

Conformance Report: Spare Rider Mobile & Web App

This is a self assessment by Spare of our compliance against the WCAG 2.1 guidelines. We haven't tested every screen at audit-level detail, but we've made our best assessment of conformance based on manual testing and our understanding of the guidelines, codebase, and behavior of the product. Next steps could include testing more exhaustively, bringing on a consultant with deeper understanding of the guidelines and how to meet them, or a full audit.

Report Details


Name of Product/Version: Spare Rider App, both mobile and web versions


Report Date: June 14, 2023


Evaluation Methods Used: The Spare Rider App was evaluated using iOS and Mac devices using iOS 16, MacOS 10.15 and 13, and Chrome 108. Assistive technologies used in this evaluation included VoiceOver and the Xcode Accessibility Inspector.

Applicable Standards included in report: Level A (Yes), Level AA (Yes), Level AAA (No)


Conformance Level Terms

 **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. This can be used only in WCAG 2.0 Level AAA

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, the criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Layperson Description	Conformance Level	Evaluation Date	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Non-text content (eg images, icons, images of text) must have a text alternative that serves an equivalent purpose, unless it's purely decorative or falls into a couple categories of specific exceptions	✔ Supported (Mobile and Web)	Oct 25, 2022	All decorative non-text content is either labeled appropriately or marked as decorative. All non-decorative non-text content has a text equivalent.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	-	✘ Not Applicable (Mobile and Web)	Feb 14, 2024	The app does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	-	✘ Not Applicable (Mobile and Web)	Feb 14, 2024	The app does not contain prerecorded synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	-	✘ Not Applicable (Mobile and Web)	Feb 14, 2024	The app does not contain prerecorded video content that would require audio description or a media alternative.

<p>1.3.1 Info and Relationships (Level A)</p>	<p>Information conveyed through the visual appearance of content must also be available through text. Ex: if the grouping of elements onscreen conveys additional information about how those elements are related, then they should also be grouped in code</p>	<p>✔ Supported (Mobile and Web)</p>	<p>June 14, 2023</p>	
<p>1.3.2 Meaningful Sequence (Level A)</p>	<p>If it's important that information appears in sequence onscreen, that sequence should be present in the code so accessible tech can present it in the correct sequence</p>	<p>✔ Supported (Mobile and Web)</p>	<p>July 19, 2023</p>	<p>All content with a meaningful sequence has its sequence represented programmatically using standard techniques</p>
<p>1.3.3 Sensory Characteristics (Level A)</p>	<p>Information isn't solely communicated through sensory characteristics like color, shape, size, visual location, orientation, or sound</p>	<p>✔ Supported (Mobile and Web)</p>	<p>Feb 10, 2023</p>	<p>No controls are referred to using their sensory characteristics.</p>
<p>1.4.1 Use of Color (Level A)</p>	<p>Color is not the only means of conveying information. A person seeing in monochrome should be able to use the product</p>	<p>✔ Supported (Mobile and Web)</p>	<p>June 14, 2023</p>	<p>In some places, elements are distinguished only by their color.</p>

<p>1.4.2 Audio Control (Level A)</p>	<p>-</p>	<p>✗ Not Applicable (Mobile and Web)</p>	<p>Feb 14, 2024</p>	<p>The app does not contain any audio automatically playing for more than 3 seconds.</p>
<p>2.1.1 Keyboard (Level A)</p>	<p>All functionality is operable through a keyboard interface, except for specific functions that require capturing mouse movement</p>	<p>● Partially Supports (Mobile, Web)</p>	<p>June 14, 2023</p>	<p>We're aware of a few keyboard nav issues that need to be fixed, especially on the web.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p>	<p>If keyboard focus can be moved to a component of the page, it must be possible to move focus away using only the keyboard. If that requires more than arrow keys or standard exit methods, the user must be advised.</p>	<p>● Partially Supports (Mobile, Web)</p>	<p>June 14, 2023</p>	<p>We're aware of a few keyboard nav issues that need to be fixed, especially on the web.</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p>	<p>If there are keyboard shortcuts that use only letters, punctuation, number, or symbol characters, they must be able to be turned off, remapped, or active only when a specific component is in focus</p>	<p>✗ Not Applicable (Mobile and Web)</p>	<p>Feb 14, 2024</p>	<p>There are no keyboard shortcuts in Rider</p>

<p><u>2.2.1 Timing Adjustable</u> (Level A)</p>	<p>Time limits must be able to be turned off, adjusted, extended, or longer than 20 hours. There are exceptions if the time limit is part of a real-time event or if it is essential to the activity</p>	<p>✔ Supported (Mobile and Web)</p>	<p>Oct 25, 2022</p>	<p>The only time limits in rider are related to the real-time event of pickup - the rider has a few minutes to meet the driver before the time expires and they drive away.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p>	<p>Moving, blinking, scrolling, or auto-updating information that starts automatically, lasts more than 5 seconds, and is presented in parallel with other content must be pausable, stoppable, or hideable - unless it's essential.</p>	<p>✔ Supported (Mobile and Web)</p>	<p>Oct 25, 2022</p>	<p>The only auto-updating content in rider is essential updates on the arrival and dropoff times of rides.</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p>	<p>Pages don't contain content that flashes more than 3x per second, or the flash is below certain thresholds</p>	<p>✔ Supported (Mobile and Web)</p>	<p>Oct 25, 2022</p>	<p>We don't have any flashing content.</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p>	<p>A mechanism is available to bypass blocks of content that are repeated on multiple web pages.</p>	<p>✔ Supported (Mobile and Web)</p>	<p>Oct 25, 2022</p>	<p>No blocks of content is repeated, due to the linear style of navigation. Any repeated content is below the threshold for a "block" as stated in the guidelines.</p>

<p>2.4.2 Page Titled (Level A)</p>	<p>Web pages have titles that describe the topic or purpose</p>	<p>● Partially Supports (Mobile and Web)</p>	<p>June 14, 2023</p>	<p>Some pages do not have titles, but most do.</p>
<p>2.4.3 Focus Order (Level A)</p>	<p>If navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	<p>✔ Supported (Mobile and Web)</p>	<p>June 14, 2023</p>	
<p>2.4.4 Link Purpose (In Context) (Level A)</p>	<p>The purpose of each link can be determined from the link alone or from semantically associated context - except where the purpose of the link is also ambiguous to sighted users</p>	<p>✔ Supported (Mobile and Web)</p>	<p>Oct 25, 2022</p>	<p>All links either have a clear purpose or are also ambiguous to users in general.</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p>	<p>Functionality that uses multipoint or path-based gestures can also be operated with a single pointer, unless the multipoint or path-based gesture is essential.</p>	<p>✔ Supported (Mobile and Web)</p>	<p>Oct 25, 2022</p>	<p>Most functionality is single point. Maps use multipoint but can also be operated with a single pointer. Drawing fields use path-based gestures but we consider this essential to the functionality of a drawing field.</p>

<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p>	<p>For single-pointer functionality, at least one must be true: the down event is not used to execute functionality, there is a mechanism to abort the function before completion or to undo, the up event reverses the outcome of the down event, completing the function on the down event is essential</p>	<p>✔ Supported (Mobile and Web)</p>	<p>Oct 25, 2022</p>	<p>It's standard for our controls to execute on the up event.</p>
<p>2.5.3 Label in Name (Level A 2.1 only)</p>	<p>Words which visually label a component are also the words associated with the component programmatically</p>	<p>● Partially Supports (Mobile and Web)</p>	<p>June 14, 2023</p>	<p>True in some but not all cases.</p>
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p>	<p>Functionality that can be operated by device motion can also be operated by standard UI, and device motion can be disabled</p>	<p>✘ Not Applicable (Mobile and Web)</p>	<p>Feb 14, 2024</p>	<p>We don't have any functionality that uses device motion.</p>
<p>3.1.1 Language of Page (Level A)</p>	<p>The page has a language identified</p>	<p>✔ Supported (Mobile and Web)</p>	<p>May 4, 2023</p>	<p>We identify the page's language using the HTML "lang=" attribute, and update it depending on the language being displayed</p>

<u>3.2.1 On Focus</u> (Level A)	When an element receives focus, it does not trigger a change of context	✔ Supported (Mobile and Web)	Oct 25, 2022	We don't include any functionality that is triggered on focus.
<u>3.2.2 On Input</u> (Level A)	Changing the setting of an element does not automatically cause a change of context unless the users has been advised of this before using	✔ Supported (Mobile and Web)	Oct 25, 2022	We don't change context as a result of form inputs.
<u>3.3.1 Error Identification</u> (Level A)	If input errors are detected, the item in error is identified and the error is described to the user in text	● Partially Supports (Mobile and Web)	June 14, 2023	We may have some places where errors are not described to the user upon form submission.
<u>3.3.2 Labels or Instructions</u> (Level A)	Labels or instructions are provided when user input is required	● Partially Supports (Mobile and Web)	June 14, 2023	We may have some places where inputs are not sufficiently labeled.
<u>4.1.1 Parsing</u> (Level A)	HTML is structured properly	● Partially Supports (Mobile, Web)	June 14, 2023	We may have some places where HTML is improperly structured.
<u>4.1.2 Name, Role, Value</u> (Level A)	All elements have semantic names and roles, and can have their values set programmatically	● Partially Supports (Mobile and Web)	June 14, 2023	We have some places where names and roles are not set.

Table 2: Success Criteria, Level AA

Criteria	Layperson Description	Conformance Level	Date	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Captions are provided for all live audio content	✗ Not Applicable (Mobile and Web)	Feb 14, 2024	No live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Audio description is provided for all prerecorded video	✗ Not Applicable (Mobile and Web)	Feb 14, 2024	No video content.
1.3.4 Orientation (Level AA 2.1 only)	Content is not restricted to a single display orientation	✗ Not Applicable (Mobile) ✓ Supported (Web)	Feb 10, 2023	Web version works in any orientation. Mobile apps only work in portrait mode. We don't believe mobile apps are required to follow this criteria.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	The purpose of each input field is identified, eg by using "input type=" or "autocomplete="	● Partially Support (Mobile and Web)	June 14, 2023	Most buttons are labeled but not all inputs are labeled.
1.4.3 Contrast (Minimum) (Level AA)	Visual presentation of text has a contrast ratio of at least 4.5:1, large text at least 3:1	✓ Supported (Mobile and Web)	June 14, 2023	
1.4.4 Resize text (Level AA)	Text can be resized up to 200% without loss of content or functionality	✓ Supported (Mobile and Web)	Feb 14, 2024	

<p>1.4.5 Images of Text (Level AA)</p>	<p>Text is used instead of images of text. Logos are an exception</p>	<p>✔ Supported (Mobile and Web)</p>	<p>Oct 25, 2022</p>	<p>No images of text are used apart from logos and user-uploaded images that may contain text.</p>
<p>1.4.10 Reflow (Level AA 2.1 only)</p>	<p>Content adjusts to fit small/heavily zoomed viewports, eg no content overflows horizontally at a width of 320 CSS pixels</p>	<p>✔ Supported (Mobile and Web)</p>	<p>Feb 10, 2023</p>	<p>Content reflows properly even on small screens</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p>	<p>A contrast ratio of at least 3:1 against adjacent colors for: non-decorative details of user interface elements (except inactive states and browser defaults) and non-decorative details of graphics</p>	<p>● Partially Support (Mobile and Web)</p>	<p>Dec 12, 2022</p>	<p>There are several places where we don't pass 3:1. Planned color work will address this.</p>
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p>	<p>Specific (see link) changes to text spacing don't cause loss of content or functionality</p>	<p>● Partially Support (Mobile and Web)</p>	<p>Dec 12, 2022</p>	<p>Mostly works but some menu items are truncated instead of wrapping.</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p>	<p>When hover or focus causes new content to become visible, it must be possible to dismiss the new content, move the pointer over it, and keep viewing the content until hover/focus is removed or it is dismissed</p>	<p>✔ Supported (Mobile and Web)</p>	<p>Dec 12, 2022</p>	<p>No content that becomes visible on hover or focus.</p>

<p><u>2.4.5 Multiple Ways</u> (Level AA)</p>	<p>Multiple ways to navigate amongst web pages are available, eg: links, search, sitemap, table of contents</p>	<p>✔ Supported (Mobile and Web)</p>	<p>Feb 10, 2023</p>	<p>We do not think we need to provide a separate sitemap/table of contents as our main menu already fills this role.</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p>	<p>If headings and labels are provided, they must be descriptive of the content</p>	<p>✔ Supported (Mobile and Web)</p>	<p>Dec 12, 2022</p>	<p>Headings and labels are descriptive and not generic.</p>
<p><u>2.4.7 Focus Visible</u> (Level AA)</p>	<p>Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	<p>✔ Supported (Mobile and Web)</p>	<p>Dec 12, 2022</p>	<p>Yes, focus indicator is visible when using Voiceover or keyboard nav.</p>
<p><u>3.1.2 Language of Parts</u> (Level AA)</p>	<p>The each passage of text has its language identified. If all content is in the same language, it's sufficient to identify this on a per-page level</p>	<p>✔ Supported (Mobile and Web)</p>	<p>May 4, 2023</p>	<p>We update the page language as per WCAG 3.1.1 Language of Page. We don't include multiple languages on the same page unless content in a different language has been added by a user.</p>
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p>	<p>Navigation mechanisms that are repeated on multiple pages occur in the same relative order each time they are repeated</p>	<p>✔ Supported (Mobile and Web)</p>	<p>Dec 12, 2022</p>	<p>Not many navigation mechanisms are repeated, but they are consistent when they are repeated.</p>

<p><u>3.2.4 Consistent Identification</u> (Level AA)</p>	<p>Components that have the same functionality are identified consistently</p>	<p>● Partially Support (Mobile and Web)</p>	<p>June 14, 2023</p>	<p>We have some places where components are identified inconsistently.</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p>	<p>If input errors are detected, suggestions for correction are provided to the user</p>	<p>● Partially Support (Mobile and Web)</p>	<p>June 14, 2023</p>	<p>We have field-level validation, but not form-level validation or announced empty states when a search returns no results.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p>	<p>For web pages that modify/delete user information or cause financial transactions to occur, one of the following is true: data is checked for input errors, submissions are reversible, or it's possible to review, correct, and confirm before submission</p>	<p>✔ Supported (Mobile and Web)</p>	<p>Dec 12, 2022</p>	<p>We always confirm before eg booking a ride or deleting the rider's profile. Edits to rider profile information are reversible and checked for errors.</p>
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p>	<p>Status messages (toasts, search results, errors, loading states) can be presented to the user by assistive technologies</p>	<p>● Does Not Support (Mobile and Web)</p>	<p>June 14, 2023</p>	<p>Search results and loading states are not announced.</p>