Morgan & Morgan Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: For the People website
Report Date: June 30th, 2020
Product Description: Homepage for the Morgan & Morgan law firm.
Contact information: Independent Accessibility Consultant
Equal Entry LLC (www.equalentry.com)
Contact (contact@equalentry.com)

Notes: Equal Entry LLC, a third party accessibility consultant, worked with Morgan & Morgan to define a set of User Scenarios (Appendix A) to assess For the People website. Morgan & Morgan reviewed the detailed issue list, prioritized and fix several items. Exceptions in this document are pending accessibility issues, to be addressed in future product releases. to For the People website. This report, generated on date June 30th, 2020, supersedes any previous report covering these same scenarios.

Evaluation Methods Used: Manual testing using various browser agents, assistive technologies and inspection tools. Scenarios are in Appendix A. Additional details are in Appendix B.

Applicable Standards/Guidelines:
This report covers the degree of conformance for the following accessibility standard/guidelines: Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/, at level A and AA.

Terms
The terms used in the Conformance Level information are defined as follows:
- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG Conformance Requirements.
## Success Criteria

<table>
<thead>
<tr>
<th>Success Criterion</th>
<th>Conformance Level</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1.1 Non-text Content (Level A)</td>
<td>Partially Supports</td>
<td>Scenario 1: Client testimonial 5 Stars is not read by screen reader</td>
</tr>
<tr>
<td>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</td>
<td>Not Applicable</td>
<td>Does not contain any Audio-Only or Video-Only pre-recorded content</td>
</tr>
<tr>
<td>1.2.2 Captions (Prerecorded) (Level A)</td>
<td>Supports</td>
<td>Closed Captioning was accurate and synchronized</td>
</tr>
<tr>
<td>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</td>
<td>Partially Supports</td>
<td>Scenario 1: Client testimonial videos lack transcripts</td>
</tr>
<tr>
<td>1.2.4 Captions (Live) (Level AA)</td>
<td>Not Applicable</td>
<td>Does not contain Live Streamed media</td>
</tr>
<tr>
<td>1.2.5 Audio Description (Prerecorded) (Level AA)</td>
<td>Partially Supports</td>
<td>Scenario 1: Videos lack Audio Descriptions</td>
</tr>
<tr>
<td>1.3.1 Info and Relationships (Level A)</td>
<td>Supports</td>
<td>Information, structure, and relationships conveyed through presentation can be programatically determined</td>
</tr>
<tr>
<td>1.3.2 Meaningful Sequence (Level A)</td>
<td>Supports</td>
<td>Content is presented visually as well as programatically in a logical sequence</td>
</tr>
<tr>
<td>1.3.3 Sensory Characteristics (Level A)</td>
<td>Not Applicable</td>
<td>No instructions or visuals convey meaning though shape, size, location, orientation or sound</td>
</tr>
<tr>
<td>1.3.4 Orientation (Level AA)</td>
<td>Supports</td>
<td>Respects users choice of landscape or portrait</td>
</tr>
<tr>
<td>1.3.5 Identify Input Purpose (Level AA)</td>
<td>Supports</td>
<td>Autocomplete is supported via a programmatic link purpose</td>
</tr>
<tr>
<td>1.4.1 Use of Color (Level A)</td>
<td>Not Applicable</td>
<td>Color is not used to convey meaning</td>
</tr>
<tr>
<td>1.4.2 Audio Control (Level A)</td>
<td>Supports</td>
<td>User has the ability to pause/stop and adjust the volume independently from the system volume</td>
</tr>
<tr>
<td>1.4.3 Contrast (Minimum) (Level AA)</td>
<td>Supports</td>
<td>Color contrast of text against its background meets or exceeds guideline minimums.</td>
</tr>
<tr>
<td>1.4.4 Resize text (Level AA)</td>
<td>Supports</td>
<td>Text can be resized up to 200 percent without loss of content or functionality</td>
</tr>
<tr>
<td>Section</td>
<td>Description</td>
<td>Level</td>
</tr>
<tr>
<td>---------</td>
<td>--------------</td>
<td>-------</td>
</tr>
<tr>
<td>1.4.5 Images of Text</td>
<td>Supports</td>
<td>AA</td>
</tr>
<tr>
<td>1.4.10 Reflow</td>
<td>Supports</td>
<td>AA</td>
</tr>
<tr>
<td>1.4.11 Non-text Contrast</td>
<td>Supports</td>
<td>AA</td>
</tr>
<tr>
<td>1.4.12 Text Spacing</td>
<td>Supports</td>
<td>AA</td>
</tr>
<tr>
<td>1.4.13 Content on Hover or Focus</td>
<td>Not Applicable</td>
<td>AA</td>
</tr>
<tr>
<td>2.1.1 Keyboard</td>
<td>Partially Supports</td>
<td>A</td>
</tr>
<tr>
<td>2.1.2 No Keyboard Trap</td>
<td>Supports</td>
<td>A</td>
</tr>
<tr>
<td>2.1.4 Character Key Shortcuts</td>
<td>Not Applicable</td>
<td>A</td>
</tr>
<tr>
<td>2.2.1 Timing Adjustable</td>
<td>Supports</td>
<td>A</td>
</tr>
<tr>
<td>2.2.2 Pause, Stop, Hide</td>
<td>Not Applicable</td>
<td>A</td>
</tr>
<tr>
<td>2.3.1 Three Flashes or Below Threshold</td>
<td>Not Applicable</td>
<td>A</td>
</tr>
<tr>
<td>2.4.1 Bypass Blocks</td>
<td>Supports</td>
<td>A</td>
</tr>
<tr>
<td>2.4.2 Page Titled</td>
<td>Supports</td>
<td>A</td>
</tr>
<tr>
<td>2.4.3 Focus Order</td>
<td>Supports</td>
<td>A</td>
</tr>
<tr>
<td>2.4.4 Link Purpose (In Context)</td>
<td>Supports</td>
<td>A</td>
</tr>
<tr>
<td>2.4.5 Multiple Ways</td>
<td>Supports</td>
<td>AA</td>
</tr>
<tr>
<td>2.4.6 Headings and Labels</td>
<td>Supports</td>
<td>AA</td>
</tr>
<tr>
<td>2.4.7 Focus Visible</td>
<td>Supports</td>
<td>AA</td>
</tr>
<tr>
<td>Section</td>
<td>Level</td>
<td>Requirement</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-------</td>
<td>-------------</td>
</tr>
<tr>
<td>2.5.1 Pointer Gestures (Level A)</td>
<td></td>
<td>Not Applicable</td>
</tr>
<tr>
<td>2.5.2 Pointer Cancellation (Level A)</td>
<td></td>
<td>Supports</td>
</tr>
<tr>
<td>2.5.3 Label in Name (Level A)</td>
<td></td>
<td>Supports</td>
</tr>
<tr>
<td>2.5.4 Motion Actuation (Level A)</td>
<td></td>
<td>Not Applicable</td>
</tr>
<tr>
<td>3.1.1 Language of Page (Level A)</td>
<td></td>
<td>Supports</td>
</tr>
<tr>
<td>3.1.2 Language of Parts (Level AA)</td>
<td></td>
<td>Supports</td>
</tr>
<tr>
<td>3.2.1 On Focus (Level A)</td>
<td></td>
<td>Supports</td>
</tr>
<tr>
<td>3.2.2 On Input (Level A)</td>
<td></td>
<td>Supports</td>
</tr>
<tr>
<td>3.2.3 Consistent Navigation (Level AA)</td>
<td></td>
<td>Supports</td>
</tr>
<tr>
<td>3.2.4 Consistent Identification (Level AA)</td>
<td></td>
<td>Supports</td>
</tr>
<tr>
<td>3.3.1 Error Identification (Level A)</td>
<td></td>
<td>Supports</td>
</tr>
<tr>
<td>3.3.2 Labels or Instructions (Level A)</td>
<td></td>
<td>Supports</td>
</tr>
<tr>
<td>3.3.3 Error Suggestion (Level AA)</td>
<td></td>
<td>Supports</td>
</tr>
<tr>
<td>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</td>
<td></td>
<td>Not Applicable</td>
</tr>
<tr>
<td>4.1.1 Parsing (Level A)</td>
<td></td>
<td>Supports</td>
</tr>
<tr>
<td>4.1.2 Name, Role, Value (Level A)</td>
<td></td>
<td>Supports</td>
</tr>
</tbody>
</table>
4.1.3 Status Messages (Level AA) | Not Applicable | No status messages are sent

Appendix A:

Equal Entry LLC worked with Morgan & Morgan to define the following User Scenarios to assess For the People website.

The following Criteria were Not Applicable based on a review with Morgan & Morgan that confirmed that current scenarios do not contain this functionality.

- 1.2.1 Audio-only and Video-only (Prerecorded)
- 1.2.4 Captions (Live)
- 1.3.3 Sensory Characteristics
- 1.4.1 Use of Color
- 1.4.13 Content on Hover or Focus
- 2.1.4 Character Key Shortcuts
- 2.2.2 Pause, Stop, Hide
- 2.3.1 Three Flashes or Below Threshold
- 2.5.1 Pointer Gestures
- 2.5.4 Motion Actuation
- 3.3.4 Error Prevention (Legal, Financial, Data)
- 4.1.3 Status Messages

Scenarios

S1: Home

1. Open the homepage for Morgan and Morgan
2. Navigate to and activate Skip to main content; find start of main content area; return to top of page
3. Navigate to each menu element in header (Morgan & Morgan logo for navigation back to the homepage, Locations, Practice Areas, Personal Injury, Attorneys, About, Our Results, Contact, Search, call with current wait time) and their submenus
4. Navigate to and read each homepage section (For the People. Not the Powerful, Personal Injury Lawyers for the People, We Can Help, We Fight for Our Clients, Featured Attorneys, No Fee Unless We Win, What Our Clients Say, Stay Informed, Serving Clients Nationwide, Get your Free, Immediate Case Evaluation), ensuring that screenreader can find and describe all text, alt text and interactive elements
5. Navigate to and read each text element and link in footer (Trending News, Most Asked Questions, Social media links, links to other legal websites)
6. Navigate to and activate Chat now, then dismiss
7. Navigate to and activate Search
8. Read available search options and close
9. Pop-up Ad for Everything You Need to Know Before Hiring a Lawyer free E-Book
10. Pop-up Ad for Get A Free Case Evaluation

S2: Personal Injury
1. Open the homepage for Morgan and Morgan
2. Navigate to and activate Personal Injury from the menu structure, which will open Personal Injury Claims & Lawsuits | Morgan & Morgan Law Firm
3. Navigate to and read all Related Pages
4. Navigate to and read each section of the page (Personal Injury, Featured Lawyers in Personal Injury, FAQs, Office near, Client Testimonial Videos, Free Personal Injury Case Review)
5. Navigate to and active the in page nav links Overview | Lawyers | FAQs | Offices
6. Navigate to and watch Lifetime is a long time | Attorney John Morgan | Morgan & Morgan video
7. Pause the video, evaluate options available, and restart the video
8. Turn on Captions, and read the captions for accuracy
9. Turn Captions off, re-watch the video for any visual information that isn't provided via audio
10. Adjust the volume, independent of the system volume
11. Adjust the speed of the video
12. Activate Watch from YouTube.com, which will open YouTube - Lifetime Is A Long Time | Attorney John Morgan | Morgan & Morgan
13. Read transcript of video
15. Navigate to and active View all lawyers
16. Activate Go Back
17. Navigate to and active the Client Testimonial | Stephanie watch the video

S3: Attorneys
1. Open the homepage for Morgan and Morgan
2. Navigate to and activate Attorneys from the menu structure, which will open Meet our amazing Lawyers | Morgan & Morgan Law Firm
3. Navigate to and remove the Featured search filter
4. Navigate to City and select Tennessee | Nashville
5. Navigate to and activate View Profile for Barnett, Kathryn E., which will open Kathryn E. Barnett’s profile page
6. Read her years of Experience, bio, Education and memberships, Practice Areas, Product Liability and Labor & Employment verdict amounts, recent Wins and News coverage)
7. Return back to Meet our amazing Lawyers | Morgan & Morgan Law Firm
8. Remove the Nashville filter and navigate to the search control enter: James
9. Select Arnold, James D., Jr. from the drop down list, which will open James D. Arnold, Jr.’s profile page
10. Read his bio, practice areas, and recent successes

S4: About; Our Results
1. Open the homepage for Morgan and Morgan
2. Navigate to and activate About | Who We Are from the menu structure, and read the page
3. Navigate to and activate About | In The Community from the menu structure, and read the page
4. Navigate to and activate About | Testimonials from the menu structure, and read the page
5. Navigate to and activate About | FAQ from the menu structure, and read the page
6. Navigate to and activate About | In The Media from the menu structure, and read the page
7. Navigate to and activate About | Pound Law from the menu structure, and read the page
8. Navigate to and activate About | Referrals from the menu structure, and read the page
9. Navigate to and activate About | TV Commercials from the menu structure, and read the page
10. Navigate to and activate About | Careers from the menu structure, and read the page
11. Navigate to and activate Our Results from the menu structure, and read the page

S5: Resources; Contact; Locations

1. Open the homepage for Morgan and Morgan
2. Navigate to and activate About | Resources | Car Accidents from the menu structure, and read the page
3. Navigate to and activate About | Resources | Workers' Compensation from the menu structure, and read the page
4. Navigate to and activate Contact from the menu structure, and read the page
5. Navigate to and activate Locations | Florida | Big Pine Key from the menu structure, and read the page

S6: Mobile view

1. Open the homepage for Morgan and Morgan resize to mobile view
2. Navigate to and activate the hamburger menu to review the options (Locations, Practice Areas, Personal Injury, Attorneys, About, Our Results, Contact, FAQs, Terms & Conditions, Employment, and social media links)
3. Navigate to and read each homepage section (Personal Injury Lawyers for the People, Get your Free- Immediate Case Evaluation, We Fight for Our Clients, What Our Clients Say, We Can Help, Serving Clients Nationwide, Get your Free- Immediate Case Evaluation (the second one), ), ensuring that screenreader can find and describe all text, alt text and interactive elements
4. Navigate to and watch the video Journey for Justice
5. Navigate to and read each text element and link in footer (Trending News, Most Asked Questions, Social media links, links to other legal websites)
6. Navigate to and review the mobile navigation elements (Call, Chat, Email, Download)
7. Navigate to and activate Read more, under Most Asked Questions in the footer and read the page
8. Return to the homepage, and activate Find out if you have a case and read the page
9. Use the hamburger menu to navigated to and activate Locations | Florida | Big Pine Key and read the page

Appendix B:

Additional information about the evaluation methods used.

For the People website Technologies
The technologies that this content "relies upon" are:

- HTML5
- CSS
- JavaScript

**User Agents and Assistive Technologies**

The technology platforms used in the verification:

- macOS 10.10/Safari
- macOS 10.10/Chrome
- Windows 10/Chrome
- Windows 10/Edge
- Windows 10/IE
- Windows 10/Firefox

The assistive technologies used in the verification:

- Keyboard
- JAWS
- VoiceOver
- NVDA
- Narrator
- aXe
- Large Text
- Magnifier
- Colour Contrast Analyser
- Web Developer Toolbar
- Code Inspection / Dev Tools
- Accessibility Insights for Web
- ANDI
- WAVE