# Coventry Transportation Accessibility Conformance Report

# WCAG Edition

**(Based on VPAT® Version 2.4)**

## Name of Product: Coventry Transportation (<https://coventrytransportation.ca/>)

## Report Date: February 6th, 2023

## Product Description: Coventry Transportation Services is a premier transportation service and destination choice in the Niagara Region. It serves the regions of Niagara Falls, Niagara on the Lake, St.Catharines, Thorold, and Grimsby, as well as many other surrounding areas.

## Contact information: cci@coventryconnections.com

## Evaluation Methods Used:

Accessibility testing as per WCAG 2.1 AA guidelines.

The evaluation was performed using below tools/ tests:

* Screen readers:
  + NVDA on Win10/ Chrome
  + VoiceOver on iPhone/ Safari
* WAVE automated tool
* Color contrast testing using Color Contrast Analyzer
* Browser zoom
* Keyboard-only
* Text-spacing testing using bookmarklets

## Applicable Standards/Guidelines

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

|  |  |
| --- | --- |
| Standard/Guideline | Included in Report |
| Web Content Accessibility Guidelines 2.1 at *https://www.w3.org/TR/WCAG21/* | Level A (Yes)  Level AA (Yes)  Level AAA (No) |

## 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.

## WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](https://www.w3.org/TR/WCAG21/).

### **Table 1: Success Criteria, Level A**

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A) | Supports | Images on the website contain  relevant alternative text. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A) | Does Not Support | The video-only media on the Fleet page is not provided with a text transcript or an audio track as an alternative. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A) | Does Not Support | Captions are not provided for videos present on the About Us and Fleet pages. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A) | Does Not Support | No media alternatives or audio descriptions are provided for the videos present on the About Us and Fleet pages. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A) | Partially Supports | The website has consistent headers and global table structures to establish clear information and relationships within the website. Screen readers properly identify most of the information available on the website. Visually impaired users are easily able to perceive the relationships between a particular element and its role.  **Exceptions include:**   * The element is not read by the screen reader on the About Us page *[This is specific to the third-party plugin Plyr]* * The headings are structured incorrectly on the Home page *[This is specific to the third-party plugin Layer Slider]* * The elements are read incorrectly by the screen reader on the Booking page *[This is specific to the third-party plugin WP Forms]* * The error messages are not associated with the edit fields on the Booking and Contact Us pages *[This is specific to the third-party plugin WP Forms].* |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A) | Partially Supports | The sequence of the content present on the website is meaningful and appropriate and does not affect the meaning of the provided content.  **Exceptions include:**   * The focus is not moving directly to the 'Date picker' modal on the Booking page *[This is specific to the third-party plugin WP Forms]* * The focus is moving twice on the 'Play' button on the Fleet page *[This is specific to the third-party plugin Plyr].* |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (Level A) | Supports | No information is present on the website which is based on sensory characteristics such as shape, size, location, sound, etc. |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A) | Partially Supports | Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.  **Exceptions include:**   * The links such as 'View larger map' are not distinguishable on the Contact Us page *[This is specific to the third-party plugin Google Maps].* |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A) | Not Applicable | No audio content is present on the website that plays automatically for more than 3 seconds. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A) | Partially Supports | The website supports standard keyboard navigation and input functions (including swiping to move between input fields and pressing [Double tap] to make selections).  **Exceptions include:**   * The ‘Next/Previous' month buttons are not focusable using the VoiceOver screen reader on the Booking page *[This is specific to the third-party plugin Contact WP Forms]* * Several elements are not focusable inside the 'GMC Yukon' modal window on the Fleet page *[This is specific to the third-party plugin iLightbox]* * The focus is not moving to the 'Youtube' video on the Fleet page *[This is specific to the third-party plugin YouTube]* * The 'Date picker' is not accessible using the keyboard *[This is specific to the third-party plugin WP Forms].* |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A) | Partially Supports | Keyboard focus is moving sequentially throughout the website without the focus getting trapped in any section and it is convenient to access the functionality.  **Exceptions include:**   * The focus gets trapped in the social media link inside the 'GMC Yukon' modal window on the Fleet page *[This is specific to the third-party plugin iLightbox].* |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (Level A 2.1 only) | Not Applicable | No functionalities are dependent on or controlled by character key shortcuts. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A) | Not Applicable | There is no such activity present on the website where time needs to be adjusted or extended. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A) | Supports | The moving/ scrolling content on the website is provided with a mechanism to pause, stop, or hide the content. |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A) | Not Applicable | There is no flashing content present on the website. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A) | Supports | A bypass mechanism for skipping to the main content is implemented. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A) | Supports | Descriptive and correct page titles are present for pages throughout the website. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A) | Partially Supports | The focus moves in a correct sequence order on the website from left to right and top to bottom.  **Exceptions include:**   * The focus moves to the background elements after the 'GMC Yukon' modal window on the Fleet page *[This is specific to the third-party plugin iLightbox]* * The focus is moving multiple times to the 'Keyboard shortcuts' buttons on the Contact Us page *[This is specific to the third-party plugin Google Maps]* * The focus moves incorrectly on the 'Video Play' button on the About Us page *[This is specific to the third-party plugin Plyr].* |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A) | Partially Supports | All links are provided with appropriate link text and the user would be able to understand the purpose of the link from its link text.  **Exceptions include:**   * The same link text 'Read more' is announced for multiple links on the Home page *[This is specific to the third-party plugin Layer slider].* |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (Level A 2.1 only) | Supports | All functionalities present in the website can be operated with a [single pointer](https://www.w3.org/TR/WCAG21/#dfn-single-pointer) without a path-based gesture unless a multipoint or path-based gesture is [essential](https://www.w3.org/TR/WCAG21/#dfn-essential). |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (Level A 2.1 only) | Supports | No down-event of the pointer is used in the website to execute any part of the action. |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (Level A 2.1 only) | Supports | All labels on the website include text and the same text is defined in the code as well to assist speech recognition technologies. |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (Level A 2.1 only) | Not Applicable | No functionality is present on the website that is operable only by device motion. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A) | Supports | The product inherits the language settings configured through the operating system. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A) | Supports | No interactive element is triggered automatically on receiving the focus. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A) | Supports | Change of context does not happen when the user changes the setting of any input controls. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A) | Supports | Errors present on the website are notified to the screen reader user automatically. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A) | Supports | The website provides support for motor-impaired and cognitive users as the labels and instructions are provided for the form fields, which are clearly visible and readable to such users. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A) | Partially Supports | The markup of the website has complete start and end tags, attributes, and unique IDs.  **Exceptions include:**   * The ID attribute value is not unique on the Fleet page. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A) | Partially Supports | All the website elements have a proper label associated with their role and the screen reader is recognizing them correctly with updated values as well.  **Exceptions include:**   * The role is not announced for the 'Play/ Pause' button on the About Us page *[This is specific to the third-party plugin Plyr]* * The state is not announced for the 'Settings' radio button on the About Us page *[This is specific to the third-party plugin Plyr].* |

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

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions)  (Level AA) | Not Applicable | No live multimedia content is present on the website. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA) | Does Not Support | No audio descriptions are provided for the videos present on the About Us and Fleet pages. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation)  (Level AA 2.1 only) | Supports | The website does not restrict its view and operation to a single display orientation. |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (Level AA 2.1 only) | Supports | Interactive fields on the website are clearly labeled to direct the user to enter the data expected in the fields. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA) | Supports | The website adheres to minimum contrast standards. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA) | Supports | The website is fully responsive. At a zoom of 200%, the site responds to that resolution by adjusting the UI as it would if the user were on a smartphone. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation)  (Level AA) | Supports | No information is conveyed to the user via an image of the text. |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow)  (Level AA 2.1 only) | Partially Supports | The website does not require scrolling in two dimensions to present content without loss of information in 400% zoom.  **Exceptions include:**   * The video controls get truncated at viewport 320px X 256px on the About Us page *[This is specific to the third-party plugin Plyr]* * The Datepicker gets truncated at viewport 320px X 256px on the Booking page *[This is specific to the third-party plugin WP Forms].* |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (Level AA 2.1 only) | Supports | The website user interface components have a contrast ratio of at least 3:1 against adjacent color(s). |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing)  (Level AA 2.1 only) | Partially Supports | The website is compliant with WCAG text spacing requirements.  **Exceptions include:**   * Content like-'VIEW OUR FLEET' gets overlapped on applying the text spacing properties on the Home page *[This is specific to the third-party plugin Layer Slider/ Slider Revolution].* |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (Level AA 2.1 only) | Supports | The content that is triggered by hover or focus is dismissible, hoverable, and persistent |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc)  (Level AA) | Supports | A proper navigation header is provided to access the different types of website pages. |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA) | Supports | Headings and Labels on the website provide sufficient detail of the content they are describing. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA) | Supports | All the elements present in the website have focus visibility. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id)  (Level AA) | Not Applicable | English is the primary and only language of the website. There are no phrases or sentences written in any other language, which need to be defined separately. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA) | Supports | Navigational mechanisms are repeated on the website and occur in the same relative order each time they are repeated. Hence, consistent navigation is provided to the user. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA) | Supports | Components that provide the same functionality throughout the website can be easily identified by the user. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions)  (Level AA) | Partially Supports | The provided error messages are descriptive enough to understand the error and identify the location where they occur.  **Exceptions include:**   * Insufficient error suggestions are provided for the edit field on the Contact Us page *[This is specific to the third-party plugin WP Forms].* |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA) | Not Applicable | There are no critical forms available where error prevention is required. Error suggestions are enough to  fill out the form and correct the errors. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(Level AA 2.1 only) | Partially Supports | The updated content automatically notifies the visually impaired users via a screen reader.  **Exceptions include:**   * The loading notification is not announced automatically on the Booking page *[This is specific to the third-party plugin WP Forms]* * An insufficient error message is announced automatically on the Booking page *[This is specific to the third-party plugin WP Forms].* |