10 but receives focus at position 5 (drift: 5).

WCAG 2.4.3



Page: </apps/selfservice> [WCAG 2.4.3](#)

Element:

<p></p>



**SONDE FIX PLAN**

Align DOM order with visual presentation, or use tabIndex to match the visual sequence.

**MEDIUM**

"#welcome-sub-header > p:nth-of-type(4)" is visually at position 15 but receives focus at position 8 (drift: 7).

WCAG 2.4.3



Page: </apps/selfservice> [WCAG 2.4.3](#)

Element:

<p></p>



**SONDE FIX PLAN**

Align DOM order with visual presentation, or use tabIndex to match the visual sequence.

**MEDIUM**

"#welcome-sub-header > p:nth-of-type(3)" is visually at position 14 but receives focus at position 7 (drift: 7).

WCAG 2.4.3



Page: </apps/selfservice> [WCAG 2.4.3](#)

Element:

<p></p>



**SONDE FIX PLAN**

Align DOM order with visual presentation, or use tabIndex to match the visual sequence.

**MEDIUM**

Page has only one navigation mechanism (navigation). WCAG requires at least two ways to locate a page within a set of pages.

WCAG 2.4.5



Page: </apps/selfservice> [WCAG 2.4.5](#)



**SONDE FIX PLAN**

Add at least two of: site navigation (<nav>), search functionality (input[type="search"] or role="search"), a sitemap link, breadcrumb navigation, or a table of contents.

MEDIUM

Content clipped by 9px when text spacing is applied per WCAG 1.4.12.  
Text may be hidden when users adjust spacing for readability.

WCAG 1.4.12



Page: </login/agentlessDssso/idx> [WCAG 1.4.12](#)

**Element:**

```
<div class="footer">
 <div class="footer-container clearfix">
 <p class="copyright">Powered by Okta</p>
```

**SONDE FIX PLAN**

Avoid fixed-height containers with overflow: hidden for text content. Use min-height or allow containers to grow.

MEDIUM

Element overflows viewport by 8px at 320px width.

WCAG 1.4.10



Page: </apps/selfservice> [WCAG 1.4.10](#)

**Element:**

```
<div class="card-container padding ng-scope col-sm-4" ng-class="vm.getTileLayoutClass(vm.selectedLayout.ColumnCount)" ng-repeat="cols in vm.getNumberArray(vm.selectedLayout.ColumnCount) track by $index">
```

**SONDE FIX PLAN**

Set max-width: 100% or use overflow-wrap to prevent horizontal overflow.

MEDIUM

Element overflows viewport by 7px at 320px width.

WCAG 1.4.10



Page: </apps/selfservice> [WCAG 1.4.10](#)

**Element:**

```
<div class="row">
 <div class="col-sm-3"><div style="text-align: center; padding-top: 10px;">
```

**SONDE FIX PLAN**

Set max-width: 100% or use overflow-wrap to prevent horizontal overflow.

MEDIUM

Element overflows viewport by 8px at 320px width.

WCAG 1.4.10



Page: </apps/selfservice> [WCAG 1.4.10](#)

**Element:**

```
<div ng-repeat="rows in vm.getNumberArray(vm.selectedLayout.RowCount) track by $index" class="row welcome-card-div ng-scope">
 <!-- ngRepeat: cols in vm.getNumberArray(vm.selectedLa
```



**SONDE FIX PLAN**

Set max-width: 100% or use overflow-wrap to prevent horizontal overflow.

**MEDIUM** Element overflows viewport by 113px at 320px width.

WCAG 1.4.10



Page: </apps/selfservice> [WCAG 1.4.10](#)

**Element:**

```
 [WCAG 1.4.10](#)

Element:

```
<span style="font-size: 10pt;"><b style="color: rgb(242, 242, 242); font-family: Arial, Helvetica, sans-serif; letter-spacing: 0.25px; text-wrap-mode: nowrap;">Maricopa County will never ask for wire
```



SONDE FIX PLAN

Set max-width: 100% or use overflow-wrap to prevent horizontal overflow.

MEDIUM Element overflows viewport by 944px at 320px width.

WCAG 1.4.10



Page: </apps/selfservice> [WCAG 1.4.10](#)

Element:

```
<b style="color: rgb(242, 242, 242); font-family: Arial, Helvetica, sans-serif; letter-spacing: 0.25px; text-wrap-mode: nowrap;">Maricopa County will never ask for wire transfers, passwords, or confid
```



SONDE FIX PLAN

Set max-width: 100% or use overflow-wrap to prevent horizontal overflow.

MEDIUM Element overflows viewport by 7px at 320px width.

WCAG 1.4.10



Page: [/apps/selfservice](#) [WCAG 1.4.10](#)

Element:

```
<div class="col-sm-3"><div style="text-align: center; padding-top: 10px;">Accessible Menu</button>
```

SONDE FIX PLAN
Avoid fixed-height containers with overflow: hidden for text content. Use min-height or allow containers to grow.

MEDIUM Element overflows viewport by 66px at 320px width. [WCAG 1.4.10](#)

Page: [/1/Home](#) [WCAG 1.4.10](#)

Element:

```
<span class="text"><span class="textStyle1">GET OUTDOORS</span><span class="textStyle2">Enjoy the cooler temps and visit one of our 12 regional parks.</span></span>
```

SONDE FIX PLAN
Set max-width: 100% or use overflow-wrap to prevent horizontal overflow.

MEDIUM Element overflows viewport by 51px at 320px width. [WCAG 1.4.10](#)

Page: [/1/Home](#) [WCAG 1.4.10](#)

Element:

```
<span class="textStyle1">GET OUTDOORS</span>
```

SONDE FIX PLAN
Set max-width: 100% or use overflow-wrap to prevent horizontal overflow.

MEDIUM Content clipped by 85px when text spacing is applied per WCAG 1.4.12. Text may be hidden when users adjust spacing for readability. WCAG 1.4.12

Page: [/1/Home](#) [WCAG 1.4.12](#)

Element:

```
<a href="#structuralContainer6" class="audioeye-skip-link">Skip To Main Content</a>
```

SONDE FIX PLAN
Avoid fixed-height containers with overflow: hidden for text content. Use min-height or allow containers to grow.

MEDIUM Content clipped by 87px when text spacing is applied per WCAG 1.4.12. Text may be hidden when users adjust spacing for readability. WCAG 1.4.12

Page: [/1/Home](#) [WCAG 1.4.12](#)

Element:

```
<a href="#ccccf06312-0b4b-49d2-92ed-1abf2a8d0cb9" target="_self" class="skipToContentLink ae-exclude" role="presentation" aria-hidden="true" tabindex="-1">Skip to Main Content</a>
```

SONDE FIX PLAN
Avoid fixed-height containers with overflow: hidden for text content. Use min-height or allow containers to grow.

MEDIUM Element overflows viewport by 66px at 320px width. WCAG 1.4.10

Page: [/1/Home](#) [WCAG 1.4.10](#)

Element:

```
<a href="/2835/Measles" target="_self" class="fancyButton fancyButton7168 ">  
  <span>  
    <span><span class="text"><span class="textStyle1">Public health alert</span><span class="textStyle2">Public Hea
```

SONDE FIX PLAN
Set max-width: 100% or use overflow-wrap to prevent horizontal overflow.

MEDIUM Content clipped by 225px when text spacing is applied per WCAG 1.4.12. Text may be hidden when users adjust spacing for readability. WCAG 1.4.12

Page: [/1/Home](#) [WCAG 1.4.12](#)

Element:

```
<div data-cprole="structuralContainer" id="structuralContainer3" style="padding-top: 237.375px;">  
<div data-cprole="banner" id="banner1"><div data-cprole="structuralContainer" id="structuralContainer4
```



SONDE FIX PLAN

Avoid fixed-height containers with overflow: hidden for text content. Use min-height or allow containers to grow.

MEDIUM

Content clipped by 40px when text spacing is applied per WCAG 1.4.12. Text may be hidden when users adjust spacing for readability.

WCAG 1.4.12



Page: [/1/Home](#) [WCAG 1.4.12](#)

Element:

```
<div data-cprole="structuralContainer" id="structuralContainer16">  
<div data-cprole="banner" id="banner4"><div data-cprole="structuralContainer" id="structuralContainer17">  
<div class="siteWrap2"><asi
```



SONDE FIX PLAN

Avoid fixed-height containers with overflow: hidden for text content. Use min-height or allow containers to grow.

MEDIUM

Content clipped by 21px when text spacing is applied per WCAG 1.4.12. Text may be hidden when users adjust spacing for readability.

WCAG 1.4.12



Page: [/1/Home](#) [WCAG 1.4.12](#)

Element:

```
<span class="ae-compliance-indent" style="display:none"> about Maricopa County Celebrates Completion of Affordable Habitat for Humanity Community in South Phoenix</span>
```



SONDE FIX PLAN

Avoid fixed-height containers with overflow: hidden for text content. Use min-height or allow containers to grow.

MEDIUM

Element overflows viewport by 51px at 320px width.

WCAG 1.4.10



Page: [/1/Home](#) [WCAG 1.4.10](#)

Element:

```
<span class="textStyle2">Enjoy the cooler temps and visit one of our 12 regional parks.</span>
```



SONDE FIX PLAN

Set max-width: 100% or use overflow-wrap to prevent horizontal overflow.

MEDIUM

Element overflows viewport by 66px at 320px width.

WCAG 1.4.10



Page: [/1/Home](#) [WCAG 1.4.10](#)

Element:

```
<a href="https://www.maricopacountyparks.net/" target="_blank" class="fancyButton fancyButton7142 " aria-label="Parks & Recreation Trails, Events & Much More Did you know?There is a trail that
```



SONDE FIX PLAN

Set max-width: 100% or use overflow-wrap to prevent horizontal overflow.

MEDIUM

Element overflows viewport by 239px at 320px width.

WCAG 1.4.10



Page: [/1/Home](#) [WCAG 1.4.10](#)

Element:

```

```



SONDE FIX PLAN

Set max-width: 100% or use overflow-wrap to prevent horizontal overflow.

MEDIUM

Missing X-Frame-Options header



Page: [/](#)



SONDE FIX PLAN

Add X-Frame-Options: DENY or SAMEORIGIN Add Referrer-Policy: strict-origin-when-cross-origin or no-referrer

MEDIUM

Missing X-Frame-Options header



Page: [/1/Home](#)



SONDE FIX PLAN

Add X-Frame-Options: DENY or SAMEORIGIN Add Referrer-Policy: strict-origin-when-cross-origin or no-referrer

LOW

ARIA role should be appropriate for the element: Fix any of the following: ARIA role document is not allowed for given element





SONDE FIX PLAN

Ensure role attribute has an appropriate value for the element. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

LOW

ARIA role should be appropriate for the element: Fix any of the following: ARIA role heading is not allowed for given element



Page: /

Element:

```
<li class="InfoAdvanced widgetItem fr-view" role="heading" aria-level="2">
```



SONDE FIX PLAN

Ensure role attribute has an appropriate value for the element. See:

<https://www.w3.org/WAI/WCAG22/quickref/>

LOW

Headings should not be empty: Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledby by attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute



Page: /

Element:

```
<h4 id="newsFlashItemHeader3619" class="widgetTitle" role="heading" aria-level="2">
  <a href="/CivicAlerts.aspx?AID=3619" target="_self" role="presentation" aria-
  -hidden="true" tabindex="-1">EPA Findin...
```



SONDE FIX PLAN

Ensure headings have discernible text. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW

Elements marked as presentational should be consistently ignored: Fix all of the following: Element does not have global ARIA attribute



Page: /

Element:

```
<ol class="tabbedWidget cpTabs " role="presentation" aria-hidden="false" style="">
```



SONDE FIX PLAN


Ensure elements marked as presentational do not have global ARIA or tabindex so that all screen readers ignore them. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW Headings should not be empty: Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledbyby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

Page: /

Element:

```
<h4 id="newsFlashItemHeader3565" class="widgetTitle" role="heading" aria-level="2">  
  <a href="/CivicAlerts.aspx?AID=3565" target="_self" role="presentation" aria-hidden="true" tabindex="-1">Kate Broph...
```


 **SONDE FIX PLAN**
Ensure headings have discernible text. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW Headings should not be empty: Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledbyby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

Page: /

Element:

```
<h4 id="newsFlashItemHeader3613" class="widgetTitle" role="heading" aria-level="2">
```


 **SONDE FIX PLAN**
Ensure headings have discernible text. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW ARIA role should be appropriate for the element: Fix any of the following: ARIA role heading is not allowed for given element

Page: /

Element:

```
<li class="InfoAdvanced widgetItem fr-view" role="heading" aria-level="2">  
  Most Visited Departments  
</li>
```

 **SONDE FIX PLAN**
Ensure role attribute has an appropriate value for the element. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW Headings should not be empty: Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-

labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

Page: /

Element:

```
<h4 id="newsFlashItemHeader3621" class="widgetTitle" role="heading" aria-level="2">  
  <a href="/CivicAlerts.aspx?AID=3621" target="_self" role="presentation" aria-  
-hidden="true" tabindex="-1">Board of S...
```



SONDE FIX PLAN

Ensure headings have discernible text. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW

ARIA role should be appropriate for the element: Fix any of the following: ARIA role search is not allowed for given element

Page: /

Element:

```
<input type="text" class="maricopawidgetsearchinput" maxlength="256" name="searchPhr  
ase" placeholder="Search" aria-label="Search site" role="search">
```



SONDE FIX PLAN

Ensure role attribute has an appropriate value for the element. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW

ARIA role should be appropriate for the element: Fix any of the following: ARIA role heading is not allowed for given element

Page: /

Element:

```
<li class="InfoAdvanced widgetItem fr-view" role="heading" aria-level="2">  
  Board of Supervisors  
</li>
```



SONDE FIX PLAN

Ensure role attribute has an appropriate value for the element. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW

Headings should not be empty: Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

Page: /

Element:

```
<h4 id="newsFlashItemHeader3635" class="widgetTitle" role="heading" aria-level="2">  
  <a href="/CivicAlerts.aspx?AID=3635" target="_self" role="presentation" aria-  
-hidden="true" tabindex="-1">Public Hea...
```



SONDE FIX PLAN

Ensure headings have discernible text. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW

Headings should not be empty: Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

Page: /

Element:

```
<h4 id="newsFlashItemHeader3642" class="widgetTitle" role="heading" aria-level="2">
```



SONDE FIX PLAN

Ensure headings have discernible text. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW

ARIA role should be appropriate for the element: Fix any of the following: ARIA role heading is not allowed for given element

Page: /

Element:

```
<li class="InfoAdvanced widgetItem fr-view" role="heading" aria-level="2">  
  Common Requests  
</li>
```



SONDE FIX PLAN

Ensure role attribute has an appropriate value for the element. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW

Headings should not be empty: Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

Page: /1/Home

Element:

```
<h4 id="newsFlashItemHeader3613" class="widgetTitle" role="heading" aria-level="2">
```



SONDE FIX PLAN

Ensure headings have discernible text. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW

Headings should not be empty: Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute



Page: [/1/Home](#)

Element:

```
<h4 id="newsFlashItemHeader3635" class="widgetTitle" role="heading" aria-level="2">  
  <a href="/CivicAlerts.aspx?AID=3635" target="_self" role="presentation" aria-hidden="true" tabindex="-1">Public Hea...
```



SONDE FIX PLAN

Ensure headings have discernible text. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW

ARIA role should be appropriate for the element: Fix any of the following: ARIA role search is not allowed for given element



Page: [/1/Home](#)

Element:

```
<input type="text" class="maricopawidgetsearchinput" maxlength="256" name="searchPhrase" placeholder="Search" aria-label="Search site" role="search">
```



SONDE FIX PLAN

Ensure role attribute has an appropriate value for the element. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW

Elements marked as presentational should be consistently ignored: Fix all of the following: Element does not have global ARIA attribute



Page: [/1/Home](#)

Element:

```
<ol class="tabbedWidget cpTabs " role="presentation" aria-hidden="false" style="">
```



SONDE FIX PLAN

Ensure elements marked as presentational do not have global ARIA or tabindex so that all screen readers ignore them. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW

Headings should not be empty: Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-



labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

Page: [/1/Home](#)

Element:

```
<h4 id="newsFlashItemHeader3621" class="widgetTitle" role="heading" aria-level="2">  
  <a href="/CivicAlerts.aspx?AID=3621" target="_self" role="presentation" aria-hidden="true" tabindex="-1">Board of S...
```



SONDE FIX PLAN

Ensure headings have discernible text. See: <https://www.w3.org/WAI/WCAG22/quickref/>

Headings should not be empty: Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

LOW

Page: [/1/Home](#)

Element:

```
<h4 id="newsFlashItemHeader3565" class="widgetTitle" role="heading" aria-level="2">  
  <a href="/CivicAlerts.aspx?AID=3565" target="_self" role="presentation" aria-hidden="true" tabindex="-1">Kate Broph...
```



SONDE FIX PLAN

Ensure headings have discernible text. See: <https://www.w3.org/WAI/WCAG22/quickref/>

Headings should not be empty: Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

LOW

Page: [/1/Home](#)

Element:

```
<h4 id="newsFlashItemHeader3619" class="widgetTitle" role="heading" aria-level="2">  
  <a href="/CivicAlerts.aspx?AID=3619" target="_self" role="presentation" aria-hidden="true" tabindex="-1">EPA Findin...
```



SONDE FIX PLAN

Ensure headings have discernible text. See: <https://www.w3.org/WAI/WCAG22/quickref/>

Headings should not be empty: Fix any of the following: Element does not have text that is visible to screen readers aria-label attribute does not exist or is empty aria-

LOW

labelledby attribute does not exist, references elements that do not exist or references elements that are empty Element has no title attribute

Page: [/1/Home](#)

Element:

```
<h4 id="newsFlashItemHeader3642" class="widgetTitle" role="heading" aria-level="2">
```



SONDE FIX PLAN

Ensure headings have discernible text. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW

ARIA role should be appropriate for the element: Fix any of the following: ARIA role heading is not allowed for given element



Page: [/1/Home](#)

Element:

```
<a id="banner2-250" style="display: block; text-align: center; " class="bannerObject" href="/" target="_self" role="heading" aria-level="1"><img alt="Maricopa County Homepage Logo" class="bannerObj...
```



SONDE FIX PLAN

Ensure role attribute has an appropriate value for the element. See: <https://www.w3.org/WAI/WCAG22/quickref/>

LOW

Deep focus region: aside "Kate Brophy McGee Elected Chair of Maric" has 12 tab stops before focus escapes. Consider adding skip navigation or grouping with arrow keys.

WCAG 2.4.1



Page: [/1/Home](#) [WCAG 2.4.1](#)

Element:

```
<aside role="aside">Kate Brophy McGee Elected Chair of Maric</aside>
```



SONDE FIX PLAN

Add a "skip to content" link or use roving tabindex to reduce the number of Tab stops.

LOW

Deep focus region: aside "Upcoming Events Upc" has 15 tab stops before focus escapes. Consider adding skip navigation or grouping with arrow keys.

WCAG 2.4.1



Page: [/1/Home](#) [WCAG 2.4.1](#)

Element:

```
<aside role="aside">Upcoming Events
```

```
Up</aside>
```



SONDE FIX PLAN

Add a "skip to content" link or use roving tabindex to reduce the number of Tab stops.

LOW

Broken link: <https://twitter.com/maricopacounty> returned status 403 Forbidden after 1 attempts

Page: </apps/selfservice>

Element:

```
<a href="https://twitter.com/maricopacounty"></a>
```

LOW

Link timeout: <https://www.mcasessor.maricopa.gov/> did not respond within 5000ms after 8 attempts

Page: [/](#)

Element:

```
<a href="https://www.mcasessor.maricopa.gov/">Assessor</a>
```

LOW

Invalid tel link format: <tel:602.506.0583>

Page: [/](#)

Element:

```
<a href="tel:602.506.0583">602.506.0583</a>
```

LOW

Link timeout: <https://www.maricopa.gov/CivicAlerts.aspx?AID=3613> did not respond within 5000ms after 2 attempts

Page: [/](#)

Element:

```
<a href="https://www.maricopa.gov/CivicAlerts.aspx?AID=3613">Read on... about Maricopa County Celebrates Completion of Affordable Habitat for</a>
```

LOW

Broken link: <https://www.clerkofcourt.maricopa.gov/records/marriage-licenses-passports/marriage-licenses> returned status 403 Forbidden after 1 attempts

Page: [/](#)

Element:

```
<a href="https://www.clerkofcourt.maricopa.gov/records/marriage-licenses-passports/marriage-licenses">MarriageCertificatesApply</a>
```

LOW Broken link: <https://recorder.maricopa.gov/> returned status 403 Forbidden after 1 attempts

Page: [/](#)

Element:

```
<a href="https://recorder.maricopa.gov/">Recorder</a>
```

LOW Broken link: <https://twitter.com/maricopacounty> returned status 403 Forbidden after 1 attempts

Page: [/](#)

Element:

```
<a href="https://twitter.com/maricopacounty"></a>
```

LOW Broken link: <https://recorder.maricopa.gov/recording/document-search.html> returned status 403 Forbidden after 1 attempts

Page: [/](#)

Element:

```
<a href="https://recorder.maricopa.gov/recording/document-search.html">RecordedDocumentsLocate</a>
```

LOW Link timeout: <https://www.mcasessor.maricopa.gov/> did not respond within 5000ms after 8 attempts

Page: [/1/Home](#)

Element:



















```
<a href="https://www.mcasessor.maricopa.gov/">Assessor</a>
```

LOW Invalid tel link format: <tel:602.506.0583>

Page: [/1/Home](#)

Element:

```
<a href="tel:602.506.0583">602.506.0583</a>
```

LOW Broken link: https://www.clerkofcourt.maricopa.gov/records/marriage-licenses-passports/marriage-licenses returned status 403 Forbidden after 1 attempts			
Page: /1/Home			
Element:			
<pre>MarriageCertificatesApply</pre>			
LOW Link timeout: https://www.maricopa.gov/CivicAlerts.aspx?AID=3613 did not respond within 5000ms after 2 attempts			
Page: /1/Home			
Element:			
<pre>Read on... about Maricopa County Celebrates Completion of Affordable Habitat for</pre>			
LOW Broken link: https://twitter.com/maricopacounty returned status 403 Forbidden after 1 attempts			
Page: /1/Home			
Element:			
<pre></pre>			
LOW Broken link: https://recorder.maricopa.gov/ returned status 403 Forbidden after 1 attempts			
Page: /1/Home			
Element:			
<pre>Recorder</pre>			
LOW Broken link: https://recorder.maricopa.gov/recording/document-search.html returned status 403 Forbidden after 1 attempts			
Page: /1/Home			
Element:			
<pre>RecordedDocumentsLocate</pre>			
LOW Possible stuck loading animation: "spinner-rotator" still running after page readiness			
Page: /apps/selfservice			

Element:

```
<svg xmlns="http://www.w3.org/2000/svg" class="VIpgJd-ZVi9od-aZ2wEe" width="96px" height="96px" viewBox="0 0 66 66"><circle class="VIpgJd-ZVi9od-aZ2wEe-Jt5cK" fill="none" stroke-width="6" stroke-linec
```

LOW

Possible stuck loading animation: "spinner-dash" still running after page readiness



Page: </apps/selfservice>

Element:

```
<circle class="VIpgJd-ZVi9od-aZ2wEe-Jt5cK" fill="none" stroke-width="6" stroke-linecap="round" cx="33" cy="33" r="30"></circle>
```

Methodology

The Sonde Score is a universal 0–1000 compliance index — think of it like a credit score for accessibility. Each finding is weighted by its impact on human access: a keyboard trap (critical) counts far more than a best-practice suggestion (low). The raw penalty is normalized per page so scores are comparable across sites of any size. A harmonic curve ensures every site gets a meaningful score — no zeros, no false perfection.

$$\text{Score} = \text{round}(1000 \times S / (S + P/N))$$

where S = sensitivity (750), P = $\Sigma(\text{weight} \times \text{count})$, N = pages scanned

TIER	WEIGHT	EXAMPLES
Critical	10	Keyboard traps, missing page language
High	3	Missing alt text, insufficient contrast
Medium	1	Heading hierarchy, unclear link purpose
Low	0.25	Best-practice suggestions

The Sonde Score is a living standard (v0.1). We're building it in the open because accessibility is too important for closed-door decisions. Your expertise makes it better.

Enter Mission Control

Review raw findings data, track changes between scans, and contribute to Sonde's open methodology.

 [View Findings Data](#)

 [Track Changes](#)

 [Nominate a Site](#)

 [Report a Scanning Issue](#)