Rider App iOS Accessibility Conformance Report WCAG 2.2 Level A and AA

(Based on VPAT® Version 2.5)

Name of Product/Version:

Spare Labs Rider v3.24.77 (iOS)

Report Date and Versions:

• Report Date: 2024-08-16

• Last Modified Date: 2024-08-16

• VPAT Version: spare-labs-rider-ios-2024-01

Product Description:

An accessible, user-centric app that increases autonomy, simplifies the booking experience and enables multi-modal travel.

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Scope of work:

- Global elements
- Booking a trip
- Taking a trip
- Logging in
- Profile
- Profile -> Edit Profile
- Favorite Locations
- Default Preferences
- Add a Payment Method

Evaluation Methods Used:

Spare Labs Rider App has been evaluated for iOS use. Crownpeak tested the native application on an iPhone 8 (iOS v15.3.1) with the VoiceOver screen reader.

Manual and automated audits have been performed on a predefined set of representative screens. See the scope of work.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.2	 Table 1: Success Criteria, Level A Table 2: Success Criteria, Level AA

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The product's functionality has at least one method that meets the criterion without known defects or with equivalent facilitation.
- Partially Supports: Some of the product's functionality does not meet the criterion.
- **Does Not Support**: Most 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 only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, screens, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.2 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Software: Supports	Expectation: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose Remarks: There's no non-text-content in the scope of the audit.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Software: Not applicable	Expectation: For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. Remarks: No media has been found in the scope of the audit.
1.2.2 Captions (Prerecorded) (Level A)	Software: Not applicable	Expectation: Captions are provided for all prerecorded audio

Criteria	Conformance Level	Remarks and Explanations
		content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.
2.2. Audia Dagaintian and dia Albamatica (Duguagandad) (Laval	Coffman Not continue	Remarks: No media has been found in the scope of the audit.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Software: Not applicable	Expectation: An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.
		Remarks: No media has been found in the scope of the audit.
1.3.1 Info and Relationships (Level A)	Software: Supports	Expectation: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.
		Remarks: Information about content structure is available to more people.
1.3.2 Meaningful Sequence (Level A)	Software: Partially Supports	Expectation: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.
		Remarks: In the login process, important agreement information comes after the submit button.

	Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics		Software: Supports	Expectation: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. Remarks: Other than the well-known Close and Search icons, the non-visual instructions are provided.
1.4.1 Use of Color (Level A)		Software: Supports	Expectation: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Remarks: Across the website, text or physical elements are present with the colors.
1.4.2 Audio Control (Level A)		Software: Not Applicable	Expectation: If any audio on a Screen plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. Remarks: No audio content plays automatically in the scope of the audit.
2.1.1 Keyboard (Level A)		Software: Not applicable	Expectation:

Criteria	Conformance Level	Remarks and Explanations
		All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. Remarks: iOS native application
2.1.2 No Keyboard Trap (Level A)	Software: Not applicable	Expectation: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. Remarks: iOS native application.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Software: Not Applicable	Expectation: If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: Turn off: A mechanism is available to turn the shortcut off • Remap: A mechanism is available to remap the shortcut to include one or more non-

Criteria	Conformance Level	Remarks and Explanations
		printable keyboard keys (e.g., Ctrl, Alt) • Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus. Remarks: There are no shortcuts implemented.
2.2.1 Timing Adjustable (Level A)	Software: Partially	Expectation:
	Supports	For each time limit that is set by the content, at least one of the following is true: • Turn off: The user is allowed to turn off the time limit before encountering it • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible • Essential Exception: The time limit is essential and extending it would invalidate the activity • 20 Hour Exception: The time limit is longer than 20 hours.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Software: Not applicable	Remarks: • In the login process, there's a mobile phone code verification that only allows one minute to enter the correct code on the web page. Expectation:
		 For moving, blinking, scrolling, or auto-updating information, all of the following are true: Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.
		Remarks: There's no moving, blinking, scrolling, or autoupdating information without page refresh in the application.
2.3.1 Three Flashes or Below Threshold (Level A)	Software: Supports	Expectation:

Criteria	Conformance Level	Remarks and Explanations
		Screens do not contain anything that flashes more
		than three times in any one second period, or the
		flash is below the general flash and red flash
		thresholds.
		Remarks:
		There's no content that flash for more than 3 times
		a second that could cause a seizure.
2.4.1 Bypass Blocks (Level A)	Software: Not applicable	Expectation:
		A mechanism is available to bypass blocks of
		content that are repeated on multiple Screens.
		Remarks:
		iOS native application without content.
2.4.2 Page Titled (Level A)	Software: Not applicable	Expectation:
		Screens have titles that describe topic or purpose.
		Remarks:
		iOS native application.
2.4.3 Focus Order (Level A)	Software: Partially	Expectation:
	Supports	If a Screen can be navigated sequentially and the
		navigation sequences affect meaning or operation,
		focusable components receive focus in an order
		that preserves meaning and operability.
		Remarks:
		When navigating with the VoiceOver screen reader
		the focus order is not always logical as the focus is
		not set on the triggered elements.
2.4.4 Link Purpose (In Context) (Level A)	Software: Supports	Expectation:
		The purpose of each link can be determined from

Criteria	Conformance Level	Remarks and Explanations
		the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. Remarks:
		Links accessible text are purposeful across the application.
2.5.1 Pointer Gestures (Level A 2.1 only)	Software: Supports	Expectation: All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. Remarks: There's no functionality requiring the use of multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Software: Supports	Expectation:
(Level A 2.1 offin)	Software. Supports	For functionality that can be operated using a single pointer, at least one of the following is true: No Down-Event: The down-event of the pointer is not used to execute any part of the function Abort or Undo: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion Up Reversal: The up-event reverses any outcome of the preceding down-event Essential: Completing the function on the

Criteria	Conformance Level	Remarks and Explanations
		down-event is essential.
		Remarks: No Down-Event event listener has been noticed.
2.5.3 Label in Name (Level A 2.1 only)	Software: Partially Supports	Expectation: For user interface components with labels that include text or images of text, the name contains the text that is presented visually. Remarks: The ride options accessible text do not always contain the label visual text.
2.5.4 Motion Actuation (Level A 2.1 only)	Software: Not Applicable	Expectation: Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: • Supported Interface: The motion is used to operate functionality through an accessibility supported interface • Essential: The motion is essential for the function and doing so would invalidate the activity.
		Remarks: No motion is necessary to navigate the application.
3.1.1 Language of Page (Level A)	Software: Supports	Expectation: The default human language of each Screen can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
		Remarks: The language is properly understood and used by the VoiceOver screen reader.
3.2.1 On Focus (Level A)	Software: Supports	Expectation: When any component receives focus, it does not initiate a change of context. Remarks:
3.2.2 On Input (Level A)	Software: Partially Supports	The context doesn't change on focus. Expectation: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. Remarks:
		 The locations suggested list change on input and is not announced. The <i>Terms of Use</i> link on the login screen that doesn't do anything when triggered.
3.2.6 Consistent Help (Level A 2.2 only)	Software: Supports	Expectation: If a Screen contains any of the following help mechanisms, and those mechanisms are repeated on multiple Screens within a set of Screens, they occur in the same order relative to other page content, unless a change is initiated by the user: • Human contact details; • Human contact mechanism;

Criteria	Conformance Level	Remarks and Explanations
		 Self-help option; A fully automated contact mechanism. Remarks: The help mechanisms are always available from the same Profile / Account screen.
3.3.1 Error Identification (Level A)	Software: Partially Supports	Expectation: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.
		 Remarks: The form error handling is present and visually described to the user, but the error messages on the select locations screen are not associated the their respective field and not announced to the screen reader users. The error message for when you're adding balance to your wallet and are missing the required field is too generic.
3.3.2 Labels or Instructions (Level A)	Software: Partially Supports	Expectation: Labels or instructions are provided when content requires user input. Remarks: Required fields are not always visually marked up as such.
3.3.7 Redundant Entry (Level A 2.2 only)	Software: Supports	Expectation: Information previously entered by or provided to the user that is required to be entered again in the same process is either auto-populated, or available

Criteria	Conformance Level	Remarks and Explanations
		for the user to select.
		Remarks: The application does not ask to re-enter information previously entered.
4.1.1 Parsing (Level A – Deprecated in 2.2)	Software: Supports	Expectation: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. Remarks:
		For WCAG 2.0, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata.
4.1.2 Name, Role, Value (Level A)	Software: Partially Supports	Expectation: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.
		Remarks: • The expandable panels "Bottom Sheet" accessible text is not purposeful, and • The back buttons accessible text aren't

Criteria	Conformance Level	Remarks and Explanations
		always purposeful.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Software: Not Applicable	Expectation:
		Captions are provided for all live audio content in
		synchronized media.
		Remarks:
		No media has been found during the audit.
1.2.5 Audio Description (Prerecorded) (Level AA)	Software: Not Applicable	Expectation:
		Audio description is provided for all prerecorded
		video content in synchronized media.
		Remarks:
		No media has been found during the audit.
1.3.4 Orientation (Level AA 2.1 only)	Software: Supports	Expectation:
		Content does not restrict its view and operation to
		a single display orientation, such as portrait or
		landscape, unless a specific display orientation is
		essential.
		Remarks:
		Content is available as portrait or landscape and no
		information or functionality is lost.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Software: Supports	Expectation:
		The purpose of each input field collecting

Criteria	Conformance Level	Remarks and Explanations
		 information about the user can be programmatically determined when: The input field serves a purpose identified in the Input Purposes for User Interface Components section The content is implemented using technologies with support for identifying the expected meaning for form input data.
		Remarks: The form field types are used accordingly to their purposes and the HTML autocomplete attributes values are valid when used.
1.4.3 Contrast (Minimum) (Level AA)	Software: Partially Supports	Expectation: The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1 • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.

Criteria	Conformance Level	Remarks and Explanations
		Remarks: Across the application, there are color contrast ratio issues for regular text. • Profile menu screen red text on white background buttons. • Scheduled trips in-progress green text on light green background badge. • Profile screens gray text on light gray background when no profile avatar or picture is selected. • The code verification timer text gray text on white background.
1.4.4 Resize text (Level AA)	Software: Supports	Expectation: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. Remarks: At 200%, there's no loss of content or functionality.
1.4.5 Images of Text (Level AA)	Software: Partially Supports	Expectation: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: • Customizable: The image of text can be visually customized to the user's requirements • Essential: A particular presentation of text is essential to the information being conveyed.

Criteria	Conformance Level	Remarks and Explanations
		Remarks: The Spare logo present on the login screens process is missing is alternative text equivalent and not presented to the screen reader users.
1.4.10 Reflow (Level AA 2.1 only)	Software: Partially Supports	Expectation: Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: • Vertical scrolling content at a width equivalent to 320 CSS pixels • Horizontal scrolling content at a height equivalent to 256 CSS pixels Except for parts of the content which require two-dimensional layout for usage or meaning. Remarks:
		On the add favorites screen, the action buttons overlap the ride icon(s).
1.4.11 Non-text Contrast (Level AA 2.1 only)	Software: Partially Supports	Expectation: The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): • User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author • Graphical Objects: Parts of graphics required

Criteria	Conformance Level	Remarks and Explanations
		to understand the content, except when a particular presentation of graphics is essential to the information being convey Remarks: The visual presentation of the interface components and adjacent colors always meet the minimum required color contrast of 3:1 except for the map serviced areas blue outline.
1.4.12 Text Spacing (Level AA 2.1 only)	Software: Supports	Expectation: In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size • Spacing following paragraphs to at least 2 times the font size • Letter spacing (tracking) to at least 0.12 times the font size • Word spacing to at least 0.16 times the font size. Remarks: All content and functionality is available e.g., text in containers is not truncated and does not overlap
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Software: Supports	other content when applying the text spacing properties as specified above. Expectation:

Criteria	Conformance Level	Remarks and Explanations
		 Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: Dismissible: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.
		Remarks: No content is become visible or hidden when elements are focused. The hover state has not been tested as it was not part of the scope.
2.4.5 Multiple Ways (Level AA)	Software: Supports	Expectation: More than one way is available to locate a Screen within a set of Screens except where the Screen is the result of, or a step in, a process. Remarks: Links and navigation are provided to navigate through the application.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Software: Supports	Expectation: Headings and labels describe topic or purpose.
		Remarks: Headings and labels are descriptive of their topic or purpose.
2.4.7 Focus Visible (Level AA)	Software: Supports	Expectation: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.
		Remarks: Across the application, the focus indicators are visible and obvious.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Software: Supports	Expectation: When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.
		Remarks: Focused elements aren't obscured by another component on the page.
2.5.7 Dragging Movements (Level AA 2.2 only)	Software: Supports	Expectation: All functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging, unless dragging is essential or the functionality is determined by the user agent and not modified by the author.
		Remarks: The files can be dragged or added via a file selector.

Criteria	Conformance Level	Remarks and Explanations
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Software: Supports	Expectation: The size of the target for pointer inputs is at least 24 by 24 CSS pixels.
		Remarks: The target sizes of the interactive element across the application are at least 24 by 24 CSS pixels or have enough space between elements.
3.1.2 Language of Parts (Level AA)	Software: Not Applicabl	Expectation: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. Remarks: The screens audited didn't have multiple languages
3.2.3 Consistent Navigation (Level AA)	Software: Supports	on one screens. Expectation: Navigational mechanisms that are repeated on multiple Screens within a set of Screens occur in the same relative order each time they are repeated, unless a change is initiated by the user. Remarks: The navigation is consistent throughout the application, sections and components (modals, PDF)
3.2.4 Consistent Identification (Level AA)	Software: Supports	Reader, lessons, etc.). Expectation: Components that have the same functionality

Criteria	Conformance Level	Remarks and Explanations
		within a set of Screens are identified consistently.
		Remarks: The functionalities and display across the application, sections and components (modals, PDF Reader, lessons, etc.) are consistent.
3.3.3 Error Suggestion (Level AA)	Software: Supports	Expectation: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.
		Remarks: If an error occurred or an answer can be potentially wrong, there will be recommendations and suggestions to guide the users.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Software: Not Applicable	Expectation: For Screens that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

Criteria	Conformance Level	Remarks and Explanations
		Remarks: This application does not deal with legal or financial data.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Software: Supports	Expectation: A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process. Remarks: The application does not use a reCaptcha, or any other puzzle solving solution to login.
4.1.3 Status Messages (Level AA 2.1 only)	Software: Partially Supports	Expectation: In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. Remarks: A successful message when adding a note is missing. Ride progress not announced to the screen reader users. Login code verification timer not announced to the screen reader users. Success alerts are not announced to the screen reader users.

Table 3: Success Criteria, Level AAA

Notes: Not in scope / Not Evaluated

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