

Callconnect accessibility statement

This accessibility statement applies to the Callconnect app, available on iOS and Android.

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Callconnect is run by Lincolnshire County Council, and allows users to book, edit, track and cancel demand-responsive transport (DRT) trips. We want as many people as possible to be able to use the app. For example, that means you will be able to:

- Change colours and contrast levels
- Resize text by activating dynamic type in iOS and large fonts, screen zoom in Android
- Navigate most of the app using a keyboard
- Navigate most of the app using voice control in iOS and voice access in Android
- Listen to most of the app using VoiceOver in iOS, Talk Back in Android

We have designed the layout of the app and the content within to be as clear and direct as possible, and are constantly improving usability.

How accessible the app is

We know some parts of the Callconnect app across iOS and Android are not fully accessible:

iOS and Android

- The app does not allow users to view pages in landscape mode
- Some labels and interfaces do not include full name, role, and value information

Reporting accessibility problems with the Callconnect apps

We're always looking to improve the accessibility of the Callconect apps. If you find any problems not listed on this page or think we're not meeting accessibility requirements, please use the LincsBus [contact form](#).

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations').

If you are not happy with how we respond to your complaint, contact the [Equality Advisory and Support Service \(EASS\)](#).

Technical information about app accessibility

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

This accessibility statement applies to the Callconnect iOS and Android mobile applications. The version number as of 9 May 2024 is 4.16.2.

Compliance status

This application is partially compliant with the [Web Content Accessibility Guidelines version 2.1 AA standard](#), because of the non-compliances and exemptions listed below.

Non-accessible content

The content listed below is partially accessible for the following reasons.

Non-compliance with the accessibility regulations

The application does not always ensure that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. This means that when using Voiceover or TalkBack, for some text it may not indicate whether it is a heading or button. This renders the app partially compliant with WCAG criterion 1.3.1 (Info and Relationships).

In iOS, when the sequence in which content is presented affects its meaning, a correct reading sequence can be determined for most instances, but not all. We plan to solve the two exceptions to be fully compliant with WCAG criterion 1.3.2 (Meaningful Sequence).

Most of the elements in the product do not use color as the only visual means of conveying information, with the exception of one page (“Scheduled Rides” page).

This may make some icons difficult to interpret for users with a visual impairment. We plan to solve this one exception to ensure the application is fully compliant with WCAG criterion 1.4.1 (Use of Color).

The product can mostly be navigated sequentially in a focus order which matches the logical reading order, however there are a few pages that partially support this. This means that when using VoiceOver or TalkBack on certain pages, extra information that is not core to the application's functionality may be read out. This fails WCAG criterion 2.4.3 (Focus Order).

In iOS, The product always indicates specifically which input is in error, using a text description, when such errors are detected. However, there is one instance in Android where this is not supported. This means that when using VoiceOver or TalkBack, riders with visual impairment may not know when they receive an error on one page. This will be solved to ensure the Android version of the application complies with WCAG criterion 3.3.1 (Error Identification).

In most cases, the product does not initiate a change in context as a result of any component receiving focus. However, there is one exception. Once the one exception is solved, the application will meet WCAG criterion 3.2.1 (On Focus).

The product mostly consists of user interface components which indicate their name, role, and values programmatically, with a few exceptions, rendering the app only partially compliant with WCAG criterion 4.1.2 (Name, Role, Value).

The product allows text to be resized without loss of content or functionality on the application. However, in Android there are two phrases in the application that are

not dynamically resized, which makes the application partially compliant with WCAG criterion 1.4.4 (Resize text).

The product restricts its view and operation to a single display orientation, in landscape mode, which fails WCAG criterion 1.3.4, Orientation (Level AA 2.1 only). We are working towards a timeline to meet this criterion.

When most status messages in the product do not receive focus, they can be programmatically determined through role or properties and are presented to users of assistive technology without receiving focus. However, there are two exceptions in Android and one exception in iOS. This partially fails WCAG criterion 4.1.3 (Status Messages).

We plan to make all partially accessible functionality fully accessible by November 2024, and are working towards a timeline to meet WCAG criterion 1.3.4 (Orientation) (Level AA).

Preparation of this accessibility statement

This statement was prepared on 09 May 2024. This app was last tested in October 2023. The test was carried out by Level Access, a third-party accessibility specialist.

Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA.