



SAMPLE AUDIT · UNPAID & UNSOLICITED

Independent Website Audit Preview

City of San José

Site reviewed: sanjoseca.gov · Prepared by ZenMasterWorks · June 2026

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METHODOLOGY & SCOPE

This is a preview-level audit built entirely from publicly available information — the site's content as returned to a standard, non-JavaScript-executing fetch, the kind search engine crawlers and some accessibility tooling use. No production or staging access was requested or used, and no full browser-based device testing was performed for this unpaid preview.

Note on scope: This audit covers the City's public-facing website only. It is not a comment on city governance, policy, or any department's performance — purely a technical and accessibility review of how the site itself is built and served.

FINDINGS

What stood out

CRITICAL

Several core informational pages return no content without JavaScript

At least six pages — covering city government structure, departments, official records, and a disability access grant program — returned only the fallback text “Please enable JavaScript in your browser for a better user experience” when fetched the way a search crawler would. The homepage itself does not have this problem, so this appears specific to one interior page template rather than the whole site.

[/your-government](#)

[/your-government/departments-offices](#)

[/your-government/city-council](#)

[/your-government/official-city-records](#)

[/residents](#)

MEDIUM

At least one legacy URL pattern still in active use

The City's own published ADA Notice page resolves through an old-style `index.aspx?NID=2494` URL format, typically associated with an older municipal CMS platform running alongside the newer site.

LOW

Heavy reliance on PDF documents for public information

Several key resources (accessibility fact sheets, program bulletins) are served as PDFs rather than HTML pages, which are harder to keep accessible, index well, or update quickly.

FOR BALANCE

What's genuinely working

- ✓ A real, named, publicly contactable ADA Coordinator (Christopher Hickey, Office of Equality Assurance) with a published phone, TTY, and email — genuine institutional commitment, not a checkbox.
- ✓ A formal, documented ADA grievance process with accommodations explicitly offered for completing the form itself, including alternative formats on request.

- ✓ A Disability Access Improvement Grant program helping small businesses pay for accessibility remediation — a concrete program beyond just the City's own site.
- ✓ The homepage itself is content-rich and well-organized, with frequently used resident services surfaced prominently.

This is the preview. The full audit goes further.

A complete engagement would directly confirm the JavaScript-rendering gap with real browser and crawler testing, run a full WCAG 2.1 AA pass against the City's own stated accessibility goal, and map exactly which page templates are affected.

This preview was prepared independently by ZenMasterWorks and is not affiliated with, endorsed by, or representing the City of San José.