



US Digital Response

Town of Amherst UX and Content Vaccine
Webpages Audit and Recommendations





Project Purpose

Although the Town of Amherst has a website with vaccine information and COVID-19 resources, residents are calling with questions that the website answers.

Staff and call operators feel burdened and exhausted by redundant questions. Elderly residents feel frustrated, confused, and unaware of how to get help.

It's important that the website content reduces health inequities for the diverse Town of Amherst residents.

Deliverables

1. UX and content audit recommendations
2. Low-fidelity mockup visualizing content and layout recommendations
 - a. [View desktop prototypes](#)
 - b. [View mobile prototypes](#)

Objectives

- 1. Help Amherst residents locate a provider in their county and feel confident in signing up online.**

Success metrics include (given that first dose is not currently available):

- Increase # of dose two signups
- Increase two dose regimen completion rate

- 2. Help Amherst residents understand how to sign up with providers and reach out to them for assistance.**

Success metrics include:

- Reducing the # of callers asking for assistance filling out provider signup forms



Short-term Opportunity

How might we create a clear pathway for residents of Amherst to access easy-to-understand COVID-19 vaccine information, including eligibility and availability in their area?

Recommendations

Our top observations and recommendations for short-term improvements focus on the pages for [Amherst Covid-19 Home](#) and the [Vaccine](#) page.

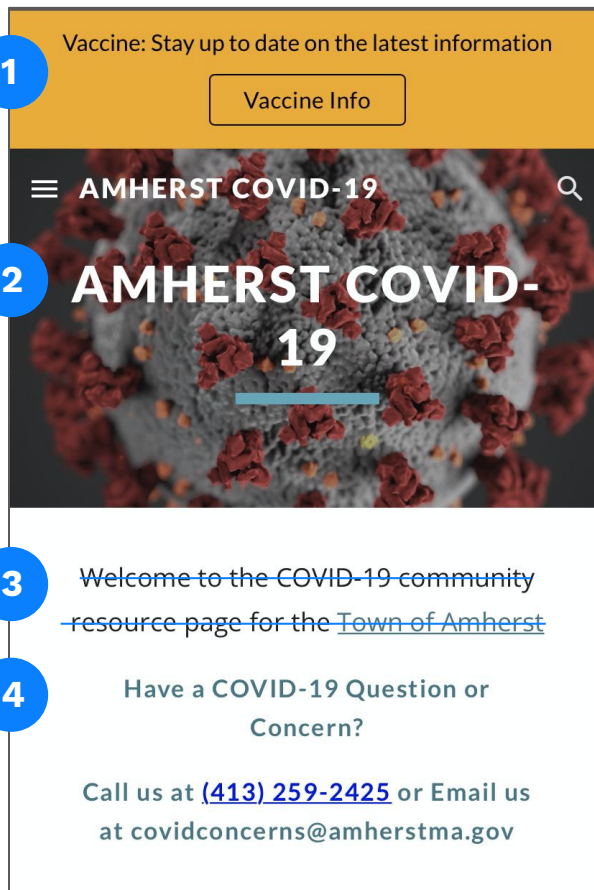
1. A visual process will help people understand the next steps to getting a vaccine.
2. Condensing content and creating an intuitive flow of information can increase health literacy.
3. Page headings can be written to be more specific.
4. Creating a direct path with clear calls to action can improve information-seeking behavior.
5. Optimizing page content for smaller screens will improve navigation and encourage registration on mobile devices.

— Content and Design Examples

COVID Home

Section 1

1. Remove Alert Banner
Why: Primary purpose of site is to provide vaccine info. Alert banner should only be used for alert messaging
2. Rephrase the headline to be direct and action-oriented.
Try: COVID-19 Resources for Amherst Residents, or similar
3. Cut “welcome to the resource page...” copy.
4. Move the COVID-19 Concern content to a lower visibility area on the page.
Why: Unless encouraging residents to call/email is a top priority.
Try: Repurpose this space for more pressing content like vaccine FAQs and important updates on city openings and vaccine phases.



COVID Home

Section 1

Vaccine: Stay up to date on the latest information

Vaccine Info

AMHERST COVID-19

AMHERST COVID-19

Welcome to the COVID-19 community resource page for the [Town of Amherst](#)

Have a COVID-19 Question or Concern?

Call us at [\(413\) 259-2425](tel:4132592425) or Email us at covidconcerns@amherstma.gov



AMHERST COVID-19

Is it your turn to get a vaccine?

Find out when and where to get your dose

Get vaccinated

Get tested for free

CONFIRMED POSITIVE COVID-19 CASES IN AMHERST

Active	Total
607	1801

as of 2/16/11 at 8:00 AM

COVID Home

Section 2

1. Rewrite case count headline and include population count for reference.
Why: Case count is important info and pop# gives it context, yet the language can be more conversational for a lighter cognitive load.
Try: Confirmed positive cases in Amherst, Active, Total (+pop)
2. News & Updates: Most of this content isn't necessary for this page.
Why: Current details on the vaccine in this section become redundant, as the sticky banner with vaccine updates is ever-present. Emergency order issuance is the only true news, but could be worked into a module of its own based on the importance of that info.
Try: Remove the current town news/news archive

Vaccine: Stay up to date on the latest information

Vaccine Info

☰ AMHERST COVID-19 🔍

1 Laboratory Confirmed Positive COVID-19 Cases in Amherst:

Active Cases: 633 | Cumulative Cases: 1870

(as of 2/17/21 at 5:00 PM)

2 Recent News & Updates

- ~~All Current Town of Amherst News & Announcements or visit our News Archive~~
- ~~Current details on the Vaccine~~
- Amherst Board of Health Issues Emergency Order: Temporarily Reduces Capacity & Implements Early Closures - [Learn More](#)

COVID Home Section 2

Vaccine: Stay up to date on the latest information

Vaccine Info

☰ AMHERST COVID-19 🔍

Laboratory Confirmed Positive COVID-19 Cases in Amherst:

Active Cases: 633 | Cumulative Cases: 1870

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Recent News & Updates

- [All Current Town of Amherst News & Announcements](#) or visit our [News Archive](#)
- [Current details on the Vaccine](#)
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CONFIRMED POSITIVE COVID-19 CASES IN AMHERST

Active	Total
607	1801

as of 2/16/11 at 8:00 AM

COMMUNITY UPDATE

Amherst Board of Health Issues Emergency Order

Temporarily Reduces Capacity & Implements Early Closures

[Read More](#) →

COVID Home

Section 3

1. Simplify the Mask Order info language for ease of reading and reinforcement of rules.
Why: Mask order info is highly important and could be considered controversial to some residents.
Try: Protect Your Neighbors, Wear a Mask.
 - a. Wear a mask or cloth face covering whenever you leave your house.
 - b. Stay 6 feet away from others in public, even if you're both wearing a mask
 - c. Children ages 2-5 are encouraged, but not required, to wear masks.
 - d. Exceptions include those with medical conditions or disabilities that prevent wearing masks — employers and schools are allowed to ask for proof of such a condition.

For more information, visit: {URL}

The screenshot shows a mobile website interface for 'AMHERST COVID-19'. At the top, there is a yellow banner with the text 'Vaccine: Stay up to date on the latest information' and a 'Vaccine Info' button. Below the banner is a white header with a hamburger menu icon, the text 'AMHERST COVID-19', and a search icon. A blue circle with the number '1' is overlaid on the left side of the page. The main content area is titled 'Mask Order' and contains two paragraphs of text. The first paragraph discusses Governor Baker's order effective November 6, 2020, regarding face masks and cloth coverings in public places, and provides a link to www.mass.gov/news/mask-up-ma. The second paragraph discusses exceptions for medical or disabling conditions and allows employers and schools to require proof of such conditions.

Vaccine: Stay up to date on the latest information

Vaccine Info

AMHERST COVID-19

Mask Order

Governor Baker issued an Order effective November 6, 2020 requiring face masks or cloth face coverings in all public places, whether indoors or outdoors, even where they are able to maintain 6 feet of distance from others. Masks or face coverings are encouraged but not required for children between the ages of 2 and 5. For more details, please visit: www.mass.gov/news/mask-up-ma

The revised order still allows for an exception for residents who cannot wear a face-covering due to a medical or disabling condition, but it allows employers to require employees to provide proof of such a condition. It also allows schools to require that students participating in in-person learning provide proof of such a medical or disabling condition.

COVID Home Section 3

Vaccine: Stay up to date on the latest information

Vaccine Info

☰ AMHERST COVID-19 🔍

Mask Order

Governor Baker issued an Order effective November 6, 2020 requiring face masks or cloth face coverings in all public places, whether indoors or outdoors, even where they are able to maintain 6 feet of distance from others. Masks or face coverings are encouraged but not required for children between the ages of 2 and 5. For more details, please visit: www.mass.gov/news/mask-up-ma

The revised order still allows for an exception for residents who cannot wear a face-covering due to a medical or disabling condition, but it allows employers to require employees to provide proof of such a condition. It also allows schools to require that students participating in in-person learning provide proof of such a medical or disabling condition.



KEEP YOUR COMMUNITY SAFE. WEAR A MASK IN PUBLIC.

- Wear a mask or cloth face covering whenever you leave your home
- Stay 6 feet away from others in public, even if everyone is wearing a mask
- Children ages 2-5 are encouraged, but not required, to wear masks
- Exceptions include those with medical conditions or disabilities that prevent wearing masks — employers and schools are allowed to ask for proof of such a condition
- Visit www.mass.gov/news/mask-up-ma to learn more



COVID Home

Section 4

1. Move the Town of Amherst Home Page link to the very bottom of this page.

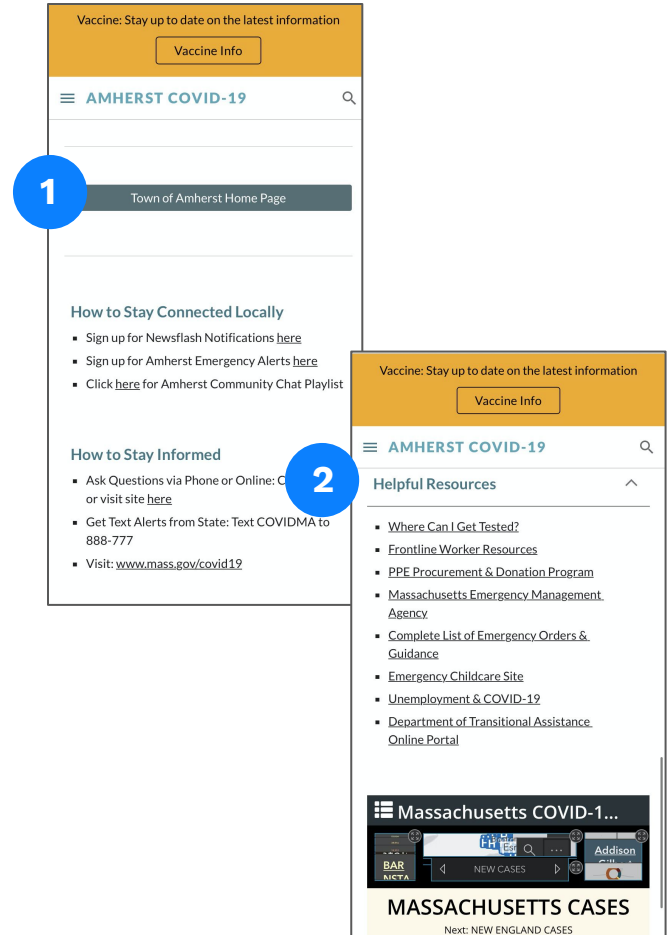
Why: Content on the Town of Amherst HP adds noise and could distract from the main message of this site.

Try: Move the Town of Amherst HP link to the very bottom.

2. Reorder Stay Connected/Stay Informed into priority of what is generally the most informative and actionable for residents.

Why: This offers an overwhelming amount of options with little indication of what is on the other side of the click or what benefit the links might serve the user. Consider placing Community Chat Playlist and Newflash Alerts in a lower-traffic area of the site or even eliminating altogether.

Try: Condense options into one grouping (stay Informed works as a heading for the options).



COVID Home Section 4

Vaccine: Stay up to date on the latest information
[Vaccine Info](#)

☰ AMHERST COVID-19 🔍

Town of Amherst Home Page

How to Stay Connected Locally

- Sign up for Newsflash Notifications [here](#)
- Sign up for Amherst Emergency Alerts [here](#)
- Click [here](#) for Amherst Community Chat Playlist

How to Stay Informed

- Ask Questions via Phone or Online: Call 2-1-1 or visit site [here](#)
- Get Text Alerts from State: Text COVIDMA to 888-777
- Visit: www.mass.gov/covid19

Vaccine: Stay up to date on the latest information
[Vaccine Info](#)

☰ AMHERST COVID-19 🔍

Helpful Resources

- [Where Can I Get Tested?](#)
- [Frontline Worker Resources](#)
- [PPE Procurement & Donation Program](#)
- [Massachusetts Emergency Management Agency](#)
- [Complete List of Emergency Orders & Guidance](#)
- [Emergency Childcare Site](#)
- [Unemployment & COVID-19](#)
- [Department of Transitional Assistance Online Portal](#)

Massachusetts COVID-19...

BAR NCTA NEW CASES Addison

MASSACHUSETTS CASES
Next: NEW ENGLAND CASES

STAY CONNECTED LOCALLY

NEWSFLASH
Newsflash Notifications
[Sign Up →](#)

ALERTS
Amherst Emergency Alerts
[Sign Up →](#)

PLAYLIST
Amherst Community Chat Playlist
[Read More Now →](#)

STAY INFORMED

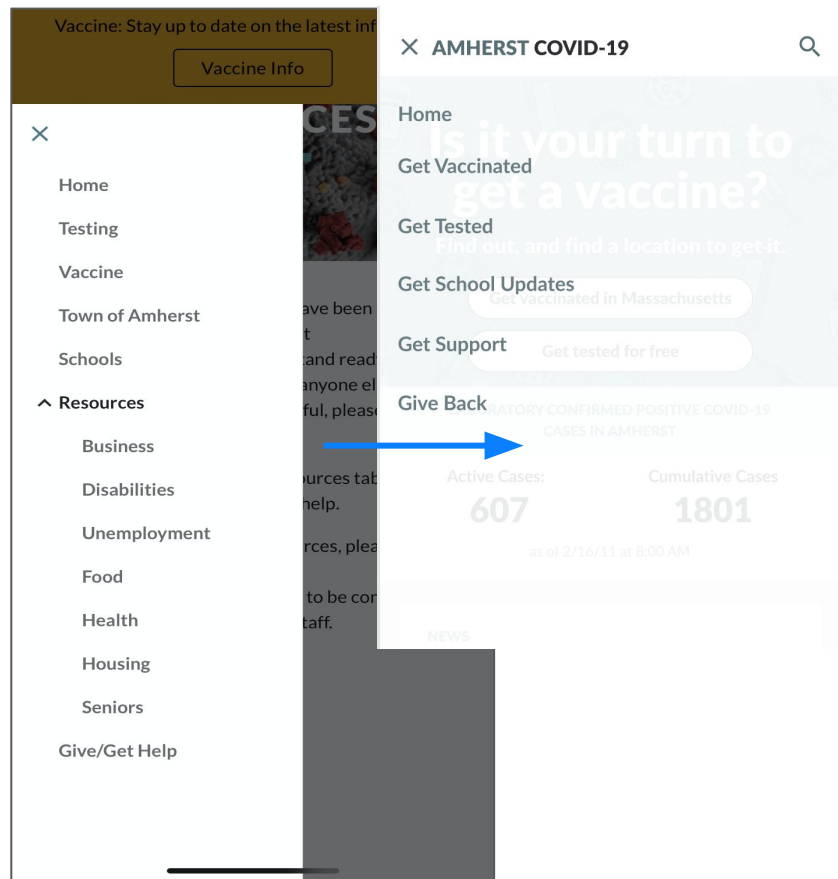
QUESTIONS
Ask Questions via Phone or Online
Call 2-1-1 or visit site
[Visit Site →](#)

TEXT ALERTS
Get Text Alerts from State
Text COVIDMA to 888-777

Navigation

Ensure all labels are human-readable and surface the right information for the right audience. Alphabetize for easier reading.

- “Testing” → “Get Tested”
- “Vaccine” → “Get Vaccinated”
- “Town of Amherst” → *eliminated*
- “Schools” → “Get School Updates”
- “Resources” → “Get Support”
- “Food Support”
- “Health and Prevention”
- “Housing Resources”
- “Resources for Seniors”
- “Small Business Support”
- “Unemployment and Finances”
- “Give/Get Help” → “Give Back”



— Accessibility and Usability

id attributes must be unique #1

Critical

Perhaps this is a Google Sites bug. id attributes should be unique on pages. `div#h.m42d3yq5zrb6`

Why: [WCAG 2.0 Level A 4.1.1 Parsing](#) states that in content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. [Read a more plain language description.](#)

Try: Run a code validation check, if possible.

The screenshot shows a web browser displaying the 'AMHERST COVID-19' website. The page features a header with navigation links (Home, Testing, Vaccine, Town of Amherst, Schools, Resources) and a main content area with a large 'VACCINE' heading. Below the heading, there is a text block explaining the limited supply of COVID-19 vaccine and a list of bullet points. A purple box highlights a specific text block, and a red box highlights the ID attribute 'div#h.m42d3yq5zrb6' in the HTML code. The axe beta accessibility checker is overlaid on the right side of the browser, showing a total of 38 issues, with 38 automatic issues and 0 guided issues. The checker also displays a list of issue descriptions, including 'IDs used in ARIA and labels must be unique'.

id attributes must be unique #2

Critical

Perhaps this is a Google Sites bug. id attributes should be unique on pages. `div#h.57raxq6v8zm`

Why: [WCAG 2.0 Level A 4.1.1 Parsing](#) states that in content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. [Read a more plain language description.](#)

Try: Run a code validation check, if possible.

The screenshot shows a web browser displaying the 'AMHERST COVID-19' website. A purple box highlights a specific error in the browser's developer tools. The error message is 'IDs used in ARIA and labels must be unique'. The error details show the ID 'h.57raxq6v8zm' is used multiple times. The page content includes a 'VACCINE' banner and text about COVID-19 vaccine availability.

Due to changes in the statewide distribution of the limited supply of COVID-19 vaccine, the Town of Amherst is unable to schedule additional first shot vaccination clinics. At this time, all persons who have already confirmed appointments or have already received a first shot at an Amherst clinic should still be able to receive their second vaccination here as well.

- Please continue to look for your first dose appointments on the State Vaccine Finder website at [vaxfinder.mass.gov](#)
- If you need assistance registering for an appointment, please call 2-1-1

Other Vaccine Locations:

- **Eastfield Mall, Springfield** - Individuals aged 75+ are able to schedule vaccines at this location using the [Curative Platform](#).
- **Massachusetts COVID-19 Vaccine Finder Tool** - [Click here](#)

If you have access to a vaccine through another available clinic, please take that opportunity. If your primary care provider, pharmacy, or another Massachusetts Vaccination Site has availability, you may go ahead and sign up there. We want our community to be vaccinated as soon as possible!

4149h.57raxq6v8zm: 409.13 x 120

Fix the following:
Document has multiple elements referenced with ARIA with the same id attribute: h.57raxq6v8zm
Related nodes: → Inspect node

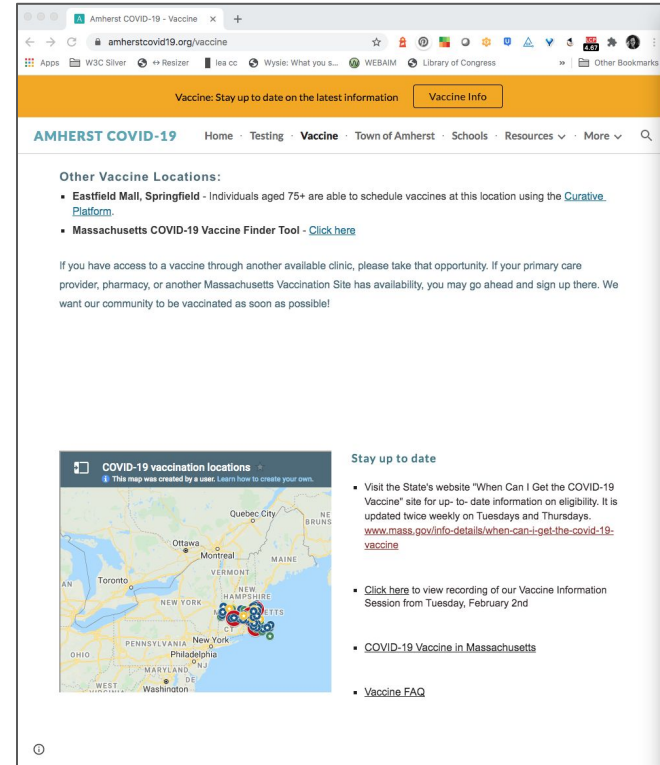
Link Styling

Serious

Consistently style links.

Why: [WCAG 2.0 Level AA 3.2.4 Consistent Identification](#) states that Components that have the same functionality within a set of Web pages are identified consistently.

Try: Use underline and `rgba(61,118,132,1)` color for all active links. For visited links, underline and `#8b2822` color. For hover and focus, add outline of `1px solid rgb(0, 103, 141)`.



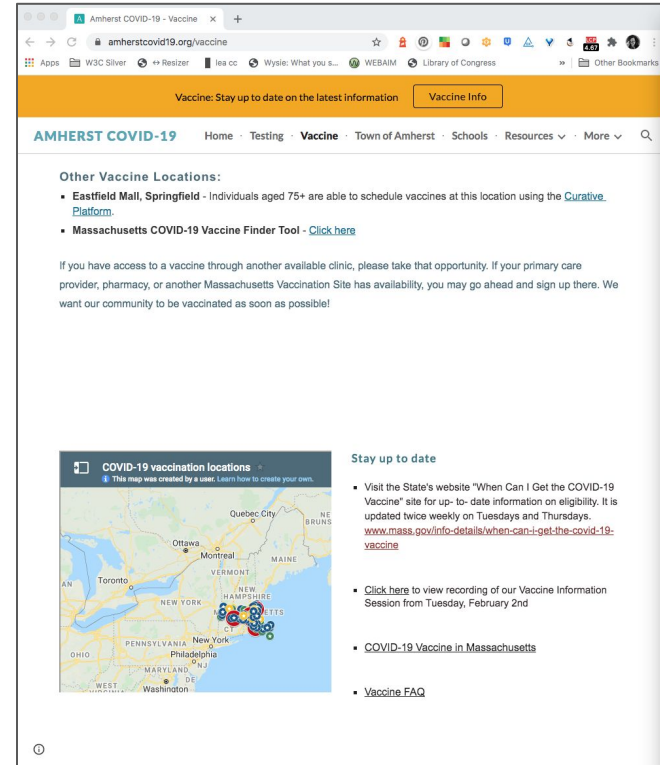
Text Styling

Serious

Clearly and consistently differentiate text from links..

Why: [WCAG 2.0 Level AA 3.2.4 Consistent Identification](#) states that Components that have the same functionality within a set of Web pages are identified consistently.

Try: While link styling is addressed on the previous slide, this issue is to call out having the non-link text all be #333333, as shown in the bulleted text items. This will be easier to read for the visitors, and they'll clearly know which is interactive.



The screenshot shows a web browser displaying the Amherst COVID-19 Vaccine website. The page has a yellow header with the text "Vaccine: Stay up to date on the latest information" and a "Vaccine Info" button. Below the header is a navigation menu with "AMHERST COVID-19" and links for "Home", "Testing", "Vaccine", "Town of Amherst", "Schools", "Resources", and "More". The main content area features a section titled "Other Vaccine Locations:" with two bulleted items: "Eastfield Mall, Springfield - Individuals aged 75+ are able to schedule vaccines at this location using the Curative Platform" and "Massachusetts COVID-19 Vaccine Finder Tool - Click here". Below this is a paragraph of text. At the bottom, there is a map titled "COVID-19 vaccination locations" and a "Stay up to date" section with three bulleted items: "Visit the State's website 'When Can I Get the COVID-19 Vaccine' site for up-to-date information on eligibility. It is updated twice weekly on Tuesdays and Thursdays. www.mass.gov/info-details/when-can-i-get-the-covid-19-vaccine", "Click here to view recording of our Vaccine Information Session from Tuesday, February 2nd", and "COVID-19 Vaccine in Massachusetts". The final bullet point is "Vaccine FAQ".

Color Contrast - nav #1

Serious

For the navigation that overlays the banner image, add a background color to ensure the links are always legible.

Why: [WCAG 2.0 Level AA 1.4.3 Contrast \(Minimum\)](#) states that the visual presentation of text and images of text has a contrast ratio of at least 4.5:1. When the text is over images, this can be more challenging to read.

Try: Add a background color of `rgba(61,118,132,1)`



Issue Category	Count	Severity
TOTAL ISSUES	38	
AUTOMATIC ISSUES	38	Critical 4, Serious 6, Moderate 7, Minor 1
GUIDED ISSUES	0	Review 20

ALL ISSUES: 38

- Elements must only use allowed ARIA attributes
- IDs used in ARIA and labels must be unique
- Frames must have title attribute
- ARIA role must be appropriate for the element
- ARIA hidden element must not contain focusable elements
- Elements must have sufficient color contrast

Elements must only use allowed ARIA attributes

Issue Description: Ensures ARIA attributes are allowed for an element's role. Element location: `<div> > [title="Vaccine"]{href="/vaccine"}[data-usl="1/vaccine"]`

Issue Description: Ensures ARIA attributes are allowed for an element's role. Element location: `<div class="38bb d0000 39696 HUP0P0 330000 20010" role="link" tabindex="0" aria-selected="true" href="/vaccine" data-usl="1/vaccine" data-type="1" title="Vaccine" jaction="keydown:click;click:VQ2A;" data-level="1">Vaccine Info`

To solve this violation, you need to...

Fix the following:
ARIA attribute is not allowed: aria-selected="true"

Color contrast - nav #2

Same as previous.

The screenshot displays a web browser window with the URL `amherstcovid19.org/vaccine`. The page features a navigation menu with a yellow background. A 'Home' link is highlighted, and a tooltip is visible over it. The page content includes a large image of a virus particle and a section titled 'AMHERST COVID-19' with a sub-section 'Vaccine: Stay up to date on the latest information'. Below this, there is a paragraph of text and a list of bullet points. The accessibility tool (axe) is overlaid on the right side of the browser window, showing a summary of 38 total issues. The selected issue is 'Elements must have sufficient color contrast', which is described as a potential issue that needs review because the background color is not determined due to a background image. The issue description states: 'Ensures the contrast between foreground and background colors meets WCAG 2 AA contrast ratio thresholds'. The element location is shown as `q44tc_0e55_V9K2 > div > a[title=Home][data-us=1,home][href=/home]`.

Color contrast - nav #3

Same as previous.

The screenshot shows a web browser displaying the Amherst COVID-19 vaccine page. The navigation menu is highlighted, and a color contrast issue is identified. The issue is 'Elements must have sufficient color contrast'.

Issue Details:

- Issue: Elements must have sufficient color contrast
- Impact: unknown
- Found on: 2/18/2021 at 2:03 PM
- Found: Automatically
- Issue Tags: (cat:color) (severity:low) (cvc:141)

Issue Description:

Ensures the contrast between foreground and background colors meets WCAG 2 AA contrast ratio thresholds

Element location:

```
<nav class="qz85_Y89D" data-bbox="500 300 770 540"> <div data-bbox="500 300 770 310" data-kind="parent" data-roles="list"> <span data-bbox="500 300 510 310" data-kind="parent" data-roles="list-item"> Home </span> <span data-bbox="515 300 525 310" data-kind="parent" data-roles="list-item"> Testing </span> <span data-bbox="530 300 540 310" data-kind="parent" data-roles="list-item"> Vaccine </span> <span data-bbox="545 300 555 310" data-kind="parent" data-roles="list-item"> Town of Amherst </span> <span data-bbox="560 300 570 310" data-kind="parent" data-roles="list-item"> Schools </span> <span data-bbox="575 300 585 310" data-kind="parent" data-roles="list-item"> Resources </span> <span data-bbox="590 300 600 310" data-kind="parent" data-roles="list-item"> More </span> </div> </div>
```

Element source:

```
<a class="328b_359DB" href="#" data-bbox="500 300 510 310" data-kind="parent" data-roles="list-item"> Home </a> <a class="328b_359DB" href="#" data-bbox="515 300 525 310" data-kind="parent" data-roles="list-item"> Testing </a> <a class="328b_359DB" href="#" data-bbox="530 300 540 310" data-kind="parent" data-roles="list-item"> Vaccine </a> <a class="328b_359DB" href="#" data-bbox="545 300 555 310" data-kind="parent" data-roles="list-item"> Town of Amherst </a> <a class="328b_359DB" href="#" data-bbox="560 300 570 310" data-kind="parent" data-roles="list-item"> Schools </a> <a class="328b_359DB" href="#" data-bbox="575 300 585 310" data-kind="parent" data-roles="list-item"> Resources </a> <a class="328b_359DB" href="#" data-bbox="590 300 600 310" data-kind="parent" data-roles="list-item"> More </a> </div>
```


Color contrast - nav #4

Same as previous.

The screenshot shows a web browser displaying the 'AMHERST COVID-19' website. The navigation bar is highlighted in orange. The 'Vaccine' link is highlighted in purple, and a tooltip is visible over it. The tooltip contains the text 'Vaccine' and 'Accessible Text: Vaccine'. The browser's developer tools are open, showing a list of accessibility issues. The issue 'Elements must have sufficient color contrast' is selected, and its details are displayed. The issue description states: 'Ensures the contrast between foreground and background colors meets WCAG 2 AA contrast ratio thresholds'. The element location is shown as `#vaccine > div > a[title='Vaccine'][href='//vaccine']`. The element source is shown as `<a class='x3bb_6900_1g6ge_HL60P' jname='QdJ63' role='link' tabindex='9' aria-selected='true' href='//vaccine' data-ut='//vaccine' data-type='1' title='Vaccine' jsaction='raydon#Puk; click_VRZA' data-ent='//vaccine/cv'`.

AMHERST COVID-19 Home Testing Vaccine Town of Amherst Schools Resources More

Vaccine: Stay up to date on the latest information Vaccine Info

Due to changes in the statewide distribution of the limited supply of COVID-19 vaccine, the Town of Amherst is unable to schedule additional first shot vaccination clinics. At this time, all persons who have already have confirmed appointments or have already received a first shot at an Amherst clinic should still be able to receive their second vaccination here as well.

- Please continue to look for your first dose appointments on the State Vaccine Finder website at vaxfinder.mass.gov
- If you need assistance registering for an appointment, please call 2-1-1

Other Vaccine Locations:

- Eastfield Mall, Springfield - individuals aged 75+ are able to schedule vaccines at this location using the [Curative Platform](#).
- Massachusetts COVID-19 Vaccine Finder Tool - [Click here](#)

If you have access to a vaccine through another available clinic, please take that opportunity. If your primary care provider, pharmacy, or another Massachusetts Vaccination Site has availability, you may go ahead and sign up there. We want our community to be vaccinated as soon as possible!

38

TOTAL ISSUES

CRITICAL 4

SERIOUS 6

MODERATE 7

MINOR 1

REVIEW 20

ALL ISSUES: 38

Elements must have sufficient color contrast

Impact: unknown

Found on: 2/18/2021 at 2:03 PM

Found: Automatically

Issue Type: color

This potential issue needs your review...

Elements background color could not be determined due to a background image

Please [click here](#) to review

Issue Description

Ensures the contrast between foreground and background colors meets WCAG 2 AA contrast ratio thresholds

Element location

```
#vaccine > div > a[title='Vaccine'][href='//vaccine']
```

Element source

```
<a class='x3bb_6900_1g6ge_HL60P' jname='QdJ63' role='link' tabindex='9' aria-selected='true' href='//vaccine' data-ut='//vaccine' data-type='1' title='Vaccine' jsaction='raydon#Puk; click_VRZA' data-ent='//vaccine/cv'
```

Color contrast - nav #5

Same as previous.

Amherst COVID-19 Vaccine

Vaccine: Stay up to date on the latest information

AMHERST COVID-19 Home Testing Vaccine Town of Amherst Schools Resources More

Due to changes in the statewide distribution of the limited supply of COVID-19 vaccine, the Town of Amherst is unable to schedule additional first shot vaccination clinics. At this time, all persons who have already have confirmed appointments or have already received a first shot at an Amherst clinic should still be able to receive their second vaccination here as well.

- Please continue to look for your first dose appointments on the State Vaccine Finder website at [vaxfinder.mass.gov](#)
- If you need assistance registering for an appointment, please call 2-1-1

Other Vaccine Locations:

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- Massachusetts COVID-19 Vaccine Finder Tool** - [Click here](#)

If you have access to a vaccine through another available clinic, please take that opportunity. If your primary care provider, pharmacy, or another Massachusetts Vaccination Site has availability, you may go ahead and sign up there. We want our community to be vaccinated as soon as possible!

Stay up to date

Issues

38

ALL ISSUES: 38

Elements must have sufficient color contrast

This potential issue needs your review...

Element's background color could not be determined due to a background image

Issue Description

Ensures the contrast between foreground and background colors meets WCAG 2 AA contrast ratio thresholds

Element location

Element source

Color contrast - nav #6

Same as previous.

The screenshot shows a web browser displaying the Amherst COVID-19 Vaccine website. The navigation menu is highlighted, and the 'VACCINE' section is selected. The page content includes information about the limited supply of COVID-19 vaccine and provides links to vaccine locations and a registration tool.

The DevTools accessibility panel is open, showing a table of issues:

Issue	Critical	Serious	Moderate	Minor	Review
TOTAL ISSUES	4	6	7	1	22
AUTOMATIC ISSUES	38				
GUIDED ISSUES	0				

The 'ALL ISSUES: 38' section is expanded to show a list of accessibility issues. The issue 'Elements must have sufficient color contrast' is highlighted, and the 'Inspect' button is clicked. The issue description is displayed:

This potential issue needs your review...
Elements background color could not be determined due to a background image
Please [save results](#) to review

Issue Description
Ensures the contrast between foreground and background colors meets WCAG 2 AA contrast ratio thresholds

Element location
`<div class="Qzrh5_Y99D" data-bbox="518 808 996 828"> <div> <title="Schools">[The following schools are available for vaccination.]`

Element source
`<div class="Qzrh5_Y99D" data-bbox="518 808 996 828"> <div> <title="Schools">[The following schools are available for vaccination.]`

Color contrast - nav #7

Same as previous.

Amherst COVID-19 Vaccine

Vaccine: Stay up to date on the latest information

AMHERST COVID-19 Home Testing Vaccine Town of Amherst Schools Resources More

Vaccine Info

Resources

Due to changes in the statewide distribution of the limited supply of COVID-19 vaccine, the Town of Amherst is unable to schedule additional first shot vaccination clinics. At this time, all persons who have already have confirmed appointments or have already received a first shot at an Amherst clinic should still be able to receive their second vaccination here as well.

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- If you need assistance registering for an appointment, please call 2-1-1

Other Vaccine Locations:

- Eastfield Mall, Springfield - Individuals aged 75+ are able to schedule vaccines at this location using the [Curative Platform](#).
- Massachusetts COVID-19 Vaccine Finder Tool - [Click here](#)

If you have access to a vaccine through another available clinic, please take that opportunity. If your primary care provider, pharmacy, or another Massachusetts Vaccination Site has availability, you may go ahead and sign up there. We want our community to be vaccinated as soon as possible!

COVID-19 vaccination locations

Stay up to date

axve beta

URL: https://www.amherstcovid19.org/vaccine

TOTAL ISSUES: 38

AUTOMATIC ISSUES: 38

GUIDED ISSUES: 0

Critical	4
Serious	6
Moderate	7
Minor	1
Review	20

ALL ISSUES: 38

Elements must only use allowed ARIA attributes: 1

IDs used in ARIA and labels must be unique: 2

Frames must have title attribute: 4

ARIA role must be appropriate for the element: 1

ARIA hidden element must not contain focusable elements: 2

Elements must have sufficient color contrast: 14

Elements must have sufficient color contrast

Impact: unknown

Found on: 2/18/2021 at 2:03 PM

Found: Automatically

Issue Tags: (cat_color) (cat2tab) (cat3tab)

This potential issue needs your review...

Element's background color could not be determined due to a background image

Please [page results](#) to review

Issue Description

Ensures the contrast between foreground and background colors meets WCAG 2 AA contrast ratio thresholds

Element location

<div class='a22bb-dck8tw-jgkgle-8tq8tr' data-bbox='12 24 111 111'>Resources

Element source

<div class='a22bb-dck8tw-jgkgle-8tq8tr' data-bbox='12 24 111 111'>Resources

Color contrast - nav #8

Same as previous.

The image shows a browser window displaying the Amherst COVID-19 vaccine page. A Lighthouse tool overlay is visible on the right side of the page, highlighting a color contrast issue. The issue is titled "Elements must have sufficient color contrast" and is located in the navigation bar. The issue description states: "This potential issue needs your review... Elements background color could not be determined due to a background image". The issue is categorized as "Critical" and has a score of 38. The issue description also includes the following information: "Issue Description: Ensures the contrast between foreground and background colors meets WCAG 2.1 AA contrast ratio thresholds", "Element location: [111:67:70:127]", and "Element source: COVID-19 vaccination locations Stay up to date".

Color contrast - info button

#1

Change the colors of the “i” interactive area for “Page update [date]” text and “Report abuse” link to be consistent with the rest of the site.

Why: “Page updated” text is white is hidden until the “i” circle is activated. Then this dark grey area appears. The white text on the grey background is inconsistent with other interactive elements and confusing for low vision assistive tech users.

Try: Change the colors

- “i” interactive to rgba(61,118,132,1) color
- dark grey background to white
- “Page updated [date]” to text styling
- “Report abuse” to link styling

The image shows a browser window displaying the Amherst COVID-19 vaccine page. A dark grey overlay is visible over the page content, indicating an accessibility issue. The developer console on the right shows a list of issues, with the top issue being "Elements must have sufficient color contrast". The issue description states: "This potential issue needs your review... Element's background color could not be determined because it partially overlaps other elements". The issue location is identified as the "i" icon in the footer. The element source is shown as `Page updated`. Below the developer console, a button is shown with the text "Page updated 4 days ago" and "Report abuse". The button has a white background and a dark grey border, which is inconsistent with the rest of the site's design.

Color contrast - info button

#2

Same as previous. This error shows the “Report abuse” issue.

The screenshot shows a web browser displaying the Amherst COVID-19 vaccine information page. A color contrast error is highlighted in the bottom right corner of the page. The error message reads: "Elements must have sufficient color contrast". Below this, the issue description states: "This potential issue needs your review... Element's background color could not be determined because element contains an image node". The element location is shown as a dark button with the text "Report abuse".

The browser's developer tools show the following details for the error:

- Issue Type: `cat.color`, `wagtail`, `wcag21`
- Impact: unknown
- Found on: 2/18/2021 at 2:03 PM
- Found: Automatically
- Issue Tags: `cat.color`, `wagtail`, `wcag21`

The element source code is shown as:

```
<div class="button" data-bbox="778 800 868 868" style="background-color: #000000; color: #ffffff; padding: 5px 10px; text-align: center;">Report abuse</div>
```

ARIA role must be appropriate for the element

Moderate

Use the correct element for this item, or remove it.

Why: Assistive tech users will get a notice of another navigation area and be confused.

Try: Remove the empty navigation element ul above the yellow notice.

The screenshot shows a web browser displaying the page [amherstcovid19.org/vaccine](https://www.amherstcovid19.org/vaccine). The page features a navigation menu with items like 'Home', 'Testing', 'Vaccine', 'Town of Amherst', 'Schools', and 'Resources'. A yellow notice is visible above the main content area. The axe beta accessibility tool is overlaid on the page, showing a list of 38 total issues. The issue 'ARIA role must be appropriate for the element' is highlighted, with a description: 'ARIA role must be removed when the element is made visible, as it is not allowed for the element'. The tool also shows the element's location as `ul class="Fxy8ts Fxy8D" role="navigation">`.

ARIA hidden element must not contain focusable elements #1

Minor

Remove the random link/button at the end of this heading.

Why: There is an empty link/button at the end of this heading that will be read as interactive content for assistive tech users.

Try: Delete the extra item.

The screenshot shows a web browser displaying the Amherst COVID-19 vaccine page. The page has a yellow header with 'Vaccine Info' and a main section with a 'VACCINE' heading. Below the heading, there is a paragraph of text and a list of 'Other Vaccine Locations'. The 'axe beta' accessibility tool is overlaid on the page, showing a list of issues. The issue 'ARIA hidden element must not contain focusable elements' is highlighted. The tool shows the HTML structure of the heading and the focusable elements it contains.

Issue Details:

- Issue:** ARIA hidden element must not contain focusable elements
- Impact:** unknown
- Found on:** 2/18/2021 at 2:03 PM
- Found:** Automatically
- Issue Tags:** cat: name=role=button, wcag21, wcag22, wcag24

Issue Description:

Ensures aria-hidden elements do not contain focusable elements

Element location:

```
aria-hidden="true" > .jx0hd-Sm4yb > .m2a7b-ty2td-ba7fa > h3 > CjVdE[content=Lea="Add5d"] > .PR5P_rv11E[content="ThisAc11"] > .L860b_and50E[content=Lea="Add5d"]
```

Element source:

```
<h3 role="presentation" class="jx0hd-Sm4yb m2a7b-ty2td-ba7fa" data-bbox="518 845 996 865" style="background-color: #f0f0f0; padding: 5px;">COVID-19 vaccination locations </h3>
```

ARIA hidden element must not contain focusable elements #2

Minor

Remove the random link/button at the end of this heading.

Why: There is an empty link/button at the end of “Stay up to date” that will be read as interactive content for assistive tech users.

Try: Delete the extra item.

The screenshot shows a web browser displaying the Amherst COVID-19 Vaccination website. The main heading is "AMHERST COVID-19" with a sub-heading "VACCINE". Below the heading is a "Stay up to date" button. A purple box highlights a small, empty button at the end of the heading. To the right, the DevTools console shows accessibility issues, with one issue highlighted: "ARIA hidden element must not contain focusable elements". The issue description states: "Ensures aria-hidden elements do not contain focusable elements". The element location is shown as: "<h2>AMHERST COVID-19 Vaccination Locations</h2>". The element source is shown as: "<h2>AMHERST COVID-19 Vaccination Locations</h2>".



Suggested Next Steps

1. Review and discuss examples and possible options for content and layout adjustments.
2. Give feedback and prioritize updates for March 1 implementation.
3. Gather additional background to inform longer-term improvements focused on reducing health inequities.
4. Before migrating the COVID-19 Google Site to the Amherst official government website, built on [CivicPlus's Civic Engage CMS platform](#), it may be helpful to create a content map to plan what pages, components, and styles will be used. This should take about a day.
5. At a later date, it may be helpful to conduct an accessibility audit of <https://www.amherstma.gov/> as there are currently 444 issues found in an automated accessibility scan. Nearly half are color contrast, and most of the others are ARIA roles.