**Accessibility statement for the Translink NI app**

This accessibility statement applies to the Translink NI app on iOS and Android

This app is run by Translink. We want as many people as possible to be able to use this app. For example, that means you should be able to:

* navigate the app using accessibility gestures
* listen to most of the app content using screen reader technology e.g. VoiceOver
* zoom in up to 150% without the text spilling off the screen or any loss to content or functionality
* access the app on either iOS or Android

**How accessible this app is**

We know some parts of this app are not fully accessible:

* Map view
* Timetable PDFs

**Feedback and contact information**

If you need information on this app in a different format like accessible PDF, large print, easy read, audio recording or braille:

* Email: [feedback@translink.co.uk](mailto:feedback@translink.co.uk)
* Tel: 028 90 666630

We’ll consider your request and get back to you in 3 working days.

**Reporting accessibility problems with this app**

We’re always looking to improve the accessibility of this app. If you find any problems not listed on this document or think we’re not meeting accessibility requirements, contact: [feedback@translink.co.uk](mailto:feedback@translink.co.uk) Subject: ‘Digital Services’.

Translink Digital Services are responsible for the accessibility of this app

**Enforcement procedure**

The Equalities Commission for Northern Ireland (ECNI) 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 [Equalities Commission for Northern Ireland (ECNI).](https://www.equalityni.org/Home)

**Contacting us by phone or visiting us in person**

We provide a text relay service for people who are deaf, hearing impaired or have a speech impediment.

Our information and ticketing desks in stations have audio induction loops.

Find out how to [contact us](https://www.translink.co.uk/feedback).

**Technical information about this app’s accessibility**

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

**Compliance status**

This app is partially compliant with the Web & Mobile Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances and exemptions listed below.

**Non-accessible content**

The content listed below is non-accessible for the following reasons.

**Non-compliance with the accessibility regulations**

A number of areas are not currently compliant:

* Some text does not resize or is obscured
* Tab order sometimes is not logical
* Instances of table coding incorrect
* User not informed of some content changes
* Some element mark-up and descriptive labelling issues

We are responding to an in-depth report and working with our app developers to improve all areas listed. Some of these are already in development at time of last update

**Disproportionate burden**

* Timetables are available as PDFs only. We accept that these are not useable by screen readers. We advise users to instead make use of the journey planner or next bus / next train features. These provide the same information in an easier to access format.

**Content that’s not within the scope of the accessibility regulations**

**What we’re doing to improve accessibility**

We are currently engaging with the Inclusive Mobility and Transport Advisory Committee (IMTAC) to define and determine future projects to further improve the accessibility of Translink digital services

In 2021 we will publish our accessibility roadmap.

**Preparation of this accessibility statement**

This statement was prepared on 22/06/2021. It was last reviewed on 23/06/2021.

This app was last tested in February 2021. This test was carried out by Translink.

All key user features and a significant sample of representative pages was taken across the Translink NI app. This was then reviewed against each of the WCAG 2.1 ‘A’ and ‘AA’ standards to evaluate conformity and specify any improvements needed to meet these standards.