

ACCESSIBILITY STATEMENT



This statement applies to content published on the mytravelpass.gov.wales domain.

This website is run by PTI Cymru. It is designed to be used by as many people as possible. The text should be clear and simple to understand. You should be able to:

- Zoom in up to 300% without problems.
- Navigate most of the website using just a keyboard.
- Change the page to a high contrast mode, a greyscale mode or an inverted colours mode.
- Use the link finder to locate every link on the page through a simple select field. AbilityNet has advice on how to make your device easier to use if you have a disability.

Measures to support accessibility

PTI Cymru takes the following measures to ensure accessibility of the My Travel Pass website (mytravelpass.gov.wales):

- Integrate accessibility into our procurement practices.
- Provide accessibility training for our staff.
- Implemented YouAccess, a tool to enable people with disabilities to tailor pages of the MyTravelPass website to their needs.
- Regularly review and update content.

We also try to ensure that:

- All images in our sites contain appropriate alternate text.
- Every interactive element of the website is reachable in different ways, including by keyboard navigation.
- Interactive elements have changes of style when hovered with the mouse or focused by keyboard navigation.
- All foreground and background colours are checked to ensure sufficient contrast, or given alternative text in the case of images.
- Our content is written clearly, concisely, free of jargon and in plain English.
- All pages use headings in a logical and ordinate way.
- All 'calls to action' are easy to find.
- Symbols (e.g. >) are used in context and for their semantic use.
- All forms are navigable using a keyboard, have submit buttons and appropriate response in case of success or failure.

Technical Information about this website's accessibility

PTI Cymru is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Users with disabilities may also use You Access to tailor the page to their needs. The You Access menu is reachable by clicking on the icon situated on the right of your screen, or by keyboard tabbing through the page to the last element of the page.

The You Access menu is easy to navigate by mouse or by keyboard using the arrows and enter key.

Specifically, with You Access users can:

- Scale the font size up to 200%.
- Change the colour of the text and background, in order to achieve a more efficient contrast ratio.
- Change the font used through the page, in order to achieve a better legibility. A font specifically designed against some common symptoms of dyslexia is also available.
- Change colour, aspect and interaction of all links through the page, to ensure they are easy to spot.
- Change the page to a high contrast mode, a greyscale mode or an inverted colours mode.
- Use the link finder to locate every link on the page through a simple select field.
- Use the dictionary to find the meaning of a term (English only).



You Access will remember your settings and it will apply them automatically for all the pages of the website every time you visit them. All data and settings are saved only in the memory of your browser – no other places. Users can click or press enter on “Reset All” to restore the website to its original style.

All the functionality and practices listed above are implemented both for the English and for the Welsh version of this website, in their respective languages.

Compliance Status

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard.

Non-accessible Content

The content that is not accessible is outlined below with details of:

- Where it fails the success criteria.
- Planned dates for when issues will be fixed.

Some images have a low contrast between text and background colours. We plan to fix this by April 2023.

Images on pages do not always have suitable alternative text. Some images are missing alternative text and some have incomplete text. This fails WCAG 2.1 1.1.1 A success criterion (Non-text Content). We plan to identify and fix these by April 2023.

Headings on some pages are not in a logical nested order. This fails WCAG 2.1 1.3.1 A success criterion (Info and Relationships). We plan to identify and fix these by April 2023.

Link text combined with programmatically determined link context does not identify the purpose of the link. This fails WCAG 2.1 2.4.4 A success criterion (Link Purpose (In Context)). We plan to identify and fix these by April 2023.

PDFs and other documents

We have downloadable artwork available on the website which is not accessible. If you have any specific requirements, or would like to request hard copy materials such as leaflets and posters, please get in touch.

Feedback

We welcome your feedback on the accessibility of the My Travel Pass Website. Please let us know if you encounter accessibility barriers on the My Travel Pass Website or you require content in a different format:

Phone: 0300 200 22 33

E-mail: customerservice@mytravelpass.cymru

Postal address: Contact Centre Cymru, PO Box 52, Penrhyndeudraeth, LL49 0AY

We try to respond to feedback within 5 business days.

Enforcement Procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the ‘accessibility regulations’). If you’re not happy with how we respond to your complaint, contact the Equality Advisory and Support Service (EASS).

How we tested this website

We have used the Web Content Accessibility Guidelines version 2.1 AA standard to test this website.

PTI Cymru’s digital team is committed to making sure our online services are accessible to all users and comply with level AA of the Web Content Accessibility Guidelines – WCAG 2.1, in line with The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This statement was prepared on 16 September 2022. The test was carried out by Limegreentangerine Ltd. We tested key page templates, and the application process.

Preparation of this accessibility Statement

This statement was prepared on 16 September 2022.