Rider App Web

Accessibility Conformance Report

WCAG 2.2 Level A and AA

(Based on VPAT® Version 2.5)

Name of Product/Version:

Spare Labs Rider v3.24.80 (Web)

Report Date and Versions:

- Report Date: 2024-08-21
- Last Modified Date: 2024-08-21
- VPAT Version: spare-labs-rider-web-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 Web use. Crownpeak's auditors tested the web application on Windows and MacOS with JAWS, NVDA, and VoiceOver screen readers.

Manual and automated audits have been performed on a predefined set of representative screens. See the scope of work. Automated audits have been done with on-demand page checkers like WAVE, Axe, ANDI, and Page Checker (proprietary to Crownpeak).

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. **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:** Partially Supports	**Expectation:** Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. **Remarks:** Alert dialog content is not announced when triggered.
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 (Level A)	**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:** Partially	**Expectation:**

Criteria	Conformance Level	Remarks and Explanations
	Supports	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: • Some radio buttons and links are faked with div elements instead of proper HTML tags which don't have all the required event listeners for keyboard events.
2.1.2 No Keyboard Trap (Level A)	Software: Supports	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: No keyboard trap found in the scope of work.
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

Criteria	Conformance Level	Remarks and Explanations
		shortcut off ● Remap: A mechanism is available to remap the shortcut to include one or more non-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 Supports	**Expectation:** 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

Criteria	Conformance Level	Remarks and Explanations
		the activity ● 20 Hour Exception: The time limit is longer than 20 hours. **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.
2.2.2 Pause, Stop, Hide (Level A)	**Software:** Not applicable	**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 auto-

Criteria	Conformance Level	Remarks and Explanations
		updating information without page refresh in the application.
2.3.1 Three Flashes or Below Threshold (Level A)	**Software:** Supports	**Expectation:** 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:** Web application without content.
2.4.2 Page Titled (Level A)	**Software:** Does not support	**Expectation:** Screens have titles that describe topic or purpose. **Remarks:** Page titles are identical and lack purpose across the application.
2.4.3 Focus Order (Level A)	**Software:** Partially Supports	**Expectation:** 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

Criteria	Conformance Level	Remarks and Explanations
		reader the focus order is not always logical as the focus is not set on the triggered elements. • Across the application, non-interactive headings are focusable.
[2.4.4 Link Purpose (In Context)](#) (Level A)	**Software:** Partially Supports	**Expectation:** The purpose of each link can be determined from 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:** • When the links open in a new tab or windows, no warning message and/or visual cue are provided.
[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:** 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

Criteria	Conformance Level	Remarks and Explanations
		• 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 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 names do not 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

Criteria	Conformance Level	Remarks and Explanations
		• 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. **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:** The context doesn't change on focus.
3.2.2 On Input (Level A)	**Software:** Partially Supports	**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 *Terms of Use* link on the login screen that doesn't do anything when triggered.

Criteria	Conformance Level	Remarks and Explanations
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; • 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

Criteria	Conformance Level	Remarks and Explanations
		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 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,

Criteria	Conformance Level	Remarks and Explanations
		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 always purposeful. • There are multiple broken ARIA references and menus.

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.

Criteria	Conformance Level	Remarks and Explanations
[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 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

Criteria	Conformance Level	Remarks and Explanations
		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. **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:** Partially 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:**

Criteria	Conformance Level	Remarks and Explanations
		At 200%, there's loss of content or functionality on the login code verification and add credit card screens.
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. **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:**

Criteria	Conformance Level	Remarks and Explanations
		When zoomed at 200%, the credit card information overlaps the "Where to?" component that should be hidden at this point.
[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 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, - some links and buttons missing clear hover states.
[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

Criteria	Conformance Level	Remarks and Explanations
		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 other content when applying the text spacing properties as specified above.
[1.4.13 Content on Hover or Focus](#) (Level AA 2.1 only)	**Software:** Supports	**Expectation:** 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

Criteria	Conformance Level	Remarks and Explanations
		• 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.
[2.4.6 Headings and Labels](#) (Level AA)	**Software:** Partially Supports	**Expectation:** Headings and labels describe topic or purpose. **Remarks:** The login screens have no headings structure.
[2.4.7 Focus Visible](#) (Level AA)	**Software:** Partially Supports	**Expectation:** Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. **Remarks:** The focus indicators are not visible on the favorites edit/add screens icons.
[2.4.11 Focus Not Obscured (Minimum)](#) (Level AA 2.2 only)	**Software:** Supports	**Expectation:**

Criteria	Conformance Level	Remarks and Explanations
		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.
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 Applicable	**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.

Criteria	Conformance Level	Remarks and Explanations
		Remarks: The screens audited didn't have multiple languages on one screens.
[3.2.3 Consistent Navigation](#) (Level AA)	**Software:** Supports	**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 Reader, lessons, etc.).
[3.2.4 Consistent Identification](#) (Level AA)	**Software:** Supports	**Expectation:** Components that have the same functionality 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

Criteria	Conformance Level	Remarks and Explanations
		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. **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 Support	**Expectation:** In content implemented using markup languages,

Criteria	Conformance Level	Remarks and Explanations
		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.

Table 3: Success Criteria, Level AAA

Notes: Not in scope / Not Evaluated

Legal Disclaimer (Company)

Include your company's legal disclaimer here, if needed.