Accessibility Conformance Report

VPAT® VERSION 2.5 REV (SECTION 508 EDITION, INCLUDING WCAG 2.1) · OCTOBER 29, 2026

Name of product / version

SentraCaptions, release 2026.10: chamber screen, phone caption page, JavaScript caption box, control center, website and documentation

Report date

October 29, 2026

Product description

Live captions and translated text for public meetings, shown on chamber displays, residents' phones, agency websites, Zoom and YouTube Live, with an operator control center and API.

Contact information

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Notes

Staff sign-in to the control center is provided by a third party (Clerk); it was included in automated testing but is not under our control. Captions are produced automatically and may contain errors; the accuracy of captions is a content-quality matter separate from the accessibility of the product's interface. A full manual review with screen readers (NVDA, JAWS, VoiceOver) is scheduled and not yet complete; this report will be updated when it is.

Evaluation methods used

Self-evaluation by Computer Systems Plus. Automated testing with axe-core 4 (WCAG 2.0/2.1 A and AA rules) of all 65 website pages at desktop and phone widths and of every product screen in light and dark themes; scripted testing of keyboard operation and focus visibility, reflow at 320 CSS pixels, 200% text, WCAG text spacing, contrast of text, focus indicators and form borders, language of parts and moving content; and code review of semantics. Issues found were fixed and retested before this report.

Applicable standards and guidelines

Standard / guideline	Included in report
Web Content Accessibility Guidelines 2.0	Level A (Yes) · Level AA (Yes) · Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) · Level AA (Yes) · Level AAA (No)
Revised Section 508 standards (January 18, 2017; corrected January 22, 2018)	Yes

Terms

- **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.

Summary: **44 criteria supported, 6 not applicable, none partially supported or not supported** across WCAG 2.1 Levels A and AA.

Table 1: WCAG 2.1 Success Criteria, Level A

Criteria	Conformance level	Remarks and explanations
1.1.1 Non-text Content	Supports	Images have text alternatives; decorative images are hidden from assistive technology. The "How it works" diagram has a full text version. QR codes are accompanied by the written web address. Charts in the control center have text descriptions.

Criteria	Conformance level	Remarks and explanations
1.2.1 Audio-only and Video-only (Prerecorded)	**Not Applicable**	The product and website contain no prerecorded audio-only or video-only content.
1.2.2 Captions (Prerecorded)	**Not Applicable**	No prerecorded synchronized media. (Transcripts and SRT subtitle files the product produces help customers caption their own recordings.)
1.2.3 Audio Description or Media Alternative (Prerecorded)	**Not Applicable**	No prerecorded synchronized media.
1.3.1 Info and Relationships	**Supports**	Headings, landmarks, lists, tables with header cells, labeled form fields and fieldsets. Caption areas use a live log region.
1.3.2 Meaningful Sequence	**Supports**	Reading order follows the visual order on all screen sizes.
1.3.3 Sensory Characteristics	**Supports**	Instructions don't rely on shape, size, position or sound alone.
1.4.1 Use of Color	**Supports**	States (live, paused, error) are shown with text as well as color.
1.4.2 Audio Control	**Supports**	Nothing plays sound automatically. The test lab recording in the control center starts muted.
2.1.1 Keyboard	**Supports**	All functions work with a keyboard, including scrolling caption areas. The chamber screen has no controls; full screen is available through the browser.

Criteria	Conformance level	Remarks and explanations
2.1.2 No Keyboard Trap	**Supports**	Tested by tabbing through every screen; dialogs close with Escape.
2.1.4 Character Key Shortcuts	**Not Applicable**	No single-character keyboard shortcuts.
2.2.1 Timing Adjustable	**Supports**	No time limits on users. On the optional live correction desk, an operator can hold any caption indefinitely. Error messages stay until dismissed.
2.2.2 Pause, Stop, Hide	**Supports**	Animations stop within five seconds or have a pause button and respect the reduce-motion setting. Control center screens that refresh themselves have a "Pause updates" button. Live captions updating as people speak is the essential purpose of the caption views.
2.3.1 Three Flashes or Below Threshold	**Supports**	No flashing content.
2.4.1 Bypass Blocks	**Supports**	"Skip to content" links on the website and control center. The phone page and chamber screen have no repeated navigation blocks before the captions.
2.4.2 Page Titled	**Supports**	Every page and control center screen has a descriptive title.
2.4.3 Focus Order	**Supports**	Focus follows the visual and logical order; dialogs receive focus when opened.
2.4.4 Link Purpose (In Context)	**Supports**	Link text, or link text with its surrounding context, describes the destination.

Criteria	Conformance level	Remarks and explanations
2.5.1 Pointer Gestures	**Supports**	No path-based or multipoint gestures are required.
2.5.2 Pointer Cancellation	**Supports**	Actions run on release (standard buttons and links).
2.5.3 Label in Name	**Supports**	Accessible names include the visible label text (for example, the "A–" and "A+" text-size buttons are named "A– smaller text" and "A+ larger text").
2.5.4 Motion Actuation	**Not Applicable**	No functions are operated by device motion.
3.1.1 Language of Page	**Supports**	Each page declares its language; the phone page switches it to the language the reader chooses.
3.2.1 On Focus	**Supports**	Focus never triggers a change of context.
3.2.2 On Input	**Supports**	Changing a setting doesn't move the user to another page; selections are applied with a button.
3.3.1 Error Identification	**Supports**	Errors are described in text next to the field and summarized in a status message.
3.3.2 Labels or Instructions	**Supports**	All fields have visible labels and, where needed, instructions (for example, glossary format).
4.1.1 Parsing	**Supports**	For WCAG 2.1, this criterion is treated as always satisfied for HTML (WCAG errata); pages also pass automated markup checks.

Criteria	Conformance level	Remarks and explanations
4.1.2 Name, Role, Value	**Supports**	Native HTML controls are used throughout; toggle buttons expose their pressed state; dialogs use the native dialog element.

Table 2: WCAG 2.1 Success Criteria, Level AA

Criteria	Conformance level	Remarks and explanations
1.2.4 Captions (Live)	**Supports**	Providing live captions is the product's purpose. Captions are produced automatically and may contain errors; every caption view says so. In the control center test lab, captions are shown beside the recording rather than inside it.
1.2.5 Audio Description (Prerecorded)	**Not Applicable**	No prerecorded synchronized media.
1.3.4 Orientation	**Supports**	Works in portrait and landscape; orientation is never locked.
1.3.5 Identify Input Purpose	**Supports**	Personal-information fields on the contact form use autocomplete attributes (name, organization, email, telephone).
1.4.3 Contrast (Minimum)	**Supports**	Text meets 4.5:1 (3:1 for large text) in light and dark themes, including earlier caption lines on the chamber screen.
1.4.4 Resize Text	**Supports**	Tested with text enlarged to 200%: no loss of content or function.

Criteria	Conformance level	Remarks and explanations
1.4.5 Images of Text	**Supports**	Text is real text, including in the diagram; the only image of text is the logo.
1.4.10 Reflow	**Supports**	Tested at 320 CSS pixels wide with no horizontal scrolling, except the diagram and data tables, which are two-dimensional content WCAG allows to scroll (the diagram has a text version).
1.4.11 Non-text Contrast	**Supports**	Form field borders and focus indicators meet 3:1 against adjacent colors.
1.4.12 Text Spacing	**Supports**	Tested with WCAG text-spacing overrides: no clipped or overlapping text.
1.4.13 Content on Hover or Focus	**Supports**	No custom content appears on hover or focus; chart bars use the browser's own tooltips.
2.4.5 Multiple Ways	**Supports**	Website pages are reachable from the main navigation, the footer and the blog index; the control center has a persistent menu.
2.4.6 Headings and Labels	**Supports**	Headings and labels describe their topic or purpose.
2.4.7 Focus Visible	**Supports**	Every focusable element shows a visible focus indicator (tested by tabbing through each screen).
3.1.2 Language of Parts	**Supports**	Captions and translations are marked with their language (and right-to-left direction where needed) on the chamber screen, phone page, caption box and control center.

Criteria	Conformance level	Remarks and explanations
3.2.3 Consistent Navigation	**Supports**	The same header, navigation and footer appear on every website page; the control center menu is the same on every screen.
3.2.4 Consistent Identification	**Supports**	Components with the same function are labeled the same way.
3.3.3 Error Suggestion	**Supports**	Error messages say how to fix the problem (for example, the expected format of an email address or glossary rule).
3.3.4 Error Prevention (Legal, Financial, Data)	**Supports**	Actions that delete or cut off access (closing a meeting, revoking a key, disabling a customer, replacing a webhook secret) ask for confirmation; caption corrections keep the original text.
4.1.3 Status Messages	**Supports**	Form results and control center confirmations use status regions announced by screen readers without moving focus; new captions are announced through a log region.

Level AAA criteria were not evaluated.

Revised Section 508 report

Chapter 2: Scoping requirements. Web content and software user interfaces are evaluated against WCAG 2.1 Level A and AA above (E205.4, E207.2).

Chapter 3: Functional Performance Criteria

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	**Supports**	Semantic HTML, labeled controls and live regions work with screen readers; captions are text that screen readers and braille displays can read.
302.2 With Limited Vision	**Supports**	Text resizes to 200% and reflows; adjustable caption text size on the phone page and chamber screen; light and dark themes; high contrast.
302.3 Without Perception of Color	**Supports**	Color is never the only way information is shown.
302.4 Without Hearing	**Supports**	The product's purpose: live captions and translated text of spoken meetings. No information is conveyed by sound alone.
302.5 With Limited Hearing	**Supports**	As above; captions don't depend on hearing.
302.6 Without Speech	**Supports**	No function requires speech.
302.7 With Limited Manipulation	**Supports**	Full keyboard operation; no fine pointer gestures or time-critical input.
302.8 With Limited Reach and Strength	**Supports**	No physical requirements beyond a standard device.
302.9 With Limited Language, Cognitive, and Learning Abilities	**Supports**	Plain-language interface and content; captions in the reader's language; consistent layouts; no time limits.

Chapter 4: Hardware — Not applicable: SentraCaptions is software; it runs on the customer's existing displays, phones and computers.

Chapter 5: Software

Criteria	Conformance level	Remarks and explanations
501.1 Scope	**Supports**	SentraCaptions is web software; its user interfaces are evaluated against WCAG 2.1 above, as Section 508 E205.4 and 501.1 provide.
502 Interoperability with Assistive Technology	**Not Applicable**	Applies to platform software; the product runs in standard web browsers, which provide accessibility services.
503.2 User Preferences	**Supports**	Follows the system light/dark preference and reduce-motion setting, and the browser's text size and zoom.
503.3 Alternative User Interfaces	**Not Applicable**	The product doesn't provide an alternative user interface that functions as assistive technology.
503.4.1 Caption Controls	**Supports**	Caption views offer language selection and text-size controls at the same level as the captions themselves.
503.4.2 Audio Description Controls	**Not Applicable**	The product doesn't play video with audio description.
504 Authoring Tools	**Not Applicable**	The product isn't an authoring tool for web content. (Caption corrections edit text only.)

Chapter 6: Support Documentation and Services

Criteria	Conformance level	Remarks and explanations
602.2 Accessibility and Compatibility Features	**Supports**	The accessibility statement and this report describe accessibility features and how to use them.
602.3 Electronic Support Documentation	**Supports**	The website, API reference and guides conform to WCAG 2.1 AA as described above.
602.4 Alternate Formats for Non-Electronic Support Documentation	**Supports**	Documentation is electronic; other formats are provided on request.
603.2 Information on Accessibility and Compatibility Features	**Supports**	Support staff can explain the product's accessibility features.
603.3 Accommodation of Communication Needs	**Supports**	Support by email and phone, including relay services; we accommodate other communication needs on request.

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI). This report follows the VPAT 2.5 Rev Section 508 template.