



# PassioGo Accessibility Conformance Report

## WCAG Edition

(Based on VPAT<sup>®</sup> Version 2.5)

**Name of Product/Version:** PassioGo Mobile App

**Product Description:** Passio GO! is a smart transit solution designed to help users track buses, request rides, and plan their trips in real time. The website provides features like viewing routes and stops, setting favorites, receiving service alerts, and more. Various transit agencies use it to improve the efficiency and convenience of public transportation.

**Report Date:** November 20, 2024

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**Notes:** The evaluation was conducted by an Accessibility consultant at Pure Accessibility LLC, based in Denver, Colorado. The consultant is a Certified Professional in Accessibility Core Competencies (CPACC) by the International Association of Accessibility Professionals (IAAP). Identified issues will be remediated in an upcoming release, as we are fully committed to making our platform accessible for all users, irrespective of their disability.

**Evaluation Methods Used:** Conformance to the listed accessibility standards has been evaluated using both automated and manual testing. The accessibility testing include: (i) semi-automated scans, (ii) human judgement tests such as tool-assisted tests, visual inspection (iii) testing with assistive technology by an expert user.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (No) Level AA (No) 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.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	PassioGo Mobile App supports text alternatives for most non-text content, including controls, input, sensory content and images.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	There is no audio or video-only content available on the PassioGo Mobile App
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	There are no pre-recorded videos in the PassioGo Mobile App
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	There are no pre-recorded audio-described videos in the PassioGo Mobile App
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	PassioGo Mobile App uses a logical structure where information and relationships can be programmatically determined or are available in text.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	PassioGo Mobile App presents content in a meaningful order.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	PassioGo Mobile App does not rely on sensory information alone to convey meaning.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	PassioGo Mobile App does not rely only on color coding to convey information.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	There is no audio to be controlled in PassioGo Mobile App.
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	The core functionality of the PassioGo Mobile App can be accessed by touch. All active elements, such as links, buttons, and form fields, receive touch focus.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	There are no keyboard traps in PassioGo Mobile App.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Not Applicable	PassioGo Mobile App does not require this capability for operation.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not Applicable	There is no timing-adjustable content in the PassioGo Mobile App.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	PassioGo Mobile App does not use moving or blinking content.

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><u>2.3.1 Three Flashes or Below Threshold</u></a> (Level A)	Supports	PassioGo Mobile App does not use flashing content.
<a href="#"><u>2.4.1 Bypass Blocks</u></a> (Level A)	Supports	PassioGo Mobile App provides a way for users to bypass blocks.
<a href="#"><u>2.4.2 Page Titled</u></a> (Level A)	Supports	PassioGo Mobile App uses clear page titles.
<a href="#"><u>2.4.3 Focus Order</u></a> (Level A)	Supports	Components receive focus in an order that preserves meaning.
<a href="#"><u>2.4.4 Link Purpose (In Context)</u></a> (Level A)	Supports	PassioGo Mobile App uses meaningful link names.
<a href="#"><u>2.5.1 Pointer Gestures</u></a> (Level A 2.1 and 2.2)	Not Applicable	PassioGo Mobile App does not require users to make specific finger or cursor gestures.
<a href="#"><u>2.5.2 Pointer Cancellation</u></a> (Level A 2.1 and 2.2)	Not Applicable	PassioGo Mobile App does not activate functions on the down-click or down-tap.
<a href="#"><u>2.5.3 Label in Name</u></a> (Level A 2.1 and 2.2)	Supports	All occurrences of programmatic labels for elements match with the label that the user sees.
<a href="#"><u>2.5.4 Motion Actuation</u></a> (Level A 2.1 and 2.2)	Not Applicable	PassioGo Mobile App does not utilize any motion interactions.
<a href="#"><u>3.1.1 Language of Page</u></a> (Level A)	Supports	PassioGo Mobile App uses HTML language attributes.
<a href="#"><u>3.2.1 On Focus</u></a> (Level A)	Supports	PassioGo Mobile App does not change the context on focus in any case.
<a href="#"><u>3.2.2 On Input</u></a> (Level A)	Supports	Changing the setting of any user interface component does not automatically cause a change of context.
<a href="#"><u>3.2.6 Consistent Help</u></a> (Level A 2.2 only)	Not Applicable	There is no help at the PassioGo Mobile App.
<a href="#"><u>3.3.1 Error Identification</u></a> (Level A)	Supports	Error messages are identified by assistive technology.
<a href="#"><u>3.3.2 Labels or Instructions</u></a> (Level A)	Supports	All input fields are clearly labeled, and clear instructions are given for user input.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Supports	When information has previously been collected, it is prepopulated in the relevant fields or automatically displayed on the page.
<a href="#">4.1.1 Parsing</a> (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a>
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports	Name, role, and value of interface elements are available to assistive technology.

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

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	There is no live media used for PassioGo Mobile App.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	There is no video content in PassioGo Mobile App that requires audio descriptions.
<a href="#">1.3.4 Orientation</a> (Level A 2.1 and 2.2)	Supports	Content is not restricted to any mobile display orientations.
<a href="#">1.3.5 Identify Input Purpose</a> (Level A 2.1 and 2.2)	Supports	PassioGo Mobile App allows autocomplete to simplify the user input process where it is applicable.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	PassioGo Mobile App interface text meets the minimum color contrast ratio against its background color.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	PassioGo Mobile App does not lose content or functionality using the 200% zoom.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	The PassioGo Mobile App does not use any images of text to convey information to the user.
<a href="#">1.4.10 Reflow</a> (Level A 2.1 and 2.2)	Supports	Content in PassioGo Mobile App can be presented without loss of information or functionality, and without requiring scrolling in two dimensions.
<a href="#">1.4.11 Non-text Contrast</a> (Level A 2.1 and 2.2)	Supports	Core system functionality such as login screens, user menus, navigation controls, and visual content has a contrast ratio of at least 3:1
<a href="#">1.4.12 Text Spacing</a> (Level A 2.1 and 2.2)	Supports	PassioGo Mobile App content uses adequate text spacing.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level A 2.1 and 2.2)	Supports	Pop-up content does not prevent users access to other page content, and users have adequate access to pop-up content.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	PassioGo Mobile App provides multiple ways to reach a page.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	Page headings and labels are meaningful.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	Visual focus is available for keyboard-only users across PassioGo Mobile App.
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)	Supports	When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Not Applicable	The platform does not possess any features in which a dragging movement is involved.
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Supports	The size of the target for pointer inputs is at least 24 by 24 CSS pixels.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Not Applicable	PassioGo Mobile App does not use language attributes for content parts.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	PassioGo Mobile App uses consistent menu navigation across the application.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	PassioGo Mobile App uses icons and buttons consistently across the application.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	PassioGo Mobile App identifies input errors.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	PassioGo Mobile App reduces the risk of input errors and provides messaging where users can check their answers before saving the data.
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Not Applicable	Authentication is not required to use the application.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Supports	Status messages are promptly displayed/communicated to the user.

## Legal Disclaimer

*PassioGo has made every attempt to ensure the accuracy and reliability of the information provided in this report as of the date of the report. We cannot guarantee that the mobile app will be free from accessibility defects. The contents of this document are subject to change without notice. No contractual obligations are formed either directly or indirectly by this document, and this document shall not be interpreted to be included in any contract between the parties.*