



ACCESSIBILITY REPORT FIXI WEBSITE

About the Evaluation

Report Creator

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Evaluation date

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Executive Summary

This accessibility evaluation report was created using the Website Accessibility Conformance Evaluation Methodology (WCAG-EM), a publicly available and well-documented evaluation method (<https://www.w3.org/WAI/eval/report-tool>).

The audit results in this report are based on version 20263.07.1 of Fixi, which is planned to release on July 16th 2026. Results may slightly differ for other versions.

The majority of Fixi (<https://www.fixi.nl> and its other web domains) meets the applicable WCAG 2.2 requirements. One action point remains to achieve full compliance:

The cookie plugin is not fully accessible by the keyboard.

One action point of the previous report has been resolved:

A feedback message is displayed when a user navigates away from a report that is currently being created, for example by opening the settings page.

Scope of the Evaluation

Website name

Fixi

Scope of the website

The scope of this evaluation covers all web content intended for citizens, enabling them to submit reports and view existing reports about issues in public spaces. Web content intended for organizational users will be incorporated in a future iteration of this report.

WCAG Version

2.2

Conformance target

AA

Accessibility support baseline

Accessibility support for the latest versions of the browsers Chrome, Edge, Firefox and Safari in combination with relative assistive technologies such as Narrator, TalkBack, VoiceOver and JAWS.

Additional evaluation requirements

Not provided

Detailed Audit Results

Summary

Reported on 55 of 55 WCAG 2.2 AA Success Criteria.

46 Passed

0 Failed

0 Cannot tell

9 Not present

0 Not checked

All Results

1 Perceivable

1.1 Text Alternatives

Success Criterion	Result	Observations
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1.1.1: Non-text Content	Result: Passed	Observations: Fixi uses the alt and title attributes of native HTML with a text value as alternative for non-text content that is presented to the user.
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1.2 Time-based Media

Success Criterion	Result	Observations
1.2.1: Audio-only and Video-only (Prerecorded)	Result: Not present	Observations: Fixi does not have audio-only or video-only media so there is no alternative required.
1.2.2: Captions (Prerecorded)	Result: Not present	Observations: Fixi does not have media with prerecorded audio so there are no captions required.
1.2.3: Audio Description or Media Alternative (Prerecorded)	Result: Not present	Observations: Fixi does not have time-based media so there is no alternative required.
1.2.4: Captions (Live)	Result: Not present	Observations: Fixi does not broadcast live audio content so there are no captions required.
1.2.5: Audio Description (Prerecorded)	Result: Not present	Observations: Fixi does not have prerecorded video content so there is no audio description required.

1.3 Adaptable

Success Criterion	Result	Observations
1.3.1: Info and Relationships	Result: Passed	Observations: Fixi is created with semantic HTML and makes proper use of ARIA attributes (such as aria-required) and roles to programmatically determine what is presented.
1.3.2: Meaningful Sequence	Result: Passed	Observations: Fixi's content order in the DOM / what is visible on screen is always the correct reading sequence. This order can not randomly be changed by internal CSS, changing the sequence is always structured to its intent.
1.3.3: Sensory Characteristics	Result: Passed	Observations: Fixi does not make users rely on sensory cues (e.g. shape, sound or visual location) to understand or operate content.
1.3.4: Orientation	Result: Passed	Observations: Fixi uses a responsive layout and does not lock functionality relative to orientation.
1.3.5: Identify Input Purpose	Result: Passed	Observations: Fixi's input fields that collect personal user information are programmatically identifiable

1.4 Distinguishable

Success Criterion	Result	Observations
1.4.1: Use of Color	Result: Passed	Observations: Fixi uses colors just for decorative purposes, actual information what it means is always combined. For

		example, shown errors are red but clearly describe that user needs to do a certain action to continue.
1.4.2: Audio Control	Result: Not present	Observations: Fixi does not play audio automatically so there is no audio control mechanism required.
1.4.3: Contrast (Minimum)	Result: Passed	Observations: Fixi's design rules cover that the contrast ratio of content is at least 4.5:1.
1.4.4: Resize text	Result: Passed	Observations: Fixi supports resizing text up to 200% without loss of content or functionality.
1.4.5: Images of Text	Result: Not present	Observations: Fixi does not contain images with text that is crucial to be read. All meaningful text is wrapped by semantic HTML tags. The images containing text are mostly logos which are shown for illustrative purposes only.
1.4.10: Reflow	Result: Passed	Observations: Fixi's responsive design satisfies this criterion as it arranges content to be functional in a different layout when a high zoom level is used.
1.4.11: Non-text Contrast	Result: Passed	Observations: Fixi's design rules cover that the contrast ratio of all content is at least 3:1.

1.4.12: Text Spacing	Result: Passed	Observations: Fixi's content remains readable and its layout functional when overriding the line height or spacing.
1.4.13: Content on Hover or Focus	Result: Passed	Observations: Fixi ensures users can access and dismiss content that appears on hover or focus without losing information or functionality.

2 Operable

2.1 Keyboard Accessible

Success Criterion	Result	Observations
2.1.1: Keyboard	Result: Passed	Observations: Fixi is fully functional without using a mouse.
2.1.2: No Keyboard Trap	Result: Passed	Observations: Fixi's elements are able to receive focus using standard keyboard navigation without getting trapped in an element.
2.1.4: Character Key Shortcuts	Result: Passed	Observations: Fixi does not have custom single-character shortcuts so is compliant with this criterion.

2.2 Enough Time

Success Criterion	Result	Observations
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2.2.1: Timing Adjustable	Result: Passed	Observations: Fixi does not contain time limits except for the contextual "service targets" of responding to the reporter for the first time and handling an issue. However, these time limits are real-time exceptions so they do not interfere with users having content open.
2.2.2: Pause, Stop, Hide	Result: Passed	Observations: Fixi does not have unessential moving, blinking or scrolling that lasts more than five seconds. The main list of data, the issues, does auto-update unessentially but the auto-update triggers a section above the list showing the buttons "Refresh" and "Close" which acts as the mechanism for the user to control this content update.

2.3 Seizures and Physical Reactions

Success Criterion	Result	Observations
2.3.1: Three Flashes or Below Threshold	Result: Not present	Observations: Fixi does not contain any content that flashes more than three times in a second.

2.4 Navigable

Success Criterion	Result	Observations
2.4.1: Bypass Blocks	Result: Passed	Observations: Fixi is created with semantic HTML and makes proper use of ARIA roles so bypassing blocks can be done by pressing the key equal to what the focus should be put on next, this navigation is compliant with the widely accepted defaults of screen readers (e.g. H for next header, B for next button, P for next paragraph, etc.).

2.4.2: Page Titled	Result: Passed	Observations: Fixi's code changes the document's title attribute automatically with a value that describes the topic of a page whenever the user navigates to it.
2.4.3: Focus Order	Result: Passed	Observations: Fixi can logically be navigated through by using the TAB key, the order preserves meaning and operability.
2.4.4: Link Purpose (In Context)	Result: Passed	Observations: Fixi shows multiple links, the purpose of a link can be determined by reading the added context before it.
2.4.5: Multiple Ways	Result: Passed	Observations: Fixi's pages can be reached by either going to a link directly or by using the navigation menu or tabs. For the pages that are used daily, like the issue details page, emails and push notifications are also send to the relative user which makes navigation possible with one button click.
2.4.6: Headings and Labels	Result: Passed	Observations: Fixi's pages are correctly split into sections, each with its unique heading describing the section. Furthermore, form fields are combined with a label describing what the field is for.
2.4.7: Focus Visible	Result: Passed	Observations: Fixi's focusable elements always show an outline whenever focus is set on an element.
2.4.11: Focus Not Obscured (Minimum)	Result: Passed	Observations:

This criterion builds on 2.4.7, the outline shown on elements when focus is set on it is thick enough and is compliant with the contrast ratio.

2.5 Input Modalities

Success Criterion	Result	Observations
2.5.1: Pointer Gestures	Result: Passed	Observations: Fixi avoids gestures that require multiple fingers for essential functionality, although sometimes exceptions are made, e.g. zoom behavior on the map. If that is the case, Fixi makes sure that there is an alternative for the same functionality, e.g. a button that operates the same way.
2.5.2: Pointer Cancellation	Result: Passed	Observations: Fixi always shows a confirmation popup for critical actions to prevent accidental irreversible actions that can be triggered with just a single pointer.
2.5.3: Label in Name	Result: Passed	Observations: Fixi's elements technically use the same name as what is presented visually.
2.5.4: Motion Actuation	Result: Passed	Observations: Fixi does not contain functionality that can be operated by device motion so there is no alternative or option to disable this required.

2.5.7: Dragging Movements	Result: Passed	Observations: Fixi supports drag and drop for uploading attachments from an external source, for this the dragging is essential. To not force the user to drag there is also an "Upload" button as alternative.
2.5.8: Target Size (Minimum)	Result: Passed	Observations: Fixi's target element for dropping an attachment is well over the required minimum size of 24 by 24 pixels. Currently the target is 390 by 170 pixels.

3 Understandable

3.1 Readable

Success Criterion	Result	Observations
3.1.1: Language of Page	Result: Passed	Observations: Fixi supports a total of 6 languages and the set language can be selected by the user itself.
3.1.2: Language of Parts	Result: Passed	Observations: Fixi does not contain static passages, phrases or words of a specific language. The website always strives to translate all displayed content correctly so there would not be exceptions to programatically cover.

3.2 Predictable

Success Criterion	Result	Observations
3.2.1: On Focus	Result: Passed	Observations: Fixi might change styling or show and hide relative content but does not execute other functionality when putting focus

		on an element.
3.2.2: On Input	Result: Passed	Observations: Same observations as described in criterion 3.2.1.
3.2.3: Consistent Navigation	Result: Passed	Observations: Fixi's order of navigation options can not be changed automatically as side effect of an action. The navigation options are purely based on the users role and permissions and therefore a change of visible options can only be initiated by the user itself.
3.2.4: Consistent Identification	Result: Passed	Observations: Fixi is built on consistent design rules and makes use of a frontend framework whereby the concept of reusable components is important. Extra effort is also put into reusing icons and labels for relative functionalities. This results into a consistent identification of components.
3.2.6: Consistent Help	Result: Passed	Observations: Fixi supports one "human contact mechanism": the option to fill in a form with feedback. This form can be opened through a static button in the header and hence is not repeated on multiple web pages.

3.3 Input Assistance

Success Criterion	Result	Observations
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3.3.1: Error Identification	Result: Passed	Observations: Fixi identifies items whereby an input error is detected by giving it a red color accent. In addition the error is described to the user in text, frequently placed under the input.
3.3.2: Labels or Instructions	Result: Passed	Observations: Fixi shows simple labels and sometimes full instructions for content that requires user input.
3.3.3: Error Suggestion	Result: Passed	Observations: Fixi shows the error suggestions wherever applicable so the user would not get stuck somewhere without knowing why.
3.3.4: Error Prevention (Legal, Financial, Data)	Result: Not present	Observations: Fixi does not contain web pages that cause legal commitments or financial transactions for the user.
3.3.7: Redundant Entry	Result: Passed	Observations: Fixi helps users to efficiently handle repeating processes so the software will also not request the user to fill in previously entered information, unless this is essential. For example, when resetting a password.
3.3.8: Accessible Authentication (Minimum)	Result: Passed	Observations: Fixi's native account type requires the user to remember their password, which is a cognitive function test that user owned password managers could assist with. Fixi also supports different kind of authentication like SSO or OAuth with Apple, Facebook or Google as alternatives.

4 Robust

4.1 Compatible

Success Criterion	Result	Observations
4.1.2: Name, Role, Value	Result: Passed	Observations: Fixi's code mostly contains native HTML and uses ARIA labels and roles for its custom components to inform assistive technologies what kind of purpose the elements have.
4.1.3: Status Messages	Result: Passed	Observations: Fixi uses the ARIA attribute role with value "status" and the ARIA attribute live with value "polite" to present status messages to assistive technologies automatically without user focus being required for this.

Sample of Audited Web Pages

- 1 Login - <https://www.fixi.nl/#/user/loginoptions>
- 2 Create issue - <https://www.fixi.nl/#/issue/new+map>
- 3 List of issues - <https://www.fixi.nl/#/issue/list+map>
- 4 User settings - <https://www.fixi.nl/#/mySettings/details>

Web Technology

HTML,CSS,WAI-ARIA,JavaScript,SVG,PDF

Recording of Evaluation Specifics

Not provided

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