

# **Agile Access Control, Inc. (“Agile Fleet”)**

## **Accessibility Conformance Report**

### **Revised Section 508 Edition**

VPAT® Version 2.4 February 2020

**Name of Product/Version:** FleetCommander Version 05.05

**Product Description:** FleetCommander fleet management information system

**Date:** May 10, 2020

**Contact information:** [esmith@AgileFleet.com](mailto:esmith@AgileFleet.com)

**Notes:** Level A or Level AA. Per requirement AAA not required.

**Evaluation Methods Used:** Analysis

**Applicable Standards/Guidelines**

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

## 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 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	Text for all business-critical non-text elements is either already included in element content, provided with mouse-hover functionality, or available via alternative methods that provide the same functionality. There are no non-text controls that do not have a text or other alternative.
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Not Applicable</b>	There are no audio-only or video-only components of this solution.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Not Applicable</b>	There are no prerecorded captions. All information in the application is displayed visually - Enlarged print can be achieved by changing browser fonts, screen resolution, using browser zoom features or similar.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Not Applicable</b>	There is no time-based media or audio descriptions of prerecorded video content. All information in the application is displayed visually - Enlarged print can be achieved by changing browser fonts, screen resolution, using browser zoom features or similar.
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	Text for all business-critical non-text elements is either already included in element content, provided with mouse-hover functionality, or available via alternative methods that provide the same functionality. This appears to meet the intent of the “Info and Relationships” requirement.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	The correct reading sequence is the default reading sequence should sequence affect the meaning of content.
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	Text via mouse-over capabilities or other functions is available for any icon that uses shape or color to convey a meaning.
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	Color is not the only visual means for conveying information or prompting action. While color is used where helpful, color is not the only method by which information is conveyed. For example, as appropriate grayscale is supported or text is provided to access features that are presented in color, e.g. mouse overs and hyperlinks.
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Not Applicable</b>	There is no audio on a page that plays for more than 3 seconds.
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	The product is normally operated via mouse and keyboard, but can be operated solely by keyboard. No simultaneous actions are required.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	Standard use of <Tab> to move keyboard focus is used.
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	The only time-based functions (i.e., when picking up a vehicle key at a kiosk) can be adjusted by authorized administrative staff.
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> <li>•</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	There are no moving, blinking, or scrolling functions. Auto-updating functions (e.g. dashboards that update every 5 minutes) can be disabled.
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	Web pages do not contain anything that flashes more than three times in any one second period.
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<b>Partially Supports</b>	Not supported on functions that have long lists of vehicles, drivers, reservations, etc. where header content stays static.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	Pages are titled.
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	This is supported.
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	<p>This is supported.</p> <p>Note: Certain content is configurable by administrative users and could be configured in such a way that custom text/content is non-compliant. It is assumed that the customer's administrative users are aware of this concern and will ensure configurable text/content is compliant.</p>
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Does Not Support</b>	Language is English only. Only customizable labels, layout text, and configurable content can be changed to other languages.
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	This is supported.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	This is supported.
<p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	This is supported.
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	This is supported.
<p><a href="#">4.1.1 Parsing</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	This is supported.
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	Product is delivered to the end user in the form of a website consisting of rendered HTML. As such, common HTML elements and controls are in use. For this reason, we believe this function to be supported.

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Not Applicable</b>	There is no live audio content or synchronized media
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Not Applicable</b>	There is no prerecorded content or synchronized media
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	<p>This is supported.</p> <p>Note: Certain content is configurable by administrative users and could be configured in such a way that custom text/content is non-compliant. It is assumed that the customer's administrative users are aware of this concern and will ensure configurable text/content is compliant.</p>
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	<p>This is supported. Text can be re-sized or the browsers zoom feature can be utilized if necessary.</p> <p>Note: Certain content is configurable by administrative users and could be configured in such a way that custom text/content is non-compliant. It is assumed that the customer's administrative users are aware of this concern and will ensure configurable text/content is compliant.</p>
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Partially Supports</b>	Requirement is met except in one case, the Captcha text characters used when creating a new user registration. Captcha text is text in an image form only and does not support audio or other means of access. Depending on whether or not customer utilizes user registration feature versus an alternative such as a nightly data feed or API integration, this could be inconsequential. All other features of FleetCommander meet this requirement.



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<b>Partially Supports</b>	Requirement is met for functions which relate to finding data. Navigating to Reports or other Functions is done via a single menu navigation structure.
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	This is supported.
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	This is supported.
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Partially Supports</b>	Requirement is met with our off-the-shelf capability and content. Content which is customizable by the end-user may not meet this requirement.
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<b>Supports</b>	This is supported.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<b>Supports</b>	This is supported.
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	This is supported. Errors are displayed in text. In some cases this is performed by client-side validation. In others this is performed server-side and any errors encountered are presented to the user.
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Supports</b>	This is supported. Users are prompted to confirm any irreversible actions and are provided opportunity to review any form data before posting.

# Revised Section 508 Report

Notes:

## Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	<b>Does not Support</b>	While most content will be accessible to a user without vision, certain features, particularly those on the administrative side of the application, will not be reasonably accessible to a user without vision.
302.2 With Limited Vision	<b>Supports</b>	This is supported.
302.3 Without Perception of Color	<b>Supports</b>	This is supported.
302.4 Without Hearing	<b>Supports</b>	This is supported.
302.5 With Limited Hearing	<b>Supports</b>	This is supported.
302.6 Without Speech	<b>Supports</b>	This is supported.
302.7 With Limited Manipulation	<b>Partially Supports</b>	Optional key control devices may have limitations with this criteria as latch needs to be lifted.
302.8 With Limited Reach and Strength	<b>Supports</b>	This is supported.
302.9 With Limited Language, Cognitive, and Learning Abilities	<b>Supports</b>	This is supported.

## Chapter 4: Hardware

Notes: For the purposes of this section, it is assumed that we are responding with regards to key box and kiosk hardware only.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	<b>Not Supported</b>	By default, neither the key box nor kiosk provide speech output.
402.2.2 Transactional Outputs	<b>Not Supported</b>	By default, neither the key box nor kiosk provide speech output.

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
402.2.3 Speech Delivery Type and Coordination	<b>Not Supported</b>	By default, neither the key box nor kiosk provide speech output.
402.2.4 User Control	<b>Not Supported</b>	By default, neither the key box nor kiosk provide speech output.
402.2.5 Braille Instructions	<b>Not Supported</b>	By default, neither the key box nor kiosk provide speech output.
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	<b>Not Supported</b>	By default, neither the key box nor kiosk provide speech output.
402.3.2 Non-private Listening	<b>Not Supported</b>	By default, neither the key box nor kiosk provide speech output.
402.4 Characters on Display Screens	<b>Supported</b>	This is supported.
402.5 Characters on Variable Message Signs	<b>Not Applicable</b>	No variable message signs are utilized.
<b>403 Biometrics</b>	Heading cell – no response required	Heading cell – no response required
403.1 General	<b>Not Supported</b>	By default, neither the key box nor kiosk support biometrics.
<b>404 Preservation of Information Provided for Accessibility</b>	Heading cell – no response required	Heading cell – no response required
404.1 General	<b>Supported</b>	This is supported
<b>405 Privacy</b>	Heading cell – no response required	Heading cell – no response required
405.1 General	<b>Supported</b>	This is supported
<b>406 Standard Connections</b>	Heading cell – no response required	Heading cell – no response required
406.1 General	<b>Supported</b>	This is supported
<b>407 Operable Parts</b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	<b>Supported</b>	This is supported.
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	<b>Supported</b>	This is supported. Customer may select a keyboard for each kiosk (if desired).
407.3.2 Alphabetic Keys	<b>Supported</b>	This is supported. Customer may select a keyboard for each kiosk (if desired).
407.3.3 Numeric Keys	<b>Supported</b>	This is supported. Customer may select a keyboard for each kiosk (if desired).
407.4 Key Repeat	<b>Supported</b>	This is supported. Customer may select a keyboard for each kiosk (if desired).

Criteria	Conformance Level	Remarks and Explanations
407.5 Timed Response	<b>Partially Supports</b>	Timed response via keyboard is not required. Time response to remove or return a key is required and administrative staff can adjust such timers. However, users cannot request more time.
407.6 Operation	<b>Partially Supports</b>	Interaction with the kiosk is compliant. However, to remove a key from the key box, a user must turn the key to remove it. This will likely some level of tight grasping, pinching, or twisting of the wrist
407.7 Tickets, Fare Cards, and Keycards	<b>Not Applicable</b>	Tickets, fare cards, and keycards are not utilized.
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	<b>Supports</b>	For hardware installations, the customer installing the kiosk and/or key box will effectively determine if this requirement is satisfied. It is assumed that the customer is aware of this requirement and will install hardware in a manner that ensures compliance.
407.8.1.1 Vertical Plane for Side Reach	<b>Supports</b>	For hardware installations, the customer installing the kiosk and/or key box will effectively determine if this requirement is satisfied. It is assumed that the customer is aware of this requirement and will install hardware in a manner that ensures compliance.
407.8.1.2 Vertical Plane for Forward Reach	<b>Supports</b>	For hardware installations, the customer installing the kiosk and/or key box will effectively determine if this requirement is satisfied. It is assumed that the customer is aware of this requirement and will install hardware in a manner that ensures compliance.
407.8.2 Side Reach	<b>Supports</b>	For hardware installations, the customer installing the kiosk and/or key box will effectively determine if this requirement is satisfied. It is assumed that the customer is aware of this requirement and will install hardware in a manner that ensures compliance.

Criteria	Conformance Level	Remarks and Explanations
407.8.2.1 Unobstructed Side Reach	<b>Supports</b>	For hardware installations, the customer installing the kiosk and/or key box will effectively determine if this requirement is satisfied. It is assumed that the customer is aware of this requirement and will install hardware in a manner that ensures compliance.
407.8.2.2 Obstructed Side Reach	<b>Supports</b>	For hardware installations, the customer installing the kiosk and/or key box will effectively determine if this requirement is satisfied. It is assumed that the customer is aware of this requirement and will install hardware in a manner that ensures compliance.
407.8.3 Forward Reach	<b>Supports</b>	For hardware installations, the customer installing the kiosk and/or key box will effectively determine if this requirement is satisfied. It is assumed that the customer is aware of this requirement and will install hardware in a manner that ensures compliance.
407.8.3.1 Unobstructed Forward Reach	<b>Supports</b>	For hardware installations, the customer installing the kiosk and/or key box will effectively determine if this requirement is satisfied. It is assumed that the customer is aware of this requirement and will install hardware in a manner that ensures compliance.
407.8.3.2 Obstructed Forward Reach	<b>Supports</b>	For hardware installations, the customer installing the kiosk and/or key box will effectively determine if this requirement is satisfied. It is assumed that the customer is aware of this requirement and will install hardware in a manner that ensures compliance.

Criteria	Conformance Level	Remarks and Explanations
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	<b>Supports</b>	For hardware installations, the customer installing the kiosk and/or key box will effectively determine if this requirement is satisfied. It is assumed that the customer is aware of this requirement and will install hardware in a manner that ensures compliance.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	<b>Supports</b>	For hardware installations, the customer installing the kiosk and/or key box will effectively determine if this requirement is satisfied. It is assumed that the customer is aware of this requirement and will install hardware in a manner that ensures compliance.
<b>408 Display Screens</b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	<b>Supports</b>	For hardware installations, the customer installing the kiosk and/or key box will effectively determine if this requirement is satisfied. It is assumed that the customer is aware of this requirement and will install hardware in a manner that ensures compliance.
408.3 Flashing	<b>Supports</b>	This is supported.
<b>409 Status Indicators</b>	Heading cell – no response required	Heading cell – no response required
409.1 General	<b>Supports</b>	This is supported.
<b>410 Color Coding</b>	Heading cell – no response required	Heading cell – no response required
410.1 General	<b>Supports</b>	This is supported.
<b>411 Audible Signals</b>	Heading cell – no response required	Heading cell – no response required
411.1 General	<b>Supports</b>	This is supported.
<b>412 ICT with Two-Way Voice Communication</b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	<b>Not Applicable</b>	The solution does not require two-way voice communication.
412.2.2 Volume Gain for Non-Wireline ICT	<b>Not Applicable</b>	The solution does not require two-way voice communication.
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
412.3.1 Wireless Handsets	<b>Not Applicable</b>	The solution does not require two-way voice communication.
412.3.2 Wireline Handsets	<b>Not Applicable</b>	The solution does not require two-way voice communication.
412.4 Digital Encoding of Speech	<b>Not Applicable</b>	The solution does not require two-way voice communication.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	<b>Not Applicable</b>	The solution does not require two-way voice communication.
412.7 Video Communication	<b>Not Applicable</b>	The solution does not require two-way voice communication.
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	<b>Not Applicable</b>	The solution does not require two-way voice communication or provide an interface for which TTY would be required or appropriate.
412.8.2 Voice and Hearing Carry Over	<b>Not Applicable</b>	The solution does not require two-way voice communication or provide an interface for which TTY would be required or appropriate.
412.8.3 Signal Compatibility	<b>Not Applicable</b>	The solution does not require two-way voice communication or provide an interface for which TTY would be required or appropriate.
412.8.4 Voice Mail and Other Messaging Systems	<b>Not Applicable</b>	The solution does not require two-way voice communication or provide an interface for which TTY would be required or appropriate.
<b>413 Closed Caption Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	<b>Not Applicable</b>	The solution does not require or provide an interface for which closed captioning would be necessary or appropriate.



Criteria	Conformance Level	Remarks and Explanations
413.1.2 Pass-Through of Closed Caption Data	<b>Not Applicable</b>	The solution does not require or provide an interface for which closed captioning would be necessary or appropriate.
<b>414 Audio Description Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	<b>Not Applicable</b>	The solution does not require or provide an interface for which a television tuner would be necessary or appropriate.
414.1.2 Other ICT	<b>Not Applicable</b>	The solution does not require or provide an interface for which a television tuner would be necessary or appropriate.
<b>415 User Controls for Captions and Audio Descriptions</b>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	<b>Not Applicable</b>	The solution does not require or provide an interface for which audio description processing would be necessary or appropriate.
415.1.2 Audio Description Controls	<b>Not Applicable</b>	The solution does not require or provide an interface for which audio description processing would be necessary or appropriate.

## Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	<b>Does Not Support</b>	No specific accessibility feature documentation exists at this time.
502.2.2 No Disruption of Accessibility Features	<b>Does Not Support</b>	No specific accessibility feature documentation exists at this time.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	<b>Supports</b>	This is supported.
502.3.2 Modification of Object Information	<b>Supports</b>	This is supported.

Criteria	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers	<b>Partially Supported</b>	This is partially supported. While most tables distinguish between header rows or columns, this is not universally true.
502.3.4 Values	<b>Supports</b>	This is supported.
502.3.5 Modification of Values	<b>Supports</b>	This is supported.
502.3.6 Label Relationships	<b>Supports</b>	This is supported.
502.3.7 Hierarchical Relationships	<b>Supports</b>	This is supported.
502.3.8 Text	<b>Supports</b>	This is supported.
502.3.9 Modification of Text	<b>Supports</b>	This is supported.
502.3.10 List of Actions	<b>Supports</b>	This is supported.
502.3.11 Actions on Objects	<b>Supports</b>	This is supported.
502.3.12 Focus Cursor	<b>Supports</b>	This is supported.
502.3.13 Modification of Focus Cursor	<b>Supports</b>	This is supported.
502.3.14 Event Notification	<b>Supports</b>	This is supported.
502.4 Platform Accessibility Features	<b>Does Not Support</b>	E.g. no support of adjustment of delay before key acceptance. Audio equivalents, other than those enabled by third-party assistive technology, are not provided.
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	<b>Does Not Support</b>	Generally speaking, user preferences such as those for color, contrast, font, etc. are determined by the web application and cannot be changed by the end user. FleetCommander attempts to provide a consistent user experience, with colors, fonts, font sizes, and cursors designed for usability and consistency. Providing a consistent and user-friendly experience precludes allowing users to set such preferences, as they could easily set preferences which might change the intent of the design.
503.3 Alternative User Interfaces	<b>Does Not Support</b>	An alternative user interface is not provided.

Criteria	Conformance Level	Remarks and Explanations
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	<b>Not Applicable</b>	The solution does not require or provide video or audio playback.
503.4.2 Audio Description Controls	<b>Not Applicable</b>	The solution does not require or provide video or audio playback.
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	<b>Supports</b>	Certain content is configurable by administrative users. It is assumed that the customer’s administrative users are aware of this concern and will ensure configurable text/content is compliant.
504.2.2 PDF Export	<b>Not Applicable</b>	The solution does not require or provide support for export to PDF. Export to PDF would require use of a third-party utility or printer driver.
504.3 Prompts	<b>Supports</b>	Certain content is configurable by administrative users. It is assumed that the customer’s administrative users are aware of this concern and will ensure configurable text/content is compliant.
504.4 Templates	<b>Supports</b>	Certain content is configurable by administrative users. It is assumed that the customer’s administrative users are aware of this concern and will ensure configurable text/content is compliant.

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	<b>Does Not Support</b>	No specific accessibility feature documentation exists at this time.

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	<b>Not Applicable</b>	Documentation is made available in electronic format only. Non-electronic support documentation is not available.
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	<b>Does Not Support</b>	No specific accessibility feature documentation exists at this time.
603.3 Accommodation of Communication Needs	<b>Supports</b>	Technical Support is available by phone, email, web conference, and electronic documentation. If additional support services are needed in a different format, please contact Technical Support or your Account Manager for assistance.

## Legal Disclaimer (Agile Access Control, Inc.)

*The above response is true to the best of our knowledge as of the date specified at the top of the VPAT and in within guidance provided for the specified version of the VPAT.*