



Government
Digital Service



Cabinet Office

24 June 2024

Accessibility report for Transport for Wales

<https://tfw.wales/>

Contents of this report

Overview	4
How accessible the website is	4
Accessibility statement	4
What to do next	4
Enforcement	5
How we checked	5
Tools we used	5
Pages we checked	5
Accessibility issues we found	6
WCAG 1.1.1 Non-text content	6
Issue 1 – Missing and lacking alt text for logos	6
Issue 2 – Mismatch in alt text language	7
Issue 3 – Icons lack markup	7
Issue 4 – Informative images lack alt text	7
Issue 5 – Logo information not conveyed to users	8
Issue 6 – Complex image has insufficient alt text	8
Issue 7 – Ambiguous alt text	9
Issue 8 – Informative image not conveyed to users	9
Issue 9 – Missing alt text in PDF	9
WCAG 1.3.1 Info and relationships	10
Issue 10 – Labels programmatically not associated	10
Issue 11 – Inconsistent heading hierarchy across pages	10

Issue 12 – Illogical heading structure	11
Issue 13 – Heading-like text not marked up as such	11
Issue 14 – List has disallowed children	12
Issue 15 – Lack of accessible name for select element	12
Issue 16 – Table has unsupported children	13
Issue 17 – Tablist has disallowed children	13
Issue 18 – Table has no table semantics	13
Issue 19 – Table headers not marked up	14
Issue 20 – PDF headings not marked up	14
WCAG 1.3.2 Meaningful sequence	14
Issue 21 – PDF reading order	14
WCAG 1.3.5 Identify input purpose	15
Issue 22 – Autocomplete attributes missing	15
Issue 23 – Autocomplete attribute has disallowed value	16
WCAG 1.4.3 Contrast (minimum)	16
Issue 24 – Insufficient search colour contrast	17
Issue 25 – Insufficient chatbot colour contrast	17
Issue 26 – Insufficient placeholder colour contrast	17
Issue 27 – Insufficient text colour contrast against background graphic	17
Issue 28 – Insufficient colour contrast on focus	18
Issue 29 – Insufficient placeholder colour contrast in search field	18
Issue 30 – Insufficient station code colour contrast	18
Issue 31 – Insufficient station text colour contrast	18
Issue 32 – Insufficient text colour contrast	19
Issue 33 – Insufficient PDF colour contrast	19
WCAG 1.4.4 Resize text	20
Issue 34 – Resizing causes loss of user input	20
Issue 35 – Resizing causes loss of content	20
WCAG 1.4.5 Images of text	20
Issue 36 – Image of text on Pay as you go travel page	20
WCAG 1.4.10 Reflow	21
Issue 37 – Cookie pop up blocks users at 400% zoom	21
Issue 38 – Text cut off at 400% zoom	21
Issue 39 – Search results cut off at 400% zoom	22
Issue 40 – Buttons cut off at 400% zoom	22
Issue 41 – Missing functionality at 400% zoom	22
Issue 42 – Calendar is hard to navigate by keyboard at 400% zoom on Check train times and buy tickets page	23

WCAG 1.4.11 Non-text contrast	23
Issue 43 – Functional icon has low contrast	24
Issue 44 – Checkbox focus has low contrast	24
Issue 45 – Swap icon has low contrast	24
Issue 46 – Close button has low contrast	25
WCAG 1.4.12 Text Spacing	25
Issue 47 – Some Homepage content is obscured when text is spaced out	25
WCAG 1.4.13 Content on hover or focus	26
Issue 48 – Main navigation submenus which appear on hover cannot be dismissed without moving the hover	26
Issue 49 – Season ticket railcard options cannot be dismissed by keyboard	26
WCAG 2.1.1 Keyboard	27
Issue 50 – Footer menu sections do not work with a keyboard at high zoom levels	27
Issue 51 – Menu button in chatbot does not work with a keyboard	27
Issue 52 – “Remove return selection” button does not work with a keyboard	28
Issue 53 – Complaint form fields are not fully keyboard-operable	28
Issue 54 – Delay Repay menus are not fully keyboard-operable	29
WCAG 2.2.2 Pause, stop, hide	29
Issue 55 – Moving tooltip on Ticket search results page cannot be stopped	30
Issue 56 – Animated graphic on Pay as you go travel page cannot be paused	30
WCAG 2.4.2 Page titled	30
Issue 57 – Check train times and buy tickets page title does not describe the page’s purpose	31
Issue 58 – Talking Transport PDF has no title	31
WCAG 2.4.3 Focus order	31
Issue 59 – Language pop-up on ticket search pages receives focus last	31
WCAG 2.4.4 Link purpose (in context)	32
Issue 60 – “Your account” icon on Welsh Homepage has a label in English	32
WCAG 2.4.6 Headings and labels	32
Issue 61 – Welsh Homepage has two visually hidden headings in English	32
Issue 62 – Welsh Homepage menu labels include instructions in English	33
Issue 63 – Language switcher on Check train times and buy tickets page has incorrect label	33
Issue 64 – Ticket search options overlay has Close icon with a non-descriptive label	33
Issue 65 – Bus icons in Ticket search results have incorrect labels	33
WCAG 2.4.7 Focus visible	34
Issue 66 – “Learn more” link has no visible focus	34
Issue 67 – Adult/child radio buttons have no visible focus	35
Issue 68 – Links on Contact us page have no visible focus	35

Issue 69 – “Choose file” button on Complaints page has no visible focus	35
Issue 70 – Items on Delay Repay page have no visible focus	35
Issue 71 – Links on Train Timetables page have no visible focus	36
WCAG 2.5.3 Label in name	36
Issue 72 – Accessible name of social media link does not contain the visible name	36
Issue 73 – Accessible name of ticket search form fields does not include the visible name	37
Issue 74 – Accessible name of ticket search buttons does not include the visible name	37
WCAG 3.1.2 Language of parts	38
Issue 75 – Language in language switcher is not marked up	38
Issue 76 – Welsh cookie message has English text which is not marked up	38
Issue 77 – Ticket Search language selector has Welsh text which is not marked up	38
WCAG 3.2.1 On focus	39
Issue 78 – Location search results are skipped with a keyboard	39
WCAG 4.1.2 Name, role, value	39
Issue 79 – “Add railcard” menu does not have an accessible name	39
Issue 80 – Selected date in date picker is not conveyed to screen reader users	40
Issue 81 – Contact us menu uses ARIA incorrectly	40
Issue 82 – Contact us menu field has no accessible role	40
Issue 83 – Complaints menu uses ARIA incorrectly	41
Issue 84 – Complaints Journey menu uses ARIA incorrectly	41
Issue 85 – Complaints menu field has no accessible role	41
Issue 86 – Search Options pop-up uses an incorrect ARIA attribute	42
Issue 87 – Ticket search calendar navigation icons have no accessible name	42
Issue 88 – Ticket search dates are not conveyed as selected	42
Issue 89 – Ticket search journey results use ARIA incorrectly	43
Issue 90 – Ticket search result icons use ARIA labels incorrectly	43
Issue 91 – Continue button is nested inside another interactive element	44
Issue 92 – Visually hidden journey summary is presented to screen reader users	44
Issue 93 – Expandable sections on Pay as you go travel page have no role	45
WCAG 4.1.3 Status messages	45
Issue 94 – Selecting a date gives no feedback to screen reader users	45
Issue 95 – Updating the number of travellers gives no feedback to screen reader users	46
Issue 96 – Character limit on Contact us page provides no screen reader feedback	47
Issue 97 – Character limit on Complaints form provides no screen reader feedback	47
Other issues	47
Issue 98 – Cards present duplicated information to screen reader users	48

Issue 99 – Social media link is repeated	48
Issue 100 – Keyboard focus is not kept within hamburger menu	48
Issue 101 – Menu items are lost when increasing zoom level	48
Issue 102 – Not all characters are typed when searching for trains	49
Issue 103 – Unintuitive focus order on “add railcard” functionality	49
Issue 104 – Differing link text points to same location	50
Contact and more information	50
Information and guidance	51

Overview

How accessible the website is

<https://tfw.wales/> was tested between 31 May and 12 June 2024 against the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard <https://www.w3.org/TR/WCAG21/>

Based on our testing, this website is partially compliant with WCAG 2.1 AA.

Accessibility statement

As part of the regulations you must publish an accessibility statement.

An accessibility statement was found but:

- accessibility issues were found during the test that were not included in the statement
- it is missing headings for “Compliance status” and “Non-accessible content”
- it is out of date and needs to be reviewed

What to do next

It is a requirement of The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 that public sector websites and mobile applications are accessible.

You must review and fix the issues identified in this report.

You need to update your accessibility statement to include the issues outlined in this report and fix any issues related to your statement.

Enforcement

On behalf of the Minister for the Cabinet Office we provide the Equality and Human Rights Commission (EHRC) with details about public sector bodies who have been monitored. If accessibility issues remain after giving you time to fix them, the EHRC may take further action.

Public sector bodies must publish an accessibility statement and review it regularly. If the decision is taken that a public sector body has failed to publish an accessibility statement or that the accessibility statement is incorrect, the Minister for the Cabinet Office may publish the name of the body and a copy of the decision.

How we checked

Different tests were completed to check against WCAG 2.1 AA success criteria.

Testing was based on a sampling approach and limited to a fixed time period. This is not a full comprehensive audit. We expect your organisation to do a full audit to find any other accessibility issues.

Tools we used

Unless otherwise stated, the latest version of software was used.

Type	Software used
Operating system	MacOS Sonoma 14.4.1, MacOS Sonoma 14.5, Android 12 on Google Pixel 3a
Browser	Chrome and Safari on Mac (viewport of 1280x1024), and Chrome on Pixel
Assistive technology	VoiceOver screen reader
Accessibility testing software	Axe , WAVE , Colour Contrast Analyser , Adobe Acrobat Pro

Pages we checked

A sample of pages were tested.

Page Name	URL
Homepage (English)	https://tfw.wales/
Homepage (Welsh)	https://trc.cymru/
Accessibility statement	https://tfw.wales/accessibility-statement-tfwwales

Page Name	URL
Contact us	https://tfw.wales/help-and-contact/rail/contact-us
Complaints form	https://tfw.wales/help-and-contact/rail/complaint
Search (timetables)	https://tfw.wales/search?search=timetables
Check train times and buy tickets	https://tickets.trc.cymru/#/
Ticket search results	https://tickets.trc.cymru/#/ticket-search/results
Pay as you go travel	https://tfw.wales/ways-to-travel/rail/ticket-types/pay-as-you-go
Cardiff to Bristol trains and tickets	https://tfw.wales/trains-cardiff-central-to-bristol
Live train status	https://tfw.wales/service-status/live-route-status
Delay Repay	https://tfw.wales/help-and-contact/rail/delay-repay
Train timetables	https://tfw.wales/service-status/timetables
PDF: Talking Transport	https://tfw.wales/sites/default/files/2022-07/Talking-Transport-Toolkit-ENG.pdf

Accessibility issues we found

The issues in this report are presented in WCAG order.

Where no issue was found, the WCAG success criteria has been removed.

WCAG 1.1.1 Non-text content

<https://www.w3.org/WAI/WCAG21/Understanding/non-text-content.html>

Non-text content like images, charts and icons must have a text alternative to give the same information or meaning to users who cannot see the content, such as screen reader users.

Issue 1 – Missing and lacking alt text for logos

This applies to most pages on the site, including the Homepage (in English and Welsh) and the Accessibility statement page.

Near the bottom of the page, there are four logos:

- Trafnidiaeth Cymru / Transport for Wales
- Llywodraeth Cymru / Welsh Government
- Adran dros Drafnidiaeth / Department for Transport
- Cronfa Datblygu Rhanbarthol Ewrop / European Regional Development Fund

The first logo has an alternative text of “tfw” and the rest are marked as decorative using role=“presentation”.

As these logos convey information to sighted users, they also need to have equivalent information presented to users of assistive technology. As a minimum, the alternative text needs to convey the text in the logo that is in the same language as the rest of the page.

Issue 2 – Mismatch in alt text language

This applies to the Homepage in Welsh only.

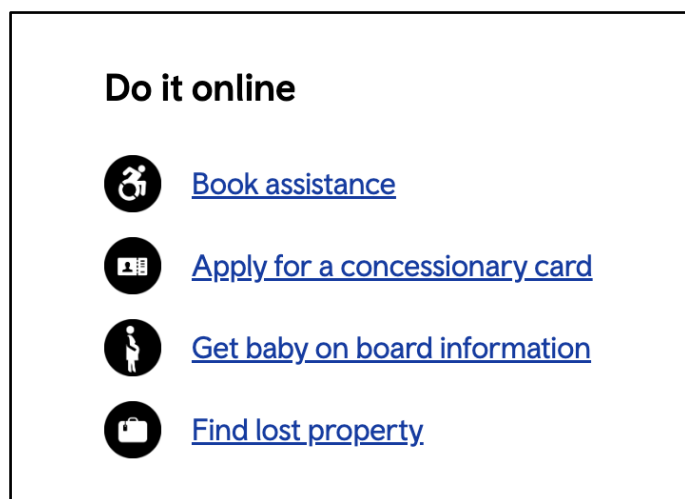
The Transport for Wales logo in the top left hand corner of the screen has the alternative text of “Transport for Wales logo” in English. The alternative text (and the implied purpose of the link behind it) needs to be described in Welsh to match the rest of the page.

Issue 3 – Icons lack markup

This applies to the Contact us page.

There are 7 SVG (Scalable Vector Graphics) images on the page that are neither marked as decorative (hidden from assistive technology users) nor have alternative text.

This applies to all 4 icons under “Do it online”, the icons next to “Chat on WhatsApp” and “X” and “Phone”.



Issue 4 – Informative images lack alt text

This applies to the Check train times and buy tickets page.


In the main region of the page, the “Trafnidiaeth Cymru / Transport for Wales” logo and the “Llywodraeth Cymru / Welsh Government” logo do not have alternative text, despite them being informative.

Issue 5 – Logo information not conveyed to users

This applies to the Ticket Search Results page when viewed at 100% zoom.

In the journey table, some journeys have a “T” logo in the table, conveying information that the train is operated by Transport for Wales.

However, this icon is not presented to screen reader users. This was tested using a journey from Swansea to Cardiff which has multiple operators.

<p>11:22 SWA On time</p> <p>12:15 CDF On time</p>	<p>11:52 SWA On time</p> <p>12:47 CDF On time</p>	<p>12:23 SWA On time</p> <p>13:15 CDF On time</p>
<p>53m ! Direct</p> <p>Great Western Railway</p> <p>🍴🍷</p>	<p>55m ! Direct</p> <p></p> <p>Great Western Railway</p> <p>🍴🍷</p>	<p>52m ! Direct</p> <p>Great Western Railway</p> <p>🍴🍷</p>

Issue 6 – Complex image has insufficient alt text

This applies to the Pay as you go travel page.

Towards the top of the page, there is an image showing the line from Pontyclun and Cardiff to Ebbw Vale, and intermediate stations.

The alternative text for this image is “Ebbw Vale stations”. However, this does not convey equivalent information compared to what is available visually.

The image needs to have a text alternative with equivalent information.

Issue 7 – Ambiguous alt text

This applies to the Cardiff to Bristol trains and tickets page.

Just before the “Live departures and arrivals” section there are three icons accompanied by text: “Free Wi-Fi”, “Charging points” and “Direct”.

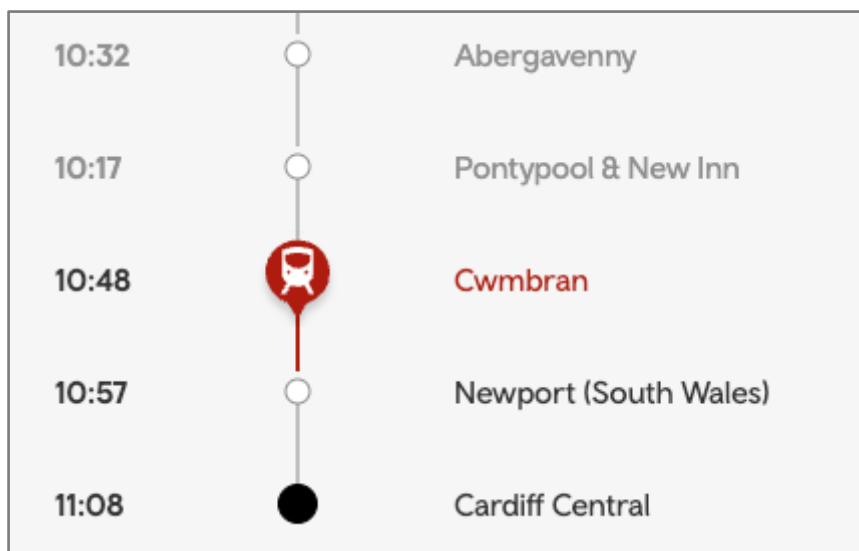
The alternative text for all three icons is “Promo” which is not descriptive of the images. Either the images need to be marked as decorative or have descriptive alt text.

Issue 8 – Informative image not conveyed to users

This applies to the Cardiff to Bristol trains and tickets page.

The “Live departures and arrivals” information has expandable rows showing all stops and times for each train. When an Arrivals row is expanded, the train’s current position is shown using a train icon in a red circle.

The train icon is not conveyed to screen reader users, meaning that there is no way to determine the train’s current position.



Issue 9 – Missing alt text in PDF

This applies to the Talking Transport PDF.

Images throughout the document do not have alternative text. In particular, this includes:

- the five figures on the front page, and when they are repeated throughout the document. They are presented to screen reader users as “graphic”.
- the list of digital platforms on page 11, such as Kahoot and Mentimeter

WCAG 1.3.1 Info and relationships

<https://www.w3.org/WAI/WCAG21/Understanding/info-and-relationships.html>

Information and relationships between content and elements that are made clear by visual formatting or audio cues should also be clear programmatically.

Assistive technologies such as screen readers rely on correct semantic use of elements to accurately interpret information for users. For example, text which visually looks like a heading because of bold styling should be marked up correctly inside heading tags in the code.

Issue 10 – Labels programmatically not associated

This applies to the Homepage in both English and Welsh, and other pages with train ticket search functionality, such as the Cardiff to Bristol trains and tickets page.

When searching for train times there are options to increase or decrease the number of Adult or Child passengers.

Visually, it is clear that the plus or minus buttons for each section fall under the “Adult / Oedolyn|oedolion (16+)” and “Child / Plant (5-15)” categories.

However, this relationship is not presented in the same way to assistive technology users. When a list of form controls is presented in VoiceOver, each control is listed as “+/- button” only and does not include the context of which option these buttons relate to.

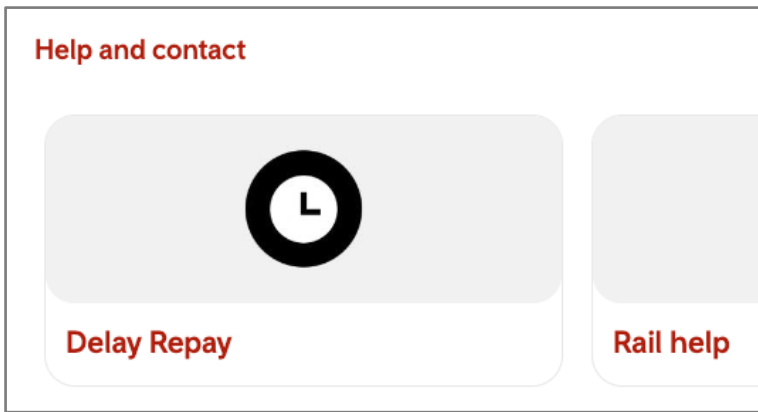
Issue 11 – Inconsistent heading hierarchy across pages

This applies to the Homepage in both English and Welsh, and the Contact us page.

Roughly half way down the page there are two level 2 headings (h2): “Help and contact”, and “Travelling advice”. On the Welsh page these are “Cymorth a chysylltu” and “Cyngor teithio”.

Under these headings, there are links which contain additional level 2 headings (created using ARIA), such as “Delay Repay”. On the Welsh page, this is “Ad-dalu Oedi”.

There is a mismatch between the visual and programmatic hierarchy because the two headings are positioned as if they are more important in the hierarchy than other headings which are at the same level. More confusingly, the text for the links is larger than that of the headings above.



Issue 12 – Illogical heading structure

This applies to the Accessibility statement page.

The content of the accessibility statement has numbered headings to structure the paragraphs. The page also features a “Contents” section that has the same headings.

While the numbered headings in the main region as well as under the “Contents” section have the same heading level 2, the headings are styled differently. The “Contents” heading is marked up as a heading level 4 and is visually the same size as the heading level 2 headings that are sitting underneath it.

<h2>1. Introduction</h2>

This accessibility statement applies to the website tfw.wales and the Welsh equivalent trc.cymru

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

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We've also made the website text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

<h2>2. How accessible this website is</h2>

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

<h4>Contents</h4>

Use these links to skip to the relevant sections

- [<h2>1. Introduction</h2>](#)
- [<h2>2. How accessible this website is</h2>](#)
- [<h2>3. Feedback and contact information</h2>](#)
- [<h2>4. Technical information about this website's accessibility</h2>](#)
- [<h2>5. Preparation of this accessibility statement</h2>](#)

[Print this page](#)

Issue 13 – Heading-like text not marked up as such

This applies to the Contact us page.

Under the “Contact us” heading is a “I’d like to ...” select form. When the user selects some options, for example “Report a fault on a train or railway station” or “Suggest Metro improvement work”, new content appears underneath that form field including text that precedes a radio group.

This text, for example “Your details”, looks like a heading, but is not marked up as such.

<h2>Contact us form</h2>

Use our online form and we'll get back to you as soon as possible - we aim to respond within 10 working days, but at very busy periods it may take up to 20 working days.

I'd like to ...

Report a fault on a train or railway station

Your comments*

aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officina deserunt mollit anim id est laborum.

4000 / 4000

Your details

How would you like a response to this feedback?

By email

By phone

Issue 14 – List has disallowed children

This applies to the Search (timetables) page.

Detected using Axe.

The search results pagination is wrapped into a list. A list `` and `` can directly contain only specific elements. This list element has direct children that are not allowed: `[role=presentation]`.

Issue 15 – Lack of accessible name for select element

This applies to the Complaints form and Contact us page.

The following `<select>` elements do not have an accessible name:

- Complaint/Feedback choice
- If your journey was delayed, let us know by how much (this appears if “My train journey” is selected in the previous field).

This appears to be because the `<label>` that can be found in the code is not correctly associated with the `<id>` of each `<select>` element. The “for” attribute does not exactly match the id in each case.

On the Contact us page, the select for the “I’d like to …” field has no accessible name, as the <label> that can be found in the code is not associated with the <id> of the <select> element.

Detected using Axe.

Issue 16 – Table has unsupported children

This applies to the Ticket Search Results page when viewed at 100% zoom.

The journey table has several invalid relationships between parts of the table which may make it difficult to navigate using assistive technology:

- The table elements for the outbound and return results contain children with a “button” role. These buttons allow users to select Earlier and Later times.
- The row elements for each ticket type (for example, cheapest standard single) contain children with “button” and “link” roles. These buttons represent each ticket and fare details.

Table and row roles do not support buttons or links as direct child elements.

Detected using Axe.

Issue 17 – Tablist has disallowed children

This applies to the Cardiff to Bristol trains and tickets page.

The “Live departures and arrivals” data is contained in a tablist element. When any of the rows are expanded, a tabpanel element appears showing all stops and times for that train. However, tabpanel elements are not allowed as children of tablist elements. The children of tabpanel elements can only be tabs.

Detected using Axe.

Issue 18 – Table has no table semantics

This applies to the Cardiff to Bristol trains and tickets page.

The “Live departures and arrivals” information is presented visually as a table with a header row (Departure/Arrives, To/From, Expected, Platform) but it is not coded as one. This is likely to make it harder for people who cannot see the table to understand what each piece of information represents.

For example, if a train has different scheduled and expected departure times, a screen reader user is not presented with the same context to distinguish each time that a sighted user will receive. Both times are presented in isolation.

Issue 19 – Table headers not marked up

This applies to the Delay Repay page.

There are two tables on the page with table headers which are not marked up. These are:

- How much compensation could I receive? - with columns:
 - Delay duration
 - Single ticket
 - Return ticket
- Delay Repay Performance - with columns:
 - Year
 - Month
 - Total claims received
 - Total claims approved
 - Total value of compensation
 - Average time to process claims

In both cases, the top row acts as a header row and the header text is shown in bold.

However each header row is not marked up as a header, for example, with <th> tags. This means that when a screen reader user is navigating through the table, they do not receive information on how the data is associated with each header.

Issue 20 – PDF headings not marked up

This applies to the Talking Transport PDF.

There is text throughout the document that looks and acts like headings, but isn't marked up as headings. For example, this includes:

- Page 2: Introducing Talking Transport, and Contents
- Page 3: Listen, learn and loop back (both the main heading and subheadings)
- Page 4: The Three Steps

WCAG 1.3.2 Meaningful sequence

<https://www.w3.org/WAI/WCAG21/Understanding/meaningful-sequence.html>

Content on a page must be in a logical order in the code. This keeps the meaning and connections between items on the page for assistive technology users.

Issue 21 – PDF reading order

This applies to the Talking Transport PDF.

Some text in the document is not presented in a meaningful order to screen reader users. For example:

- On page 4, the three steps at the top of the page are read in reverse order

- On page 8, the headings for “Hot Potato” and “Community Mapping” are both read before the content for both sections is read.
 - On page 10, the headings for “Snowstorm” and “Quiz” are both read before the content for both sections is read.
-

WCAG 1.3.5 Identify input purpose

<https://www.w3.org/WAI/WCAG21/Understanding/identify-input-purpose.html>

For form inputs which need personal information, the purpose and specific type of data required must be programmatically available in the code. This makes filling in forms easier for users of assistive technology and users with cognitive impairments.

Where technologically possible, the code must identify the data it expects if the input is one of the types listed in [WCAG 2.1 Section 7 - Input Purposes for User Interface Components](#). This can be done by adding an autocomplete attribute with an appropriate value.

Issue 22 – Autocomplete attributes missing

This applies to the Contact us and Complaints form pages.

Under the “Contact us” heading on the Contact us page is an “I’d like to ...” select form. When the user selects some options, for example “Report a fault on a train or railway station” or “Suggest Metro improvement work”, new content appears underneath that form field, asking for contact details when the user requires a response.

These form fields usually cover First name, Surname, and either Email address, Phone number or Address details. These fields do not have <autocomplete> attributes.

The same issue applies to similar form fields on the Complaints form page.

Your details

How would you like a response to this feedback?

By email

By phone

By post

I don't require a response

First name *

Surname *

Email *

Confirm email *

We may need to share details of your form with other parts of the Transport for Wales Group or other train operators if your claim or comments relate to another company. Please tick this box if you are happy for us to share these details.

Issue 23 – Autocomplete attribute has disallowed value

This applies to the Complaints form.

If the “My train journey” option is selected, there is a field to enter the date of travel. This has an attribute of `autocomplete=“chrome-off-11028027”`.

As this is not a valid value for the autocomplete attribute, and the field is not asking for information about the user, this attribute should be removed. Alternatively it could be set to an allowed value.

Detected using Axe.

WCAG 1.4.3 Contrast (minimum)

<https://www.w3.org/WAI/WCAG21/Understanding/contrast-minimum.html>

Poor colour contrast between text and its background makes it harder for all users to see content. The minimum contrast ratio is 4.5:1 for regular text and 3:1 for large text.

Issue 24 – Insufficient search colour contrast

This applies to most pages on the site, including the Homepage (in English and Welsh) and the Accessibility statement page.

The “search” or “chwilio” placeholder text in the search field at the top of the page is also used as the visual label text for the search field. It has a text colour of approximately grey #808080 against the background colour of #F4F4F4 with an insufficient contrast ratio of 3.59:1.

Issue 25 – Insufficient chatbot colour contrast

This applies to pages with a chatbot, such as Contact us, Search (timetables) and Live train status.

In the chatbot, there is a date heading at the top of the expanded Chatbot dialogue, for example “WED, 09:27”. The light grey text has an insufficient colour contrast of 3.87:1 (foreground colour: #797C7B, background colour: #F3F6F6, font size: 9.0pt (12px), font weight: normal). Expected contrast ratio of 4.5:1.

Detected using Axe.

Issue 26 – Insufficient placeholder colour contrast

This applies to the Homepage in both English and Welsh, and other pages with train ticket search functionality, such as the Cardiff to Bristol trains and tickets page.

In the section to search for train times, upon clicking into the From and To (O and I) fields, placeholder text of Search / Chwilio appears.

This text has very low contrast: approximately light pink #E2DAE9 on white #FFFFFF with a contrast ratio of 1.4:1.

Issue 27 – Insufficient text colour contrast against background graphic

This applies to the Homepage in both English and Welsh.

The main banner at the top of the page includes the text “June 2024 timetable change” or “Newid amserlen Mehefin 2024”.

This has a text colour of approximately #FFFFFF and is overlaid against a background illustration that has light grey areas of approximately #B4B4B4 value. The contrast ratio for this text is insufficient, as it is 2.1:1. For example, at 100% zoom, this is the case for most parts of the words “June” and “Newid”.

Issue 28 – Insufficient colour contrast on focus

This applies to the Homepage in both English and Welsh, and other pages with train ticket search functionality, such as the Cardiff to Bristol trains and tickets page.

When searching for train tickets, there is a button to dismiss the calendar popup: Done or Wedi'i wneud.

When this button receives keyboard focus, the text has low contrast: approximately white #FFFFFF on red #FF0000 with a contrast ratio of 4.0:1.



Issue 29 – Insufficient placeholder colour contrast in search field

This applies to the Search (timetables) page.

The “Search again” placeholder text in the search field in the main region is also used as the visual label text for the search field. It has a text colour of approximately grey #808080 against the background colour of #FFFFFF with an insufficient contrast ratio of 3.94:1.

Issue 30 – Insufficient station code colour contrast

This applies to the Ticket Search Results page when viewed at 100% zoom.

When an outward and return journey have been selected, the journey times are highlighted in pink at the top of the table.

The start and destination are represented using three letters in grey, for example, AYW and CDF.

This text has low contrast for the selected journey. It is grey #666666 on pink #FFCCCC with a contrast ratio of 4.0:1.

Detected using Axe.

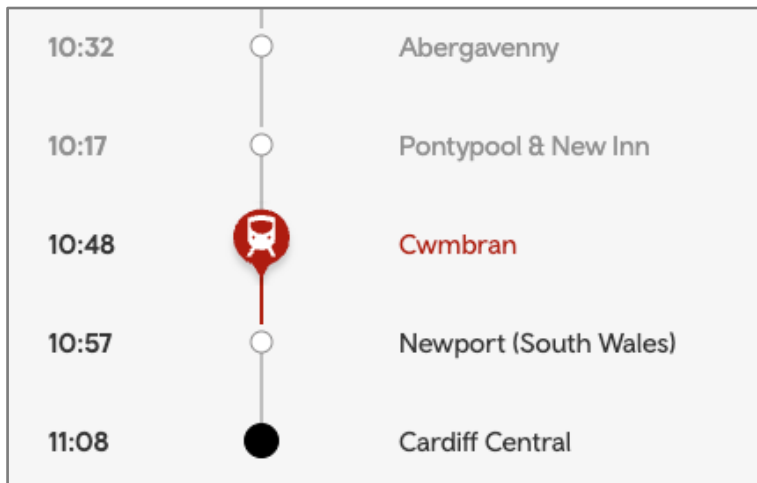
Issue 31 – Insufficient station text colour contrast

This applies to the Cardiff to Bristol trains and tickets page.

The “Live departures and arrivals” information has expandable rows showing all stops and times for each train. When an arrivals row is expanded, any times and stops in the past are written in grey text with insufficient contrast. The text is grey #909090 on light grey #f6f6f6 with a contrast ratio of 3.0:1.

Detected using Axe.

In the following screenshot, the times for Abergavenny and Pontypool & New Inn have insufficient contrast.



10:32	○	Abergavenny
10:17	○	Pontypool & New Inn
10:48	●	Cwmbran
10:57	○	Newport (South Wales)
11:08	●	Cardiff Central

Issue 32 – Insufficient text colour contrast

This applies to the Cardiff to Bristol trains and tickets page.

The “Live departures and arrivals” information has expandable rows showing all stops and times for each train. When a train is cancelled, this information is presented using very low contrast text as follows:

- The original departure time is light grey #BEBEBE on white #FFFFFF with a contrast ratio of 1.9:1.
- The destination and service provider are light grey #B8B8B8 on white #FFFFFF with a contrast ratio of 2.0:1.
- The word “Cancelled” is approximately light pink #E2B8B6 on white #FFFFFF with a contrast ratio of 1.8:1.

Detected using Axe and Colour Contrast Analyser.

14:41	Rhoose Cardiff International Airport Transport for Wales	On time	6	+
14:42	Merthyr Tydfil Transport for Wales	Cancelled	-	
14:46	Treherbert Transport for Wales	On time	7	+

Issue 33 – Insufficient PDF colour contrast

This applies to the Talking Transport PDF.

The introductory text on the first page of the document (Talking Transport - A toolkit for facilitators...) has low contrast.

While the background colour varies, most of the text has insufficient contrast. For example, the O in Talking Transport is approximately white #FFFFFF on pink #C28CAD with a contrast ratio of 2.7:1. As all of this text is large, it has a minimum contrast requirement of 3:1.

WCAG 1.4.4 Resize text

<https://www.w3.org/WAI/WCAG21/Understanding/resize-text.html>

Visually impaired users may enlarge fonts or zoom in to make text easier to read. Any page should support increasing text size to 200 percent without losing content or functions.

Issue 34 – Resizing causes loss of user input

This applies to the Check train times and buy tickets and Ticket search results pages.

When entering journey details or viewing results, if the browser window is zoomed (for example to 200%), the page reloads and any progress is lost.

Issue 35 – Resizing causes loss of content

This applies to the Cardiff to Bristol trains and tickets page.

When the page is viewed at 200% zoom or greater, and an arriving train has been cancelled, the only way this is presented is by greying out the relevant train. The word “Cancelled”, which appears at lower zoom levels, no longer appears.

As this text has low contrast, it is not a sufficiently accessible way to communicate a cancelled train. There needs to be an accessible way to show which trains have been cancelled, without relying only on low-contrast text or a change of colour.

WCAG 1.4.5 Images of text

<https://www.w3.org/WAI/WCAG21/Understanding/images-of-text.html>

Images of text should not be used unless they can be changed by users to meet their needs, for example increasing font size.

Issue 36 – Image of text on Pay as you go travel page

This applies to the Pay as you go travel page.

Towards the top of the page, there is an image showing the line from Pontyclun and Cardiff to Ebbw Vale, and intermediate stations.

This information is only available visually within the image and not as text.

WCAG 1.4.10 Reflow

<https://www.w3.org/WAI/WCAG21/Understanding/reflow.html>

Reflow or 'responsive web design' helps visually impaired users who may need to enlarge text on a webpage and read it in a single column without scrolling in more than one direction. It also helps users who are viewing the page on a mobile device. All content and functions must still be fully available in the adjusted size.

Issue 37 – Cookie pop up blocks users at 400% zoom

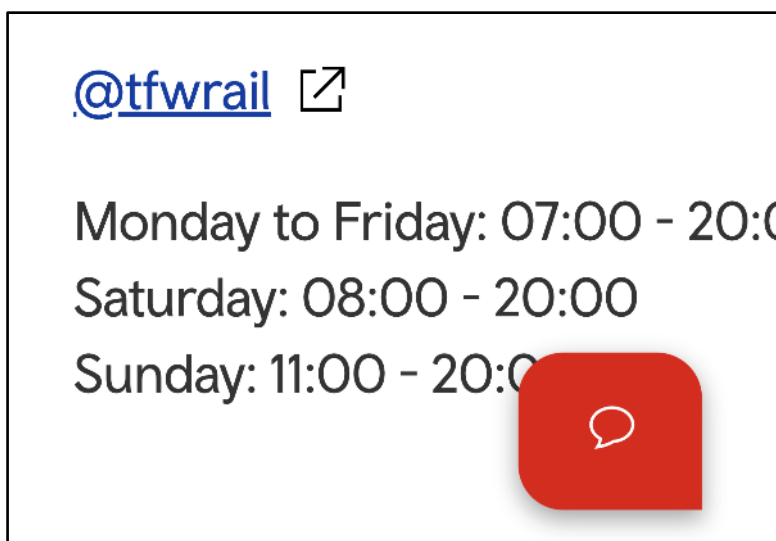
This applies to the Homepage in both English and Welsh.

Upon first opening the page, a message pops up asking about cookies. When the page is viewed at 400% zoom, only the first part of this message is available, and it is not possible to access the buttons to accept cookies further down the page. This effectively blocks people from using the website at this resolution.

Issue 38 – Text cut off at 400% zoom

This applies to the Contact us page.

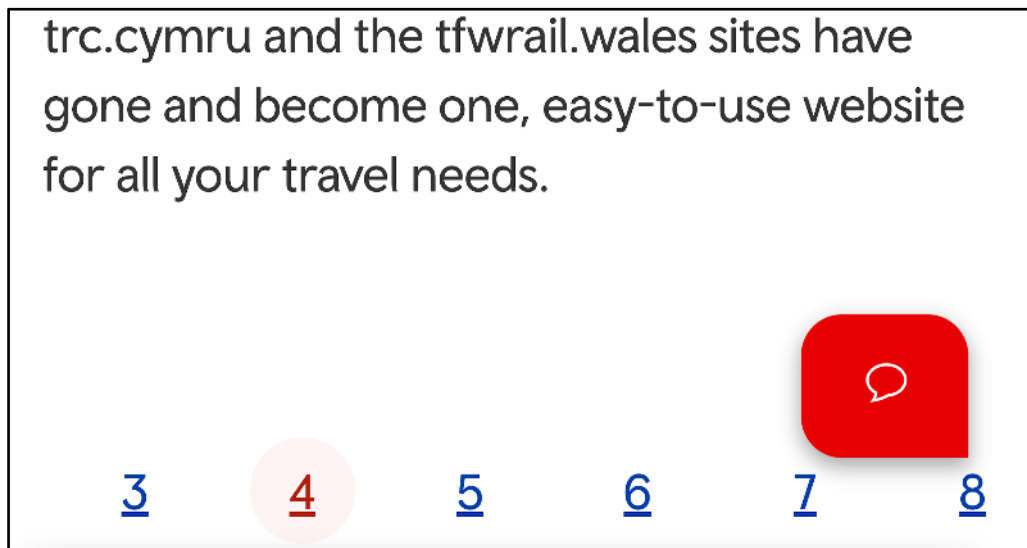
Text content gets cut off at 400% zoom. This can be seen under the "Chat on WhatsApp" and "X" headings



Issue 39 – Search results cut off at 400% zoom

This applies to the Search (timetables) page.

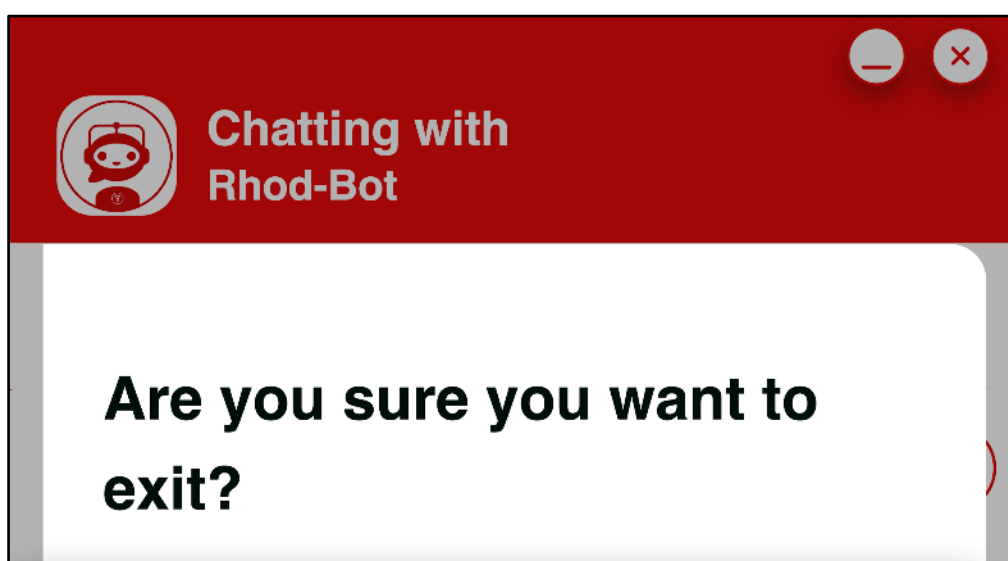
At 400% zoom the pagination for the Search results is cut off on both sides, i.e. the first few numerals are not visible as well as the last few.



Issue 40 – Buttons cut off at 400% zoom

This applies to pages with a chatbot, such as Contact, Search (timetables) and Live train status.

When the user tries to close the chatbot window by activating the “x” (close) button at the top, a modal window appears, asking the user “Are you sure you want to exit?”. At 400% zoom the “Yes” and “No” buttons are cut off.



Issue 41 – Missing functionality at 400% zoom

This applies to the Check train times and buy tickets page.

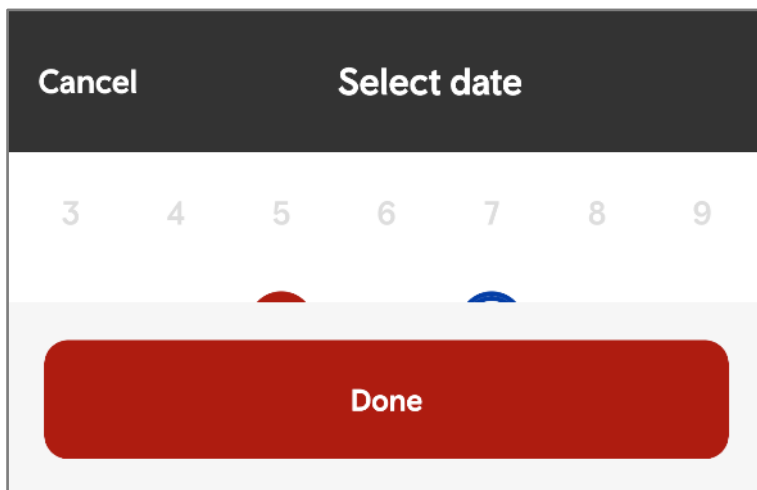
At 200% and 400% zoom the site reflows and content is removed, including the primary navigation and the footer content. The ticket search functionality has been maintained, and there is a condensed navigation bar at the bottom of the page featuring selected navigation links to “Buy”, “Live times”, “Wallet”, “Pay as you go” and “Account”. All of the other content in the header and footer available at 100% zoom has been omitted.

Issue 42 – Calendar is hard to navigate by keyboard at 400% zoom on Check train times and buy tickets page

This applies to the Check train times and buy tickets page when viewed at 400% zoom.

When selecting a travel date at this zoom level, only one row of calendar dates is available at any time. When navigating downwards using the keyboard, the calendar jumps down two rows, meaning that one row is never visible. In this example, the week commencing 10 June is not visible, although the top of two circles can be seen highlighting which dates are currently selected and focussed.

This makes travel date selection difficult when using the keyboard at this zoom level.



WCAG 1.4.11 Non-text contrast

<https://www.w3.org/WAI/WCAG21/Understanding/non-text-contrast.html>

Meaningful graphics and non-text components need to have good contrast against their background to help users with low vision see them.

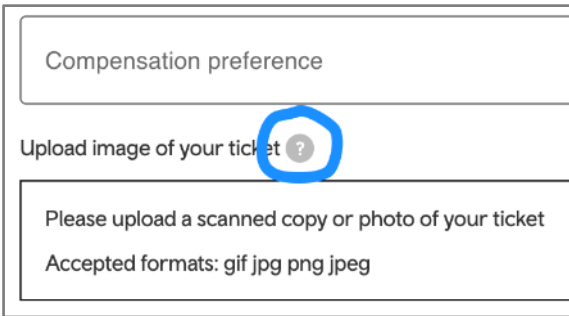
For example, on a selected radio button both its outline and its central dot must be easy to see compared to the other areas close to them, with a contrast ratio of at least 3:1.

Issue 43 – Functional icon has low contrast

This applies to the Complaints form.

Upon selecting “My train journey” in the first form field, an option appears further down the page to upload an image of your ticket. Next to this is a question mark icon which can be selected to show additional information (“Why do I need to do this?”).

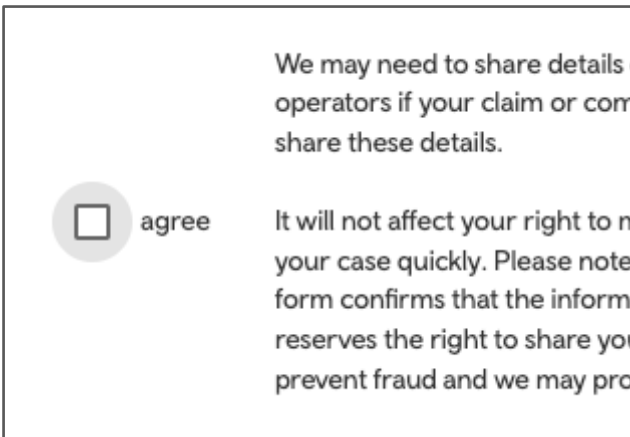
This question mark is hard to see as it has low contrast against its background. It is approximately light grey #BBBBBB on white #FFFFFF with a contrast ratio of 1.9:1.



Issue 44 – Checkbox focus has low contrast

This applies to the Complaints form.

There is a checkbox towards the end of the form to agree to terms before submitting the form. When this checkbox receives keyboard focus, it is surrounded by a grey circle. However, this is hard to see as it has low contrast against its background. The circle is approximately light grey #E0E0E0 on white #FFFFFF with a contrast ratio of 1.3:1.



Issue 45 – Swap icon has low contrast

This applies to the Check train times and buy tickets page.

The swap locations icon in the ticket search form features arrow icons facing up and downwards. The icons are faint against the background with a contrast ratio of approximately 1.46:1.

Issue 46 – Close button has low contrast

This applies to the Ticket Search Results page when viewed at 100% zoom.

When navigating through the search results, journey and ticket details can be viewed by following links, for example “1 change” or “details”. This opens up a pop-up window showing more information.

Each pop-up window has a light grey cross in the top right-hand corner to close it. However this is hard to see as it has low contrast. The grey is approximately #CCCCCC on white #FFFFFF with a contrast ratio of 1.6:1.

WCAG 1.4.12 Text Spacing

<https://www.w3.org/WAI/WCAG21/Understanding/text-spacing.html>

Users should be able to change the spacing between lines, words, letters and paragraphs to improve their reading experience without losing content or functions.

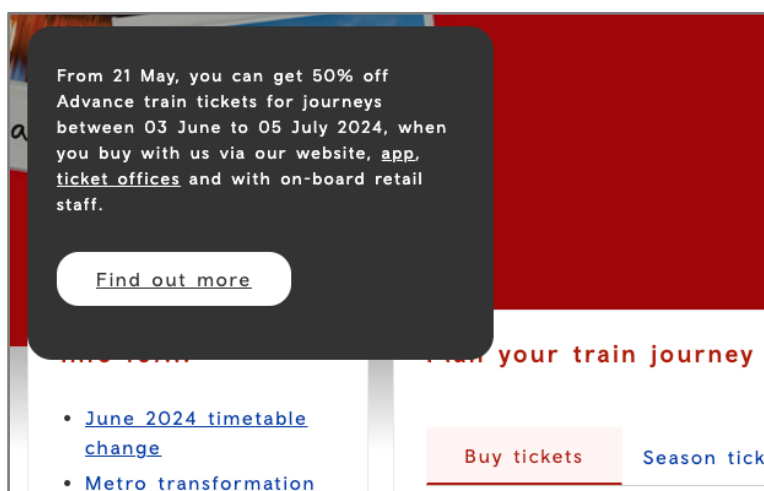
Issue 47 – Some Homepage content is obscured when text is spaced out

This applies to the Homepage in both English and Welsh.

When text spacing is applied using the values specified in this criterion, the black text box near the top of the page covers other content. When tested on the English homepage, this began: “From 21 May, you can get 59% off Advance train tickets...”. When tested on the Welsh version of the homepage, the text began: “O ddydd Sul 02 Mehefin 2024...”

On the English homepage, this text box almost completely overlaps the “Info for...” heading and the first word of “Plan your train journey”.

On the Welsh homepage, this text box almost completely overlaps the “Gwybodaeth” heading and the beginning of “Cynllunio taith trên”.



WCAG 1.4.13 Content on hover or focus

<https://www.w3.org/WAI/WCAG21/Understanding/content-on-hover-or-focus.html>

Content that appears when an element gets keyboard focus or on mouse pointer hover can confuse users as they may not have intended to trigger an action or may not notice that new content has appeared.

If using this function to display any content that isn't an input error, it must be possible to:

- dismiss any overlaid content without changing the hover or focus
- move over hover text without it disappearing
- keep the content visible for as long as it is needed

Issue 48 – Main navigation submenus which appear on hover cannot be dismissed without moving the hover

This applies to most pages on the site, including the Homepage (in English and Welsh), and the Check train times and buy tickets page.

The primary navigation at the top of the page displays a submenu on hover for most options such as “Ways to travel” and “Info for...”.

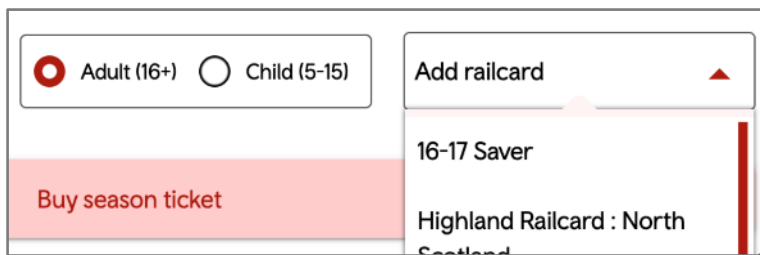
The user cannot dismiss the additional content without moving the hover (for example by pressing the esc key).

Issue 49 – Season ticket railcard options cannot be dismissed by keyboard

This applies to the Homepage in both English and Welsh, and other pages with train ticket search functionality, such as the Cardiff to Bristol trains and tickets page.

In the “Plan your train journey” section, in the “Season ticket” tab panel, there is an “Add railcard” dropdown. Once the user tabs into this form field, a list of railcard options expands and remains expanded. The list remains expanded even when the keyboard user selects one of the options. In addition, the expanded list of options obscures focus for the following “Add railcard +”, “Cancel” and “Done” buttons in the “Buy ticket” tab panel.

The “Add railcard” dropdown also obscures interactive elements in both the “Buy ticket” and “Season ticket” tab panels. This is a failure of WCAG 2.4.11 Focus Not Obscured in WCAG 2.2, which is the standard we will be monitoring websites against from October 2024.



WCAG 2.1.1 Keyboard

<https://www.w3.org/WAI/WCAG21/Understanding/keyboard.html>

Not everyone can use a mouse or touchscreen, so users must be able to access all content and functions using a keyboard.

Issue 50 – Footer menu sections do not work with a keyboard at high zoom levels

This applies to most pages on the site, including the Homepage (in English and Welsh), the Accessibility statement and Contact us pages.

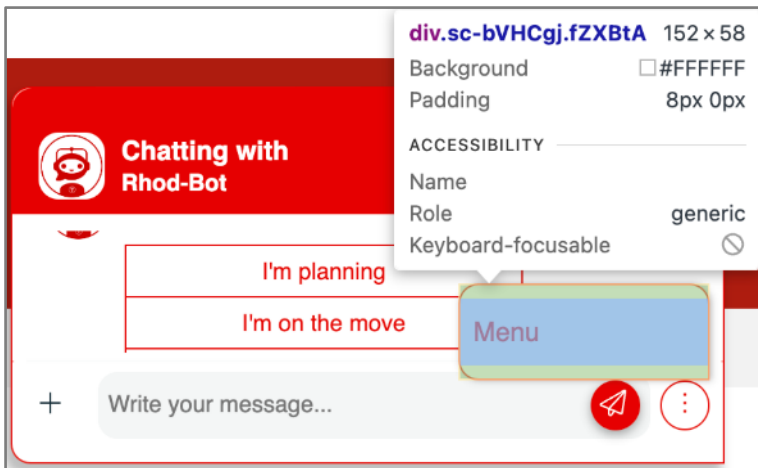
When a page is viewed at 400% zoom, the footer menu collapses into expandable sections. However, they are not reachable or expandable using a keyboard. These are:

- Top areas / Lleoliadau gorau
- Info for... / Gwybodaeth
- Top destinations / Cyrchfannau gorau
- Policies for people / Dolenni defnyddiol
- Useful links / Polisiâu i bobol

Issue 51 – Menu button in chatbot does not work with a keyboard

This applies to pages with a chatbot, such as Contact us, Search (timetables) and Live train status.

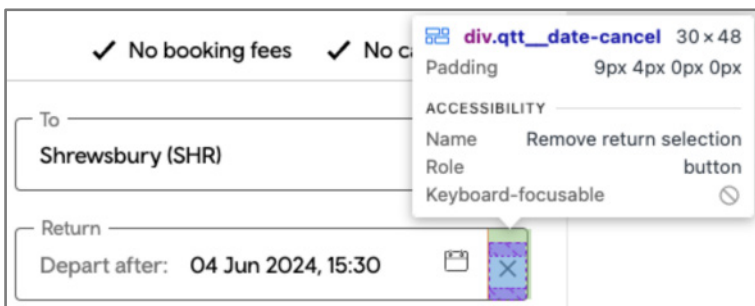
Within the chatbot at the bottom of the page, a keyboard user can activate the “Open the persistent menu button”, which in turn displays an overlay with a “Menu” button. This “Menu” button is not keyboard accessible.



Issue 52 – “Remove return selection” button does not work with a keyboard

This applies to the Homepage in both English and Welsh, and other pages with train ticket search functionality, such as the Cardiff to Bristol trains and tickets page.

In the tab component underneath the “Plan your train journey” heading, under the “Buy tickets” tab panel, there are 2 date pickers (“Outbound” and “Add return”). Once the user selects a return date the input field changes to show the selected return option plus an additional “x” (“Remove return selection”) button. This “x” button cannot be accessed with the keyboard.



Issue 53 – Complaint form fields are not fully keyboard-operable

This applies to the Complaints form page.

The Complaint Choice field acts as a select box which contains choices such as “My train journey” and “A member of staff”.

We found two ways to operate this using a keyboard but neither provides full functionality compared to using a mouse.

- **Method 1:** Upon tabbing into the Complaint Choice field, it is possible to choose an option pressing the Down arrow. However, upon selecting an option, the appropriate follow-up questions do not appear on screen.

I want to make a complaint/leave feedback about:

Complaint choice

Customer Information

(no info here)

We may need to share details of your form with other parts of the Transport for Wales Group or other train operators if your claim or comments relate to another company. Please tick this box if you are happy for us to

- **Method 2:** Upon tabbing into the Complaint Choice field, tabbing forwards once and pressing Down, a smaller menu opens which can be operated using a keyboard. Selecting an option does show the appropriate follow-up questions. However, the selection is not populated in the field, making it unclear to the user what has been selected.

I want to make a complaint/leave feedback about:

Complaint choice **(selection is not populated)**

Ticket or refund details

What was the problem with the ticket or refund?

Ticket type

If the Space key is pressed to open the menu (as would be standard for a select box) and no other option has been previously selected, it is not possible to select any option within this window using a keyboard.

Similarly, if “My train journey” is selected, the same issues occur for the field “If your journey was delayed, let us know by how much”.

Issue 54 – Delay Repay menus are not fully keyboard-operable

This applies to the Delay Repay page.

Under the Delay Repay Calculator heading, the following two select menus do not show their selected value when operated using a keyboard:

- Ticket type
- Delay time

WCAG 2.2.2 Pause, stop, hide

<https://www.w3.org/WAI/WCAG21/Understanding/pause-stop-hide.html>

Content that moves, flashes or updates automatically can be a severe distraction, making it difficult to use an app or web page.

Moving, flashing or scrolling information that starts automatically and lasts more than 5 seconds, must have a way to pause, stop or hide it.

Issue 55 – Moving tooltip on Ticket search results page cannot be stopped

This applies to the Ticket search results page when viewed at 100% zoom.

When first searching for a journey, the search results page shows the start point and destination at the top. This is accompanied by a hovering tooltip reading “View station information” which continually moves up and down.

There is no obvious way to pause, stop or hide this.



Issue 56 – Animated graphic on Pay as you go travel page cannot be paused

This applies to the Pay as you go travel page.

Near the start of the main page text, there is an animated graphic showing a hand holding a red card, surrounded by three flashing lightning bolts.

This animation cannot be paused, stopped or hidden.

WCAG 2.4.2 Page titled

<https://www.w3.org/WAI/WCAG21/Understanding/page-titled.html>

Pages must have titles that describe the topic or purpose of the page. This helps users avoid having to read or search through content to see if it is relevant. Good titles are descriptive, meaningful and unique.

In most browsers the title will usually be displayed in the top title bar or as the tab name.

Issue 57 – Check train times and buy tickets page title does not describe the page’s purpose

This applies to the Check train times and buy tickets page.

The Check train times and buy tickets page with the URL of <https://tickets.trc.cymru/#/> has a page title of “Transport for Wales | TFW” which implies that this is actually the main site homepage.

By contrast, the homepage with the URL of <https://tfw.wales/> has a page title of “Book Train Tickets | Buy Cheap Rail Tickets - No Booking Fee | Tfw”.

Issue 58 – Talking Transport PDF has no title

This applies to the Talking Transport PDF.

The document does not have a title set in its metadata.

WCAG 2.4.3 Focus order

<https://www.w3.org/WAI/WCAG21/Understanding/focus-order.html>

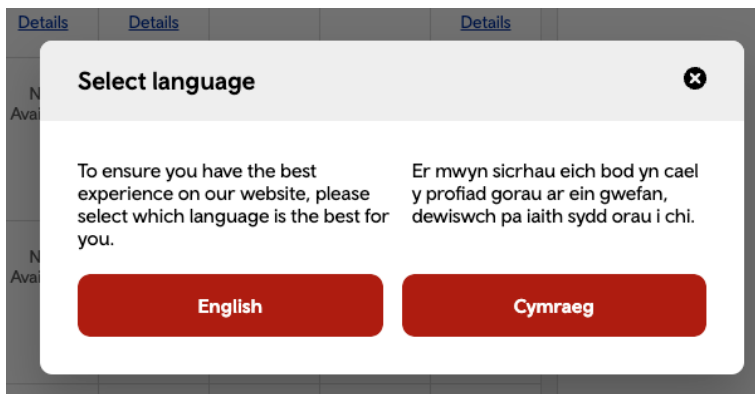
Users should be able to navigate a page in an order that makes sense. Navigating in a logical reading order reduces confusion and maintains relationships between content and components. The focus order may differ from the visual reading order as long as a user can still understand and use the page.

Issue 59 – Language pop-up on ticket search pages receives focus last

This applies to the Check train times and buy tickets and Ticket Search Results pages.

When the pages are first opened, there is a pop-up asking users which language they would like to view the site in.

When tabbing through this page, focus moves through the entire page and lands on the language pop-up last. This is unintuitive because the pop-up needs to be actioned or dismissed before the page can be used.



WCAG 2.4.4 Link purpose (in context)

<https://www.w3.org/WAI/WCAG21/Understanding/link-purpose-in-context.html>

The purpose of each link must be clear from the link text alone or from its immediate context. Users may tab through a set of links on a page, or may view a list of links using assistive technology. Clear link text makes navigation easier.

Issue 60 – “Your account” icon on Welsh Homepage has a label in English

This applies to the Homepage in Welsh only.

The account icon in the top right hand corner of the screen (immediately after the language selector) is a link with a label of “Your Account” in English. The purpose of the link needs to be described in Welsh to match the rest of the page.

WCAG 2.4.6 Headings and labels

<https://www.w3.org/WAI/WCAG21/Understanding/headings-and-labels.html>

Clear and descriptive headings and labels help users understand content more easily.

Issue 61 – Welsh Homepage has two visually hidden headings in English

This applies to the version of the Homepage in Welsh.

The page includes the following two headings which are hidden visually but presented to screen reader users:

- “Main menu”, at the start of the page
- “Bottom footer menu”, at the end of the page

As these headings are both in English, they are not sufficiently descriptive of their purpose, and should be in Welsh to match the rest of the page.

Issue 62 – Welsh Homepage menu labels include instructions in English

This applies to the Homepage in Welsh (and most likely any other pages in Welsh).

In the main menu at the top of the page, there are downward arrows that open each submenu, for example for “Ffyrdd o deithio” and “Gwybodaeth”.

The accessible name of each button is “Show submenu for [option]” with the first three words in English. This text needs to be in Welsh to match the rest of the page.

Issue 63 – Language switcher on Check train times and buy tickets page has incorrect label

This applies to the Check train times and buy tickets page.

The language switcher button at the top of the page has the visual label of “Cymraeg”. An aria-label of “Newid iaith i Saesneg” (change language to English) has been applied, which has the opposite meaning of the button to change the language to Welsh.

The programmatic label also needs to include the visual label (Cymraeg) to pass WCAG 2.5.3 Label in Name.

Issue 64 – Ticket search options overlay has Close icon with a non-descriptive label

This applies to the Check train times and buy tickets page.

When the user selects “More search options” in the ticket search form, they are presented with a “Search options” overlay. If they select an option, for example Arisaig, a “x” button is rendered onto the form field.

The “x” in this form field has an aria-label of “Cross label”, but this doesn’t describe that activating the “x” button clears the form field.

Issue 65 – Bus icons in Ticket search results have incorrect labels

This applies to the Ticket Search Results page when viewed at 100% zoom.

When an outward and return journey have been selected, the available journeys have catering or bus icons underneath them.

When the icon is a bus, the label is incorrect. For example, for the 11:35 from Aberystwyth to Carmarthen, the label for the bus icon is “Show catering information for 11:35 AYW On

time 15:44 CDF On time”. The label needs to mention bus information rather than catering information.

Detected using Axe.

WCAG 2.4.7 Focus visible

<https://www.w3.org/WAI/WCAG21/Understanding/focus-visible.html>

All interactive elements must have a visible indicator when focussed using a keyboard. This helps users to identify which parts of a web page or app they can interact with, and shows their place as they navigate.

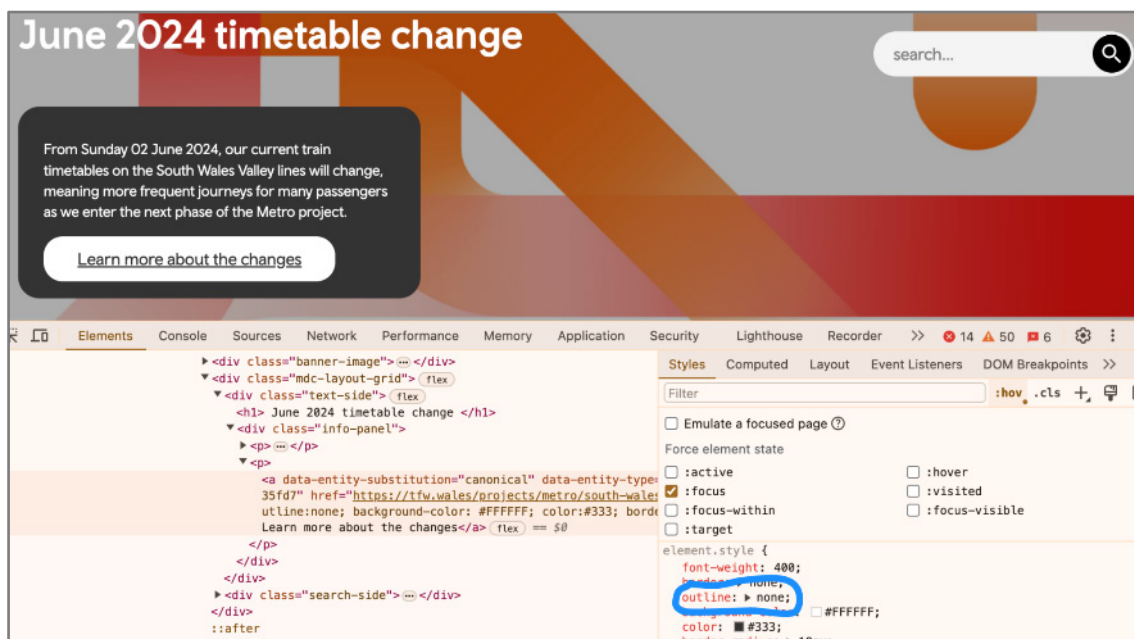
Operating systems have a set focus style which is often carried through to browsers and apps. This default focus indicator can sometimes be difficult to see on different coloured backgrounds.

Issue 66 – “Learn more” link has no visible focus

This applies to the Homepage in both English and Welsh.

The “Learn more about the changes” and “Darganfyddwch fwy am y newidiadau” link in the dark grey text box under the “June 2024 timetable change” and “Newid amserlen Mehefin 2024” heading has no visible focus indicator.

The focus indicator has been removed by using `outline:none`. This can make navigation difficult for keyboard users.



Issue 67 – Adult/child radio buttons have no visible focus

This applies to the Homepage in both English and Welsh, and other pages with train ticket search functionality, such as the Cardiff to Bristol trains and tickets page.

In the “Plan your train journey” section and the “Season ticket” tab panel, keyboard focus is not visible on the two radio buttons for “Adult (16+)” or “Child (5-15)” tickets. Effectively the focus state (red border) is currently the same as the selected state. As the user tabs into the radio group, no visual changes can be observed.

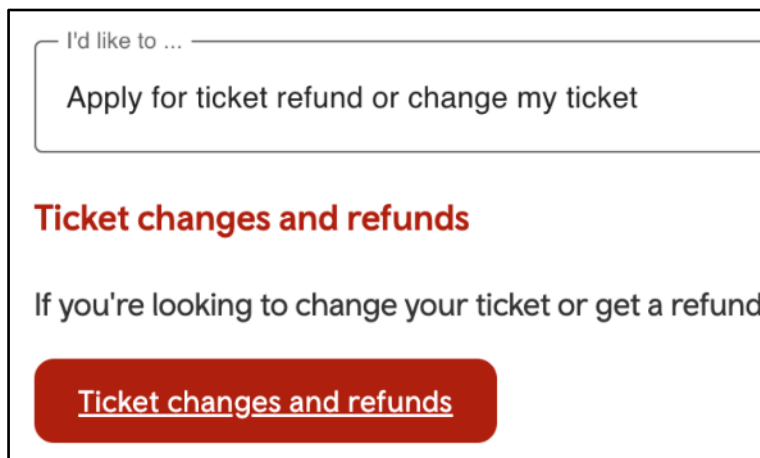
Issue 68 – Links on Contact us page have no visible focus

This applies to the Contact us page.

Under the “Contact us” heading is an “I’d like to ...” select form. When the user selects some options, for example “Apply for ticket refund or change my ticket” or “Book assisted travel” new content appears underneath that form field, sometimes including a link, styled as a button.

These new links, for example the “Ticket changes and refunds” and “Book passenger assist” links, have no visible focus indicator.

This happens with 7 select options, including the 2 mentioned above.



I'd like to ...

Apply for ticket refund or change my ticket

Ticket changes and refunds

If you're looking to change your ticket or get a refund

[Ticket changes and refunds](#)

Issue 69 – “Choose file” button on Complaints page has no visible focus

This applies to the Complaints form page.

If the “My train journey” option is selected, a “Choose file” button appears for users to upload an image of their ticket. This button does not receive visible keyboard focus.

Issue 70 – Items on Delay Repay page have no visible focus

This applies to the Delay Repay page.

The following items on the page do not receive visible keyboard focus:

- “Apply for Delay Repay compensation online” links (styled as buttons - there are two on the page)
- Ticket type select menu
- Delay time select menu

Issue 71 – Links on Train Timetables page have no visible focus

This applies to the Train Timetables page.

The following links (styled as red buttons) do not have a visible keyboard focus indicator:

- Our journey planner
- Our rail app
- Metro transformation work
- Refunds

WCAG 2.5.3 Label in name

<https://www.w3.org/WAI/WCAG21/Understanding/label-in-name.html>

For each interactive component that includes a visible text label, the label or accessible name in the code must match or include the visible text.

Assistive technologies like speech input allows users to interact with a page by speaking the visible text. If the visible name is not present in the code, the speech command will not work. It also benefits sighted users of screen readers as the label they hear will match the label they see.

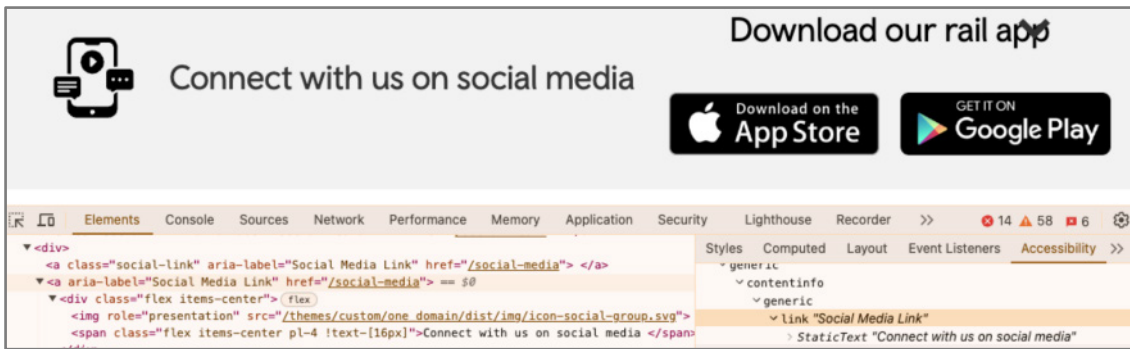
Issue 72 – Accessible name of social media link does not contain the visible name

This applies to most pages on the site, including the Homepage (in English and Welsh), Accessibility statement and Contact us pages.

There is a link in the footer region consisting of a hidden icon image and the visible text “Connect with us on social media”. This link has an aria-label of “Social Media Link” applied to it, and as an aria-label it overrides any other labels. This inconsistency of the visual presentation and actual label name can cause issues especially for users relying on speech activation.

On the Welsh version of the Homepage, the visible text is “Cysylltu â ni ar gyfryngau cymdeithasol” but this text appears as “Social Media Link” in English.

The programmatic name needs to contain the visible name.



Issue 73 – Accessible name of ticket search form fields does not include the visible name

This applies to the Check train times and buy tickets page.

In the ticket search form there are several form fields where the accessible label doesn't include the visual label presentation.

The affected form fields are:

- The visual label of "From" has an aria-label of "Select origin station" and so does not contain the visual label.
- Once the user activates the "From" field, an overlay with the title "From" appears, with a text input field that has a placeholder label of "Enter at least 3 characters". The aria-label for this input field is "Search for outbound station Tab into results and use up and down arrows to choose a station and press enter to select. Touch device users can double tap to select or swipe left and right to change focus"
- The visual label of "To" has an aria-label of "Select destination station".
- Once the user activates the "To" field, an overlay with the title "To" appears, with a text input field that has a placeholder label of "Enter at least 3 characters". The aria-label for this input field is "Search for destination station Tab into results and use up and down arrows to choose a station and press enter to select. Touch device users can double tap to select or swipe left and right to change focus"
- The visual label of "Leave after" with preselection of "Now" has an aria-label of "Current outbound time is Now, Change outbound time".
- Under the Multiflex tab there is a visual label of "Outbound" with the preselection of "Today". It has an aria-label of "missing aria label".

Issue 74 – Accessible name of ticket search buttons does not include the visible name

This applies to the Check train times and buy tickets page.

In the ticket search form there are several buttons where the accessible label doesn't include the visual label presentation.

Buttons:

- The visual label of "Find tickets" has an aria-label of "Search for tickets".

- There is a “Done” button at the bottom of the date picker overlay that appears when a user wants to change the date. It has the visual label “Done” and an aria-label of “Confirm selected date”.
 - There is a “Done” button at the bottom of the Passenger overlay that appears when a user wants to change the number of passengers. It has the visual label “Done” and an aria-label of “Apply passengers quantities”.
-

WCAG 3.1.2 Language of parts

<https://www.w3.org/WAI/WCAG21/Understanding/language-of-parts.html>

Assistive technologies and browsers are more accurate when the language of content is specified.

Where parts of content are written in a different language, the change in language needs to be marked in the code.

Issue 75 – Language in language switcher is not marked up

This applies to most pages on the site, including the Homepage (in English and Welsh), the Accessibility statement and Contact pages.

The language switcher link in the header of the page lacks the appropriate “lang” markup for the text “Cymraeg” or “English”.

(By contrast, the equivalent label on the Find Tickets and Ticket Search Results pages does have an appropriate language set.)

Issue 76 – Welsh cookie message has English text which is not marked up

This applies to the Welsh version of the homepage.

Upon first opening the page, a message pops up asking about cookies, starting with “Er mwyn rhoi’r profiad gorau i chi mae’r gosodiadau ar ein gwefan yn caniatáu cwcis.” The end of the message features the text “Cookie Settings” in English. However this is not marked up as being in English.

Issue 77 – Ticket Search language selector has Welsh text which is not marked up

This applies to the Check train times and buy tickets and Ticket Search Results pages.

When the pages are first opened, there is a pop-up asking users which language they would like to view the site in.

This pop-up contains content in English and Welsh. However, the content in Welsh is not marked up as being in Welsh.

WCAG 3.2.1 On focus

<https://www.w3.org/WAI/WCAG21/Understanding/on-focus.html>

The functions of a page should be easy to notice as a user navigates it. There must not be any unexpected changes on a page when a user focuses on an interactive component such as a button. This helps users with visual, cognitive and motor impairments.

Issue 78 – Location search results are skipped with a keyboard

This applies to the Homepage in both English and Welsh, and other pages with train ticket search functionality, such as the Cardiff to Bristol trains and tickets page.

When searching for tickets, upon entering a search term with multiple results (for example, Cardiff), a list of matching search terms appears.

When pressing the arrow keys to focus on each result, the selected option jumps up or down two positions, rather than one as expected.

This makes it difficult to select some search results using a keyboard.

WCAG 4.1.2 Name, role, value

<https://www.w3.org/WAI/WCAG21/Understanding/name-role-value.html>

Assistive technologies gather information about interactive elements and components from the code and share it with users. This means they need to be able to identify the name and function of components, set states, properties and values, and notify users of changes to these.

[ARIA attributes](#) may be used on custom components to add this information. ARIA attributes should be used correctly as errors can make accessibility worse.

Issue 79 – “Add railcard” menu does not have an accessible name

This applies to the Homepage in both English and Welsh, and other pages with train ticket search functionality, such as the Cardiff to Bristol trains and tickets page.

After opening the Season Tickets / Tocynnau Tymor tab, there is an option to select a railcard. This option, with the value of “Add railcard” in English and “Ychwanegu cerdyn rheilffordd” in Welsh, does not have an accessible name.

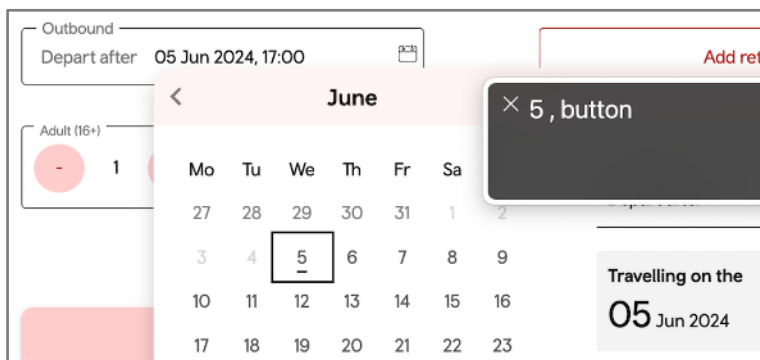
Issue 80 – Selected date in date picker is not conveyed to screen reader users

This applies to the Homepage in both English and Welsh, and other pages with train ticket search functionality, such as the Cardiff to Bristol trains and tickets page.

When searching for a train ticket, the Outbound and Return sections include a calendar pop-up.

Visually, it is apparent which date is selected because it is underlined. However, the same information is not presented programmatically, to assistive technology users. Each date is read the same way, regardless of whether it is selected or not.

While the selected date is visible later in the pop-up window, a user would need to navigate past all of the dates in the calendar before seeing which one was currently selected.



Issue 81 – Contact us menu uses ARIA incorrectly

This applies to the Contact us page.

Detected using Axe:

Elements must only use supported ARIA attributes.

The “I’d like to ...” select element under the “Contact us” form uses `aria-expanded=“false”` which is not allowed on a `<div>` with no role.

Issue 82 – Contact us menu field has no accessible role

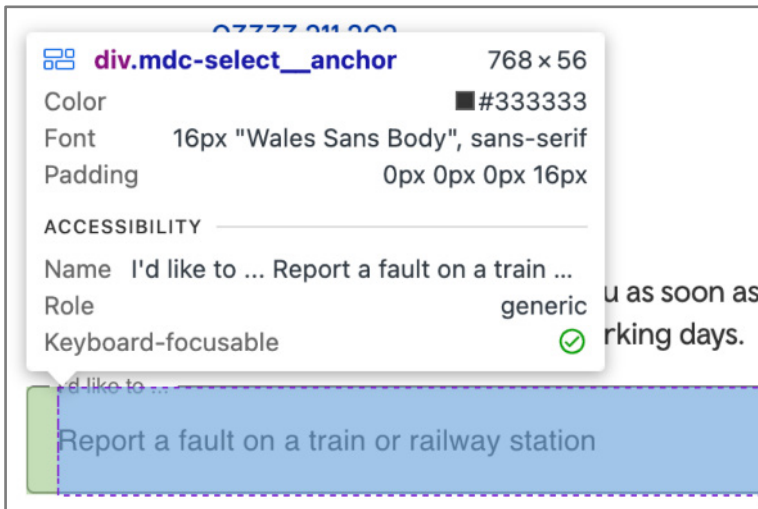
This applies to the Contact us page.

The “I’d like to ...” select field is a `<div>` element with no appropriate role despite being an interactive element.

This is the element:

```
<div class=“mdc-select__anchor” tabindex=“0” aria-disabled=“false” aria-expanded=“false”>
```

It also contains another (unlabelled) select element (which we have separately raised under issue 14).



Issue 83 – Complaints menu uses ARIA incorrectly

This applies to the Complaints form page.

Detected using Axe:

Elements must only use supported ARIA attributes.

The “I want to make a complaint / leave feedback about” select element uses `aria-expanded="false"` which is not allowed on a `<div>` element with no role.

Issue 84 – Complaints Journey menu uses ARIA incorrectly

This applies to the Complaints form page.

If the “My train journey” option is selected, there are two fields to enter and confirm your email address.

Both fields have an attribute of `aria-required="true"`. However, this is not allowed on `<div>` elements with no role. Detected using Axe.

Issue 85 – Complaints menu field has no accessible role

This applies to the Complaints Form page.

The “I want to make a complaint/leave feedback about:” select field is a `<div>` element with no appropriate role despite being an interactive element.

This is the element:

```
<div class="mdc-select__anchor" tabindex="0" aria-disabled="false" aria-expanded="false">
```

Issue 86 – Search Options pop-up uses an incorrect ARIA attribute

This applies to the Check train times and buy tickets page.

Detected using Axe.

Once a user selects “More search options” at the bottom of the ticket Search form container, a window with the heading “Search options” is shown on top of the form. It uses an unsupported ARIA attribute of `<aria-modal=“true”>`.

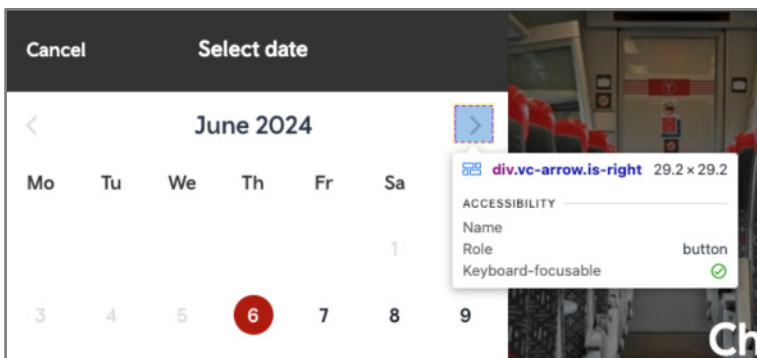
This is also the case for all subsequent windows triggered from “Search options”, for example when the user activates the “Select railcard” form.

Issue 87 – Ticket search calendar navigation icons have no accessible name

This applies to the Check train times and buy tickets page.

In the ticket search form there are some icon buttons that have no name.

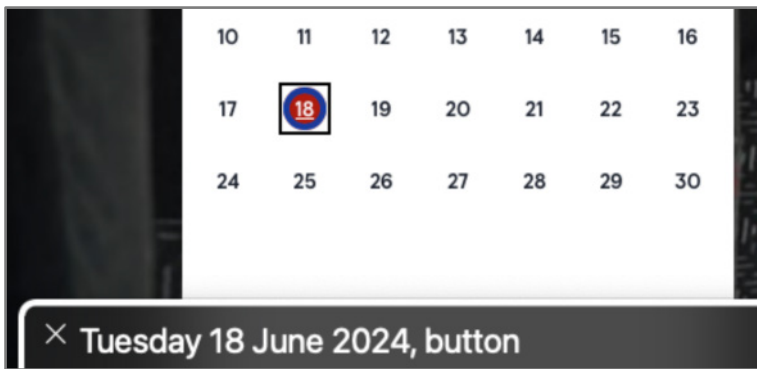
Once a date picker has been selected, a calendar overlay appears. The forward and backward icon buttons to choose the next / previous month under the “Select date” modal are not labelled.



Issue 88 – Ticket search dates are not conveyed as selected

This applies to the Check train times and buy tickets page.

In the ticket search form, the user can select and change a date using the date picker overlay. The selected state of a changed date is not being communicated to assistive technology users.



Issue 89 – Ticket search journey results use ARIA incorrectly

This applies to the Ticket Search Results page when viewed at 100% zoom.

When an outward and return journey have been selected, the journey times are highlighted in pink at the top of the table.

These times are wrapped in a `<div>` element with a “button” role and an attribute of `aria-selected=“true”`. However, `aria-selected` is not supported on button roles.

Detected using Axe.

Issue 90 – Ticket search result icons use ARIA labels incorrectly













This applies to the Ticket Search Results page when viewed at 100% zoom.

When an outward and return journey have been selected, the available journeys have catering or bus icons underneath them.

Each icon has an `aria-label` attribute showing information to assistive technology users. However, this label has been applied to `<div>` elements with no role.

`aria-label` elements are only supported on elements which have a role. While the use of `aria-label` is appropriate in this case, it needs to be applied to an element with a role.

Detected using Axe.

Out				
< Earlier	Wednesday 12 June 2024			Later >
09:29 AYW On time	09:40 AYW On time	10:35 AYW On time	11:28 AYW On time	11:35 AYW On time
13:42 CDF On time	13:54 CDF On time	14:58 CDF On time	15:42 CDF On time	15:44 CDF On time
4h 13m ① 1 Change	4h 14m ① 1 Change	4h 23m ① 1 Change	4h 14m ① 1 Change	4h 9m ① 1 Change
 	  	  	 	 

Issue 91 – Continue button is nested inside another interactive element

This applies to the Ticket Search Results page when viewed at 100% zoom.

When a journey has been selected, a footer is shown at the bottom of the page showing the travellers, cost and a Continue button.

The footer bar is a button which acts as an expandable section to show the journey summary. This button element contains the Continue button.

Interactive elements (such as buttons) must not be nested inside other interactive elements. This is a serious issue as it prevents the Continue button from being presented to VoiceOver users, blocking users from completing a purchase.

Detected using Axe.

£0.00	£0.00	£0.00	£0.00
Details	Details	Details	Details
Total: £25.50		Continue	

Issue 92 – Visually hidden journey summary is presented to screen reader users

This applies to the Ticket Search Results page when viewed at 100% zoom.

When an outward and return journey have been selected, a footer is shown at the bottom of the page showing the travellers, cost and a Continue button. This footer also acts as a button to show the journey summary.

When navigating using VoiceOver and the footer is collapsed, the journey summary information within the footer is still presented to users.

Anything hidden visually also needs to be hidden programmatically.

Issue 93 – Expandable sections on Pay as you go travel page have no role

This applies to the Pay as you go travel page.

Throughout the page, there are expandable sections such as “What payment devices can I use for Pay as you go travel?” and “What if I want to use my smart device to pay as I go?”.

These sections neither have a role (they appear to screen reader users as “clickable” rather than a specific interactive element) nor convey their expanded/collapsed status to assistive technology.

WCAG 4.1.3 Status messages

<https://www.w3.org/WAI/WCAG21/Understanding/status-messages.html>

Assistive technology users, like someone using a screen reader, need to know the status of important actions without it interrupting them.

If a status message is shown to a user, it must also be announced by assistive technology without reloading the page or changing their focus.

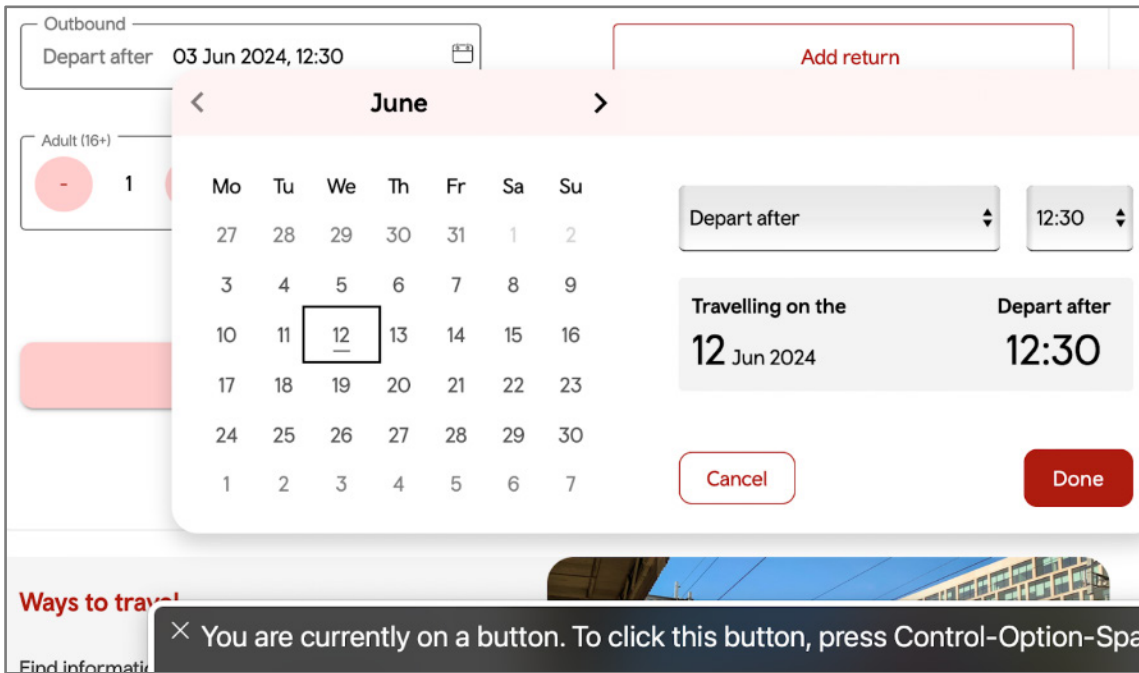
Issue 94 – Selecting a date gives no feedback to screen reader users

This applies to the Homepage in both English and Welsh, and other pages with train ticket search functionality, such as the Cardiff to Bristol trains and tickets page.

There are date pickers in the tab component underneath the “Plan your train journey” heading. The tabs are “Buy tickets” and “Season tickets”.

Once the user selects a date in either tab, the text is updated to the right of the overlay, providing visual feedback that a specific date has been chosen. There is no announcement for screen reader users. This is likely to be confusing as the next tab stops are the remaining dates of the months.

The same applies to when the user has selected a time option with the additional departure time controls that appear on the “Buy tickets” tab - the timings update visually but there’s no screen reader confirmation feedback.

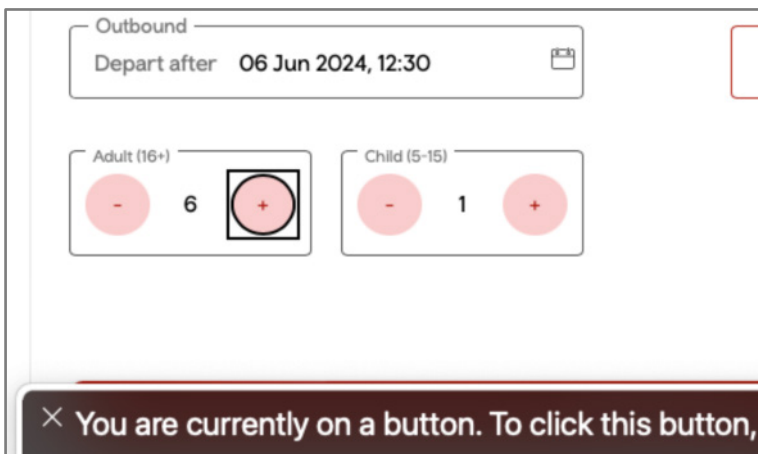


Issue 95 – Updating the number of travellers gives no feedback to screen reader users

This applies to the Homepage in both English and Welsh, and other pages with train ticket search functionality, such as the Cardiff to Bristol trains and tickets page.

There are buttons (- and +) where the user can decrease and increase the number of tickets they are purchasing for both adults and children.

When the user activates the buttons, there is a lack of messaging to inform the user about the updated number of tickets as the information is only presented visually, in between the buttons.

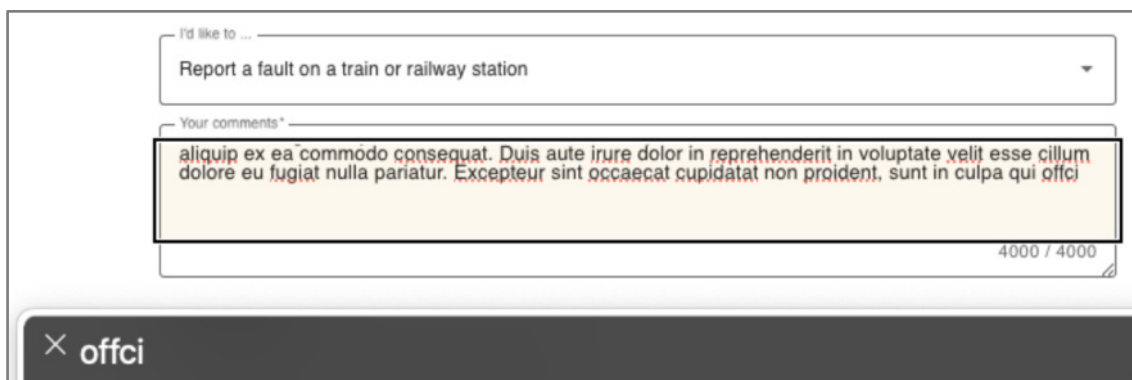


Issue 96 – Character limit on Contact us page provides no screen reader feedback

This applies to the Contact us page.

On the Contact us page, under the “Contact us” heading is an “I’d like to ...” select form. When the user selects some options, for example “Report a fault on a train or railway station” or “Suggest Metro improvement work”, new content appears underneath that form field including an additional “Your comments” text field with a character limit.

Once the user starts typing into that text field, there are no character count updates apart from a visual one. There is also no update to the assistive technology user when the maximum character count has been reached.



Issue 97 – Character limit on Complaints form provides no screen reader feedback

This applies to the Complaints form page.

On the Complaints form, there is an “I want to make a complaint/leave feedback about...” select form. When the user selects any option, for example “My train journey” or “A member of staff”, new content appears underneath that form field including an additional “Your comments” text field with character limit.

Once the user starts typing into that text field, there are no character count updates apart from a visual one. There is also no update to the assistive technology user when the maximum character count has been reached.

Other issues

The following are not failures against Web Content Accessibility Guidelines and are not mandatory to fix, however they could still cause issues for some users accessing the site.

Issue 98 – Cards present duplicated information to screen reader users

This applies to the Homepage in both English and Welsh, and the Contact us page. It relates to WCAG 1.1.1 Non-text Content.

There are cards (“promo-boxes”) on the page, featuring images and a heading. The images all have alt text, but the alt text is identical to the heading text in the same card.

While this is not a strict WCAG failure, this causes audio clutter for the screen reader user, for example “link, heading level 2, Places to visit by train Places to visit by train”.

Issue 99 – Social media link is repeated

This applies to most pages on the main site, including the Homepage (in English and Welsh), Accessibility statement and Contact us page.

At the bottom of the page, there is a link to “Connect with us on social media” or “Cysylltu â ni ar gyfryngau cymdeithasol”. However, this link appears three times in the code. To assistive technology users who might have to hear the link three times, this amounts to audio clutter.

Issue 100 – Keyboard focus is not kept within hamburger menu

This applies to most pages on the main site, including the Homepage (in English and Welsh), Accessibility statement and Contact us page. It relates to WCAG 2.4.3 Focus Order.

At 200 and 400% zoom the primary navigation collapses into a hamburger menu. Focus is not managed to be kept within the overlay once the menu is expanded and the keyboard user can navigate the website controls in the background layer without collapsing the expanded menu. This can be disorienting for keyboard users.

Issue 101 – Menu items are lost when increasing zoom level

This applies to most pages on the main site, including the Homepage (in English and Welsh), Accessibility statement and Contact us page. It relates to WCAG 1.4.4 Resize Text.

Across the website, when the site is viewed at a resolution greater than 100% but below 200%, some options in the top menu bar are no longer available. As the zoom level is increased, fewer menu options become available, starting with Projects, then Places, About, Help and contact, and Service status.

For example, at 150% zoom, it is not possible to access options such as Delay Repay under the Help and Support menu.

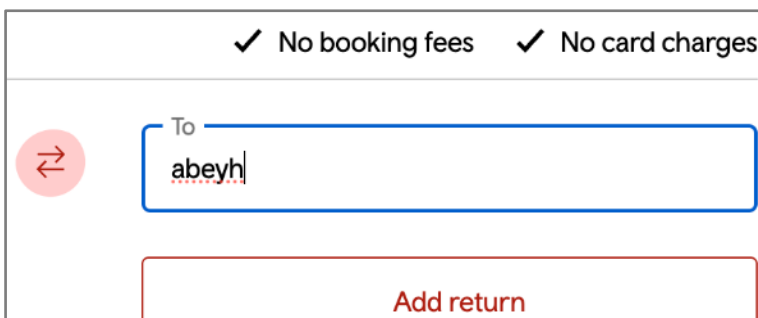
At 200% zoom or above, this is no longer an issue because all menu items collapse into a hamburger menu containing all options.

Issue 102 – Not all characters are typed when searching for trains

This applies to the Homepage in both English and Welsh, and other pages on the main site with train ticket search functionality, such as the Cardiff to Bristol trains and tickets page.

When searching for train tickets, the keyboard input fields for the start point and destination can miss out characters. Sometimes, when a character is typed and the search results refresh, the previous character is removed.

For example, typing “aberystwyth” slowly (approximately two characters per second) in the To field resulted in “abeyswyh” or “abeyh” showing on screen when tested.



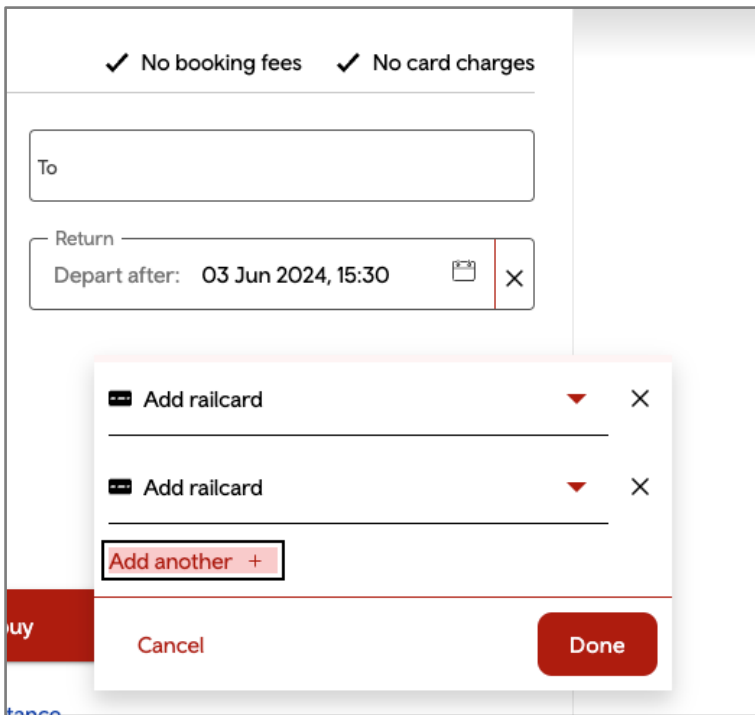
The screenshot shows a search interface with two status indicators at the top: '✓ No booking fees' and '✓ No card charges'. Below these is a search area. On the left, there is a red circular button with a double-headed arrow. To its right is a blue-bordered input field labeled 'To' containing the text 'abeyh'. Below the 'To' field is a red-bordered button labeled 'Add return'.

Issue 103 – Unintuitive focus order on “add railcard” functionality

This applies to the Homepage in both English and Welsh, and other pages with train ticket search functionality, such as the Cardiff to Bristol trains and tickets page. It relates to 2.4.3 Focus Order.

In the “Plan your train journey” section, in the “Buy tickets” tab panel, there is an “Add railcard +” dropdown. Once the user activates this control, an overlay appears, with the option of adding one (or more) railcards. The focus remains on the “Add railcard +” option, and an “Add railcard dropdown” appears on top of the “Add another +” button.

As the focus has remained on the triggering element positioned below the newly injected content, the user might not necessarily perceive that the dropdown has appeared. The user would have to tab backwards to reach the listbox options.



Issue 104 – Differing link text points to same location

This applies to the Accessibility statement page and relates to WCAG 2.4.4 Link Purpose.

Underneath the “Content that’s not within the scope of the accessibility regulations” heading is a link that has the extensive link text of “do not require us to fix PDFs or other documents published before 23 September 2018 if they’re not essential to providing our services” and in the next paragraph there is an additional link of “live video is exempt from meeting the accessibility regulations”.

Both of those differently worded links lead to the same link destination of <https://www.legislation.gov.uk/uksi/2018/952/regulation/4/made> which covers the whole accessibility regulations.

Contact and more information

This test was conducted by the Government Digital Service on behalf of the Minister of the Cabinet Office as part of their role to monitor the accessibility of public sector websites and mobile applications in the United Kingdom.

As the monitoring body we cannot offer specific advice on approaches or general accessibility queries other than questions directly related to the items in this report.

Any questions about this report can be sent to: accessibility-monitoring@digital.cabinet-office.gov.uk

Information and guidance

Links to further guidance:

- Accessibility requirements for public sector websites and apps - <https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps>
- The monitoring process - <https://www.gov.uk/guidance/public-sector-website-and-mobile-application-accessibility-monitoring>
- Guidance and tools for digital accessibility - <https://www.gov.uk/guidance/guidance-and-tools-for-digital-accessibility>
- Help with accessibility auditing and publishing an accessibility statement - <https://www.gov.uk/guidance/make-your-website-or-app-accessible-and-publish-an-accessibility-statement>
- Public Sector Bodies Accessibility Regulations - <https://www.legislation.gov.uk/ukxi/2018/952/contents>
- Sample accessibility statement - <https://www.gov.uk/government/publications/sample-accessibility-statement>
- Model accessibility statement - <https://www.gov.uk/guidance/model-accessibility-statement>
- The enforcement process - <https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps#how-the-accessibility-regulations-will-be-monitored-and-enforced>