Morgan and Morgan Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Website

Report Date: July 25th, 2022

Product Description: For the People website

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 and Morgan to define a set of User Scenarios (Appendix A) to assess Website. This report, generated on July 25th, 2022, 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 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

Success Criterion	Conformance Level	Remarks
1.1.1 Non-text Content (Level A)	Partially Supports	Scenario 1: • All cards have 2 overlapping images and their labels are all "Video Thumbnail" and "Wistia Video Thumbnail" • The top image and **+30 billion recovered** are both announced as "Morgan and Morgan logo" • Social Media icon/links need adjustment • There is a huge image over the page right under `<body>`. visually hidden but not from AT Scenario 2: • **5 star** is not announced by VoiceOver

Success Criterion	Conformance Level	Remarks
		- A bullet points character is explicitly called out rather than hidden - Icons in the cards convey almost the same information as the text below them, creating a stutter effect for screen reader. - Icons in the **Results** convey the same information as the text below them, creating a stutter effect for screen reader. - Images for the **Find Other Ways** carousel should be hidden from screen reader. Scenario 3: - **Search icon** does not have an accessible name. - An attorney's image text alternative includes **1000x1000**. - **Map button** is announced as **map marker Nashville** Scenario 4: - **Horizontal splitter** is not hidden from screen reader - Decorative hero image not hidden

Success Criterion	Conformance Level	Remarks
		Scenario 5: **Our results** page has multiple images with the same text alternative
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	Video-only content used is decorative in nature.
1.2.2 Captions (Prerecorded) (Level A)	Partially Supports	Scenario 1: • Captions are not provided for the Testimonial carousel of videos • **The Case that Started it all** CC error 0:13 • **The Case that Started it all** CC error 2:02
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Partially Supports	Scenario 1: Transcripts are not provided for the Testimonial carousel of videos
1.2.4 Captions	Not Applicable	Does not contain Live Streamed media

Success Criterion	Conformance Level	Remarks
(Live) (Level AA)		
1.2.5 Audio Description (Prerecorded) (Level AA)	Partially Supports	Scenario 1: • The legal text and the company information on the last cut are not provided via audio. • The contact information shown on the last cut of the video is not provided via audio.
1.3.1 Info and Relationships (Level A)	Partially Supports	Scenario 1: • The items inside the sub-menu are missing required parent element. • `<li>` for search does not have role attribute therefore needs `<ul>` without a role • The transcript is programmed as a table with one column. Scenario 3: • **Practice Areas**, **States**, and **Cities** dropdown lists has direct children with a role that is not allowed: presentation

Success Criterion	Conformance Level	Remarks
		• Attorneys results are a visual list but not a programmatic one Scenario 4: • **Only pay if you win** is visually styled as heading but not marked up as such • `<h2>` is skipped and `<h3>` is right under `<h1>` Scenario 5: • **More Verdicts & Settlements** table lacks row headers • **Free Case Evaluation** is a visual header but not a programmatic one • **Find Other Ways We Can Help** Carousel has incorrect list structure
1.3.2 Meaningful Sequence (Level A)	Partially Supports	Scenario 1: • VoiceOver can access the hidden video player after the footer. The visual focus indicator shows that the player is on the left • Collapsing the **locations** by activating it sends the focus back to the top of the page

Success Criterion	Conformance Level	Remarks
		- **Client Testimonials** comes after **USA TODAY** and before **5-star rating** Scenario 2: - Screen reader users need to read backward after activating "Next" - Screen reader users have to go through the same list twice Scenario 5: **Our results speak for themselves** 3 of the 4 cards are hidden from assistive technologies Scenario 6: Case Type Carousel does not work well with TalkBack
1.3.3 Sensory Characteristics (Level A)	Not Applicable	No instructions or visuals convey meaning though shape, size, location, orientation or sound
1.3.4 Orientation (Level AA 2.1 only)	Supports	Respects user's choice of landscape or portrait
1.3.5 Identify Input Purpose	Supports	Autocomplete is supported via a programmatic link purpose

Success Criterion	Conformance Level	Remarks
(Level AA 2.1 only)		
1.4.1 Use of Color (Level A)	Partially Supports	Scenario 5: **Related Pages** and **Serving the following neighborhoods & more** both have blue text but only related pages are links
1.4.2 Audio Control (Level A)	Supports	User has the ability to pause/stop and adjust the volume independently from the system volume
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Scenario 1: Grey text on a white background does not meet color contrast requirement. Scenario 5: **View Career Opportunities** blue button with black text does not have enough color contrast
1.4.4 Resize text (Level AA)	Supports	Text can be resized up to 200 percent without loss of content or functionality
1.4.5 Images of Text (Level AA)	Partially Supports	Scenario 1: Floating footer uses an image of text and alternative text is not provided

Success Criterion	Conformance Level	Remarks
1.4.10 Reflow (Level AA 2.1 only)	Supports	Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	Scenario 1: • In the footer region, the color contrast ratios between the focus indicator and the background colors do not meet the requirement of 3:1 • Focus indicator for the **Play** button does not meet the color contrast requirement of 3:1 Scenario 4: • Focus indicator for the form fields under **Let Us Help You.** does not meet the color contrast requirement of 3:1 • Dark blue focus rectangle on **form fields**. **Terms**, **Privacy Policy**, **Submit** do not meet the contrast requirement of 3:1 • **Free Case Evaluation** button barely changes its appearance when focused Scenario 5:

Success Criterion	Conformance Level	Remarks
		• **Who we are** has buttons keyboard focus and hover state do not have enough color contrast • **Contact Us Today** button keyboard and focus color does not have enough contrast
1.4.12 Text Spacing (Level AA 2.1 only)	Partially Supports	Scenario 1: The button **Get your Free Case Evaluation** in the floating footer does not allow user-defined text spacing.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Not Applicable	Tooltips are not used
2.1.1 Keyboard (Level A)	Partially Supports	Scenario 1: • **Play** button receives keyboard focus but does not play the video • Close button **X** is not keyboard accessible. • **Previous** and **Next** buttons do not receive focus individually.

Success Criterion	Conformance Level	Remarks
		Scenario 3: Dropdown menu **Practice Areas**, **States**, **Cities**, and **Sort** do not receive keyboard focus. Scenario 5: • **Practice Area, State** and **Year** filter dropdowns are not keyboard accessible • **More Verdicts & Settlements** table can't be sorted via the keyboard Scenario 6: Focus is not managed properly in the header
2.1.2 No Keyboard Trap (Level A)	Supports	No Keyboard traps were found
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not Applicable	Custom keyboard shortcuts are not defined
2.2.1 Timing Adjustable (Level A)	Not Applicable	Does not contain timers

Success Criterion	Conformance Level	Remarks
2.2.2 Pause, Stop, Hide (Level A)	Partially Supports	Scenario 3: No way to pause, stop or hide the auto-playing background video Scenario 6: No way to pause, stop or hide the annomation for **Click Here to Call 24/7**
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	Does not contain Flashing text or other visuals
2.4.1 Bypass Blocks (Level A)	Partially Supports	Scenario 1: "Skip to Main Content" button is not provided.
2.4.2 Page Titled (Level A)	Supports	Titling is used effectively throughout to aid in understanding
2.4.3 Focus Order (Level A)	Partially Supports	Scenario 1: • Video player controls are not accessible when the video opened with "Play" button • The button to play the video is not visible.

Success Criterion	Conformance Level	Remarks
		Scenario 3: Screen reader users need to go backward to read the list of options after activating the expand button Scenario 5: • Video player on **Who we are** has 2 extra tab stops • **Who we are - Our Websites** card each have 2 tab stops Scenario 6: • After opening the "hamburger menu" focus is not moved within the menu as expected Very difficult to stop/dismiss video with TalkBack
2.4.4 Link Purpose (In Context) (Level A)	Supports	Link text was found to be accurate and clear
2.4.5 Multiple Ways (Level AA)	Supports	Scenario 4 specifically addressed the need for an alternative method of finding a web page - Search

Success Criterion	Conformance Level	Remarks
2.4.6 Headings and Labels (Level AA)	Supports	Heading and labels are descriptive throughout to aid in understanding
2.4.7 Focus Visible (Level AA)	Partially Supports	Scenario 1: • Focus is not managed properly in the carousel • Focus indicator is hidden for the cards in the carousel. • Focus indicator is hidden behind the image • Keyboard focus indicator shown as a dot for the image link (https://www.forthepeople.com/free-case-evaluation/) Scenario 6: • When zoomed, focus indicator for the hamburger icon is not visible • floating footer can hide visual focus
2.5.1 Pointer Gestures (Level A 2.1 only)	Not Applicable	Multipoint or path-based gestures are not used

Success Criterion	Conformance Level	Remarks
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	Operations that use a single pointer execute on the up-events allowing for undo, cancellation
2.5.3 Label in Name (Level A 2.1 only)	Partially Supports	Scenario 5: **Our Websites - Visit website** links have surprising programmatic names
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	Device motion sensors are not used
3.1.1 Language of Page (Level A)	Supports	Language is programmatically expressed for assistive technologies at the product or page level
3.1.2 Language of Parts (Level AA)	Partially Supports	Scenario 5: • Abogados.com website description language is not defined • Big Pine Key page switches to spanish without a programmatic explanation

Success Criterion	Conformance Level	Remarks
3.2.1 On Focus (Level A)	Supports	As component receives focus, they do not initiate a change of context
3.2.2 On Input (Level A)	Supports	Controls have clear purpose and behavior
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational mechanisms are visually and functionally consistent
3.2.4 Consistent Identification (Level AA)	Partially Supports	Scenario 4: There are multiple links with same text label **ARTICLE**
3.3.1 Error Identification (Level A)	Supports	Input errors are clearly identified and described to the user in text
3.3.2 Labels or Instructions (Level A)	Partially Supports	Scenario 1: • Carousel control buttons **scroll left** and **scroll right** do not have labels. • The button to open the **Privacy Preference** modal is unnamed and visually hidden

Success Criterion	Conformance Level	Remarks
		"Search Video" is not descriptive for transcript. - The icon for the close button is not labeled. Scenario 2: Expand and collapse button do not have accessible name. Scenario 3: Buttons for dropdown menu **Practice Areas**, **States**, and **Cities** do not have accessible names Scenario 4: **You Deserve the Best** form control has no visual labels *You Deserve the Best* form control names are more "programmatic" than human readable Scenario 5: - Carousel **Previous** and **Next** buttons do not have programmatic name **Practice Area, State** and **Year** filter dropdown buttons have no programmatic name **Export** button has no programmatic name

Success Criterion	Conformance Level	Remarks
		- **Our results** Search input has no visual label Scenario 6: Hamburger menu does not have a programmatic name
3.3.3 Error Suggestion (Level AA)	Supports	Users are provided suggestions for correcting errors
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	Does not contain legal commitments, financial transactions or user controllable data changes within a data storage system
4.1.1 Parsing (Level A)	Partially Supports	Scenario 1: - **Close** button on **announcement banner** is inside `<span>` and uses aria-label. - 2 **Car Accident** card `<div>`s share the same id attribute: taxonomy-term-578. - `<article>` tag is misused in the carousel.

Success Criterion	Conformance Level	Remarks
		Scenario 5: **Practice Area, State** and **Year** filter dropdowns have incorrectly structured lists
4.1.2 Name, Role, Value (Level A)	Partially Supports	Scenario 1: • When an item in the menu is expanded, VoiceOver does not announce so. • `<div>` that wraps the carousel navigation uses aria-label attribute with no valid role attribute. • `<h1>` in the top page is announced as **3 items** Scenario 3: • When the dropdown menu is expanded, screen reader does not announce it • Auto refreshing search result is not announced by screen reader • Sort is announced as a list of 2 items. Scenario 5: **More Verdicts & Settlements** table sort order or filter status is not communicated

Success Criterion	Conformance Level	Remarks
4.1.3 Status Messages (Level AA 2.1 only)	Not Applicable	No status messages are sent

Appendix A:

Equal Entry LLC worked with Morgan and Morgan to define the following User Scenarios to assess Website.

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

- 1.2.4 Captions (Live)
- 1.3.3 Sensory Characteristics
- 1.4.13 Content on Hover or Focus
- 2.1.4 Character Key Shortcuts
- 2.2.1 Timing Adjustable
- 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: ForThePeople.com - Homepage, sitewide common header / footer

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, Car Accidents, Attorneys, About, Our Results, Contact, En Espanol, Search, call now with phone number) and their submenus
4. Navigate to and read homepage sections; America's Largest Injury Law Firm, As Seen On, 5-star rating, Our Size is Our Strength
5. Navigate through the Testimonial carousel of videos - play **Chandler Parsons Auto Accident**
6. Pause the video, evaluate options available, and restart the video
7. Turn on Captions, and read the captions for accuracy
8. Turn Captions off, re-watch the video for any visual information that isn't provided via audio
9. Adjust the volume, independent of the system volume
10. If available, adjust the speed of the video
11. Read transcript of video
12. **Close** the Wistia player pop-up
13. Navigate to **With 800+ Lawyers Across the Country we will fight to get you what you deserve**, navigate to each slide in the carousel
14. Navigate to and read homepage sections; It's Easy to Get Started. The Fee Is Free™, Only Pay If We Win, Our Mission
15. Navigate to and play **The Case that Started it all**
16. Pause the video, evaluate options available, and restart the video
17. Turn on Captions, and read the captions for accuracy
18. Turn Captions off, re-watch the video for any visual information that isn't provided via audio
19. Adjust the volume, independent of the system volume
20. If available, adjust the speed of the video
21. Read transcript of video
22. **Let Us Help you** will be reviewed in S4
23. Navigate to and read each text element and link in footer (Quick Links, Trending News, Most Asked Questions, links to other legal websites,Social media links)
24. **Close** the floating footer for **Get your Free Case Evaluation**

S2: Car Accident

1. Open the **homepage for Morgan and Morgan**
2. Navigate to and activate **Car Accident - Morgan and Morgan** from the menu structure

3. Navigate to and read the information about reviews and scrolling banner
4. Navigate to and active the in page nav links **Contact Form, Checklist, Testimonials, FAQ, Process, Results, Related Cases**
5. Navigate to and read **Get a Response in Minutes**
6. Activate **Download** for the **6 Things To Do After an Accident**
7. **See What Our clients Have to Say** control was reviewed in S1 along with a sample video
8. Navigate to **FAQ**, collapse **Is hiring a lawyer necessary?**
9. Navigate to **The Fee is Free Only Pay If We Win** and read the three steps
10. Navigate to **See Our Results**, activate **Next** to review the type of cases and won amounts
11. Navigate to **Find Other Ways We Can Help**, activate **Next** to review all practice areas

S3: Attorneys (sample content pages)

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 **States** and select *Tennessee*
4. Navigate to **City** and select *Nashville*
5. Navigate to and activate **Kathryn E. Barnett** , which will open **Kathryn E. Barnett's profile page**
6. Review the top-level info (intro, location, contact info, awards)
7. Navigate to **Recent Successes** and activate **See More Results**
8. Read the article titles under **In the Media**
9. Return back to **Meet our amazing Lawyers | Morgan & Morgan Law Firm**
10. Remove the filters, if needed, and navigate to **search** and set the value to be: James
11. Select *Arnold, James D., Jr.* from the list, which will open **James D. Arnold, Jr.'s profile page**
12. Page template is the same, so this is just a second page to confirm any issues on.

S4: Site search, Contact Forms

1. Open the **homepage for Morgan and Morgan**
2. Navigate to and activate **Search** - what are the popular topics?
3. Navigate to **Search forthepeople.com** and set the value to be: Unicorn
4. Confirm no results found
5. Navigate to and activate **Search**, then set the search field to be: Accessibility

6. On the **Showing results for: Accessibility** page, review result. How many results? How many displayed?
7. Navigate to and activate **Load More**
8. Navigate to **First name**, under *You Deserve the Best* and set the value to be: test
9. Skip all other data entry and activate **Submit Case Review**
10. Review error message
11. Navigate to **Last name** and set the value to be: test
12. Navigate to **Phone number** and set the value to be: 206-801-0083
13. Navigate to **Zip Code** and set the value to: 27624
14. Navigate to **Email Address** and set the value to: test
15. Review the error message before updating the value of **Email address** to be: **A11y@EqualEntry.com**
16. Navigate to **Case Type** and select *Other*
17. Navigate to **What Happened?** and set the value to: Testing
18. Activate **Submit Case Review**
19. Read *Thank you for getting in Touch!*
20. Navigate to and activate **Contact** from the menu structure, to open **Contact Us - Morgan & Morgan**
21. Navigate to **First name**, under *Only Pay If You Win* and set the value to be: test
22. Skip all other data entry and activate **Free Case Evaluation**
23. Review error message
24. Navigate to **Last name** and set the value to be: test
25. Navigate to **Phone number** and set the value to be: 206-801-0083
26. Navigate to **Zip Code** and set the value to: 27624
27. Navigate to **Email Address** and set the value to: **A11y@EqualEntry.com**
28. Navigate to **Case Type** and select *Other*
29. Navigate to **What Happened?** and set the value to: Testing
30. Activate **Free Case Evaluation**, to open **Thank You For Getting In Touch!**
31. Review page if you have time

S5: ForThePeople.com - About; Our Results; Locations (sample content); Practice Areas (sample content)

1. Open the **homepage for Morgan and Morgan**
2. Navigate to and activate **About | Who We Are** from the menu structure

3. Navigate to and play the video **Who we are Video** - actually the same video as S1 **The Case that Started it all**
4. Read **All law firms are not the same**
5. Read **The Morgan Family**
6. Read **Our Websites**
7. Navigate to and activate **Our Results** from the menu structure
8. Read **Our results speak for themselves** and call out cards (Would you settle for less if your case is worth more?, 2022 Annual Verdict Magazine, Over 20 Times more than what was offered
9. Navigate to **Year** under *More Verdicts & Settlements*, and select ***2021***
10. Review the table of Case Name, Pre-trial Offer, Result, Verdict or Settlement, Attorney, Insurance Carrier, Injury Type, Practice Area, Trial Location, Office, Year
11. Activate **Result** to sort descending, what was the largest result?
12. Navigate to and activate **Locations| Florida | Big Pine Key** from the menu structure, this page is very similar to the Auto Accident, so we will focusing only on the unique elements
13. Review the Office top info (address, phone number, reviews)
14. Read the information with the following key areas **Related Pages, Hear From Our Clients, Serving The Following Neighborhoods & More**
15. **Find Other Ways We Can Help** is similar to but not exactly the same as previously reviewed
16. Navigate to and activate **Practice Area | Personal Injury | Personal Injury**, this page is very similar to the Auto Accident, so we will focusing only on the unique content within the FAQ

S6: ForThePeople.com - Mobile / compact UI 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, Car Accidents, Attorneys, About, Our Results, Contact, en Espanol)
3. Navigate to and read homepage sections; America's Largest Injury Law Firm, As Seen On, 5-star rating, Our Size is Our Strength
4. Navigate through the Testimonial carousel of videos - play **Chandler Parsons Auto Accident**
5. **Close** the Wistia player pop-up

6. Navigate to **With 800+ Lawyers Across the Country we will fight to get you what you deserve**, navigate to each slide in the carousel
7. Navigate to and read homepage sections; It's Easy to Get Started. The Fee Is Free™, Only Pay If We Win, Our Mission
8. Navigate to and read each text element and link in footer (Quick Links, Trending News, Most Asked Questions, links to other legal websites, Social media links,subscribe)
9. Navigate to and review the mobile navigation elements (Call now)
10. Navigate to and review **Let Us Help You** for any unique mobile UI issues
11. Navigate to and activate **Read more, under Most Asked Questions in the footer** and review for any unique mobile UI issues
12. Return to the homepage, and activate **Have a case?** and review for any unique mobile UI issues
13. Use the hamburger menu to navigated to and activate **Locations - Florida - Big Pine Key** and review for any unique mobile UI issues

Appendix B:

Additional information about the evaluation methods used.

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 11/Chrome
- Windows 11/Edge
- Windows 11/Firefox
- macOS 12.4/Chrome

The assistive technologies used in the verification:

- Keyboard
- **JAWS**
- VoiceOver
- **NVDA**
- Narrator
- **aXe**
- Large Text
- Magnifier
- **Colour Contrast Analyser**
- **Web Developer Toolbar by Chris Pederick**
- Code Inspection / Dev Tools
- N/A
- **Accessibility Insights for Web**
- **ANDI**
- **Text Spacing bookmarklet by Patrick H. Lauke**
- **WAVE**
- **Adobe Acrobat Accessibility Checker**
- TalkBack