Ireland's Monitoring Report for the EU Web Accessibility Directive - 2021 supplemental

November 2022

NDA Údarás Náisiúnta Míchumais
National Disability Authority

Centre for Excellence in Universal Design

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Executive Summary

"Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies" (the Directive) requires Member States to ensure that websites and mobile applications (apps) of public sector bodies are fully accessible to persons with disabilities.[1]

The National Disability Authority (NDA) is named as the National Monitoring Body in the 2020 Regulations. NDA is required under the Directive and Implementing Decision 2018/1524 to provide monitoring data on the In-depth and Simplified Reviews conducted.[2]

Ireland's first monitoring report was submitted to the EU Commission on 22nd December 2021.[3] Due to a delay of two years in the transposition of the Directive into Irish legislation and in resourcing the establishment of NDA as the National Monitoring Body, NDA conducted reviews on a reduced number of websites and mobile apps for the monitoring period 2018-2021, leaving a shortfall of 14 In-depth and 125 Simplified Reviews. This supplemental report contains the results of these reviews which have subsequently been conducted. Table 1 shows the number of reviews NDA was required to conduct in the first monitoring period, the numbers conducted in 2021 and the numbers conducted in 2022.

Table 1: Overview of number and types of reviews

Monitoring period	Year	Simplified	In-depth	Mobile
1st Monitoring Period as per Directive	2018-2021	175	19	4
Number carried out	Mar - Dec 2021	50	5	4
Numbers carried out	Jan-October 2022	185	14	0

Source: NDA and Commission Implementing Decision (EU) 2018-1524 of 11 October 2018

During the process to conduct these "shortfall reviews", NDA has made significant enhancements to how it conducts reviews, gathers accessibility data and presents that data to relevant stakeholders. These enhancements and improvements are designed to

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[1] https://nda.ie/publications/communications/eu-web-accessibility-directive/

[2] https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32018D1524&rid=1

[3] https://digital-strategy.ec.europa.eu/en/library/web-accessibility-directive-monitoring-reports

provide top-line data of the performance of public sector websites, enable public bodies to compare their compliance with similar bodies in their sector and provide easy-to-access and understand data on the compliance of each site.

These enhancements include:

- Better and more data analysis including tables and graphs presenting the total number of fails per WCAG 2.1 Success Criteria, the user impact of those failures and the most frequently occurring errors.

- Comparative data for specific grouping of public bodies monitored including the higher education, further education, Local Authority and transport sectors.

- Inclusion of tests specific to the updated version of the harmonised European standard EN 301 549 v3.2.1.[4]

Key findings

The following are the three largest issues recorded in this monitoring period. The results sections for all In-depth Review and Simplified Review provide a comprehensive listing of issues.

Accessibility Statements

In contrast to 2021, a majority of websites subject to In-depth Review contain an Accessibility Statement that aligns with the Commission Implementing Decision 2018/1053 and NDA's guidance in this regard. However not all Accessibility Statements contain adequate information on the Enforcement Procedure or the review conducted by the organisation on which their statement of compliance with the Directive is based.

Colour contrast

Insufficient colour contrast errors accounted for the highest number of errors on 81 sites subject to Simplified Review (n=185) and the highest total number of errors across all sites subject to In-depth Review (464 errors, 30%) . Some public bodies have addressed colour contrast issues by remediating the styles used in their website page templates and this significantly reduced their number of errors overall. While colour contrast is not deemed to be the most critical issue experienced by users, the volume and variety of these errors indicate that it needs to receive priority and ongoing attention.

> NDA recommends that public bodies adopt an ongoing review process to periodically check the accessibility of their websites and prioritise issues with the sites' template design for remediation.

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[4] EN 301 549 became the official standard for compliance under the WAD on 12 February 2022. https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf

PDFs

PDF errors accounted for the highest total number of errors for 54 sites subject to Simplified Review (n=185). All PDFs tested on sites subject to In-depth Review contained errors. Many organisation have contacted NDA in this regard and some are taking steps to publish more content in HTML to avoid the difficult, and costly work required to make PDFs accessible. Application forms in inaccessible PDF have a critical impact on some users' ability to use a service online and should be prioritised for remediation.

> NDA recommends that accessibility is considered at the earliest stage of content creation. The accessibility features and checkers in office application software such as MS Word and Adobe Acrobat Pro should be used. Where content and PDFs are generated external to the organisation, a clear set of accessibility requirements for PDFs should be provided to the content creator or print design company.

> NDA recommends that PDF forms should be avoided for all online services and accessible HTML used instead. This may require the use of specialist development skills.

Name, role value

Interactive elements on public sector websites include application forms, search forms and widgets such as cookie banners. The "Name, role value" WCAG 2.1 Success Criteria (SC) is an indicator of how accessible these elements may be. Errors related to this SC accounted for the highest total of errors on 54 sites subject to Simplified Review (n=185) and the second largest total number of errors across all sites subject to In-depth Review (229 errors, 15%).

> NDA recommends that all interactive elements, including forms and widgets are designed and implemented to be accessible. Specialised supports from accessibility experts may be required to ensure forms and online services are accessible from start to finish.

Managing web accessibility – organisational roles

The top three issues identified above point to the variety of roles involved in designing, developing and publishing content to a website. A graphic designer or UX specialist often defines the branding and styles, including the choice of colours, for a website. A communications officer typically manages the creation and publication of content in PDF.

Forms and interactive elements are often designed and developed by UX specialists in conjunction with technical website developers.

NDA provides guidance for each of these roles in its Web Accessibility Techniques guidance.

This variety of roles points to the need for web accessibility to be addressed and managed by a variety of personnel within an organisation and by contractors used by that organisation. While NDA continues to provide training on various aspects of web accessibility, it is important that public bodies develop an accessibility policy and maintain a sustainable accessibility program that addresses accessibility across the websites lifecycle from procurement, to development and testing to ongoing maintenance and publication of content.

Managing web accessibility – using your monitoring data

The monitoring methodology used by NDA provides public bodies subject to monitoring with detailed and accurate data on the compliance of their websites and mobiles apps.

NDA provides public bodies subject to In-depth Review with an Executive Summary which outlines main issues, user impacts and recommendations for a remediation strategy. A spreadsheet provides a dashboard of the data from the review results, full details of all issues identified and advice on how to fix them.

NDA provides public bodies subject to Simplified Review with access to their full scan results via a link to the scanning software. Scans are updated weekly and public bodies have access to a dashboard which provides the results of scans on their website, a prioritised listing of issues identified and advice on how to fix them.

NDA recommends public bodies use their In-depth or Simplified Review reports to gain a high level understanding of their website's accessibility compliance and to address accessibility in a planned and systematic way.

Image 1 shows an example of the Simplified Review dashboard provided to public bodies subject to monitoring. It provides data on the number of issues identified, their impact on a user, the related WCAG 2.1 Success Criteria as well as links to the exact location of that error and advice on how to fix it. The Accessibility Score and graph tracks improvements made on a weekly basis.
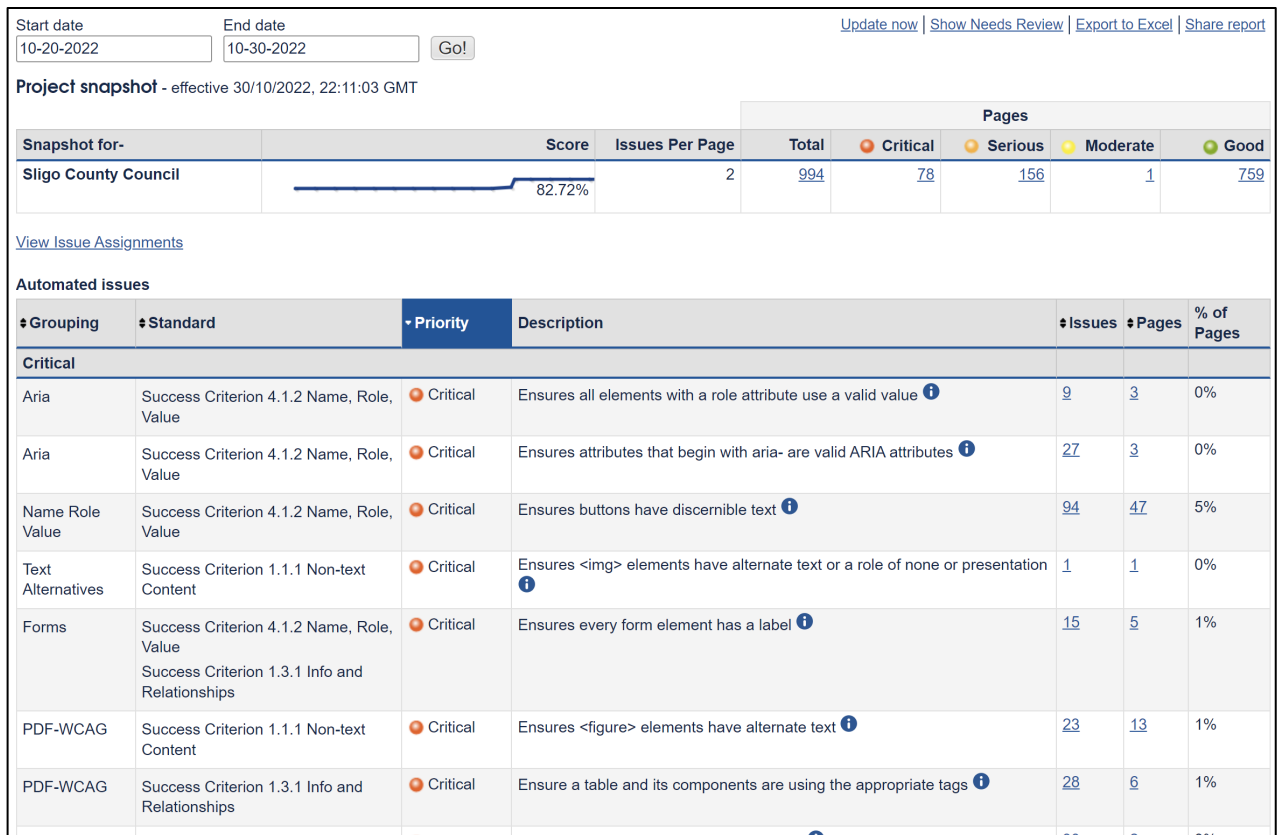
Image 1: Simplified Review dashboard

Managing web accessibility - from minimum compliance to Universal Design

Many public bodies subject to In-depth and Simplified Reviews for the monitoring period 2021 have made significant progress in reducing the number of errors during 2022 and improving their Accessibility Score. While the software used to conduct Simplified Reviews scans hundreds of pages on a weekly basis, it can test a maximum of 57% of WCAG 2.1 Success Criteria. In-depth manual reviews frequently reveal further errors when conducted by a person using Assistive Technology or when other tests are conducted on the site. It is important that public bodies consider monitoring compliance with the Directive as the first step in improving the accessibility of their websites and mobile apps for all.

> NDA recommends that once an organisation confirms its websites and mobile apps are compliant with the Directive, they continue to focus on ensuring all communications can be accessed, understood and used by all users through taking a Universal Design approach.

The "[Customer Communications Toolkit for the Public Service - A Universal Design Approach](#)" was developed by the Centre for Excellence in Universal Design with the support of the Department of Public Expenditure and Reform. It is intended that the Toolkit be used in the Public Service for planning, training and informing staff and contractors. A third edition is due to be published in early 2023.

Report structure and scope

This supplemental report contains data on the 14 In-depth and 185 Simplified Reviews conducted by NDA during the period January to October 2022. Ireland's first monitoring report was submitted to the EU Commission on 22nd December 2021.

The updated monitoring methodology used by NDA to conduct the reviews and collate the monitoring data and report is described below.

This report does not repeat information required by the Directive such as details about the regulations transposing the Directive in Ireland previously provided in Ireland's 2021 national monitoring report.[5]

Implementing Decision 2018/1524 requires the National Monitoring Body to maintain a Register of websites and mobile apps for review in the current monitoring period. The selection of the sample for review should include websites representing as much as possible the variety of services provided by the public sector bodies. This includes "social protection, health, transport, education, employment and taxes, environmental protection, recreation and culture, housing and community amenities and public order and safety." NDA chose the websites and mobile apps for review based on a survey circulated in August 2021 and ongoing consultation with stakeholders and disabled persons organisations through, for example, the network of departmental Disability Consultative Committees.[6]

Table 1 shows the number of reviews NDA was required to conduct in the first monitoring period, the numbers conducted in 2021 and the numbers conducted in 2022.

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[5] The first monitoring report contained a description of the context to web accessibility in Ireland including national disability statistics and the international legislation and policy on web accessibility. Irish legislation and policy was then described in terms of national web accessibility obligations. An overview of the Irish regulations transposing the Directive described the role of the National Monitoring Body and obligations on monitoring and reporting including the standards to be used.

[6] See page 23 of Ireland's Monitoring Report for the EU Web Accessibility Directive.

Table 1: Overview of number and types of reviews

Monitoring period	Year	Simplified	In-depth	Mobile Apps
1st Monitoring Period as per Directive	2018-2021	175	19	4
Number carried out	Mar - Dec 2021	50	5	4*
Number carried out	Jan-October 2022	185**	14	0

Source: Commission Implementing Decision (EU) 2018-1524 of 11 October 2018

*The first monitoring report reported the number of mobile app reviews conducted in 2021 was two. While two mobile apps were chosen for review, both the Android and iOS versions of each apps were reviewed, resulting in NDA conducting the full quota of mobile app reviews.

**NDA continued to monitor the 50 websites reviewed in 2021. Ten additional sites were included for Simplified Review following requests from some public bodies to be included in this monitoring period. This report therefore contained the monitoring data for all 185 Simplified Reviews.

How public bodies may use this report

All public bodies subject to monitoring in this period have received a formal Notification of Monitoring from NDA and instructions on how to access their Simplified Review scan results and In-depth Review reports.

Public bodies subject to In-depth Review can view a summary of their website's compliance below.

Public bodies subject to Simplified Review can use this report to view:

- A summary snapshot of their websites scan results and Accessibility Score in Annex 2;

- How their Accessibility Score compares with other websites in Annex 3; and

- The top 7 issues for their website in Annex 4.[7]

Organisations in the Local Authority, Higher Education, Transport and Further Education and Training sectors can view comparative data on their website's compliance in comparison to other public bodies in the same sector.

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[7] All Simplified Review data is based on scans conducted in July 2022.

In-depth Reviews

In-depth Review methodology

EN 301 549 v3.2.1 [8]is referenced as the harmonised standard which provides a presumption of conformity with the EU WAD. The relevant clauses in EN 301 549 against which compliance with the EU WAD must be confirmed are:

- Clause 5: Generic Requirements (3 criteria)
- Clause 7: ICT with Video Capabilities (9 criteria)
- Clause 9: Web (based on WCAG 2.1)
- Clause 12: Documentation and Support Services (2 criteria)

See Annex 1 for more details on these clauses. EN 301 549 states that Conformance with W3C Web Content Accessibility Guidelines (WCAG 2.1) Level AA is equivalent to conforming with Clause 9: Web. NDA therefore uses WCAG 2.1 as the means to test compliance with Clause 9.

For Clauses 5, 7, 9 and 12, NDA conducted tests against all relevant criteria as part of the In-depth Reviews.

From June to August 2022 NDA conducted a public procurement exercise to provide a robust and transparent **Review and Reporting Process** for conducting in-depth, manual reviews of mobile apps and websites, as specified in Commission Implementing Decision (EU) 2018/1524. This contract was awarded to Deque Systems.

The sampling of pages remained the same as those used previously and was based on sampling criteria in Implementing Decision 2018/1524.[9]

Testing tools

The following tools sets were used for the In-depth Reviews:

Accessibility testing tools:

- axeAuditor for WCAG 2.1 Success Criteria, including NVDA and Chrome
- manual inspection for EN 301 549 clauses
- axe Monitor 7.1 axe-pdf Engine for testing PDF documents

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[8] https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf

[9] See page 28 "Ireland's Monitoring Report for the EU Web Accessibility Directive", https://nda.ie/publications/communications/eu-web-accessibility-directive/monitoring%20reports/monitoring-report-eu-wad-ireland-2021.pdf

All public bodies subject to In-depth Review will receive a summary of issues identified including a description of priority issues to address and the user impact and a detailed report outlining all issues identified and providing guidance on how to address them.

User impact
In-depth Reviews use WCAG 2.1 Success Criteria to check user impact based on four basic principles for ensuring accessibility for persons with disabilities:

1. Can all your users, with the abilities and senses that they possess, **perceive** the information your application presents to them?
2. Can your users, with their specific input device or assistive technology, **operate** all the controls within your application's user interface?
3. Can your users **understand** the information and the user interface controls?
4. Is your content **robust** enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies?

Table 2 provides a description of the 5 user impacts provided for In-depth Reviews.

Table 2: Issues by User Impact

Impact	Impact Description
Blocker	Prevents some users with disabilities from using core content.
Critical	Prevents some users with disabilities from accessing certain parts of the content, potentially rendering it unusable.
Serious	Presents serious barriers for some users with disabilities and will partially prevent them from using portions of the content.
Moderate	Presents some barriers for users with disabilities that will reduce their overall experience with the content.
Minor	Causes some nuisance or can be annoying, but not presenting barriers for users with disabilities.

In-depth Reviews results

NDA conducted a further 14 In-depth Reviews to address the shortfall in numbers for 2021.

Table 3

Name	Base URL
An Garda Síochána[10]	https://garda.ie/en/
Citizens Information	https://www.citizensinformation.ie/en/
Dublin Bus	https://www.dublinbus.ie/
Irish Rail	https://www.irishrail.ie/en-ie/
National Transport Authority	https://www.nationaltransport.ie/
Department of Transport	https://www.gov.ie/en/organisation/department-of-transport/
Dublin City Council	https://www.dublincity.ie/residential
Limerick City and County Council	https://www.limerick.ie/council
Revenue Commissioners	https://www.revenue.ie/en/Home.aspx
Technological University Dublin	https://www.tudublin.ie/
Irish Human Rights and Equality Commission	https://www.ihrec.ie/
Houses of the Oireachtas[11]	https://www.oireachtas.ie/
The Competition and Consumer Protection Commission	https://www.ccpc.ie/
State Examinations Commission	https://www.examinations.ie/

For each of the 14 In-depth Reviews conducted this report provides:

- the number of WCAG 2.1 and EN 301 549 specific issues identified
- the overall percentage of WCAG 2.1 Success Criteria compliance
- the top 10 WCAG issues identified
- user impact
- EN 301 549 (Clause 5, 7 or 12) issues identified
- PDF review results
- information on key elements of the Accessibility Statement as required by the Directive.

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[10] An Garda Síochána – national police service of Ireland

[11] Houses of the Oireachtas – national Parliament of Ireland

Key findings

Table 4 provides the average number of WCAG 2.1 AA issues per page, the total WCAG 2.1 Success Criteria passed and the total failures per site. Of the 1154 errors identified, the highest number of errors related to:

- **Colour contrast (SC 1.4.3 – 30%)**
  - Example: Image 2 shows poor colour contrast on the navigation menu. The contrast ratio between the text and background for "What's new" is 2.3:1.
  - Solution: Ensure colour contrast between foreground and background is 4.5:1 for regular text and 3:1 for large text (e.g. headings)
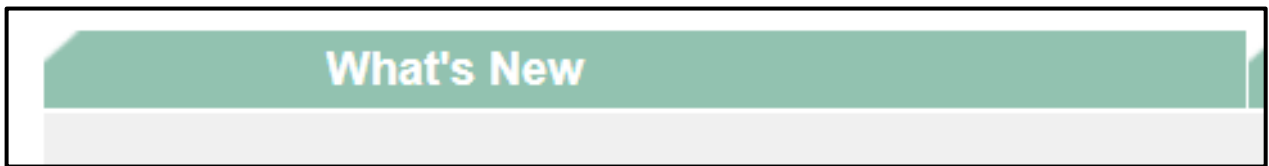
Image 2: poor colour contrast

- **Name, role, value (SC 4.1.2 – 15%).**
  - Example: Image 3 shows a Cookie Modal whose 'close button' is not correctly coded. A screen reader will not determine what this "X" is for and a person using a keyboard only will not be able to access the control.
  - Solution: Every user interface control must have a role along with any applicable states and properties so that all users may interact with the control.
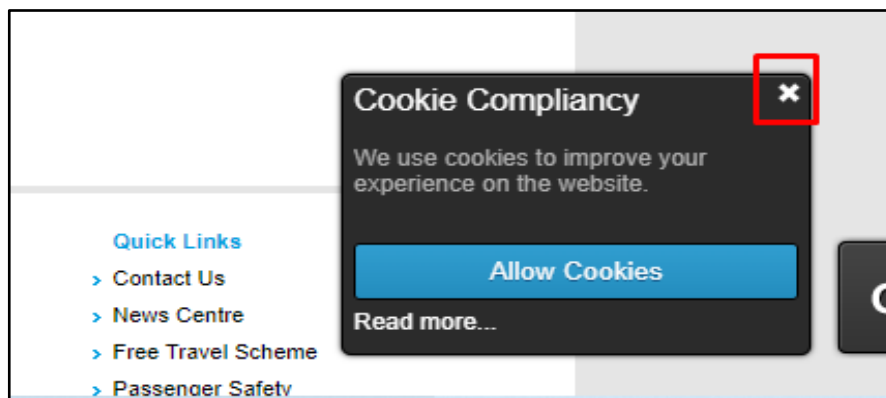
Image 3: interface control incorrectly coded

- **Non-text Content (SC 1.1.1 – 7%).**

- Example: Image 4 shows an image of an arrow that acts as a link to another page. The arrow image contains no "alternative text" and therefore is "invisible" to a screen reader user.
- Solution: Ensure all images that provide information or have a function have alternative text that describes its information or function.

Image 4: no alt text

Table 4: average number of WCAG 2.1 AA issues per page

SC	Description	SC Level	Issues	#errors as a % of total
1.1.1	Non-Text Content	A	113	7%
1.2.1	Audio-only and Video-only (Pre-recorded)	A	0	0%
1.2.2	Captions (Pre-recorded)	A	1	0%
1.2.3	Audio Description or Media Alternative (Pre-recorded)	A	2	0%
1.2.4	Captions (Live)	AA	0	0%
1.2.5	Audio Description (Pre-recorded)	AA	0	0%
1.3.1	Info & Relationships	A	158	10%
1.3.2	Meaningful Sequence	A	15	1%
1.3.3	Sensory Characteristics	A	0	0%
1.3.4	Orientation	AA	0	0%
1.3.5	Identify Input Purpose	AA	10	1%
1.4.1	Use of Colour	A	24	2%
1.4.10	Reflow	AA	26	2%
1.4.11	Non-Text Contrast	AA	107	7%
1.4.12	Text Spacing	AA	15	1%
1.4.13	Content on Hover or Focus	AA	16	1%
1.4.2	Audio Control	A	0	0%
1.4.3	Contrast (Minimum)	AA	464	30%
1.4.4	Resize Text	AA	14	1%
1.4.5	Images of Text	AA	4	0%
2.1.1	Keyboard	A	37	2%
2.1.2	No Keyboard Trap	A	0	0%

SC	Description	SC Level	Issues	#errors as a % of total
2.1.4	Character Key Shortcuts	A	0	0%
2.2.1	Timing Adjustable	A	3	0%
2.2.2	Pause, Stop, Hide	A	6	0%
2.3.1	Three Flashes or Below Threshold	A	0	0%
2.4.1	Bypass Blocks	A	17	1%
2.4.2	Page Titled	A	4	0%
2.4.3	Focus Order	A	43	3%
2.4.4	Link Purpose (In Context)	A	22	1%
2.4.5	Multiple Ways	AA	0	0%
2.4.6	Headings and Labels	AA	14	1%
2.4.7	Focus Visible	AA	24	2%
2.5.1	Pointer Gestures	A	0	0%
2.5.2	Pointer Cancellation	A	0	0%
2.5.3	Label in Name	A	18	1%
2.5.4	Motion Actuation	A	0	0%
3.1.1	Language of Page	A	2	0%
3.1.2	Language of Parts	AA	21	1%
3.2.1	On Focus	A	0	0%
3.2.2	On Input	A	2	0%
3.2.3	Consistent Navigation	AA	0	0%
3.2.4	Consistent Identification	AA	0	0%
3.3.1	Error Identification	A	0	0%
3.3.2	Labels or Instructions	A	8	1%
3.3.3	Error Suggestion	AA	0	0%
3.3.4	Error Prevention (Legal, Financial, Data)	AA	0	0%
4.1.1	Parsing	A	98	6%
4.1.2	Name, Role, Value	A	229	15%
4.1.3	Status Messages	AA	19	1%
Total		**50**	**1542**	**100%**

1. An Garda Síochána[12]

Key findings

In total, 114 errors (112 WCAG Success Criteria (SC) and 2 EN 301 549 clauses) were identified across 12 pages and 5 components assessed (Figure 4). This equates to a compliance rate of 56% for the WCAG 2.1 SC tested (Figure 5).
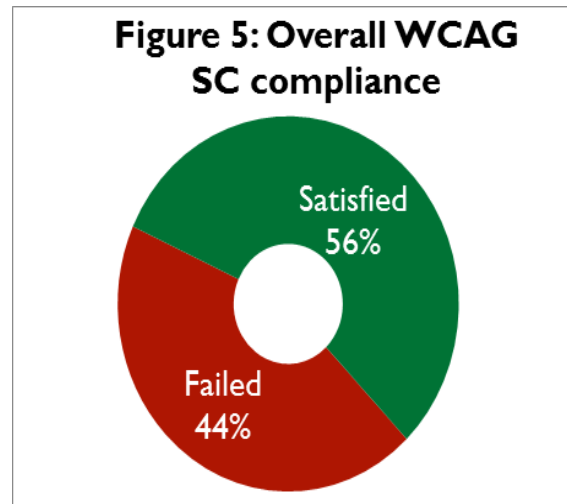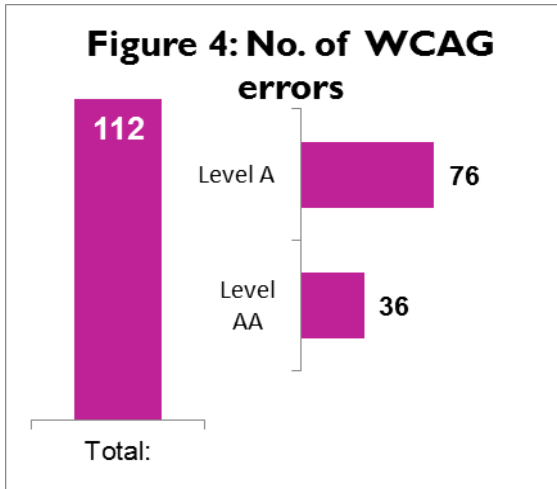
Figure 4: No. of WCAG errors

112

Level A — 76

Level AA — 36

Total:

Figure 5: Overall WCAG SC compliance

Satisfied 56%

Failed 44%

User Impact

The majority of WCAG 2.1 SC failures were classified as having a "Serious" user impact, with the second highest number classified as Critical (Figure 6).

Figure 6: No. of WCAG errors by User Impact category

Blocker — 0
Critical — 18
Serious — 83
Moderate — 8
Minor — 3
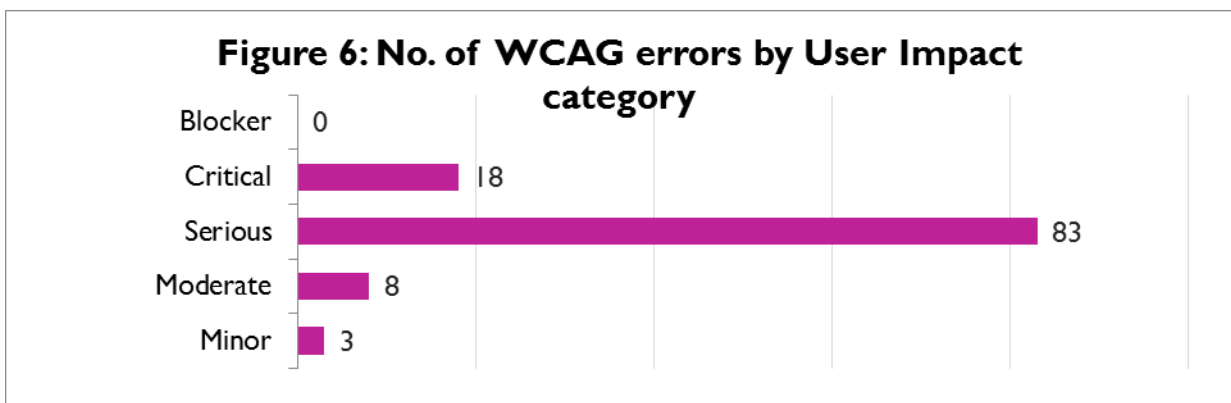
WCAG issues

Four success criteria, were related to 51% of all issues:

- Parsing – 17%

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[12] An Garda Síochána – national police service of Ireland

- Name, Role, Value – 13%
- Info and Relationships – 13%
- Colour Contrast – 8%

Figure 7: No. of occurrences for top 10 WCAG errors

WCAG Success Criterion	No. of occurrences
4.1.1 (A) Parsing	19
4.1.2 (A) Name, Role, Value	15
1.3.1 (A) Info & Relationships	14
1.4.3 (AA) Contrast (Minimum)	9
1.1.1 (A) Non-Text Content	6
2.1.1 (A) Keyboard	6
1.4.1 (A) Use of Color	5
1.4.11 (AA) Non-Text Contrast	5
1.4.12 (AA) Text Spacing	5
2.4.3 (A) Focus Order	5
Other Success Criteria	23
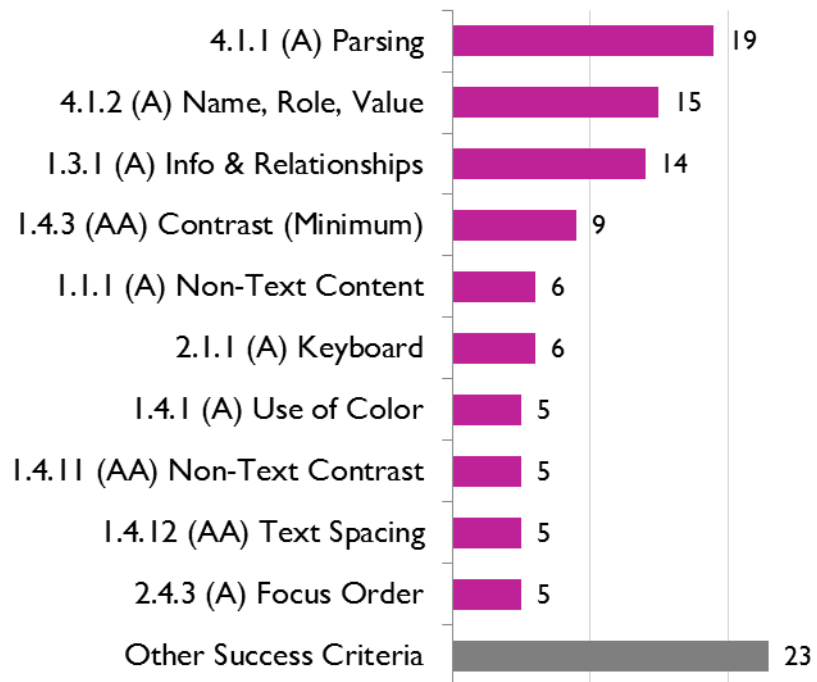
See accessible table in Annex 5

EN 301 549 issues
Two EN 301 549 errors related to "Clause 5.2 Activation of accessibility features" were deemed "Not supported". Eleven clauses were deemed "Not applicable" and two clauses were deemed to be "Supported"; 12.1.1 Accessibility and compatibility features and 12.1.2 Accessible documentation.

Accessibility Statement
All essential aspects of the Accessibility Statement were found to be present.[13]

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[13] https://www.garda.ie/en/accessibility-statement

2. Citizens Information[14]

Key findings

In total, 34 errors (34 WCAG SC and 0 EN 301 549 clauses) were identified across 11 pages and 5 components assessed (Figure 8). This equates to a compliance rate of 68% for the WCAG 2.1 SC tested (Figure 9).
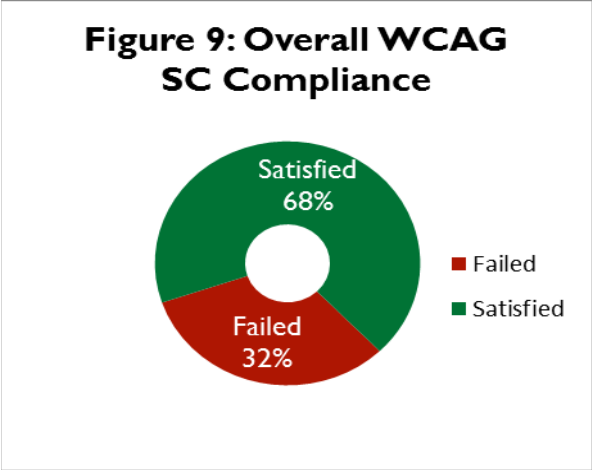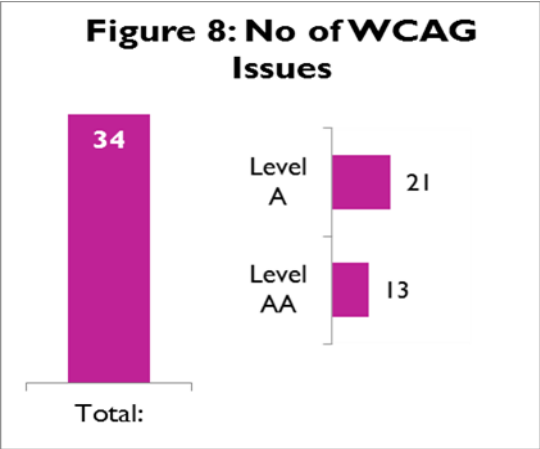
Figure 8: No of WCAG Issues

Figure 9: Overall WCAG SC Compliance

User Impact

The majority of WCAG 2.1 SC failures were classified as having a "Serious" user impact, with only three errors classified as "Critical", the lowest number of this category of user impact identified for any site reviewed (Figure 10).

Figure 10: No of WCAG errors by User Impact category
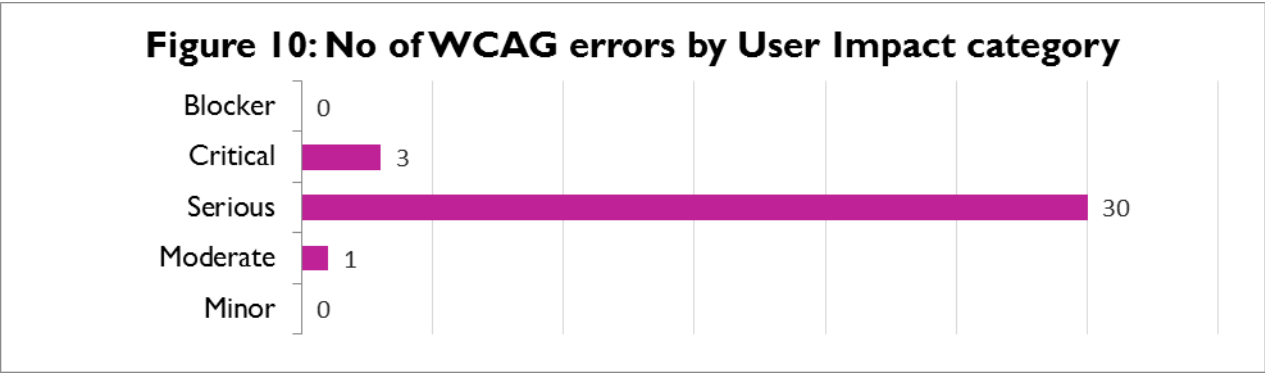
WCAG

Issues

Four success criteria, were related to 48% of all issues:

- Info and Relationships – 12%
- Non-Text Contrast – 12%

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[14] Citizens Information – website providing information on rights and entitlements

- Focus Order – 12%
- Parsing – 12%

Figure 11: No of occurances for top 10 WCAG errors

Success Criteria	Count
1.3.1 (A) Info & Relationships	4
1.4.11 (AA) Non-Text Contrast	4
2.4.3 (A) Focus Order	4
4.1.1 (A) Parsing	4
4.1.2 (A) Name, Role, Value	4
1.4.12 (AA) Text Spacing	2
1.4.3 (AA) Contrast (Minimum)	2
2.1.1 (A) Keyboard	2
1.1.1 (A) Non-Text Content	1
1.4.1 (A) Use of Color	1
Other Success Criteria	6
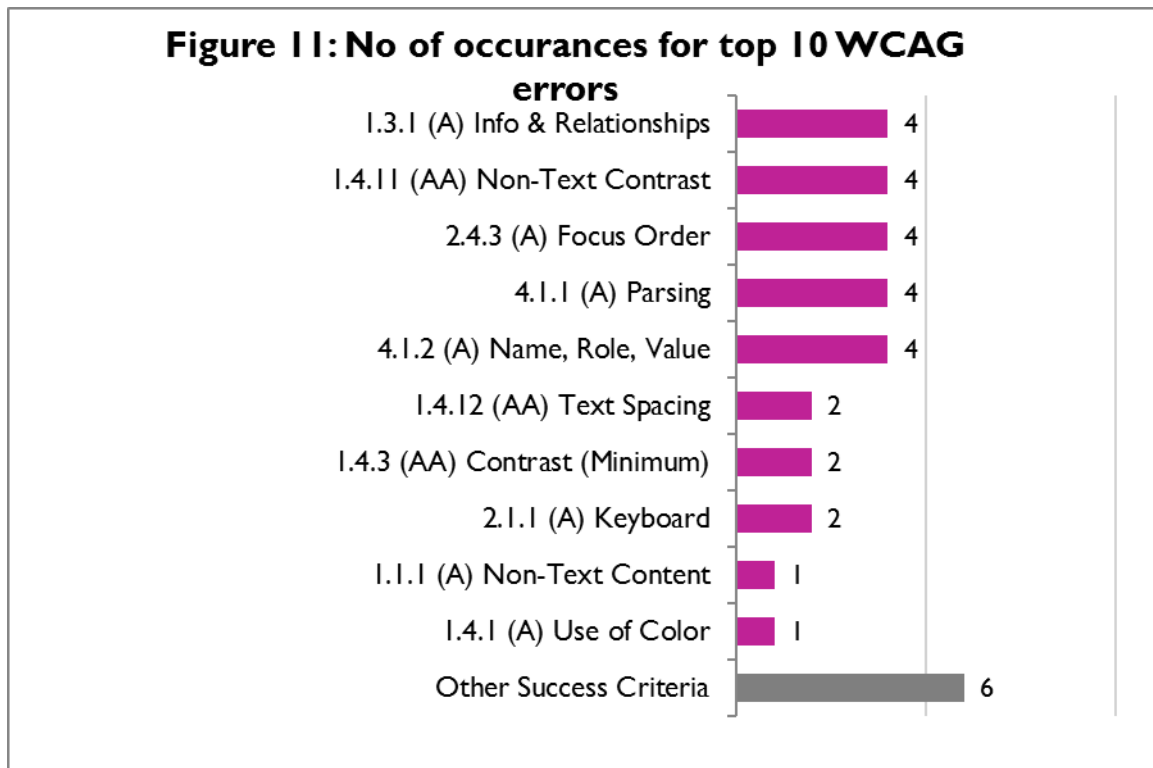
See accessible table in Annex 5

EN 301 549 issues
No errors were identified for the EN 301 549 clauses reviewed.

PDF
Six additional WCAG 2.1 SC errors were identified on the PDF "Guide to Entitlements for People with Disabilities 2022" reviewed.[15]

Accessibility Statement
Three aspects of the Accessibility Statement were inadequately described; the statement's scope, how and when the Statement was prepared and the enforcement procedure.[16]

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[15]

https://www.citizensinformationboard.ie/downloads/guides/guide_to_entitlements_for_people_with_disabilities_2022.pdf

[16] https://www.citizensinformation.ie/en/accessibility.html

3. Dublin Bus[17]

Key findings

In total, 227 errors (222 WCAG 2.1 SC and 5 EN 301 549 clauses) were identified across 13 pages and 7 components assessed (Figure 12). This equates to a compliance rate of 58% for the WCAG 2.1 SC tested (Figure 13).
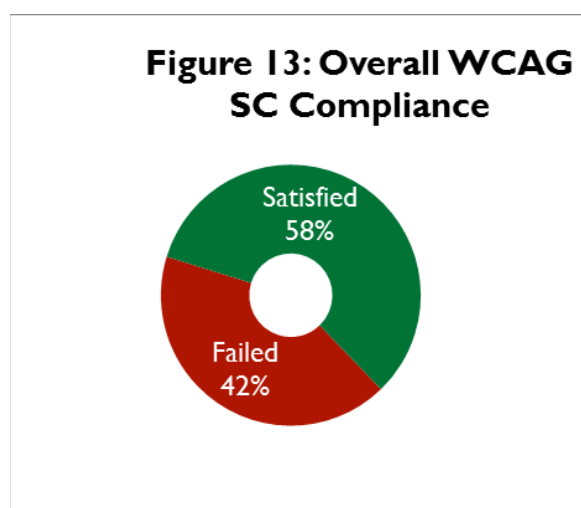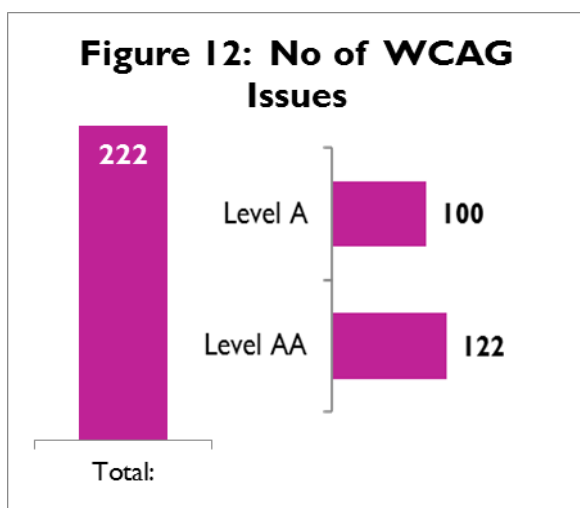
Figure 12: No of WCAG Issues

222

Level A 100

Level AA 122

Total:

Figure 13: Overall WCAG SC Compliance

Satisfied 58%

Failed 42%

User Impact

The majority of WCAG 2.1 SC failures were classified as having a "Serious" user impact with a large number of "Critical" errors also present (Figure 14).

Figure 14: No of WCAG errors by User Impact

Blocker 0
Critical 42
Serious 167
Moderate 6
Minor 7
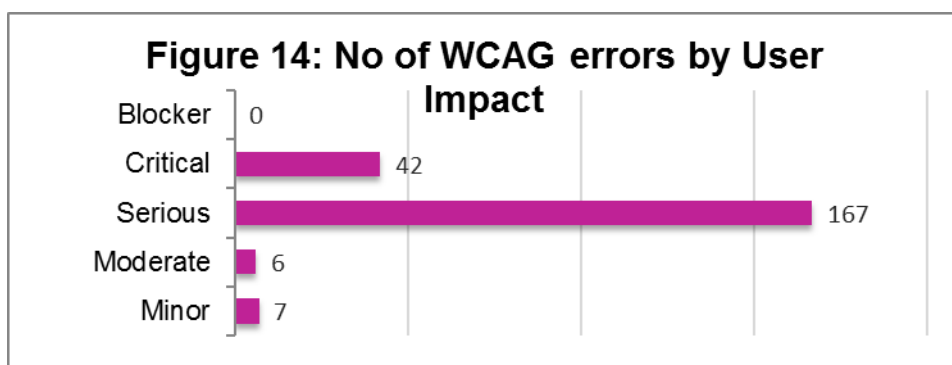
WCAG issues

Four success criteria, were related to 73% of all issues:
- Text Contrast – 43%
- Info and Relationships – 16%
- Name, Role and Value – 9%

[17] Main public operator of buses in Dublin

- Non-text Content – 5%

Figure 15: No of occurances of top 10 WCAG Issues

WCAG Issue	Count
1.4.3 (AA) Contrast (Minimum)	98
1.3.1 (A) Info & Relationships	37
4.1.2 (A) Name, Role, Value	21
1.1.1 (A) Non-Text Content	11
1.4.11 (AA) Non-Text Contrast	10
4.1.1 (A) Parsing	8
2.1.1 (A) Keyboard	6
2.5.3 (A) Label in Name	5
2.4.4 (A) Link Purpose (In Context)	4
4.1.3 (AA) Status Messages	4
Other Success Criteria	18

See accessible table in Annex 5

EN 301 549 issues
Five EN 301 549 errors related to clauses 5.2 "Activation of accessibility features" 7.1.5 "Spoken subtitles", 7.2.1 "Audio description playback", 7.2.2 "Audio description synchronization" and 7.2.3 "Preservation of audio description" were deemed "Not supported".

PDF
Two additional WCAG 2.1 SC errors were identified on the PDF "Customer Charter" reviewed.[18]

Accessibility Statement
The Accessibility Statement did not align with the requirements of the Directive and contained no information on aspects such as the Enforcement procedure or the last review conducted:[19]

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[18] https://www.dublinbus.ie/Global/Customer%20Charter%202017%20English%20Final.pdf

[19] http://www.dublinbus.ie/Your-Journey1/Accessibility/Accessibility-Statement-/

4. Irish Rail[20]

Key findings

In total, 164 errors (164 WCAG and 0 EN 301 549 clauses) were identified across 12 pages and 4 components assessed (Figure 16). This equates to a compliance rate of 62% for the WCAG 2.1 SC tested (Figure 17).
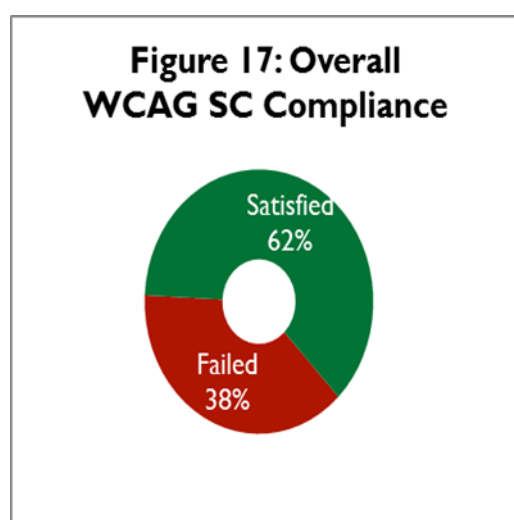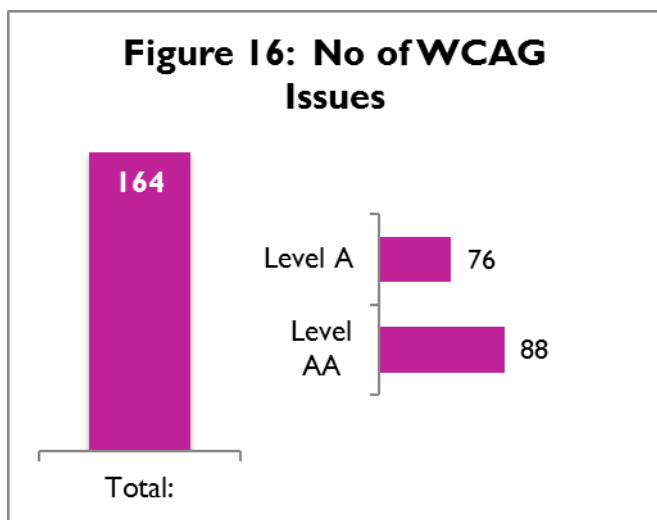
Figure 16: No of WCAG Issues

164

Level A 76

Level AA 88

Total:

Figure 17: Overall WCAG SC Compliance

Satisfied 62%

Failed 38%

User Impact

The majority of WCAG 2.1 SC failures were classified as having a "Serious" user impact with a large number of "Critical" errors also present (Figure 18).

Figure 18: No of WCAG errors by User Impact

Blocker 0
Critical 39
Serious 114
Moderate 0
Minor 11
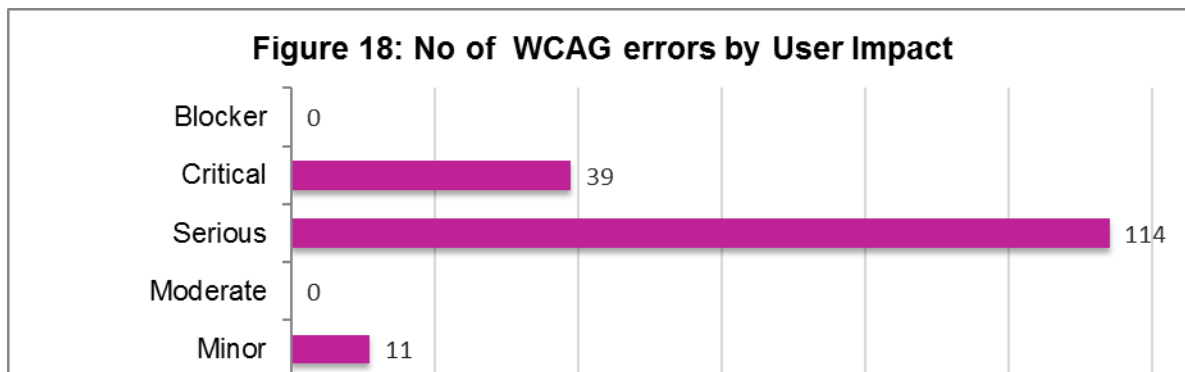
WCAG issues

Four success criteria, were related to 66% of all issues:

- Text Contrast – 30%
- Name, Role, Value – 20%
- Parsing – 9%

---

[20] Irish Rail (Iarnród Éireann) – operator of the national railway network of Ireland

- Non-text Contrast – 7%
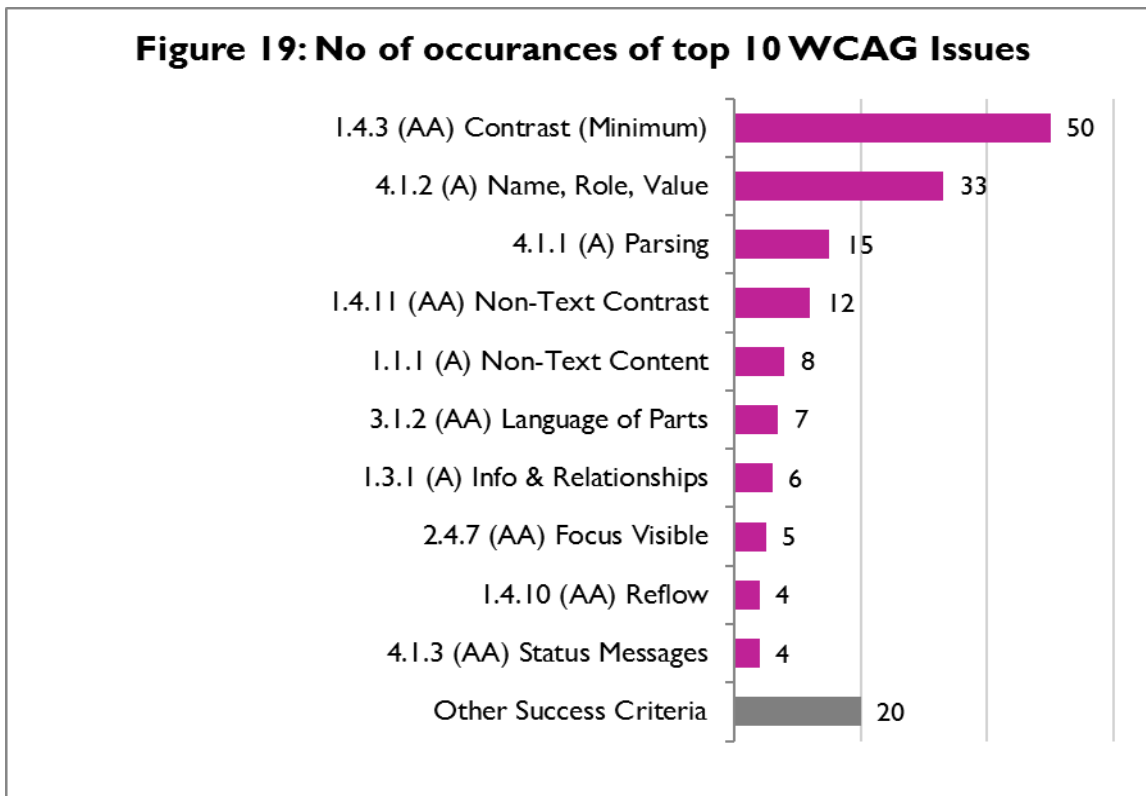
Figure 19: No of occurances of top 10 WCAG Issues

WCAG Issue	Occurrences
1.4.3 (AA) Contrast (Minimum)	50
4.1.2 (A) Name, Role, Value	33
4.1.1 (A) Parsing	15
1.4.11 (AA) Non-Text Contrast	12
1.1.1 (A) Non-Text Content	8
3.1.2 (AA) Language of Parts	7
1.3.1 (A) Info & Relationships	6
2.4.7 (AA) Focus Visible	5
1.4.10 (AA) Reflow	4
4.1.3 (AA) Status Messages	4
Other Success Criteria	20

See accessible table in Annex 5

EN 301 549 issues
No failures were identified for the EN 301 549 clauses reviewed.

PDF
Four additional WCAG 2.1 SC errors were identified on the PDF "Timetables by Route" reviewed.[21]

Accessibility Statement
The Accessibility Statement did not align with the requirements of the Directive and contained no information on aspects such as the Enforcement procedure or the last review conducted.[22]

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[21] https://www.irishrail.ie/en-ie/train-timetables/timetables-by-route

[22] https://www.irishrail.ie/en-ie/travel-information/accessibility-onboard-trains/iarnrod-eireann-website-accessibility

5. Limerick City and County Council

Key findings

In total, 148 errors (148 WCAG 2.1 SC and 0 EN 301 549-specific) issues were identified across 11 pages and 3 components assessed (Figure 20). This equates to a compliance rate of 52% for the WCAG 2.1 SC tested (Figure 21).
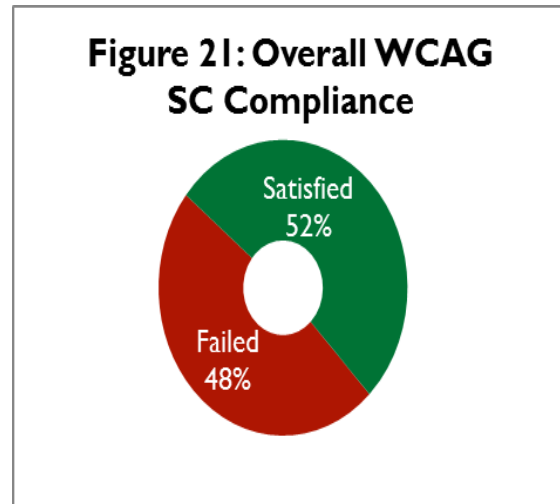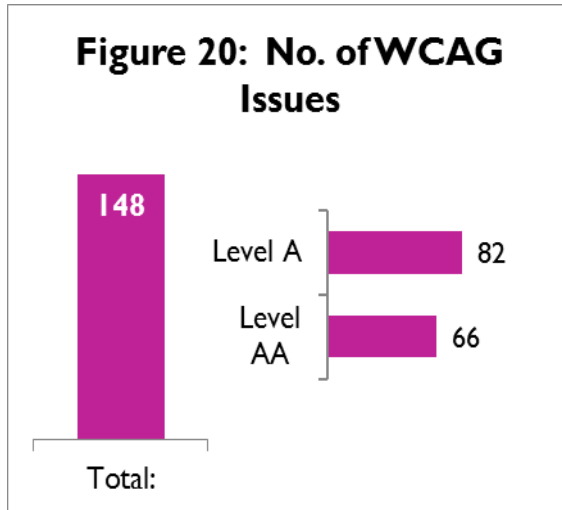
Figure 20: No. of WCAG Issues

148

Level A — 82
Level AA — 66

Total:

Figure 21: Overall WCAG SC Compliance

Satisfied 52%
Failed 48%

User Impact

The majority of WCAG 2.1 SC failures were classified as having a "Serious" user impact (Figure 22).

Figure 22: No. of WCAG errors by User Impact category
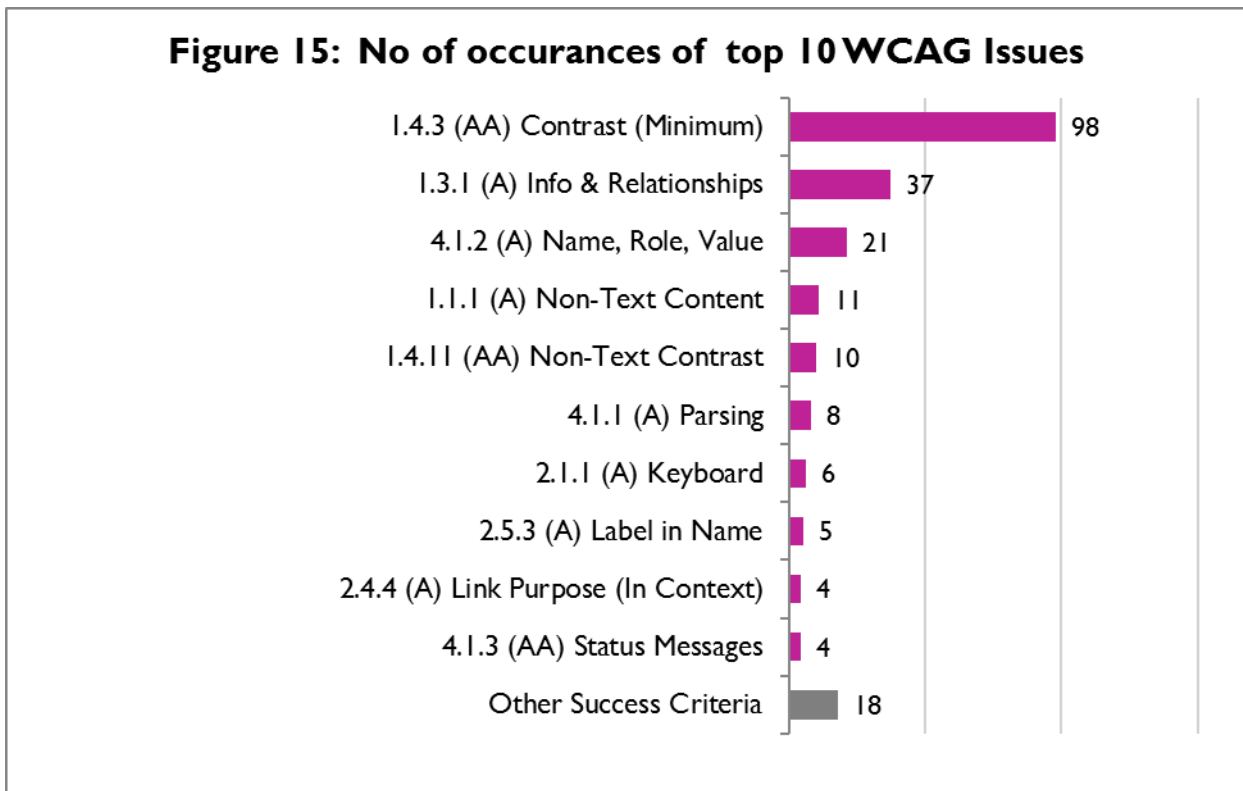
Blocker — 0
Critical — 15
Serious — 106
Moderate — 2
Minor — 25

WCAG issues

Four success criteria, were related to 66% of all issues:
- Text Contrast – 29%
- Parsing – 20%
- Name, Role, Value – 9%
- Info and Relationships – 8%

Figure 23: No. of occurrences for top 10 WCAG errors

WCAG Success Criterion	Occurrences
1.4.3 (AA) Contrast (Minimum)	43
4.1.1 (A) Parsing	29
4.1.2 (A) Name, Role, Value	13
1.3.1 (A) Info & Relationships	12
1.1.1 (A) Non-Text Content	10
1.4.10 (AA) Reflow	5
1.4.11 (AA) Non-Text Contrast	4
1.3.5 (AA) Identify Input Purpose	3
1.4.13 (AA) Content on Hover or Focus	3
2.1.1 (A) Keyboard	3
Other Success Criteria	23

See accessible table in Annex 5

EN 301 549 issues

No failures were identified for the EN 301 549 clauses reviewed.

PDF

Three additional WCAG 2.1 SC errors were identified on the PDF "Mount St Lawrence Cemetery Guide" reviewed.[23]

Accessibility Statement

Two aspects of the Accessibility Statement were inadequately described; the statement's scope, and the enforcement procedure.[24]

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[23] https://www.limerick.ie/discover/explore/historical-resources/limerick-archives/cemetery-records/mount-st-lawrence-cemetery

[24] https://www.limerick.ie/about/accessibility

6. National Transport Authority[25]

Key findings

In total, 155 errors (155 WCAG 2.1 SC and 0 EN 301 549 clauses) were identified across 11 pages and 5 components assessed (Figure 24). This equates to a compliance rate of 68% for the WCAG 2.1 Success Criteria (SC) tested (Figure 25).
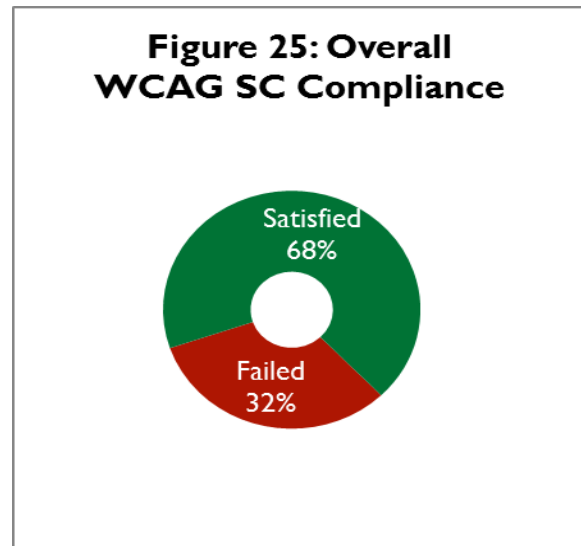
Figure 24: No. of WCAG Issues

Total: 155
Level A 70
Level AA 85

Figure 25: Overall WCAG SC Compliance

Satisfied 68%
Failed 32%

User Impact

The majority of WCAG 2.1 SC failures were classified as having a "Serious" user impact (Figure 26).

Figure 26: No. of WCAG errors by User Impact category

Blocker 0
Critical 45
Serious 107
Moderate 1
Minor 2

WCAG issues

Four success criteria, were related to 84% of all issues:

● Text Contrast – 45%

- Name, Role and Value – 28%
- Info and Relationships – 8%
- Non-text Contrast – 3%
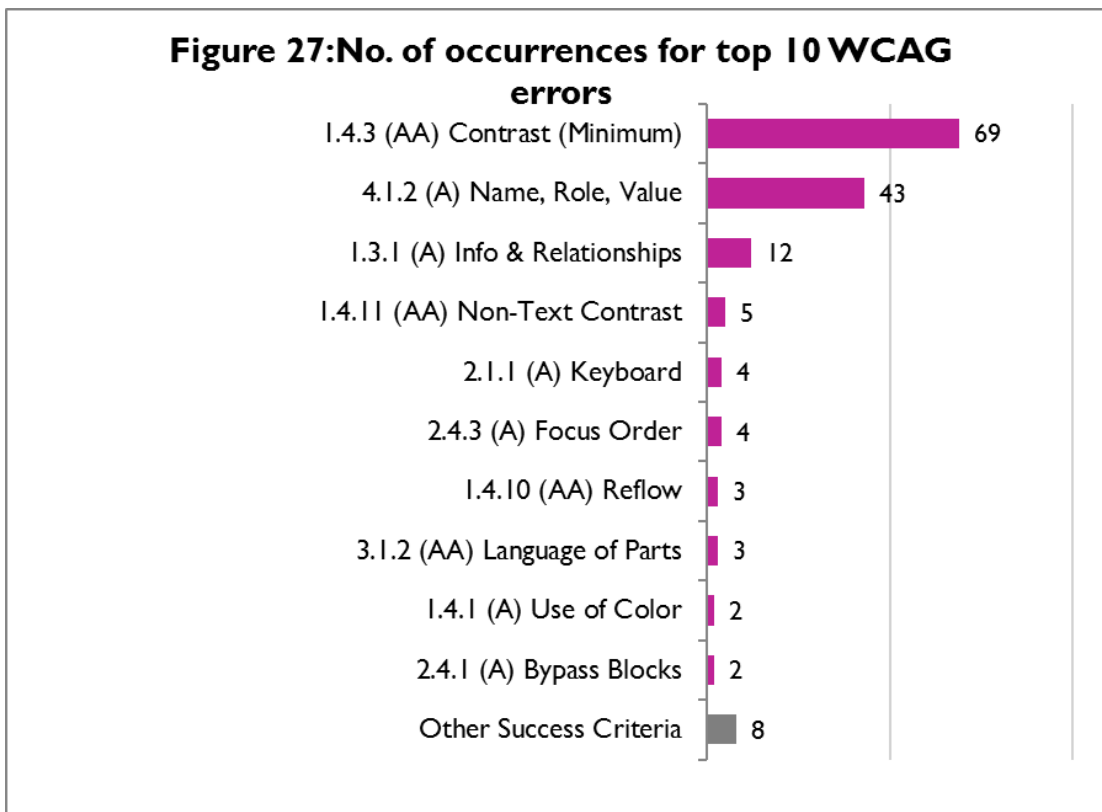
Figure 27: No. of occurrences for top 10 WCAG errors

WCAG Error	Occurrences
1.4.3 (AA) Contrast (Minimum)	69
4.1.2 (A) Name, Role, Value	43
1.3.1 (A) Info & Relationships	12
1.4.11 (AA) Non-Text Contrast	5
2.1.1 (A) Keyboard	4
2.4.3 (A) Focus Order	4
1.4.10 (AA) Reflow	3
3.1.2 (AA) Language of Parts	3
1.4.1 (A) Use of Color	2
2.4.1 (A) Bypass Blocks	2
Other Success Criteria	8

See accessible table in Annex 5

EN 301 549 issues
No failures were identified for the EN 301 549 clauses reviewed.

PDF
Three additional WCAG 2.1 SC errors were identified on the PDF "Cork Public Transport Network" reviewed.[26]

Accessibility Statement
Two aspects of the Accessibility Statement were inadequately described; Feedback and contact information, and the enforcement procedure.[27]

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[26] https://www.nationaltransport.ie/wp-content/uploads/2021/10/Cork-Connecting-Ireland-Maps-and-Network-Table-WEB.pdf

[27] https://www.nationaltransport.ie/further-information/accessibility-statement/

7. Department of Transport

Key findings

In total, 51 errors (51 WCAG 2.1 SC and 0 EN 301 549 clauses) were identified across 11 pages and 5 components assessed (Figure 28). This equates to a compliance rate of 68% for the WCAG 2.1 Success Criteria (SC) tested (Figure 29).
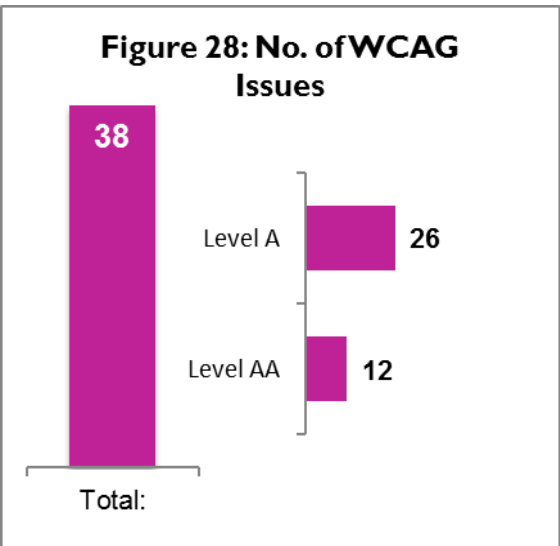
Figure 28: No. of WCAG Issues

Total:
38
Level A 26
Level AA 12

Figure 29: Overall WCAG SC Compliance

Satisfied 68%
Failed 32%

User Impact

The majority of WCAG 2.1 SC failures were classified as having a "Serious" user impact (Figure 30).

Figure 30: No. of WCAG errors by User Impact category

Blocker 0
Critical 6
Serious 30
Moderate 1
Minor 1
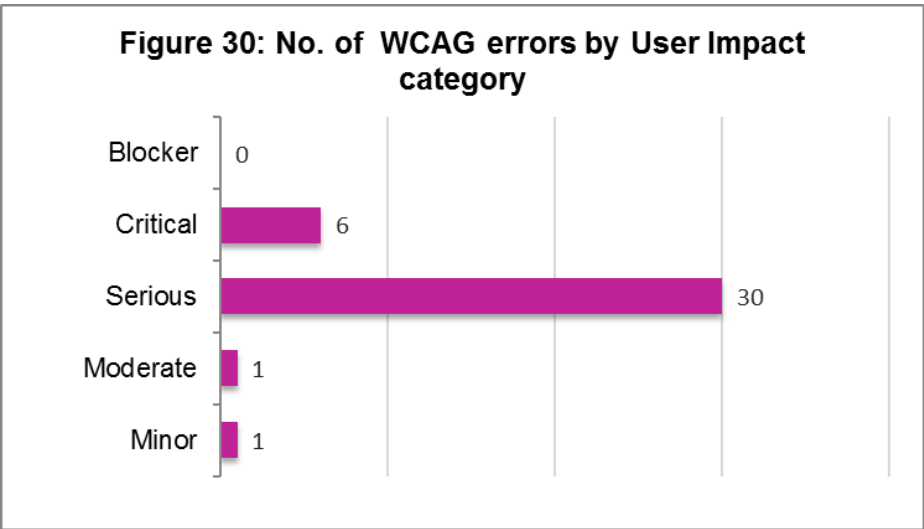
Four success criteria, were related to 58 % of all issues

- Colour Contrast – 20%
- Lists – 14%
- Headings – 14%
- Name, Role and Value – 10%

Figure 31: No. of occurrences for top 10 WCAG errors

WCAG Error	No. of occurrences
1.3.1 (A) Info & Relationships	7
4.1.2 (A) Name, Role, Value	7
1.4.3 (AA) Contrast (Minimum)	3
2.4.4 (A) Link Purpose (In Context)	3
1.1.1 (A) Non-Text Content	2
1.4.1 (A) Use of Color	2
1.4.11 (AA) Non-Text Contrast	2
1.4.13 (AA) Content on Hover or Focus	2
2.4.6 (AA) Headings and Labels	2
2.4.7 (AA) Focus Visible	2
Other Success Criteria	6

See accessible table in Annex 5

EN 301 549 issues
No failures were identified for the EN 301 549 clauses reviewed.

PDF
Three additional WCAG 2.1 SC errors were identified on the PDF "National Sustainable Mobility Policy" reviewed.[28]

Accessibility Statement
All essential aspects of the Accessibility Statement were found to be present.[29]

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[28] https://assets.gov.ie/220939/15aab892-f189-4ab6-8448-0c886176faac.pdf

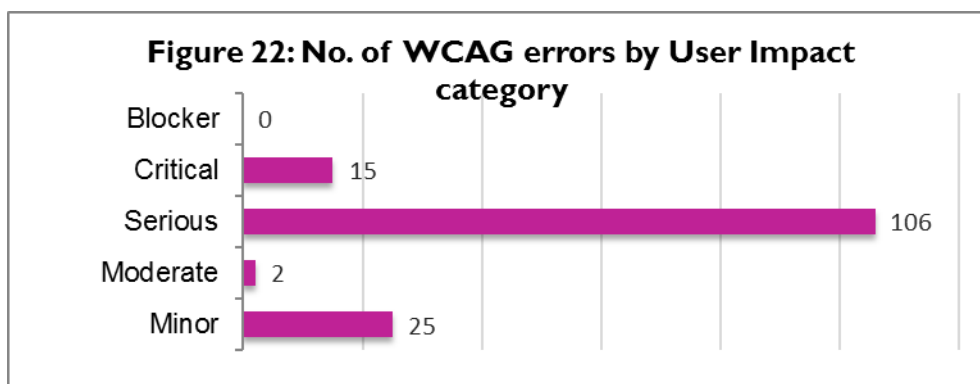[29] https://www.gov.ie/en/help/accessibility/#

8. Revenue Commissioners[30]

Key findings

In total, 80 errors (80 WCAG 2.1 SC and 0 EN 301 549 clauses) were identified across 9 pages and 2 components assessed (Figure 32). This equates to a compliance rate of 64% for the WCAG 2.1 SC tested (Figure 33).
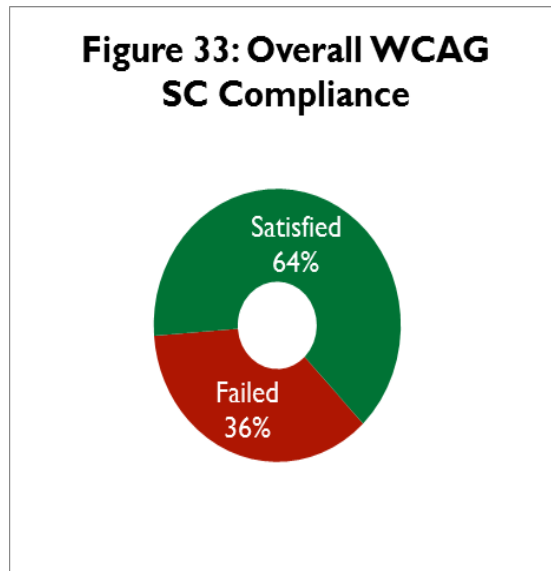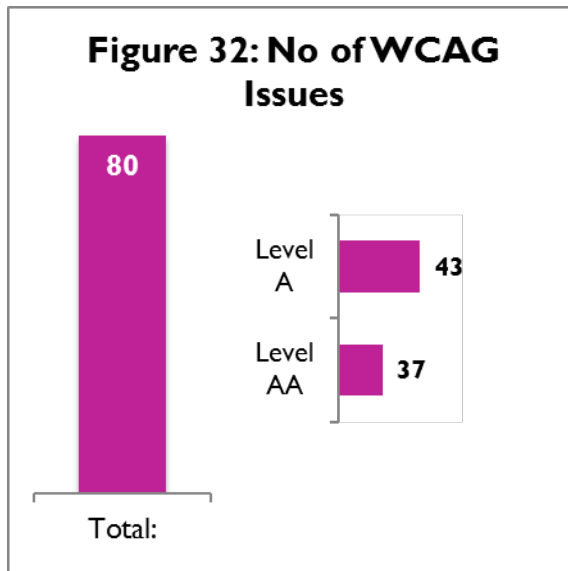
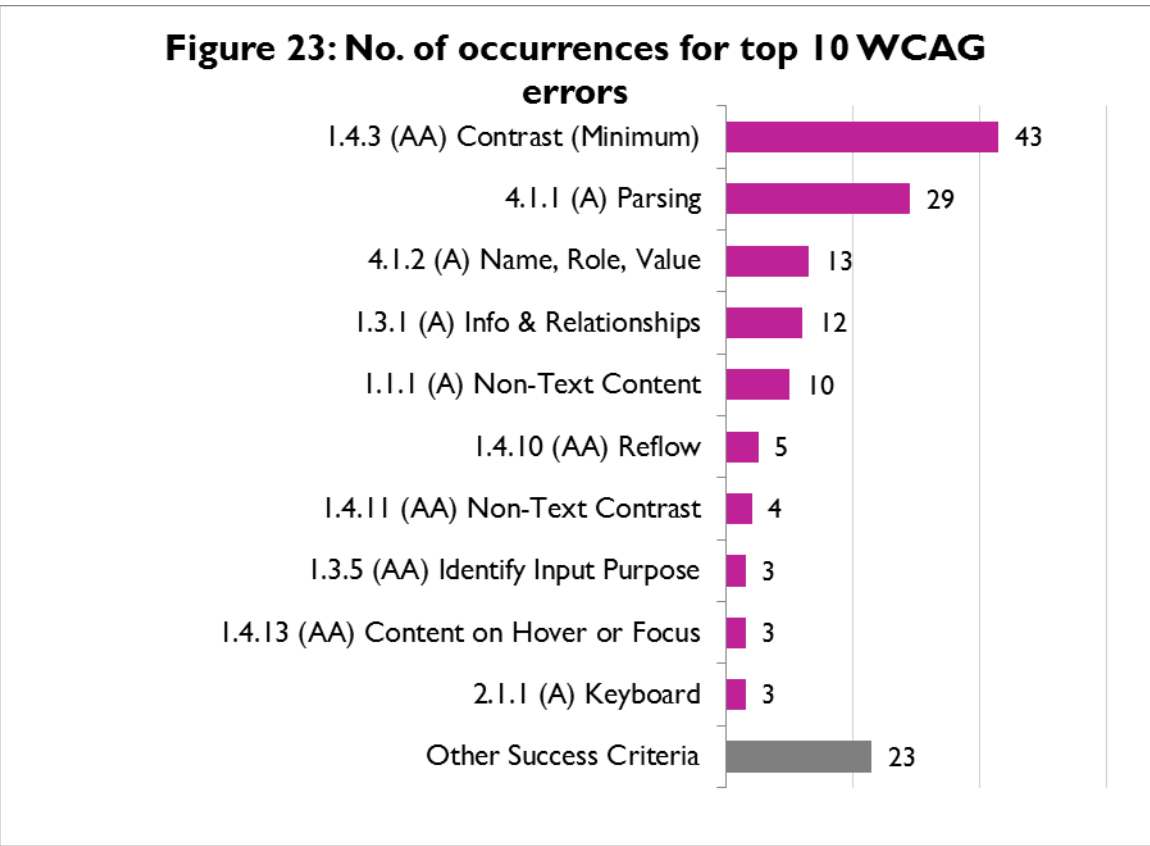**Figure 32: No of WCAG Issues**

Total: 80
Level A: 43
Level AA: 37

Figure 33: Overall WCAG SC Compliance

Satisfied 64%
Failed 36%

User Impact

The majority of WCAG 2.1 SC failures were classified as having a "Serious" user impact (Figure 34).

Figure 34: No. of WCAG errors by User Impact category

Blocker: 0
Critical: 11
Serious: 57
Moderate: 11
Minor: 1
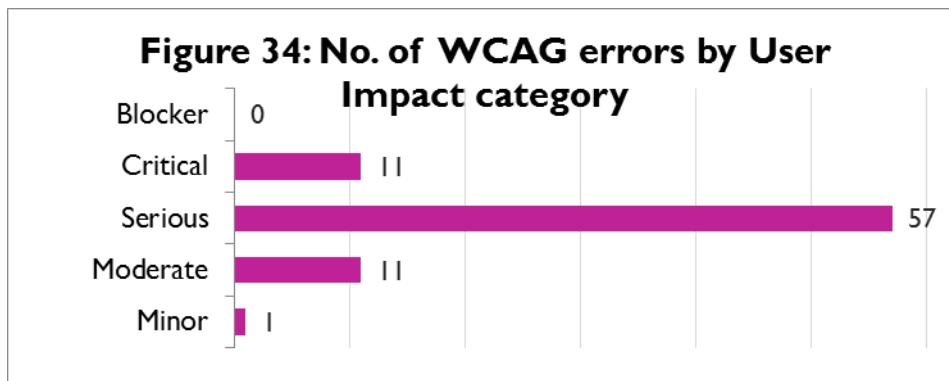
WCAG issues

Four success criteria, were related to 68% of all issues:

- Non-text contrast – 32%

- Name, Role, Value – 15%
- Info and Relationships – 12%
- Parsing – 9%

Figure 35: No. of occurrences for top 10 WCAG errors

Success Criterion	No. of occurrences
1.4.11 (AA) Non-Text Contrast	26
4.1.2 (A) Name, Role, Value	12
1.3.1 (A) Info & Relationships	10
4.1.1 (A) Parsing	7
1.4.3 (AA) Contrast (Minimum)	5
2.1.1 (A) Keyboard	3
1.1.1 (A) Non-Text Content	2
2.4.3 (A) Focus Order	2
2.5.3 (A) Label in Name	2
3.1.2 (AA) Language of Parts	2
Other Success Criteria	9

[See accessible table in Annex 5](#)

EN 301 549 issues
No failures were identified for the EN 301 549 clauses reviewed.

PDF
Three additional WCAG 2.1 SC errors were identified on the PDF "Fuel Grant" reviewed.[31]

Accessibility Statement
Two aspects of the Accessibility Statement were inadequately described; preparation of the statement, and the enforcement procedure.[32]
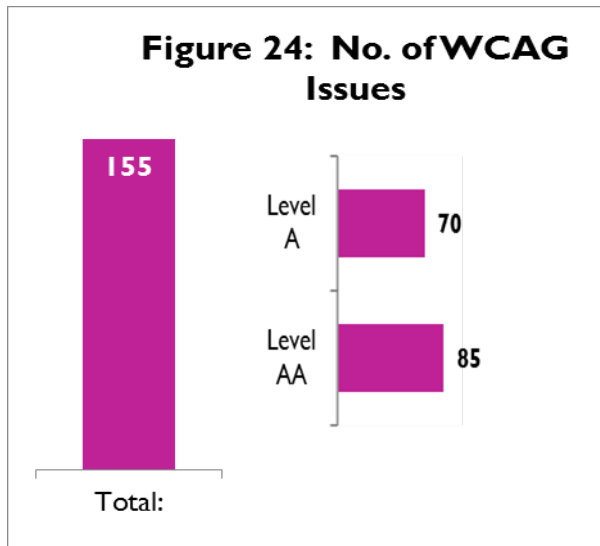
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[31] https://www.revenue.ie/en/vrt/documents/vrt/claim-form-fuel-grant.pdf

[32] https://revenue.ie/en/online-services/support/technical-requirements/accessibility-statement/index.aspx
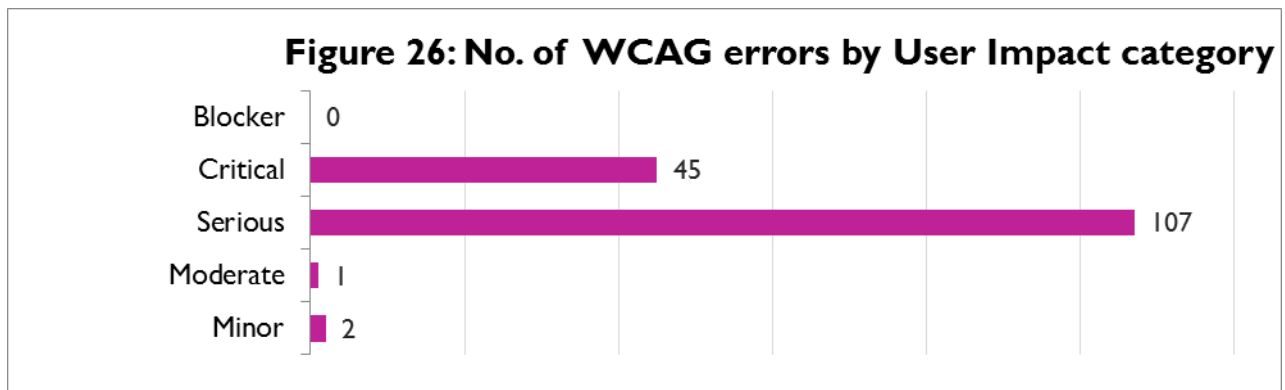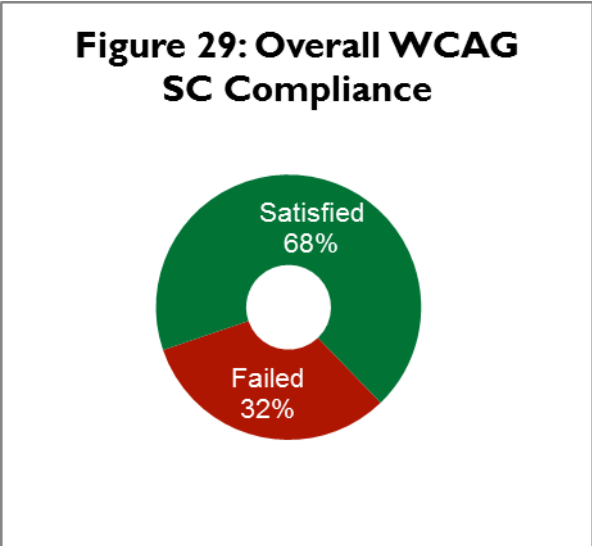
9. Technological University Dublin[33]

Key findings

In total, 187 errors (187 WCAG 2.1 SC and 0 EN 301 549 clauses) were identified across 9 pages and 4 components assessed (Figure 36). This equates to a compliance rate of 68% for the WCAG 2.1 Success Criteria (SC) tested (Figure 37).

Figure 36: No. of WCAG Issues

187

Level A — 54

Level AA — 133

Total:
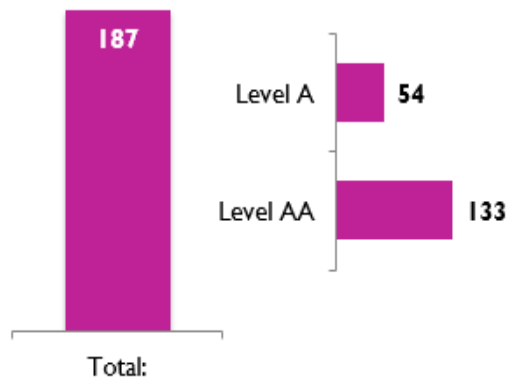
Figure 37: Overall WCAG SC Compliance
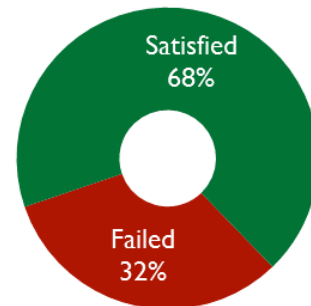
Satisfied 68%

Failed 32%

User Impact

The majority of WCAG 2.1 SC failures were classified as having a "Serious" user impact (Figure 38).

Figure 38: No. of WCAG errors by User Impact category

Blocker 0
Critical 25
Serious 148
Moderate 13
Minor 1
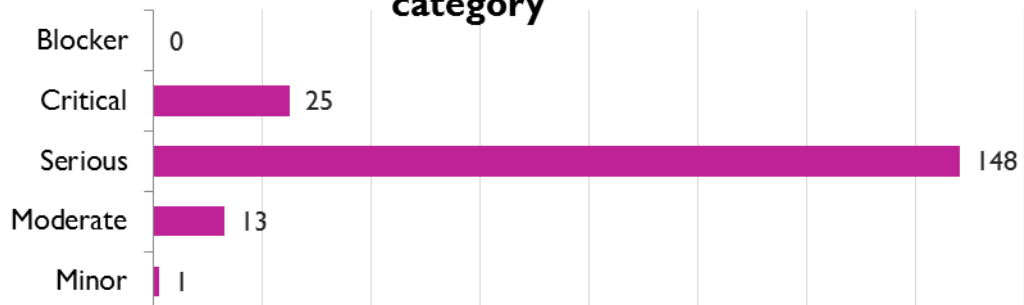
WCAG issues

Four success criteria, were related to 81% of all issues:

- Text Contrast – 60%
- Name, Role, Value– 13%
- Non-text Contrast – 4%

---

[33] Ireland's first technological university, established on 1 January 2019

- Info and Relationships – 4%

Figure 39: No. of occurrences for top 10 WCAG errors

WCAG Error	Occurrences
1.4.3 (AA) Contrast (Minimum)	113
4.1.2 (A) Name, Role, Value	25
1.3.1 (A) Info & Relationships	8
1.4.11 (AA) Non-Text Contrast	8
4.1.1 (A) Parsing	7
2.4.7 (AA) Focus Visible	5
1.1.1 (A) Non-Text Content	4
1.4.1 (A) Use of Color	3
1.4.10 (AA) Reflow	3
2.4.3 (A) Focus Order	3
Other Success Criteria	8

See accessible table in Annex 5

EN 301 549 issues
No failures were identified for the EN 301 549 clauses reviewed.

PDF
One additional WCAG 2.1 SC error was identified on the PDF "Academic calendar 2022-2023 Student Key Dates" reviewed.[34]

Accessibility Statement
No identifiable Accessibility Statement was found on the website.[35]

---

[34] https://www.tudublin.ie/media/website/explore/university-calendar/Academic-Calendar-2022-2023-Students-Key-Dates.pdf

[35] The following page contains a commitment to accessibility for the University's campuses: https://www.tudublin.ie/explore/our-campuses/accessibility/

10. Irish Human Rights and Equality Commission[36]

Key findings

In total, 129 issues (125 WCAG 2, 1 SC and 4 EN 301 549-specific) issues were identified across 10 pages and 5 components assessed (Figure 40). This equates to a compliance rate of 62% for the WCAG 2.1 SC tested (Figure 41).
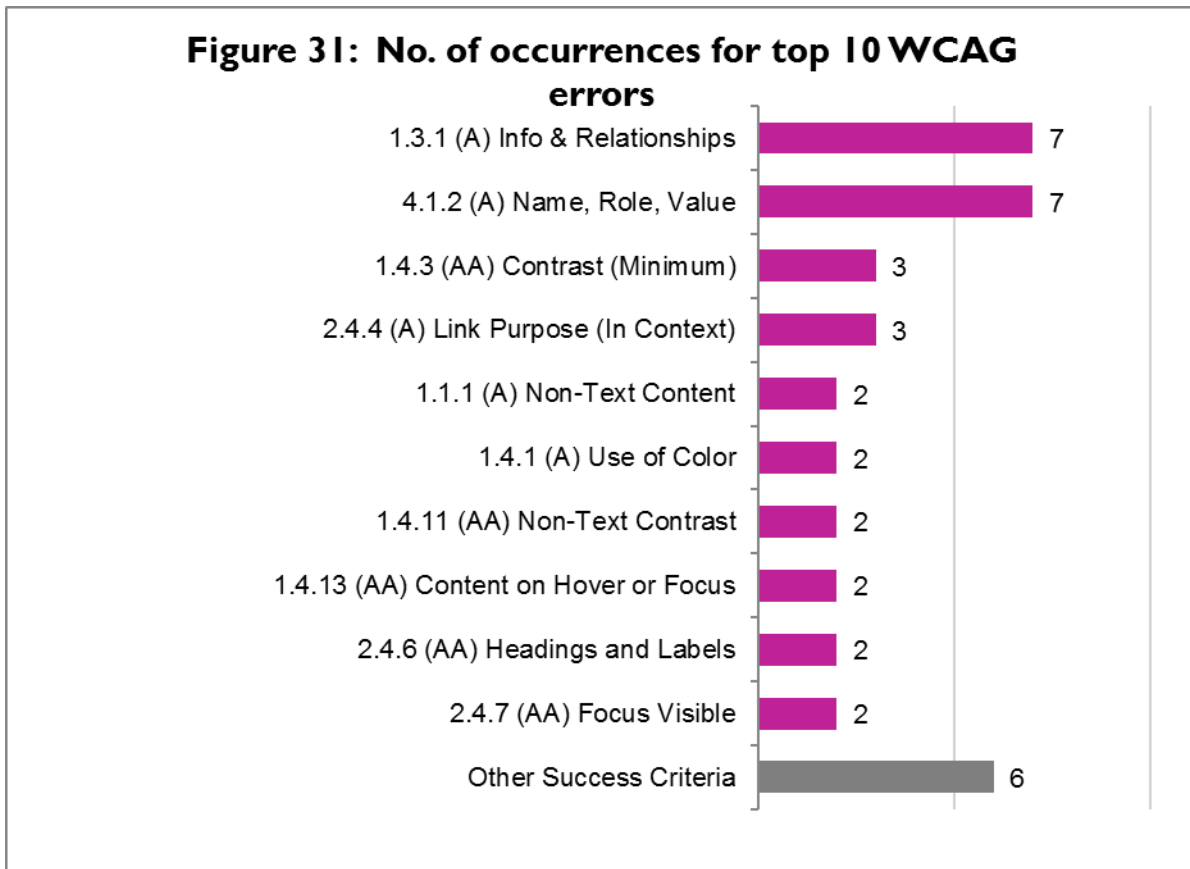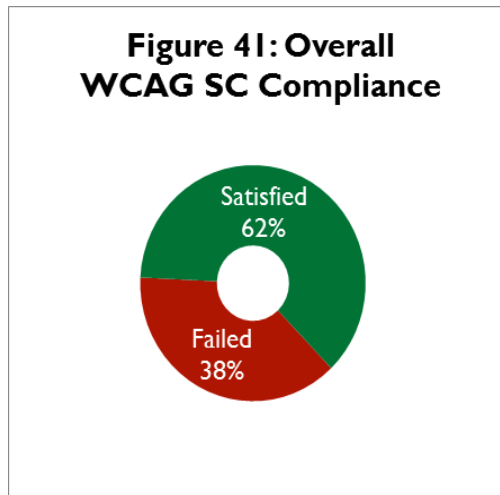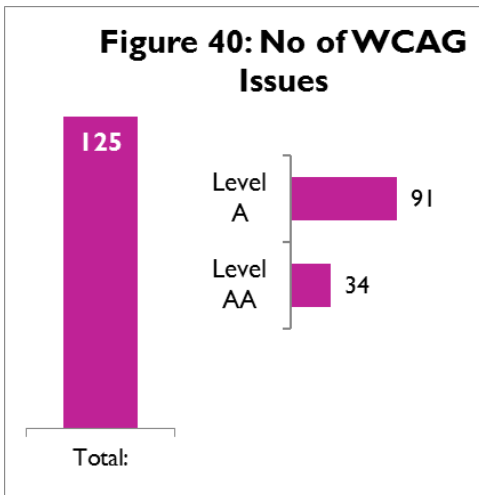

Figure 40: No of WCAG Issues

- 125 (Total)
- Level A: 91
- Level AA: 34

Figure 41: Overall WCAG SC Compliance

- Satisfied 62%
- Failed 38%

User Impact

The majority of WCAG 2.1 SC failures were classified as having a "Serious" user impact (Figure 42).

Figure 42: No. of WCAG errors by User Impact category

- Blocker: 0
- Critical: 24
- Serious: 93
- Moderate: 7
- Minor: 1

WCAG issues

Four success criteria, were related to 58% of all issues:

- Non-text Contrast – 18%
- Name, Role and Value – 18%
- Info and Relationships – 12%
- Text Contrast – 10%

---

[36] Ireland's national human rights and equality institution

Figure 43: No. of occurrences for top 10 WCAG errors

WCAG Success Criterion	No. of occurrences
1.1.1 (A) Non-Text Content	27
4.1.2 (A) Name, Role, Value	23
1.3.1 (A) Info & Relationships	16
1.4.3 (AA) Contrast (Minimum)	13
1.4.11 (AA) Non-Text Contrast	9
2.4.1 (A) Bypass Blocks	7
1.4.1 (A) Use of Color	6
1.4.12 (AA) Text Spacing	4
2.1.1 (A) Keyboard	4
2.2.2 (A) Pause, Stop, Hide	3
Other Success Criteria	13
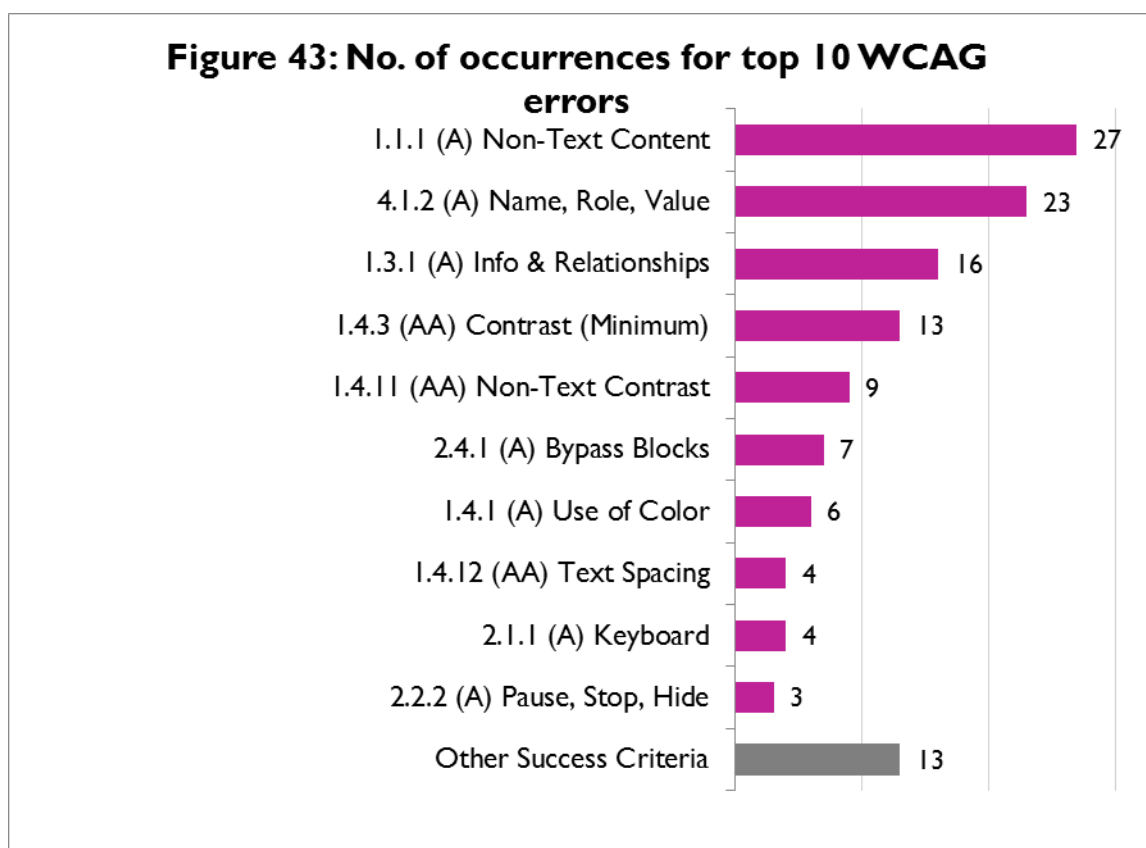
See accessible table in Annex 5

EN 301 549 issues

Four EN 301 549-specific clauses related to clauses 7.1.5 "Spoken subtitles", 7.2.1 "Audio description playback", 7.2.2 "Audio description synchronization" and 7.2.3 "Preservation of audio description" were deemed to be "Not supported".

PDF

One additional WCAG 2.1 SC error was identified on the PDF "Submission on the General Scheme of a Mother and Baby Institutions Payment Scheme Bill" reviewed.[37]

Accessibility Statement

A general page on accessibility contains information on how to contact IHREC's access officer but contains no other information required by the Directive.[38]

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[37] https://www.ihrec.ie/app/uploads/2022/10/Submission-on-the-General-Scheme-of-a-Mother-and-Baby-Institutions-Payment-Scheme-Bill.pdf

[38] https://www.ihrec.ie/accessibility/

11. House of the Oireachtas[39]

Key findings

In total, 99 (95 WCAG 2.1 SC and 4 EN 301 549 specific) issues were identified across 10 pages and 4 components assessed (Figure 44). This equates to a compliance rate of 66% for the WCAG 2.1 SC tested (Figure 45).
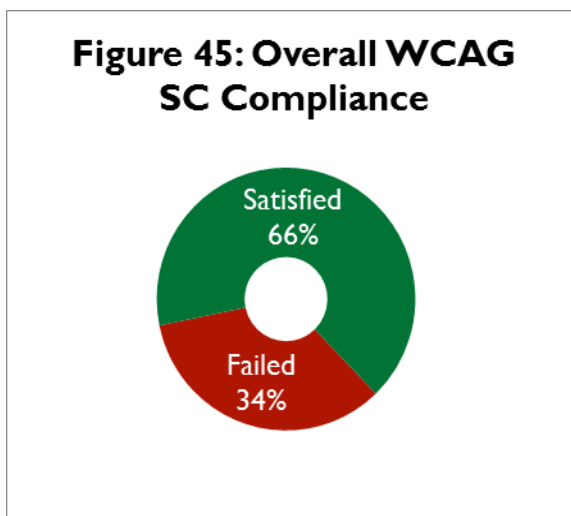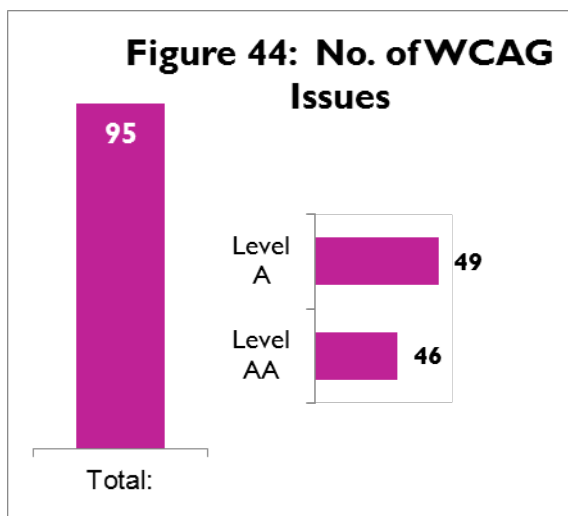
Figure 44: No. of WCAG Issues

Figure 45: Overall WCAG SC Compliance

User Impact

The majority of WCAG 2.1 SC failures were classified as having a "Serious" user impact (Figure 46).
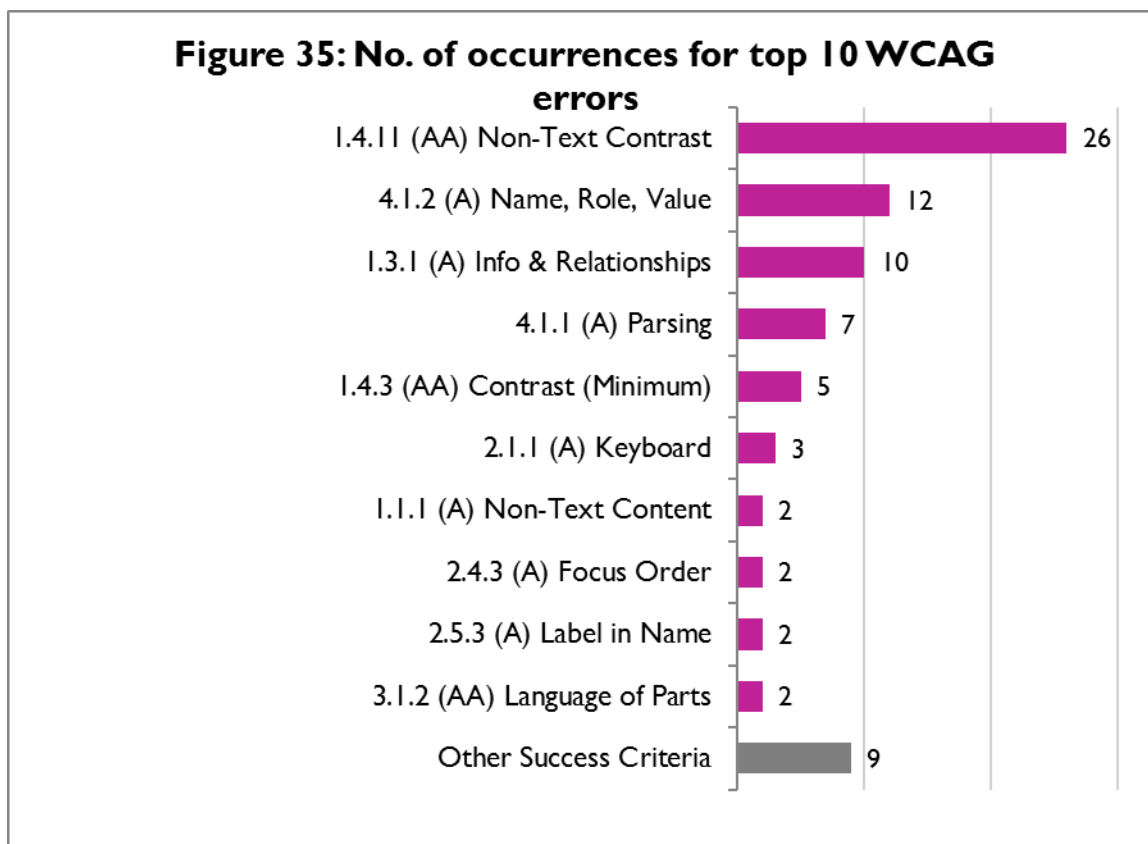

Figure 46: No. of WCAG errors by User Impact category
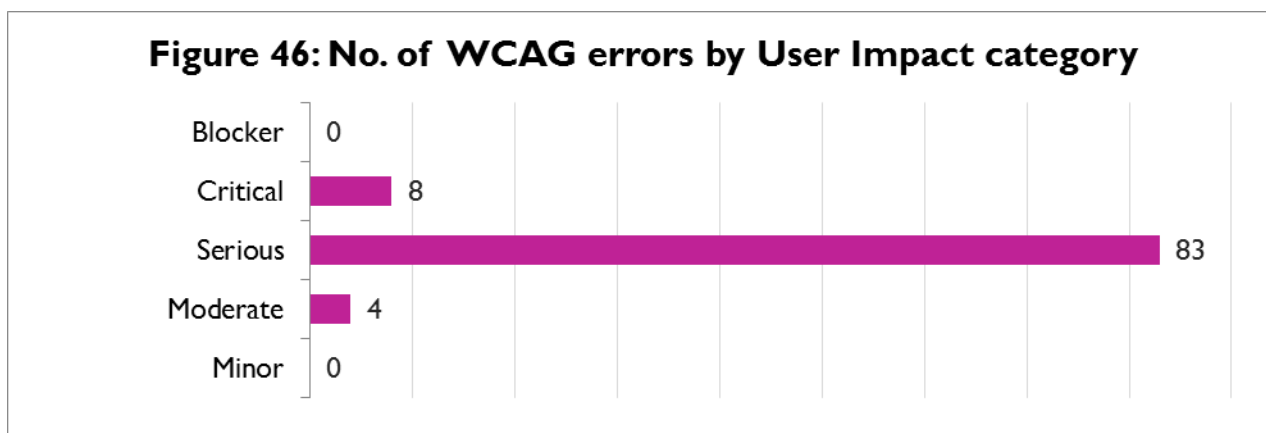
WCAG issues

Four success criteria, were related to 57% of all issues:

- Text Contrast – 30%
- Name, Role and Value – 9%

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[39] [Houses of the Oireachtas](#) – national Parliament of Ireland

- Non-text Contrast - 9%
- Info and Relationships - 9%

Figure 47: No. of occurrences for top 10 WCAG errors
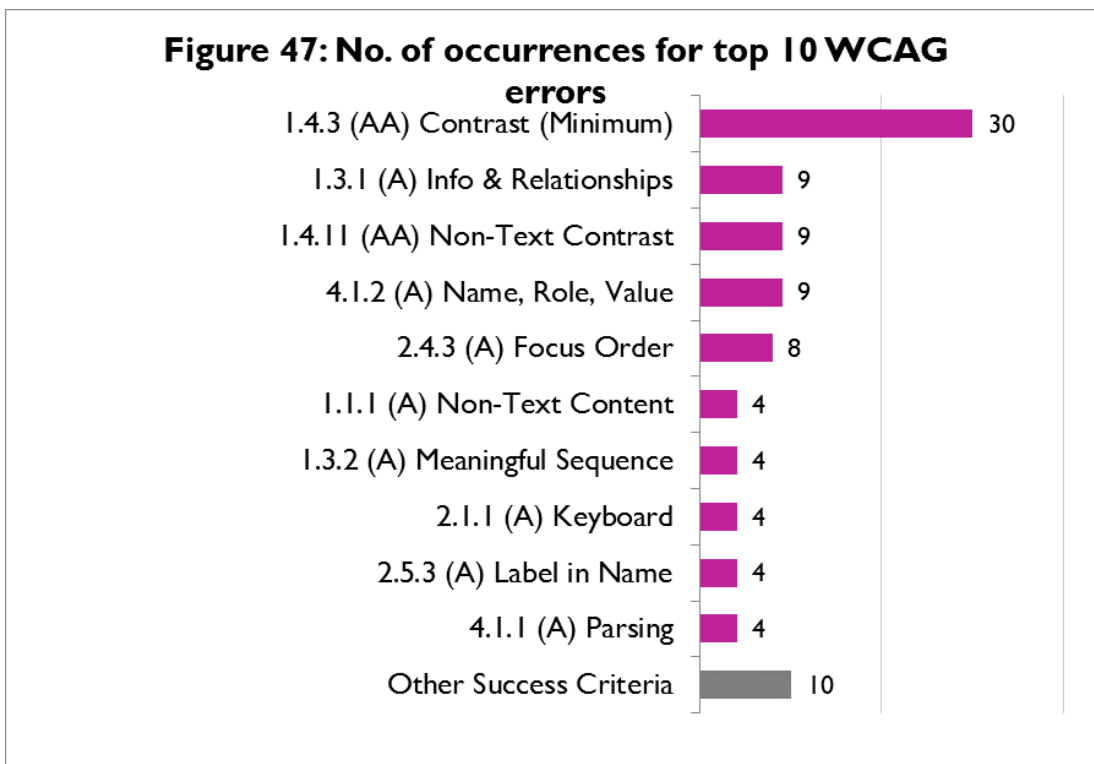
[See accessible table in Annex 5](#)

EN 301 549 issues
Four EN 301 549 errors were identified related to Clause 5.2 "Activation of accessibility features", 7.1.5 "Spoken subtitles", 7.2.1 "Audio description playback", 7.2.2 "Audio description synchronization" and 7.2.3 "Preservation of audio description".

PDF
Three additional WCAG 2.1 SC errors were identified on the PDF "Participation of People with Disabilities in Political, Cultural, Community and Public Life" reviewed.[40]

Accessibility Statement
The Accessibility Statement aligns with the requirements under the Directive but did not adequately describe the Enforcement Procedure.[41]

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[40]
https://data.oireachtas.ie/ie/oireachtas/committee/dail/33/joint_committee_on_disability_matters/reports/2022/2022-10-11_participation-of-people-with-disabilities-in-political-cultural-community-and-public-life_en.pdf

[41] https://www.oireachtas.ie/en/accessibility-statement/

## 12. The Competition and Consumer Protection Commission[42]

Key findings

In total, 75 errors (71 WCAG 2.1 SC and 4 EN 301 549 clauses) were identified across 9 pages and 5 components assessed (Figure 48). This equates to a compliance rate of 60% for the WCAG 2.1 SC tested (Figure 49).
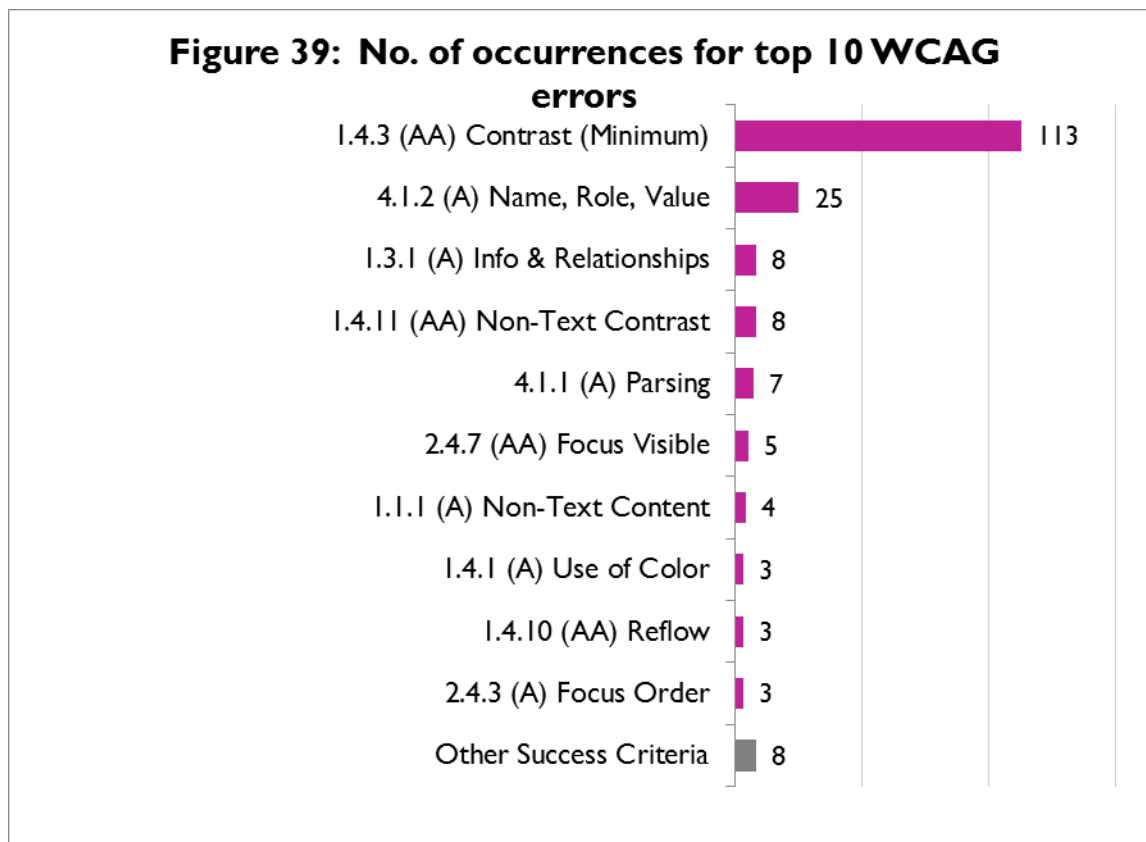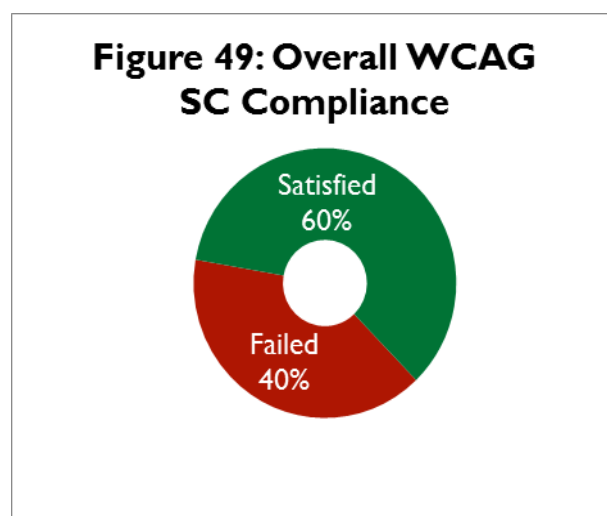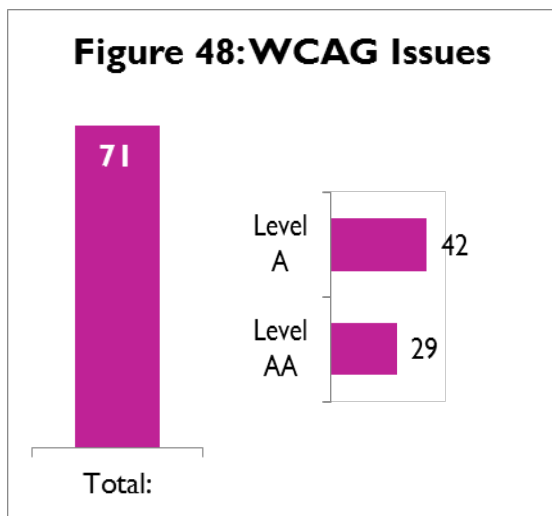

Figure 48: WCAG Issues

Figure 49: Overall WCAG SC Compliance

User Impact

The majority of WCAG 2.1 SC failures were classified as having a "Serious" user impact (Figure 50).

Figure 50: User Impact
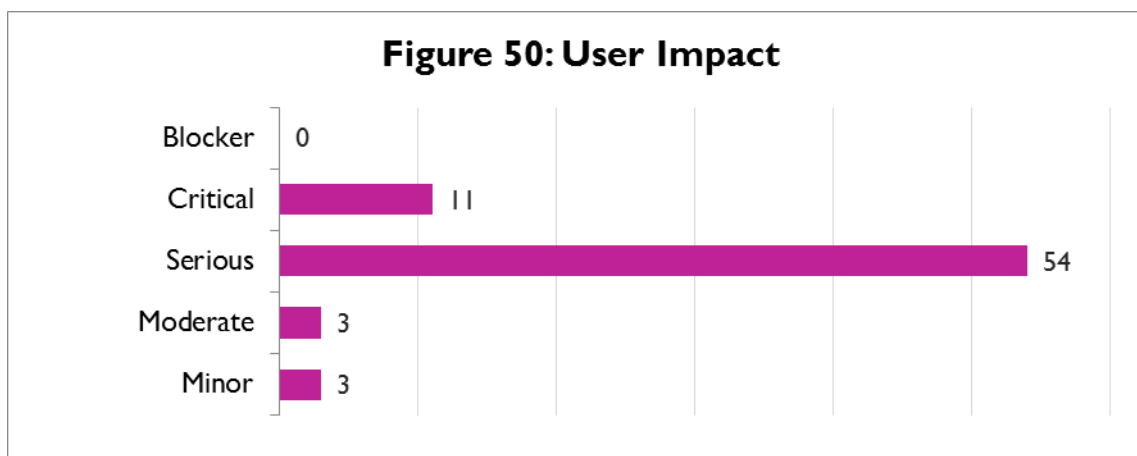
WCAG issues

Four success criteria, were related to 49% of all issues:

● Name, Role and Value – 21%

- Text Contrast – 12%
- Non-text Contrast – 9%
- Parsing – 7%

Figure 51: No. of occurrences for top 10 WCAG errors

WCAG Success Criteria	No. of occurrences
4.1.2 (A) Name, Role, Value	16
1.4.3 (AA) Contrast (Minimum)	9
1.4.11 (AA) Non-Text Contrast	7
1.1.1 (A) Non-Text Content	5
2.4.1 (A) Bypass Blocks	5
4.1.1 (A) Parsing	5
1.4.10 (AA) Reflow	3
2.4.3 (A) Focus Order	3
2.4.6 (AA) Headings and Labels	3
1.3.1 (A) Info & Relationships	2
Other Success Criteria	13
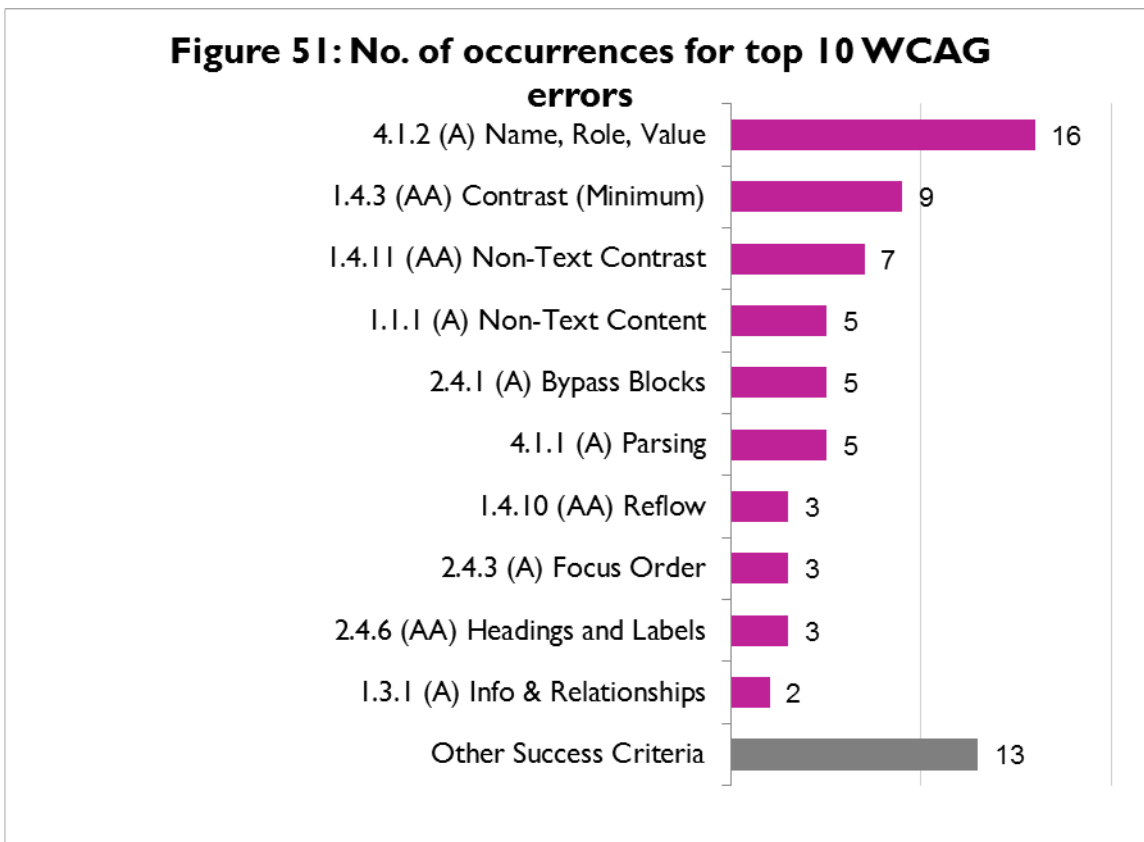
[See accessible table in Annex 5](#)

EN 301 549 issues
Four EN 301 549 clauses related to Clauses 7.1.5 Spoken subtitles, 7.2.1 Audio description playback, 7.2.2 Audio description synchronization and 7.2.3 Preservation of audio description were deemed "Not supported".

PDF
Four additional WCAG 2.1 SC errors were identified on the PDF "Mortgages – shopping around checklist" reviewed.[43]

Accessibility Statement
All essential aspects of the Accessibility Statement were found to be present.[44]

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[43] https://www.ccpc.ie/consumers/wp-content/uploads/sites/2/2017/03/9.Mortgageschecklist1.pdf

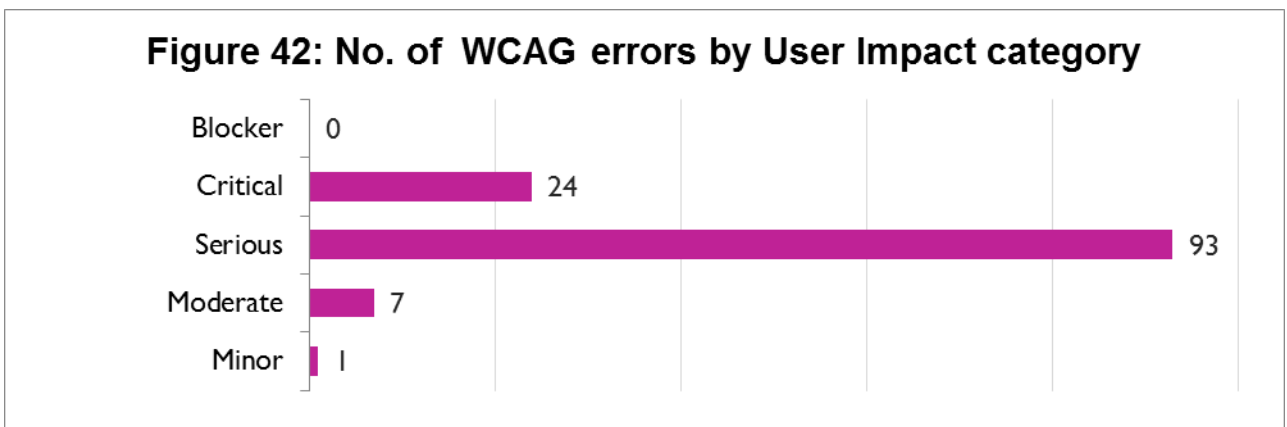[44] https://www.ccpc.ie/consumers/accessibility/

13. State Examination Commission[45]

Key findings

In total, 72 errors (72 WCAG .21 SC and 0 EN 301 549 clauses) were identified across 7 pages and 5 components assessed (Figure 52). This equates to a compliance rate of 84% for the WCAG 2.1 Success Criteria (SC) tested (Figure 53).
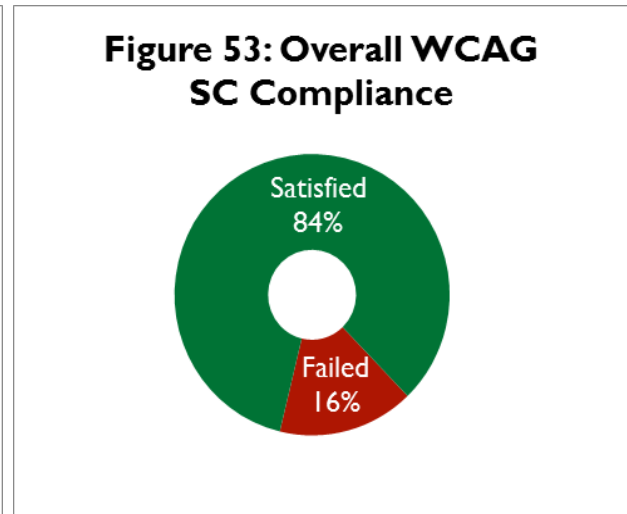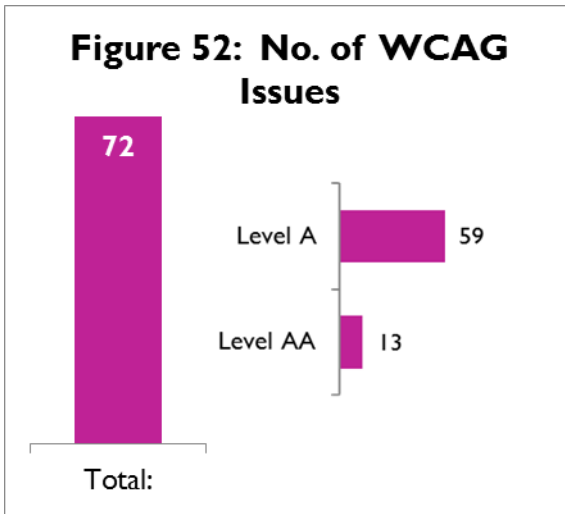
Figure 52: No. of WCAG Issues

Level A — 59
Level AA — 13
Total: 72

Figure 53: Overall WCAG SC Compliance

Satisfied 84%
Failed 16%

User Impact

The majority of WCAG 2.1 SC failures were classified as having a "Serious" user impact. However a relatively high number of Critical errors means that this site may significantly impact the ability of users with disabilities to access its content and use its key features (Figure 54).

Figure 54: No. of WCAG errors by User Impact category

Blocker — 0
Critical — 17
Serious — 32
Moderate — 23
Minor — 0
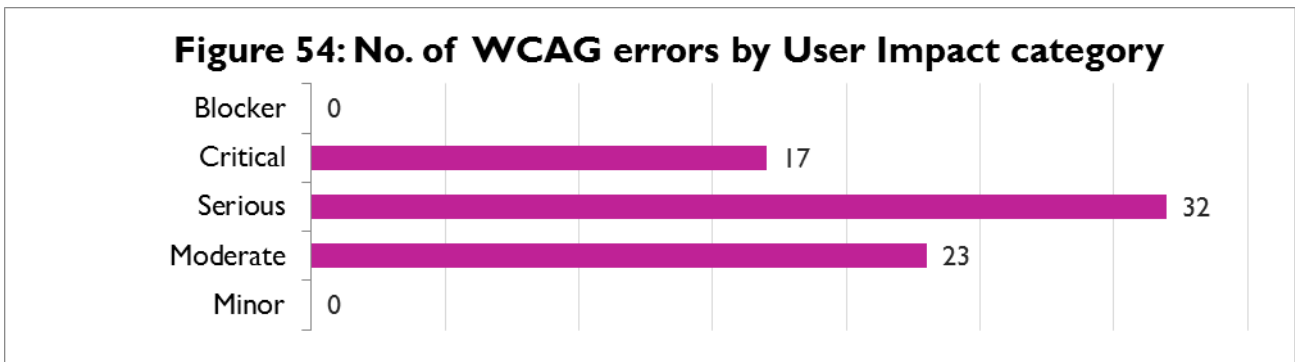
WCAG issues

Four success criteria, were related to 93% of all issues:

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[45] The State Examinations Commission is responsible for the development, assessment, accreditation and certification of the second-level examinations of the Irish state: the Junior Certificate and the Leaving Certificate.

- Non-Text Contrast – 41%
- Info and Relationships – 25%
- Colour Contrast – 16%
- Name, Role and Value – 11%

Figure 55: No. of occurences for top 10 WCAG errors
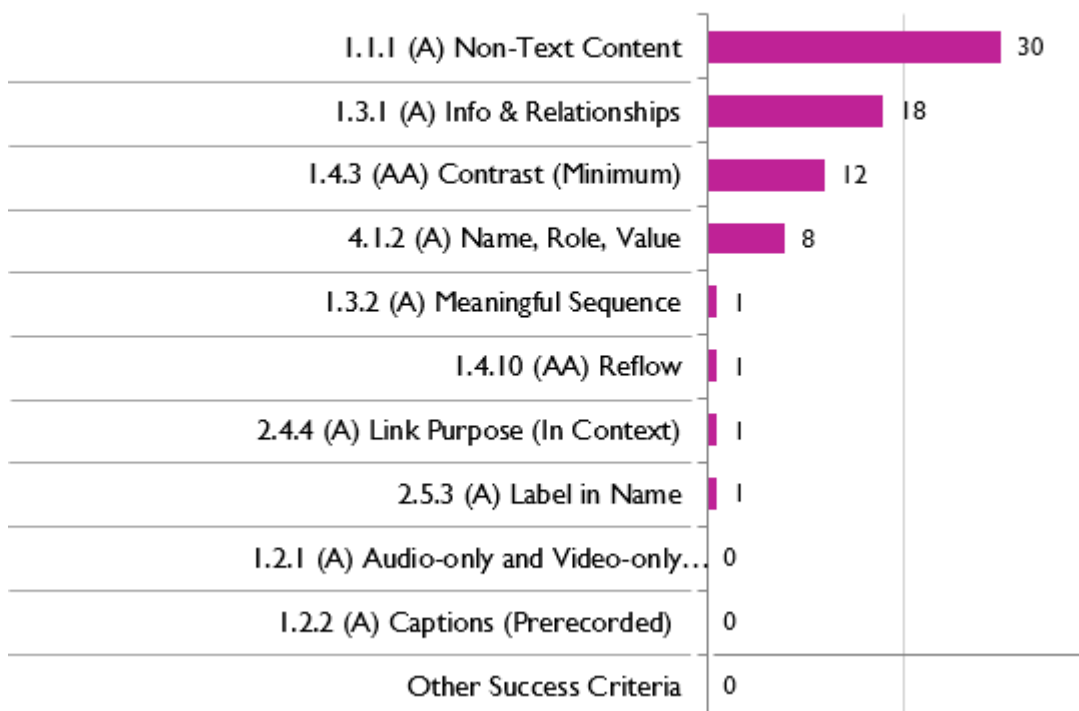
WCAG Error	Occurrences
1.1.1 (A) Non-Text Content	30
1.3.1 (A) Info & Relationships	18
1.4.3 (AA) Contrast (Minimum)	12
4.1.2 (A) Name, Role, Value	8
1.3.2 (A) Meaningful Sequence	1
1.4.10 (AA) Reflow	1
2.4.4 (A) Link Purpose (In Context)	1
2.5.3 (A) Label in Name	1
1.2.1 (A) Audio-only and Video-only…	0
1.2.2 (A) Captions (Prerecorded)	0
Other Success Criteria	0

See accessible table in Annex 5

EN 301 549 issues
No failures were identified for the EN 301 549 clauses reviewed.

PDF
Four additional WCAG 2.1 SC errors were identified on the PDF "Leaving Certificate Examination, 2022 English - Higher Level - Paper 1" reviewed.[46]

Accessibility Statement
No identifiable Accessibility Statement was found on the website.

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[46] https://www.examinations.ie/archive/exampapers/2022/LC002ALP100EV.pdf

14. Dublin City Council

Key findings

In total, 39 errors (39 WCAG 2.1 SC and 0 EN 301 549 clauses) were identified across 10 pages and 6 components assessed (Figure 55). This equates to a compliance rate of 68% for the WCAG 2.1 SC tested (Figure 56).

Figure 56: No. of WCAG Issues
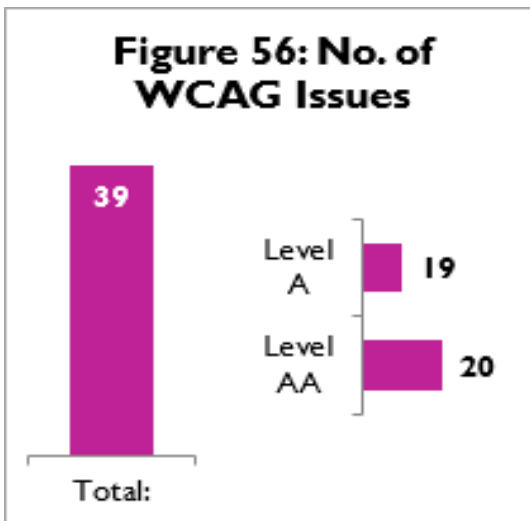
Figure 57: Overall WCAG SC Compliance
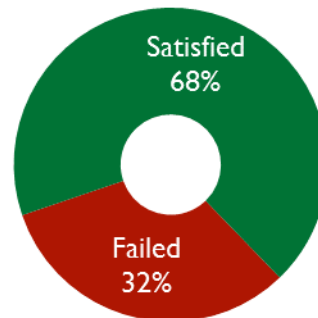
User Impact

The majority of WCAG 2.1 SC failures were classified as having a "Serious" user impact (Figure 57).

Figure 58: No. of WCAG errors by User Impact category
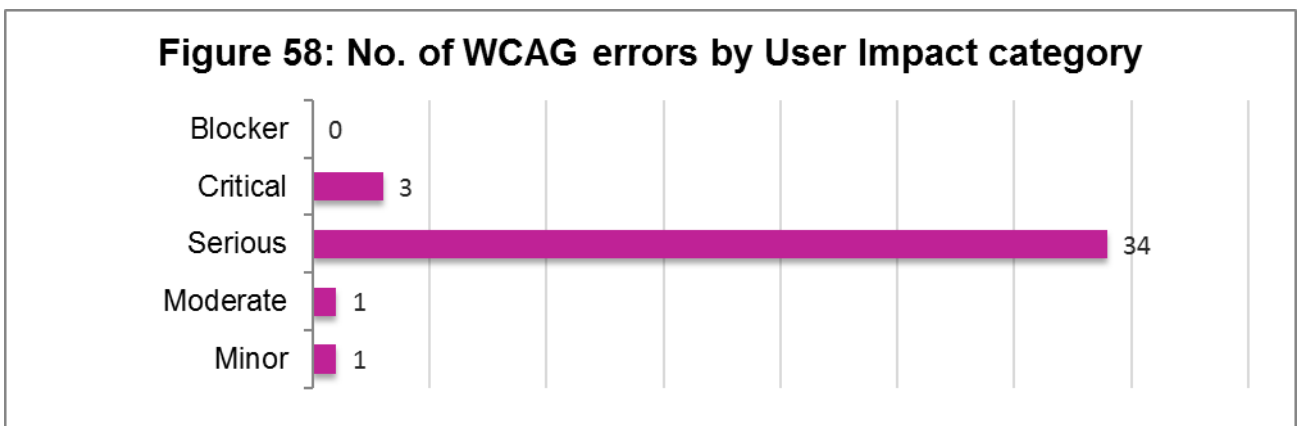
WCAG issues

Four success criteria, were related to 56% of all issues:

- Text Contrast – 21%
- Non-text Contrast – 15%
- Focus Order – 10%

- Meaningful Sequence – 10%

Figure 59: No. of occurrences for top 10 WCAG errors
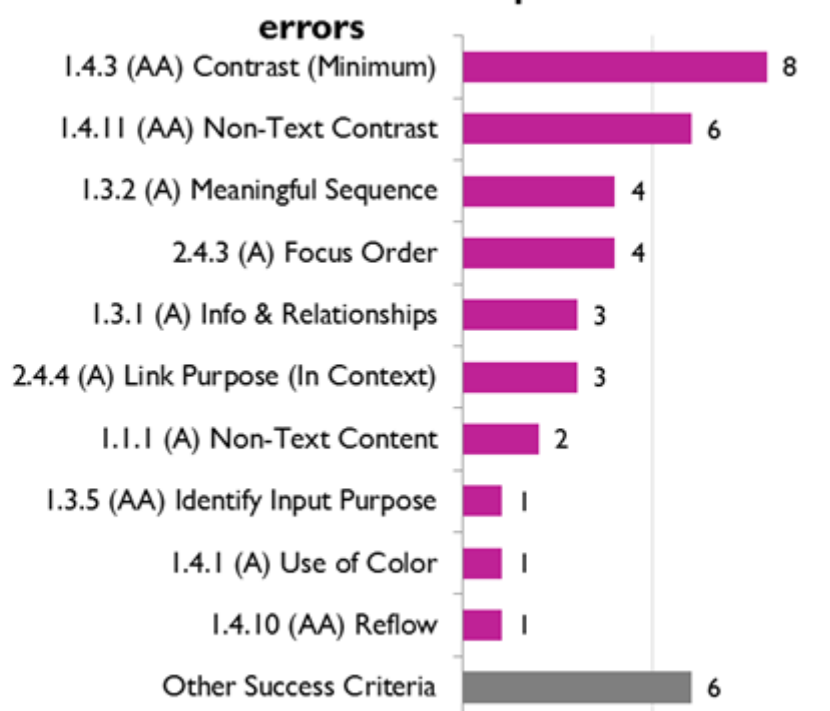
WCAG Error	Occurrences
1.4.3 (AA) Contrast (Minimum)	8
1.4.11 (AA) Non-Text Contrast	6
1.3.2 (A) Meaningful Sequence	4
2.4.3 (A) Focus Order	4
1.3.1 (A) Info & Relationships	3
2.4.4 (A) Link Purpose (In Context)	3
1.1.1 (A) Non-Text Content	2
1.3.5 (AA) Identify Input Purpose	1
1.4.1 (A) Use of Color	1
1.4.10 (AA) Reflow	1
Other Success Criteria	6

See accessible table in Annex 5

EN 301 549 issues
No failures were identified for the EN 301 549 clauses reviewed.

PDF
Two additional WCAG 2.1 SC errors were identified on the PDF "Dublin City Council Complaint Form" reviewed.[47]

Accessibility Statement
The Accessibility Statement does not contain critical content required by the Directive including a statement of compliance, information about the enforcement procedure or information about the last review conducted in the website.[48]

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[47] https://www.dublincity.ie/sites/default/files/media/file-uploads/2018-05/Customer_Complaint_Form_English.pdf

[48] https://www.dublincity.ie/using-dublincityie/website-accessibility

Simplified reviews

Simplified Reviews differ to In-depth Reviews in that they use automated testing to test a sub-set of WCAG 2.1 Success Criteria but on a much larger sample of up to 900 pages. Simplified Reviews cannot confirm compliance. However, the data produced provide public bodies subject to monitoring with a baseline understanding of their website's accessibility health and enable them to understand key trends through larger data samples. It provides public bodies with information, which enables them to direct resources to address priority issues and to continuously measure issues and improvements.

As outlined in the 2021 monitoring Report, NDA uses the aXeMonitor platform. Scans are conducted weekly and public bodies subject to monitoring have access to this scan data in addition to advice on how to address issues. Many public bodies use the scan results to make upgrades to the accessibility of their websites.

Explanation of monitoring data for Simplified Reviews

Accessibility Score

An Accessibility Score is provided for each site in the form of a percentage. This is based on the number of pages containing Critical, Serious, Moderate or no issues and is calculated according the following formula:

$(0.4*p2 + 0.8*p1 + p0)/ TP$, where:

- $p2$ = number of pages with Serious issues

- $p1$ = number of pages with Moderate issues

- $p0$ = number of pages with no issues

- TP=Total pages[49]

While the Directive and its Implementing Decisions do not require such a scoring, it is used in this report as a high level indicator of the accessibility 'health' of the website, and this information is provided to the public bodies in question. It is also intended to motivate public bodies to improve their Accessibility Score over time by addressing the most critical and serious issues first and seeing tangible improvements in the Accessibility Score.

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[49] A website's Accessibility Score increases with fewer errors. Pages with no errors have an effective score of 1, page with critical errors get a score of zero.

Simplified reviews results

NDA conducted Simplified Reviews on 185 websites. The data presented here is based on a snap shot of data taken during the last week of July 2022.

An average of 704 pages were tested per site. The average number of errors identified per site was 9,847. Overall, 77.8% of pages were found to have errors.

Table 5: Overview of Simplified Review results

AVG pages tested	704
% of all pages with no errors	22.2%
AVG errors per site	9,847
AVG critical errors per site	2,396
AVG serious errors per site	5,501
AVG moderate errors per site	20
AVG minor errors per site	1,930
AVG errors per page	13

User impact

The majority of errors identified (5,501) were classified as "Serious". While a relatively small number of Minor errors (1,930) were identified, the number of Critical errors (2,396) was higher. Critical errors prevent some users with disabilities from accessing certain parts of the content, potentially rendering it unusable.

Figure 60: Average Errors by Severity Level - All Websites
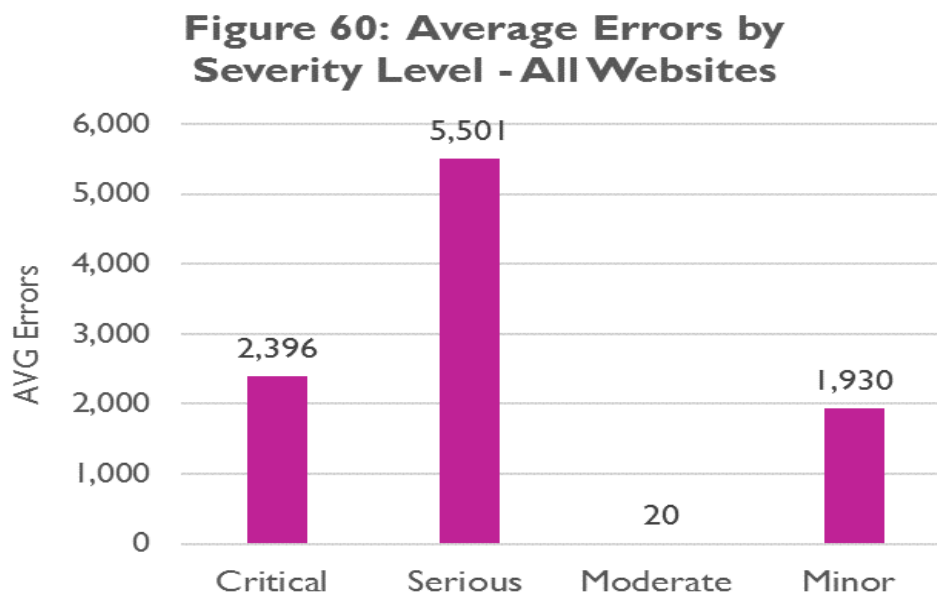
Average errors per page

A large majority of websites reviewed (113) contained either seven or more errors per page on average. Secondary analysis by NDA reviewers confirmed that many of the errors identified were the same error repeated either multiple times on the same page or the same errors occurring across multiple pages. For some categories of errors, repairing an error in the CSS file or in the HTML of the website's template can results in numerous errors being addressed.

Types of errors

The most common error identified related to colour contrast. This error accounted for an average of 81 errors per site. Secondary analysis by NDA reviewers confirmed that the high volume of colour contrast errors on many sites occurs because of colour contrast failures associated with the page template for a site.

PDFs account for the second highest average number of errors per website. While many public bodies have informed NDA of ongoing work to improve the accessibility of their PDFs, the volume of PDFs on many public sector websites mean that in many cases these improvements have little impact on the overall number of PDF errors.

The error "Name Role Value" is frequently associated with how interactive elements are coded on pages such as search forms, application forms, cookie banners and other interactive widgets. Similarly, parsing is associated with how pages are coded, and if HTML is coded correctly.

Figure 61: Average Errors per Page - All Websites
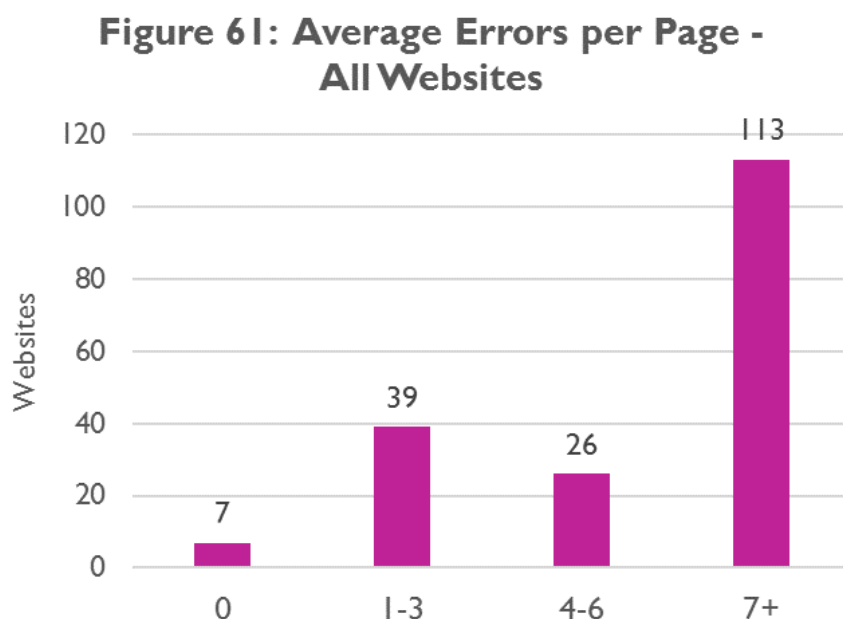
Figure 62: WCAG 2.1 Success Criteria With Most Issues Found - All Sites

Bar chart with y-axis labeled "Websites" (0 to 90) and x-axis categories:
- Color: 81
- PDF: 56
- Name Role Value: 15
- Parsing: 11
- Structure: 8
- Text Alternatives: 7
- ARIA: 5
- Keyboard: 2
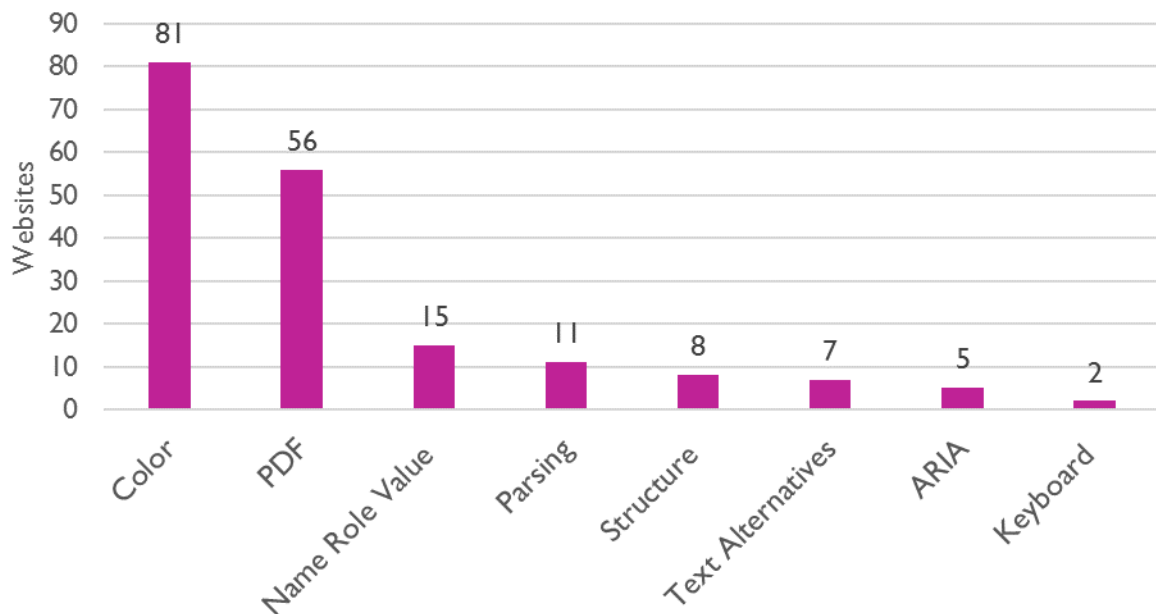
Accessibility scores

Only 7.5% of websites attained an Accessibility Score of 90% or higher. In contrast, 28% of websites had an Accessibility Score of 10% or less. A number of websites significantly improved their score over the monitoring period. For example, the Health and Safety Authority improved their accessibility score from 42% to 97% from May to November 2022. South Dublin County Council and Sligo County Council both increased their score from just above 30% to above 80%. Donegal Education and Training Board showed the strongest improvement, going from a score of 10% in May 2022 to 73% in November 2022.

Categories of websites

The EU Web Accessibility Directive requires National Monitoring Bodies to review the websites of a variety of types of organisation, including public bodies at local government level, and public bodies that provide public services that are a priority for persons with disabilities. The following section shows monitoring data specific to the following priority sectors:

- Local Authorities
- Transport Service Providers
- Higher education institutions
- Further and adult education institutions

1. Local Authorities

NDA conducted Simplified Reviews on the main websites of 29 Local Authorities. [50] Local Authority websites are large and complex and provide a wide range of information and services to the public.

Errors and user impact

The average number of errors on the 29 Local Authority websites was nearly twice that of all other websites reviewed (Figure 62). However, the average Accessibility Score for Local Authorities (35.3%) is slightly higher than for all sites (33.7%) (Figure 63). This indicates that while Local Authority websites contain a much higher average number of errors per website, the user impact of the errors identified is on a par with that of other websites reviewed.

Figure 63: Average Number of Errors Per Site for Local Authorities
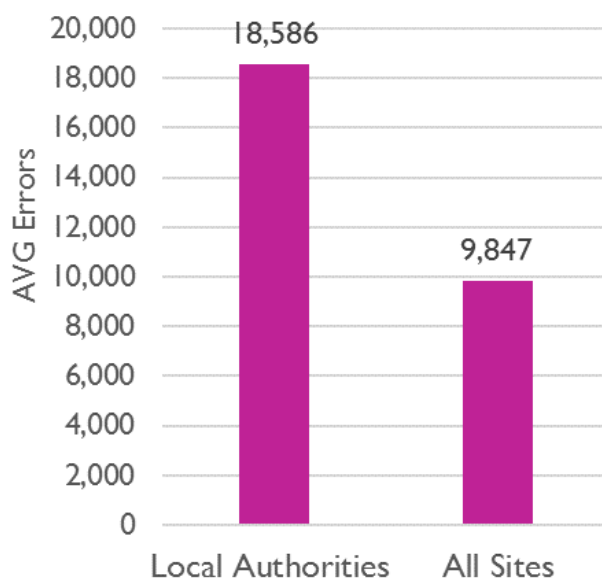
Figure 64: Average Accessibility Scores - Local Authorities v All sites
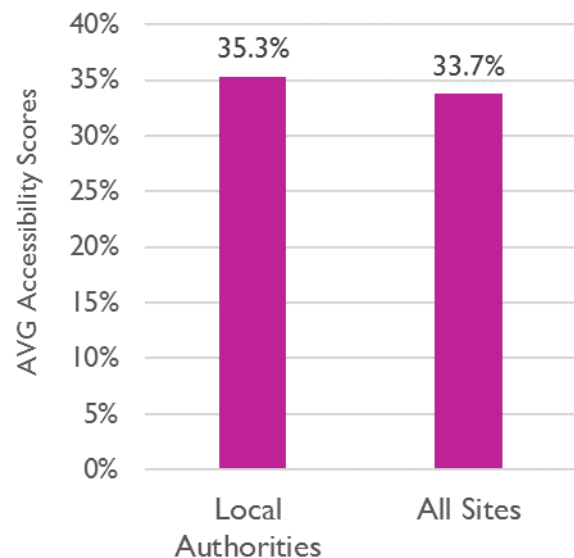
Types of errors – Local Authorities

The most common errors identified on Local Authority websites are broadly similar to those found on all sites, with errors related to Colour Contrast, PDF and Parsing accounting for the top three errors (Figure 64).

[50] Louth County Council and Leitrim Country Council website were not scanned due to security measures in place on those sites.

Figure 65:   Frequency of Occurrences of Main Errors - Local Authorities

Color	10
PDF	7
Parsing	4
ARIA	3
Structure	1
Text Alternatives	1

Y-axis: Local Authorities (0 to 12)
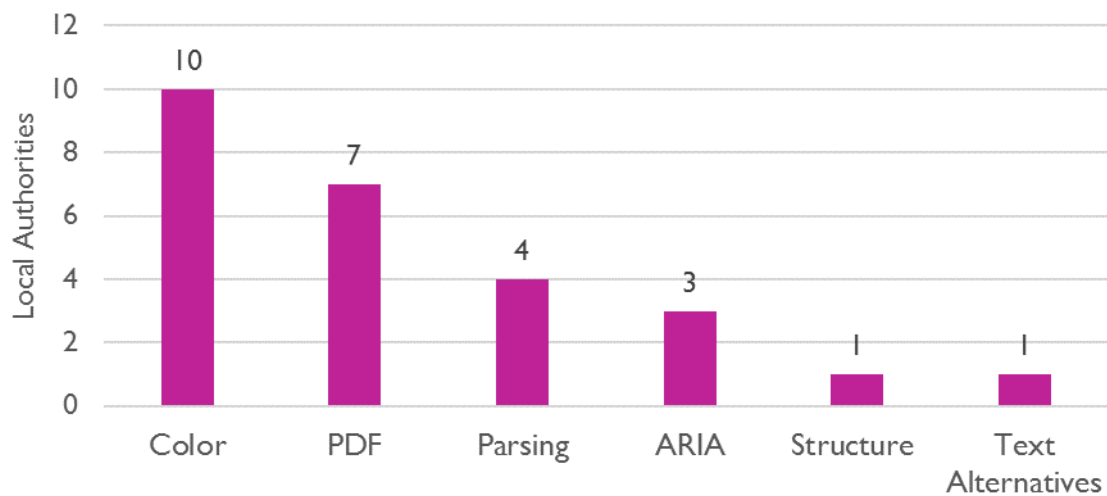
Errors and Accessibility Score per site – Local Authorities
There was a very large variance in the number of errors across all Local Authority websites reviewed (Figure 65). While Wicklow County Council is a clear outlier in terms of the number of errors identified (202,519), it is useful to consider that large scale automated scanning can capture multiple instances of an error on a page or across hundreds of pages. It is necessary therefore to consider also the impact of these errors on end-users. This is accounted for through the Accessibility Score which assigned a weighting to the seriousness of the user impact for each error. (See Figure 63 above)

Figure 66: Total Number of Errors per Site - Local Authorities
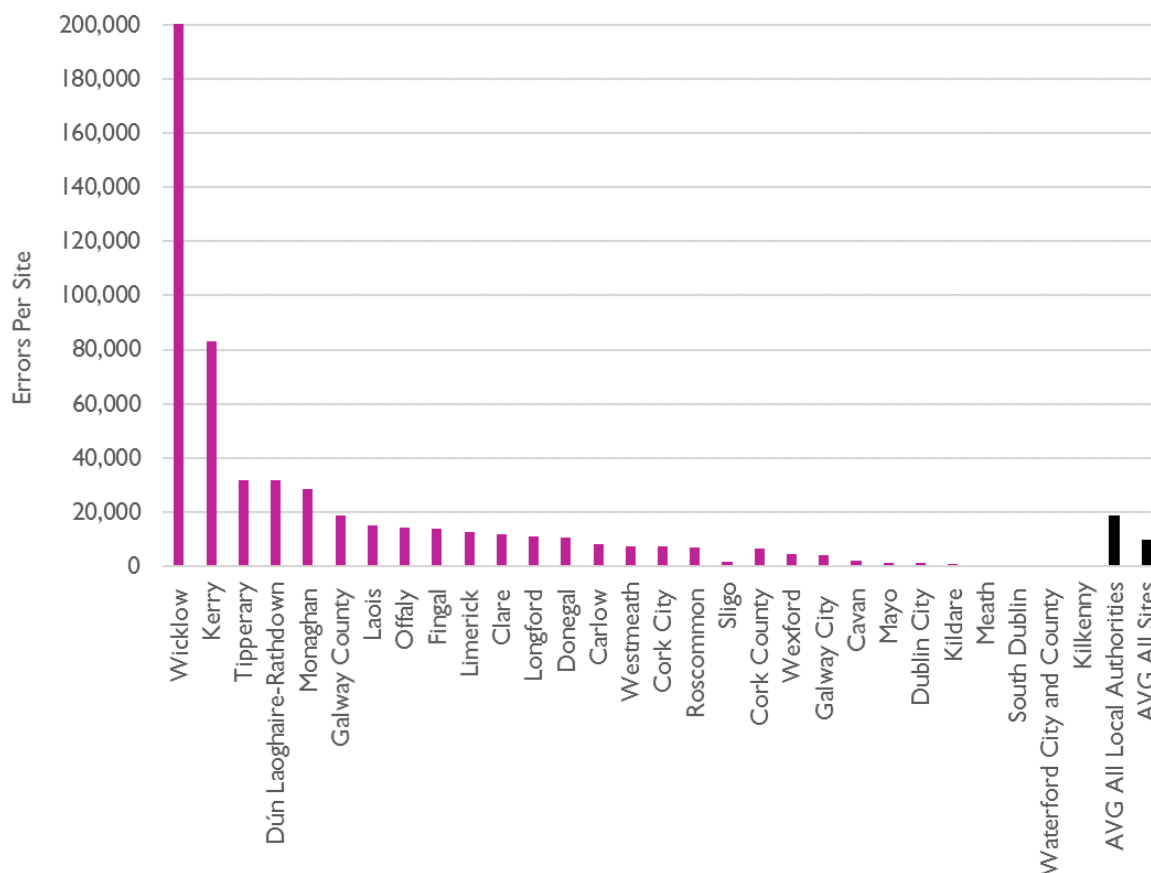
See accessible table in Annex 5

Figure 65 demonstrates that while there is some correlation between the number of errors on some sites and their Accessibility Score, this does not hold for all sites. For example, only 231 errors were automatically identified on the Kilkenny County Council website and this contributed to its Accessibility Score of 96.1%. In contrast, the 202,519 errors identified on Wicklow County Council resulted in an Accessibility Score of 35.6%, when the user impact weighting is applied. This is slightly higher than the average Accessibility Score across all Local Authority websites (35.3%).

NDA recommends that public bodies subject to monitoring focus on addressing the most serious errors in the first instance. However, it is also important to consider the large volume errors as many of these may be easily fixed by updates to a website's HTML template or CSS file.

It is noteworthy that some Local Authorities are using their monitoring data to make significant improvements. While Mayo County Council's Accessibility Score at the time

of the data snapshot in July for this Monitoring Report was 0.3%, at the time of writing (October 2022) the Accessibility Score had risen to 79.1%.

Figure 67: AVG Accessibility Scores - Local Authorities
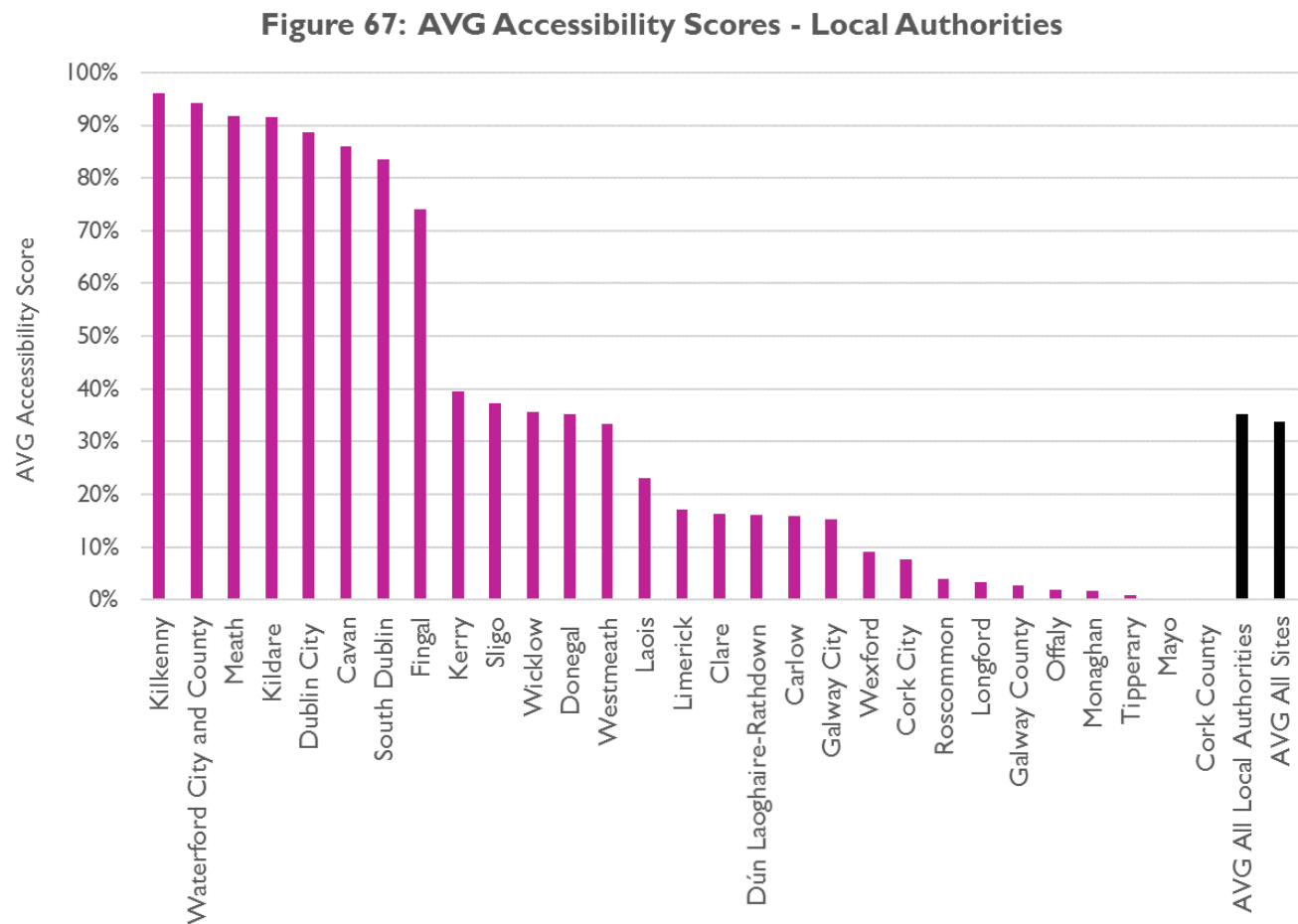
See accessible table in Annex 5

2. Transport Service Providers

Transport providers tend to have smaller websites on average but these typically contain a lot of functionality and complex interactions.

Errors and user impact

The average number of errors on the five transport service provider websites was considerably lower than that of All Sites reviewed (Figure 67). However, the average Accessibility Score for transport providers (26.3%) was low and below the average accessibility score for All Sites (33.7%) (Figure 68). While transport providers' websites on average contain a lower number of errors per website, the user impact of the errors identified are more serious in comparison to other websites reviewed.

Figure 68: AVG Errors per Site - Transport Service Providers

AVG Errors per Site

- AVG All Transport Service Providers: 8,876
- AVG All Sites: 9,847

Figure 69: Average Accessibility Score - Transport Service Providers v All sites

AVG Accessibility Score

- AVG All Transport Service Providers: 26.3%
- AVG All Sites: 33.7%
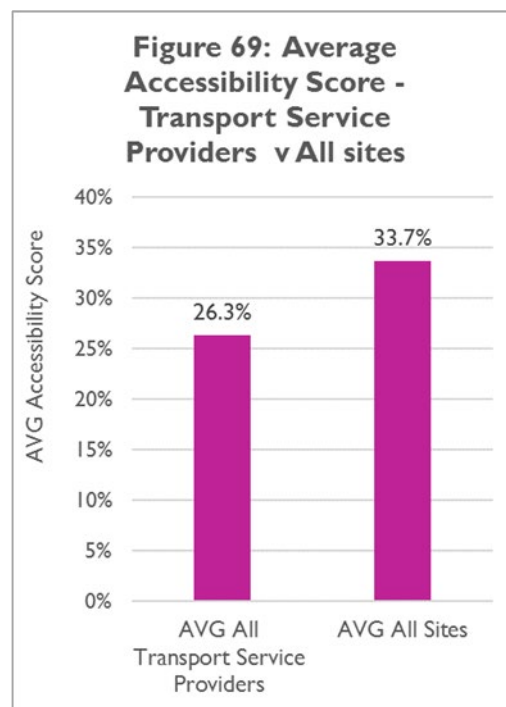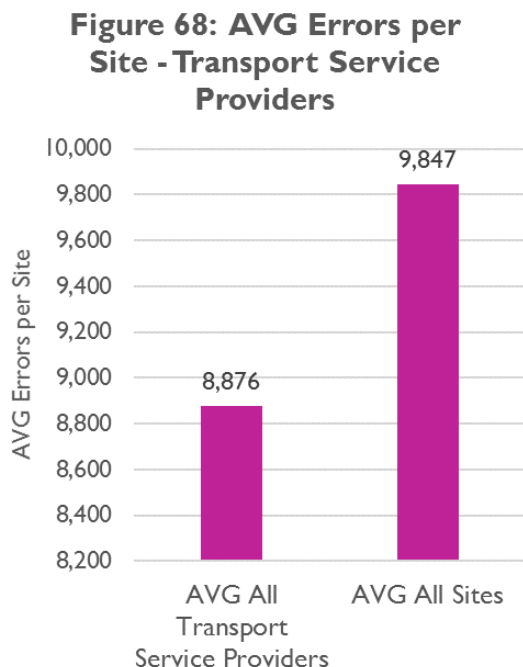
Types of errors - Transport Service Providers

The most common errors identified on transport Service Providers' websites are Colour Contrast, Text Alternatives and ARIA and differ to the top errors identified across All Sites (Figure 69). The error "Text Alternatives" is usually associated with missing alternative text – a basic accessibility requirement which most sites monitored have addressed. The very high number of Alternative Text errors among this cohort is due mainly to the high rate of failures for this checkpoint on the Dublin Bus website. This error aside, and the high number of errors related to ARIA, Parsing and Name, Role Value point to issues with the form-based functionality used for looking up routes, booking tickets and other features typically available on transport provider's websites.

This points to a lack of consistency with how this functionality is designed and developed and the incorrect application of ARIA mark-up.[51]

Figure 70: Frequency of Main Errors - Transport Service Providers

Color: 3
Text Alternatives: 1
ARIA: 1

(Y-axis: Transport Service Providers)
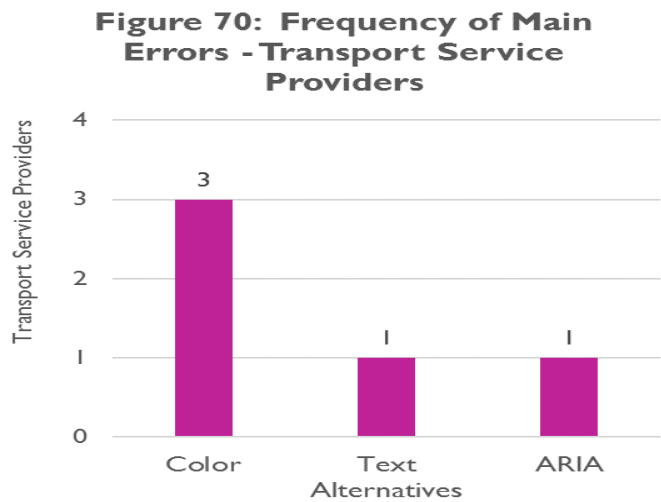
Errors and Accessibility Scores per site – Transport Service Providers

There was a very large variance in the number of errors across all Transport Service Providers websites (Figure 70). While Colour Contrast accounted for a large of errors on three of the sites, errors associated with the design of interactive elements such as journey planners and real-time information associated have a higher impact on end users, which is reflected in the Accessibility Score.

Figure 71: Total Number of Errors per Site - Transport Service Providers

Dublin Bus: 19,125
Bus Éireann: 12,849
Irish Rail: 4,790
Luas: 4,783
Go Ahead Ireland: 2,835
AVG All Transport Service Providers: 8,876
AVG All Sites: 9,847

(Y-axis: Errors per Site)

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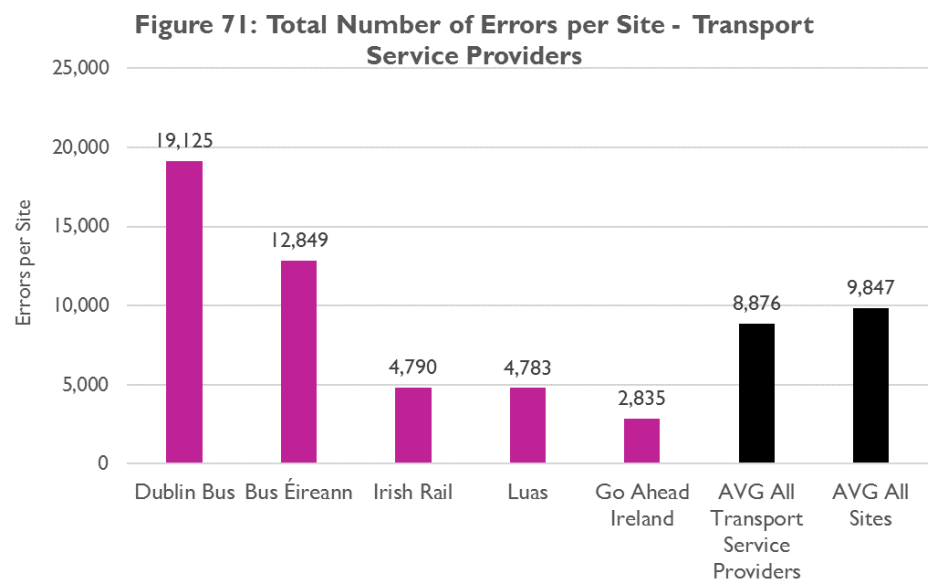
[51] ARIA is a W3C specification that stands for "Accessible Rich Internet Applications." It consists of mark-up that can be added to HTML in order to communicate the roles, states, and properties of user interface elements to assistive technologies (AT)

The relatively low Accessibility Score of four of the five Transport Service Providers websites reviewed is associated with the large number of errors related to interactive elements on these websites. Many of these are Critical errors as they can block a user of Assistive Technology or a keyboard-only user completing a task.

Simplified Reviews can identify instances of errors, the combination of these errors on an interactive element can render that functionality unusable by some people. NDA recommends that for highly interactive websites such as transport websites that user testing is conducted with a variety of users to better understand the exact impact of these errors and inform their remediation.

Figure 72: AVG Accessibility Scores - Transport Service Providers

Transport Service Provider	Accessibility Score
Go Ahead Ireland	66.0%
Irish Rail	54.3%
Dublin Bus	5.9%
Bus Eireann	3.9%
Luas	1.5%
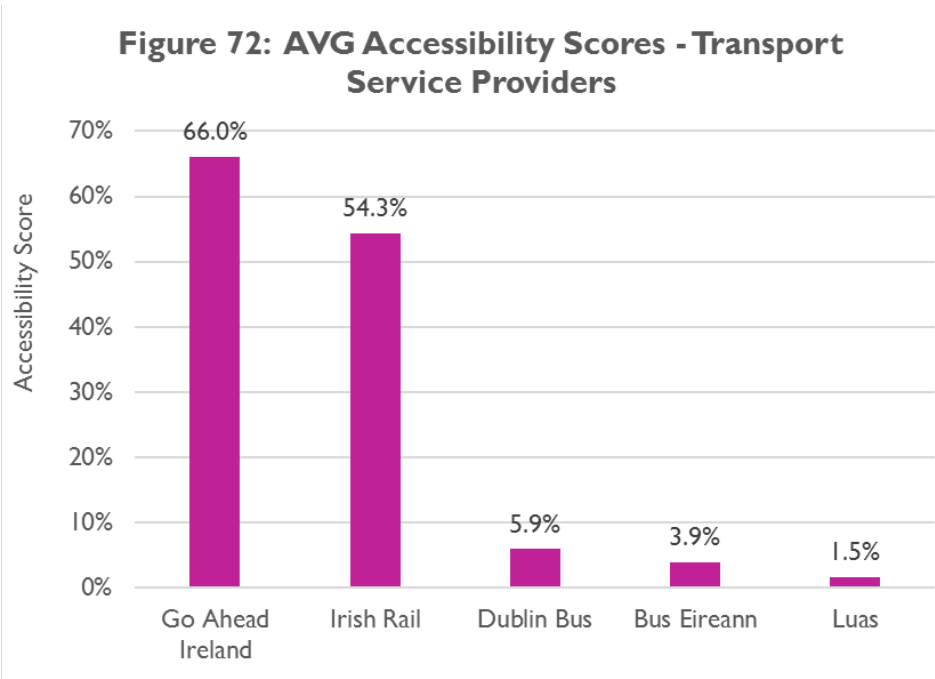
3. Higher Education Institutions

NDA conducted Simplified Reviews on the main websites of 23 Higher Education institutions (HEIs). The Simplified Reviews did not include student or staff extranets such as Learning Management Systems or other online services provided by HEIs accessed via a username and password.

Errors and user impact – Higher Education Institutions

The average number of errors on HEI websites was marginally higher than that of All Sites reviewed. The average Accessibility Score for HEIs (31%) was lower than that for All Sites (33.7%).

Figure 73: Average Number of Errors per Site - Higher Education Institutions

Figure 74: Average Accessibility Score - Higher Education Institutions
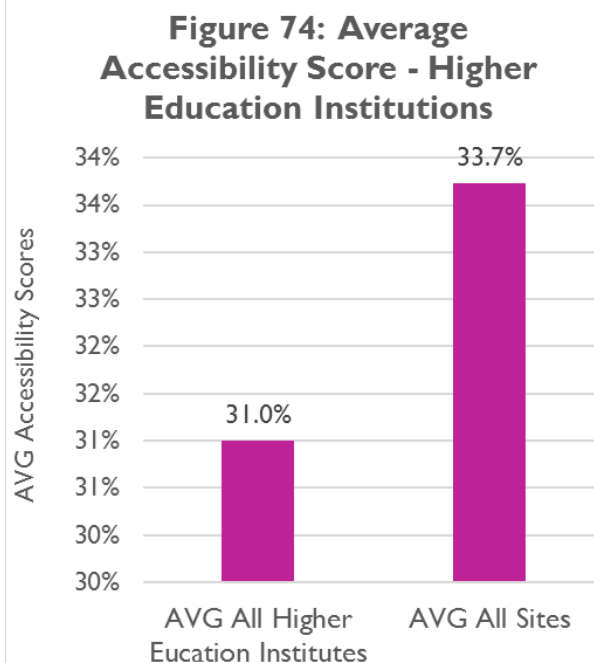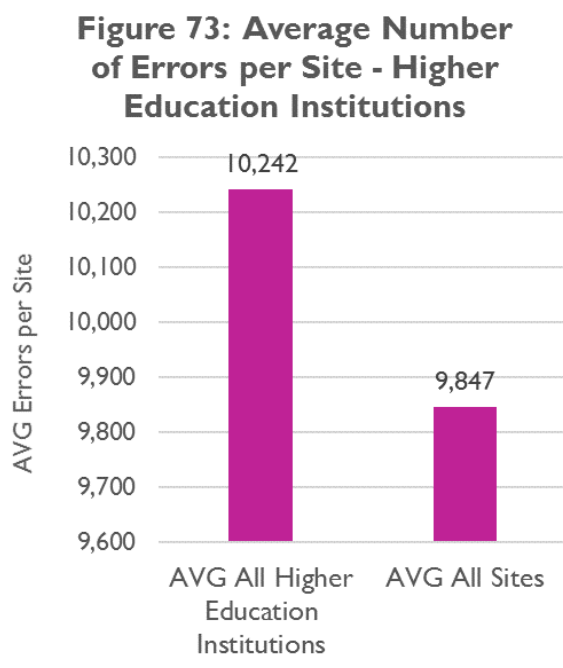
Errors and Accessibility Score per site – Higher Education Institutions

There was a very large variance in the number of errors across all HEI websites (Figure 74). As newer Technological Universities such as the Atlantic Technological University (ATU), Munster Technological University (MTU), Technological University of the Shannon (TUS) and the South East Technological University (SETU) consolidate their web presence, these institutions have an opportunity to significantly improve the accessibility of their web presence.

57

Figure 75: Total Number of Errors per Site - Higher Education Institutions
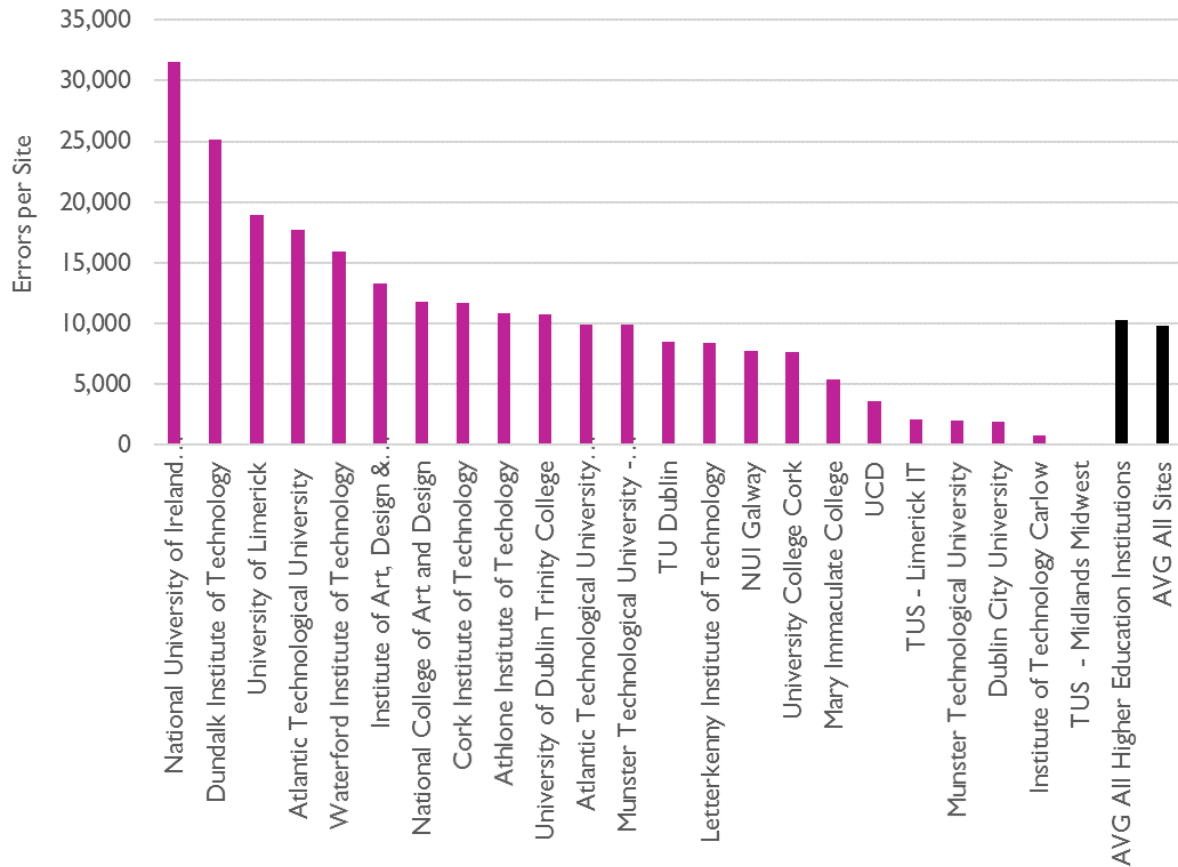
See accessible table in Annex 5

There is a strong correlation between a low number of errors and a high Accessibility Score across HEI's. DCU, for example, with the highest Accessibility Score of 66% of all HEIs also had one of the lowest number of errors. While the average Accessibility Score across HEIs was only slightly lower than the average across All Sites, DCU, as the highest scoring HEI was placed 54th in terms of overall rankings of websites reviewed. This is a relatively low ranking for the highest scoring website from the HEI sector. Overall, HEI websites contain a lot of errors that should be addressed as part of routine and ongoing development and maintenance of their websites.

Figure 76: Accessibility Scores - Higher Educational Institutes
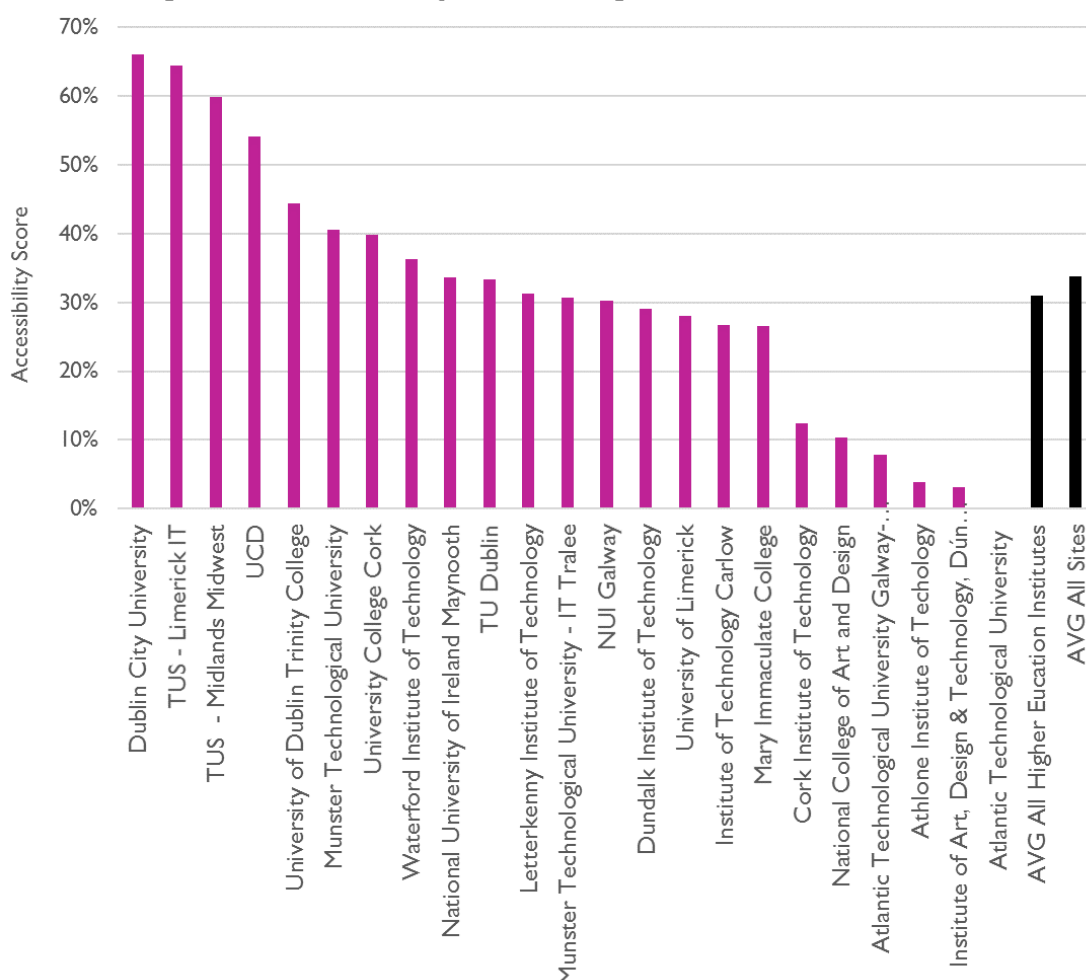
[See accessible table in Annex 5](#)

Types of errors - Higher Education Institutions

Colour contrast accounted for the highest number of errors on a majority of HEI websites. Secondary analysis by NDA indicated that a large number of these errors were the result of poor colour combination choices on webpage templates related to the institution's branding. NDA recommends that colours chosen for organisation's brand identity should be tested to ensure they meet accessibility thresholds for use on the web. Recent good examples of practice include the University of Galway's (formerly NUI Galway) rebranding and renaming exercise in which the corporate colours provide sufficient contrast when used on the new website.[52]

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[52] http://universitygalway.ie The University of Galway (formerly NUI Galway) data presented in this report relates to the older site which was live in July 2022, http://nuigalway.ie

Errors related to "Name, Role Value" were frequently associated with interactive elements on the website which have not been designed or fully tested for accessibility.

Figure 77: Frequency of Occurrence of Main Errors- Higher Education Institutions
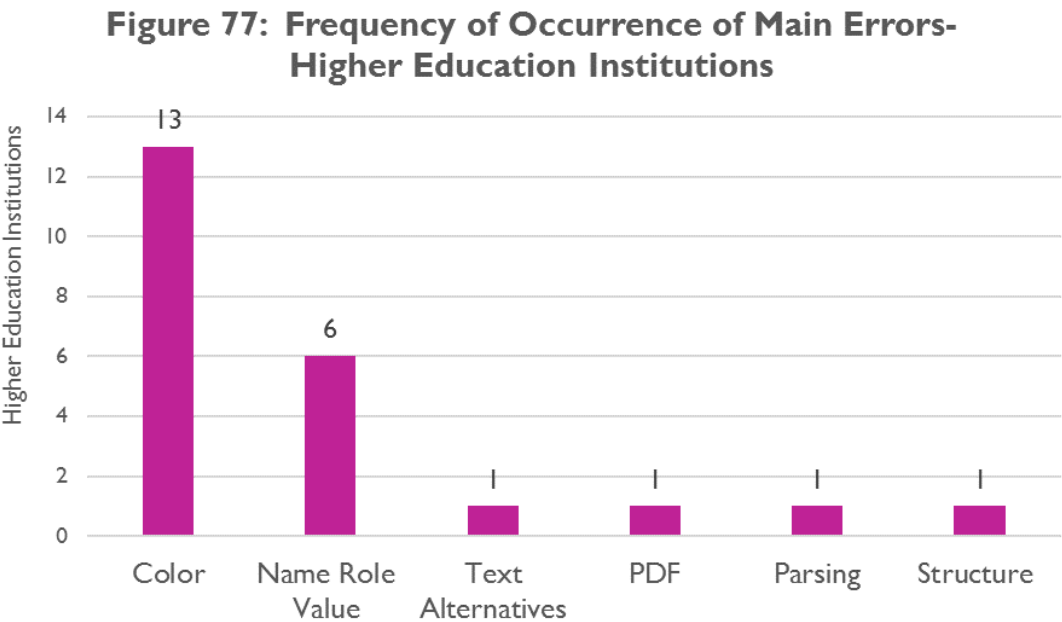
4. Further Education and training institutions

NDA conducted Simplified Reviews on the main websites of 16 Further Education and Training Institutions (FETs). The Simplified Reviews did not include student or staff extranets such as Learning Management Systems or other online services provided by FETs accessed via a username and password.

Errors and user impact – Further education and training institutions

The average number of errors on FETs websites was higher than that of All Sites reviewed. This contributed to a lower Accessibility Score for FETs (28.9%) than that for All Sites (33.7%).

Figure 78: Average Errors per Site - Further Education and Training

Figure 79: Average Errors per Site - Further Education and Training
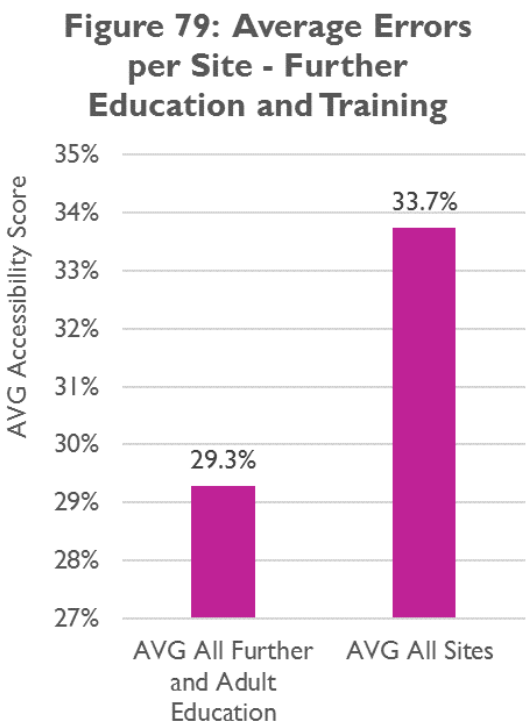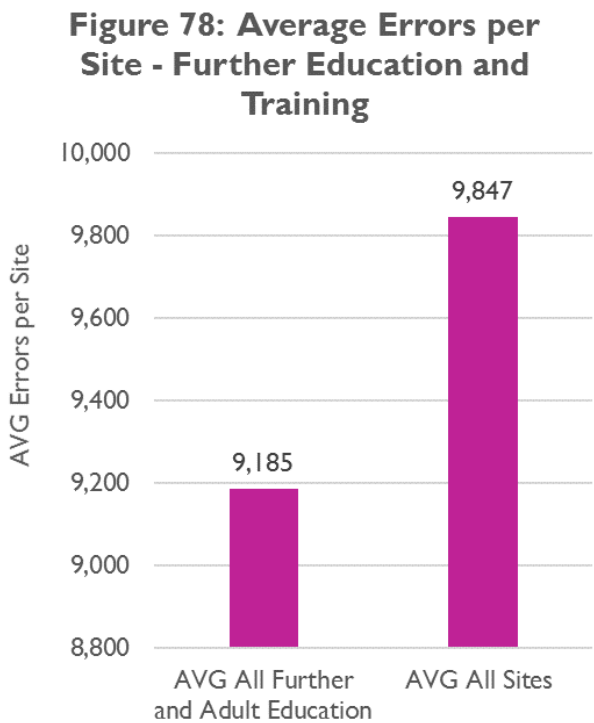
Types of errors – Further education and training institutions

Colour contrast again accounted for the highest number of errors on a majority of FET websites. In contrast to the HEI sector, PDFs accounted for the second most common highest number of website errors. NDA recommends that public bodies consider publishing as much of their content as possible to websites in HTML. Where PDFs are used they should be tagged and checked for accessibility.[53]

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[53]

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Figure 80: Frequency of Occurrence of Main Errors - Further Education and Training
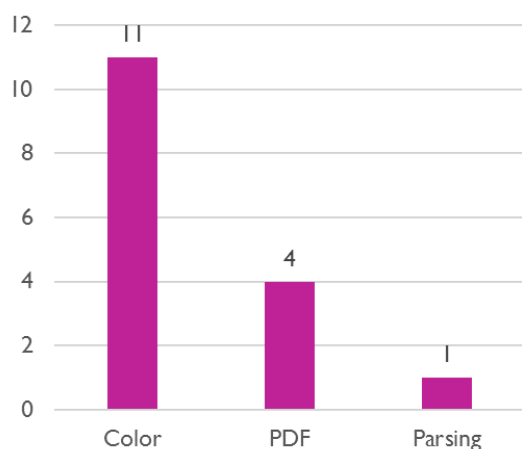
Errors and Accessibility Score per site – Further education and training institutions

As with other sectors analysed in this section of report, there was a large variance in the Accessibility Score of websites reviewed. It is noteworthy that Donegal ETB, with the highest scoring websites in this sector, has progressively reduced its number of errors, and made particular progress in addressing the accessibility of priority PDFs across the monitoring period.

Figure 81: Accessibility Scores - Further Education and Training Institutes
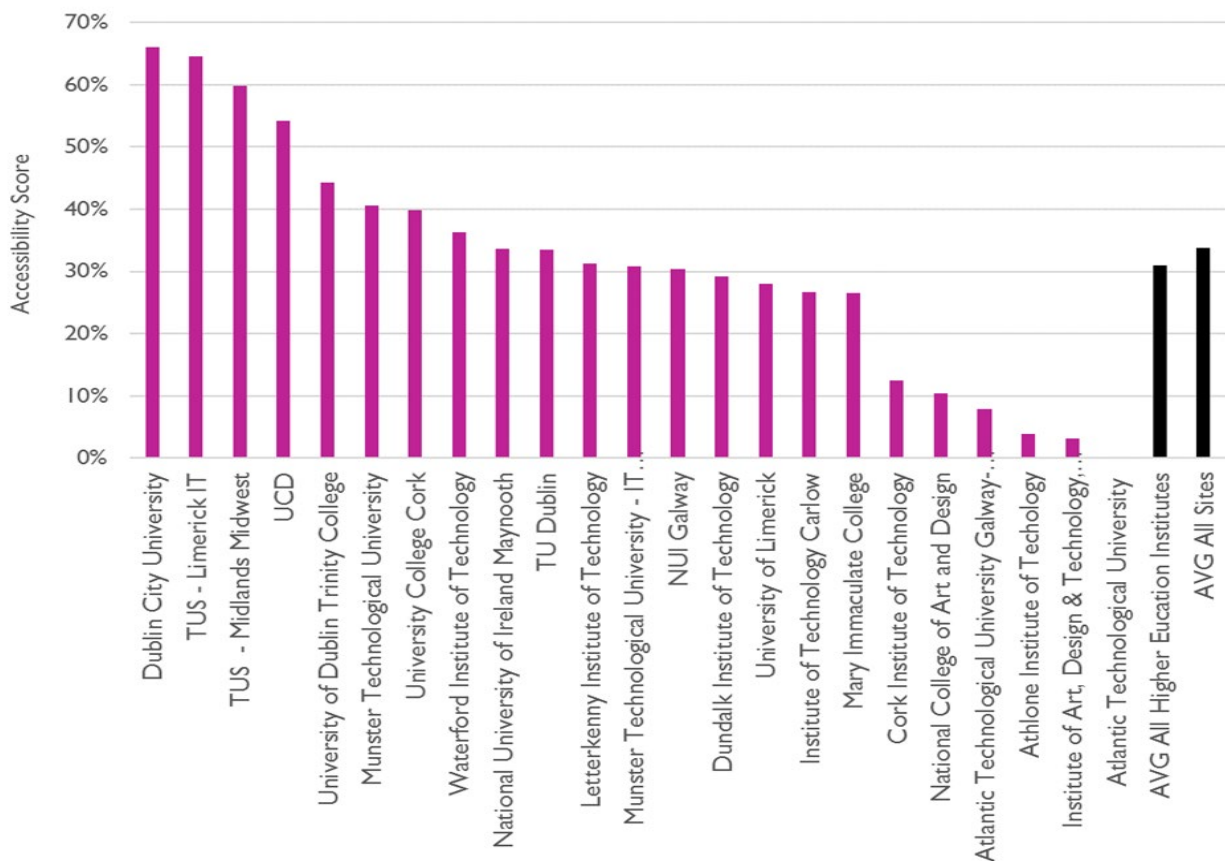
The following tables are provided for public bodies to review their high-level monitoring data, to assess their performance in comparison with other public bodies and to identify at a glance the main issues identified as part of their Simplified Review.

Annex 2 provides pertinent data for each organisation in alphabetical order subject to a Simplified Review.

Annex 3 provides the same data, sorted according to websites' Accessibility Scores (highest to lowest).

Annex 4 provides the most frequently occurring issues for each website.

Annex 5 provides an accessible version of some figures in a table format.

Conclusion

This report contains all supplemental monitoring data for Ireland required by the EU Web Accessibility Directive for the monitoring period 2021. This completes NDA's monitoring and reporting obligations for this period.

All monitoring data contained in this report has been shared with public bodies.

NDA has observed some public bodies make significant improvements in the accessibility of their websites through using their monitoring data to drive improvements. In particular, many public bodies in this monitoring period have addressed a high volume of issues related to colour contrast and incorrect coding of page template elements.

NDA will continue to conduct In-depth and Simplified Reviews on priority websites and mobile apps identified by persons with disabilities on an annual basis. NDA is currently implementing an "EU Web Accessibility Directive Monitoring and Reporting Platform" to provide public bodies with access to their review results, provide notifications on resources and training and answer queries.

NDA continues to collaborate with the Irish Computer Society to provide training events and information webinars on web and mobile app accessibility and related topics.[54]

 NDA will publish an annual monitoring report every year and submit the next monitoring report to the European Commission for the period 2022-2024 in December 2024, as required under the Directive.

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[54] https://universaldesign.ie/technology-ict/web-and-mobile-app-accessibility/guidance-and-resources/nda-ics-web-accessibility-directive-training-series/

Annex 1 – EN 301 549 clauses

Clause 5: generic Requirements

Criteria	Remarks and Explanations
5.2 Activation of accessibility features	The buttons used to turn on the audio for screen reader users are not keyboard accessible. When the focus moves to the Play button, upon pressing Enter a tooltip appears, and that tooltip is not keyboard accessible rendering the functionality not operable for someone who cannot see.
5.2 Activation of accessibility features	The buttons to turn on the screen magnification and colour scheme of the page do not meet the WCAG contrast requirements of SC 1.4.11 (non-text contrast).
5.3 Biometrics	Biometrics are not used to access the website
5.4 Preservation of accessibility information during conversion	The website does not convert information

Clause 7: ICT with Video Capabilities

Criteria	Remarks and Explanations
7.1.1 Captioning playback	Multimedia Content is not provided as part of the scope for the assessment.
7.1.2 Captioning synchronization	Multimedia Content is not provided as part of the scope for the assessment.
7.1.3 Preservation of captioning	Multimedia Content is not provided as part of the scope for the assessment.
7.1.4 Captions characteristics	Multimedia Content is not provided as part of the scope for the assessment.
7.1.5 Spoken subtitles	Multimedia Content is not provided as part of the scope for the assessment.

Criteria	Remarks and Explanations
7.2.1 Audio description playback	Multimedia Content is not provided as part of the scope for the assessment.
7.2.2 Audio description synchronization	Multimedia Content is not provided as part of the scope for the assessment.
7.2.3 Preservation of audio description	Multimedia Content is not provided as part of the scope for the assessment.
7.3 User controls for captions and audio description	Multimedia Content is not provided as part of the scope for the assessment.

Clause 9: Web

From EN 301 549, Clause 9.0 General (informative): "Conformance with W3C Web Content Accessibility Guidelines (WCAG 2.1) [5] Level AA is equivalent to conforming with all of clauses 9.1 to 9.4 and the conformance requirements of clause 9.6 of the present document."

Clause 12: Documentation and Support Services

Criteria	Remarks and Explanations
12.1.1 Accessibility and compatibility features	Accessibility Statement is provided.
12.1.2 Accessible documentation	Reference WCAG 2.1 assessment for any identified issues.

Annex 2 - Simplified Review results in alphabetical order

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Level Errors	Number of Serious Severity Level Errors
An Bord Pleanála	25.5%	4	338	4,098	186
An Chomhairle um Oideachas Gaeltachta & Gaelscolaíochta (COGG)	23.9%	44	986	539	353
An Garda Síochána	42.4%	9	971	7,805	574
An Post	88.7%	1	980	609	372
Arts Council	3.5%	9	980	2,514	4,213
Athlone Institute of Technology	3.9%	12	915	3,196	5,256
Atlantic Technological University	0.0%	18	994	3,707	13,978
Atlantic Technological University Galway-Mayo IT	7.9%	12	827	3,156	5,972
Beaumont Hospital	36.1%	3	994	1,068	2,023
Bord Bia	3.1%	35	995	14,289	20,289
Broadcasting Authority of Ireland	10.2%	10	996	2,786	7,525
Bus Éireann	3.9%	30	434	4,577	8,213
Carlow County Council	16.0%	10	765	4,484	3,503
Cavan and Monaghan Education & Training Board	26.7%	15	285	1	143
Cavan County Council	86.1%	2	934	1,846	45

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Level Errors	Number of Serious Severity Level Errors
Central Bank of Ireland	7.8%	8	987	4,022	4,004
Central Statistics Office (CSO)	51.5%	10	988	3,372	5,857
Citizens Information	33.9%	9	998	151	8,904
City of Dublin Education & Training Board	29.7%	24	900	1,968	19,288
Clare County Council	16.4%	12	980	6,613	5,066
Commission for Regulation of Utilities	27.6%	2	440	577	526
Competition and Consumer Protection Commission	43.3%	2	367	97	167
Córas Iompair Éireann	9.0%	27	127	3,253	166
Cork City Council	7.7%	8	980	3,796	3,546
Cork County Council	0.0%	8	805	1,587	1,219
Cork Education and Training Board	56.7%	4	561	1,711	185
Cork Institute of Technology	12.4%	12	997	1,105	10,087
CORU	33.6%	4	569	1,529	910
Courts Service of Ireland	38.9%	3	664	235	3,005
Data Protection Commission	4.1%	14	929	2,675	10,087
Dental Council	29.7%	5	155	513	305
Department of Foreign Affairs	33.0%	3	998	392	2,053
Department of Justice	8.3%	29	995	4,717	23,419
Department of Transport	94.2%	1	125	2	48

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Level Errors	Number of Serious Severity Level Errors
Dept. Social Protection - services - Welfare.ie	96.9%	1	130	2	24
Donegal County Council	35.3%	11	969	641	10,130
Donegal Education and Training Board	71.4%	2	907	313	750
Dublin and Dun Laoghaire Education and Training Board	29.6%	5	621	2,264	523
Dublin Bus	5.9%	27	677	4,954	13,630
Dublin City Council	88.7%	1	996	654	503
Dublin City University	66.0%	2	981	561	807
Dublin Dental University Hospital	2.4%	33	297	1,011	8,715
Dublin Midlands Hospital Group	16.6%	3	996	2,257	582
Dún Laoghaire-Rathdown County Council	16.1%	32	988	2,089	29,588
Dundalk Institute of Technology	29.1%	31	814	876	23,912
Enterprise Ireland	3.2%	22	991	2,754	19,100
Environmental Protection Agency	96.0%	0	996	112	203
Fáilte Ireland	92.0%	1	35	5	29
Fingal County Council	74.0%	14	994	2,253	9,233
Food Safety Authority of Ireland (FSAI)	37.0%	4	990	1,222	3,104

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Level Errors	Number of Serious Severity Level Errors
Galway and Roscommon Education & Training Board	24.1%	4	396	628	864
Galway City Council	15.2%	4	995	2,006	1,746
Galway County Council	2.7%	19	973	1,556	17,013
Garda Síochána Inspectorate	52.9%	15	207	27	2,250
Garda Síochána Ombudsman Commission	28.1%	6	592	3,259	230
Go Ahead Ireland	66.0%	23	122	484	1,867
Gov.ie	94.0%	3	113	149	77
Health and Safety Authority (HSA)	97.5%	0	984	427	11
Health Information and Quality Authority	2.8%	4	733	676	2,551
Health Products Regulatory Authority	6.2%	20	999	2,212	17,396
Health Research Board	69.9%	4	930	216	3,504
Healthcomplaints.ie	38.7%	22	105	5	2,190
Heritage Ireland (OPW)	33.9%	7	902	1,519	5,193
Higher Education Authority	53.8%	18	980	15,955	807
HIQA	4.1%	0	737	427	11
Houses of the Oireachtas	93.0%	0	990	8	129
Housing Agency	7.4%	13	541	3,854	2,112
HSE	30.4%	3	990	2,138	552

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Level Errors	Number of Serious Severity Level Errors
HSE Simplified Review 2022	30.6%	3	975	2,114	583
Immigration Service Delivery	38.6%	3	999	1,684	1,495
Insolvency Service of Ireland	9.5%	19	475	5,337	3,673
Inspector of Prisons	26.0%	2	311	460	177
Institute of Art, Design & Technology, Dún Laoghaire	3.1%	14	986	3,355	9,427
Institute of Public Health	38.5%	11	521	212	5,751
Institute of Technology Carlow	26.7%	7	107	349	405
International Protection Appeals Tribunal	44.5%	4	125	319	183
Ireland East Hospital Group	37.6%	15	49	14	676
Irish Aviation Authority	38.6%	20	982	1,436	18,049
Irish Blood Transfusion Service	81.9%	1	895	668	40
Irish Human Rights and Equality Commission	50.6%	6	923	981	4,256
Irish Museum of Modern Art Company	0.9%	33	996	2,659	28,800
Irish Prisons Service	21.6%	13	998	2,956	9,636
Irish Rail	54.3%	5	991	1,908	1,915
Kerry County Council	39.5%	83	974	90	18,274
Kerry Education and Training Board	24.8%	29	640	2,658	15,810
Kildare and Wicklow Education and Training Board	8.0%	20	253	1,022	3,761

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Level Errors	Number of Serious Severity Level Errors
Kildare County Council	91.5%	1	991	684	248
Kilkenny and Carlow Education and Training Board	27.5%	26	589	3,548	11,363
Kilkenny County Council	96.1%	0	995	1	133
Laois and Offaly Education and Training Board	18.2%	12	401	1,302	3,450
Laois County Council	23.0%	15	982	8,526	6,560
Legal Aid Board	32.0%	3	603	423	1,553
Leopardstown Park Hospital	24.4%	12	64	177	595
Letterkenny Institute of Technology	31.3%	8	988	1,575	6,103
Libraries Ireland	0.0%	9	299	600	2,176
Limerick and Clare Education and Training Board	32.4%	15	222	386	2,737
Limerick Council	17.2%	13	973	1,399	7,860
Local Government Management Agency (LGMA)	73.3%	6	243	1,501	0
Longford and Westmeath Education and Training Board	19.3%	14	295	3,328	854
Longford County Council	3.3%	12	886	2,949	7,269
Louth and Meath Education and Training Board	37.1%	4	126	24	360
Luas	1.5%	20	250	1,947	2,539
Marine Institute	0.1%	8	993	2,601	5,153
Mary Immaculate College	26.5%	5	976	1,313	3,899

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Level Errors	Number of Serious Severity Level Errors
Mayo County Council	0.3%	1	917	1,014	249
Mayo, Sligo and Leitrim Education and Training Board	5.6%	22	362	2,860	5,417
Meath County Council	91.7%	1	990	537	23
Medical Council	7.4%	7	898	1,517	4,418
Mental Health Commission	4.9%	22	724	15,568	747
Monaghan County Council	1.8%	28	997	1,237	21,928
Motor Tax Online	58.3%	2	12	10	9
Munster Technological University	40.6%	7	293	329	1,422
Munster Technological University - IT Tralee	30.8%	10	988	6,257	2,565
National Advocacy Service	36.9%	6	83	392	53
National Cancer Registry Ireland	67.8%	41	993	3,203	289
National College of Art and Design	10.4%	13	922	5,722	5,359
National Concert Hall	42.4%	15	457	0	6,528
National Council for Curriculum and Assessment	79.2%	2	988	1,608	397
National Council for Special Education	19.1%	11	950	9,252	610
National Disability Authority	90.9%	1	995	534	199
National Driver Licence Service	23.4%	9	153	385	907

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Level Errors	Number of Serious Severity Level Errors
National Gallery of Ireland	11.3%	11	993	6,095	5,015
National Library of Ireland	5.1%	23	985	5,780	17,035
National Museum of Ireland	23.7%	9	698	1,276	6,859
National Paediatric Hospital Development Board	20.1%	18	222	707	3,382
National Standards Authority of Ireland	36.3%	6	995	3,958	1,367
National Transport Authority	22.5%	5	989	3,763	719
National Treatment Purchase Fund	5.5%	4	163	494	139
National University of Ireland Maynooth	33.7%	33	960	265	27,940
NUI Galway	30.3%	8	959	1,667	5,758
Nursing and Midwifery Board of Ireland	25.9%	11	912	3,462	5,945
Offaly County Council	2.0%	15	948	1,811	10,553
Office of the Director of Public Prosecutions	47.1%	1	469	256	10
Office of the Secretary to the President	1.5%	15	992	7,850	6,016
Ombudsman	66.3%	2	98	91	45
Pobal	39.3%	15	447	6,884	301
Pre-Hospital Emergency Care Council	27.1%	18	873	3,724	11,627
Probation Service	6.4%	23	91	314	1,550

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Level Errors	Number of Serious Severity Level Errors
Public Jobs	27.8%	9	507	2,788	1,308
Quality and Qualifications Ireland	2.3%	19	306	2,826	2,621
RCSI Hospital Group	49.0%	1	239	297	0
RCSI University of Medicine and Health Sciences	32.0%	5	998	1,677	3,089
Register of Irish Sign Language Interpreters	29.7%	8	140	365	685
Residential Tenancies Board	47.3%	10	627	4,337	1,119
Revenue	93.7%	1	999	373	148
Road Safety Authority	15.4%	37	993	23,996	12,225
Roscommon County Council	4.1%	7	978	2,235	4,460
SafeFood	65.9%	5	984	964	3,445
Science Foundation Ireland	35.2%	8	684	4,312	1,255
Sign Language Interpreting Service	42.4%	34	82	2	2,780
Skillnet Ireland	7.0%	39	466	3,429	12,219
Sligo County Council	37.3%	3	841	224	1,597
Solas	8.2%	11	429	4,212	387
South Dublin County Council	83.5%	0	998	371	15
Sport Ireland	0.1%	13	671	3,906	810
St James Hospital	35.1%	47	871	2,183	3,093

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Level Errors	Number of Serious Severity Level Errors
Student Universal Support Ireland (SUSI)	22.7%	5	475	624	1,548
Sustainable Energy Authority of Ireland	41.8%	2	994	1,410	894
Tallaght University Hospital	3.8%	39	953	4,037	31,610
The Charities Regulator	28.2%	24	527	3,583	9,038
The Health Insurance Authority	0.2%	15	166	801	10,901
The Pharmaceutical Society of Ireland	27.7%		989	456	432
Tipperary County Council	0.9%	32	997	13,838	16,160
Tipperary Education and Training Board	25.3%	17	956	2,710	12,921
Tourism Ireland	0.2%	48	994	9,300	37,436
Transport for Ireland	16.4%	13	812	2,533	8,115
Transport Infrastructure Ireland	91.4%	1	996	471	168
TU Dublin	33.4%	8	993	1,161	7,171
TUS - Limerick IT	59.8%	2	971	735	1,355
TUS - Midlands Midwest	64.5%	1	123	23	102
TUSLA	6.2%	23	985	9,511	12,503
UCD	54.1%	4	987	346	3,232
UL Hospitals Group	1.6%	8	62	435	54
University College Cork	39.9%	8	996	1,356	5,059

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Level Errors	Number of Serious Severity Level Errors
University of Dublin Trinity College	44.4%	11	980	475	10,108
University of Limerick	28.1%	20	898	7,468	11,094
VHI	0.0%	32	122	1,004	1,650
Waterford and Wexford Education and Training Board	32.0%	41	991	2,639	36,956
Waterford City and County Council	94.1%	2	133	0	250
Waterford Institute of Technology	36.2%	16	985	2,448	13,332
Westmeath County Council	33.4%	8	993	1,395	6,054
Wexford County Council	9.2%	4	985	2,089	2,334
Wicklow County Council	35.6%	203	998	5,555	39,389
Workplace Relations Commission (WRC)	86.5%	1	839	945	2

Annex 3 – Simplified Review results by Accessibility Score

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Severity Level Errors	Number of Serious Severity Level Errors
Health and Safety Authority (HSA)	97.5%	0	984	427	11
Dept. Social Protection - services - Welfare.ie	96.9%	1	130	2	24
Kilkenny County Council	96.1%	0	995	1	133
Environmental Protection Agency	96.0%	0	996	112	203
Department of Transport	94.2%	1	125	2	48
Waterford City and County Council	94.1%	2	133	0	250
Gov.ie	94.0%	3	113	149	77
Revenue	93.7%	1	999	373	148
Houses of the Oireachtas	93.0%	0	990	8	129
Fáilte Ireland	92.0%	1	35	5	29
Meath County Council	91.7%	1	990	537	23
Kildare County Council	91.5%	1	991	684	248
Transport Infrastructure Ireland	91.4%	1	996	471	168
National Disability Authority	90.9%	1	995	534	199

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Severity Level Errors	Number of Serious Severity Level Errors
Dublin City Council	88.7%	1	996	654	503
An Post	88.7%	1	980	609	372
Workplace Relations Commission (WRC)	86.5%	1	839	945	2
Cavan County Council	86.1%	2	934	1,846	45
South Dublin County Council	83.5%	0	998	371	15
Irish Blood Transfusion Service	81.9%	1	895	668	40
National Council for Curriculum and Assessment	79.2%	2	988	1,608	397
Fingal County Council	74.0%	14	994	2,253	9,233
Local Government Management Agency (LGMA)	73.3%	6	243	1,501	0
Donegal Education and Training Board	71.4%	2	907	313	750
Health Research Board	69.9%	4	930	216	3,504
National Cancer Registry Ireland	67.8%	41	993	3,203	289
Ombudsman	66.3%	2	98	91	45
Dublin City University	66.0%	2	981	561	807
Go Ahead Ireland	66.0%	23	122	484	1,867
SafeFood	65.9%	5	984	964	3,445

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Severity Level Errors	Number of Serious Severity Level Errors
TUS - Midlands Midwest	64.5%	1	123	23	102
TUS - Limerick IT	59.8%	2	971	735	1,355
Motor Tax Online	58.3%	2	12	10	9
Cork Education and Training Board	56.7%	4	561	1,711	185
Irish Rail	54.3%	5	991	1,908	1,915
UCD	54.1%	4	987	346	3,232
Higher Education Authority	53.8%	18	980	15,955	807
Garda Síochána Inspectorate	52.9%	15	207	27	2,250
Central Statistics Office (CSO)	51.5%	10	988	3,372	5,857
Irish Human Rights and Equality Commission	50.6%	6	923	981	4,256
RCSI Hospital Group	49.0%	1	239	297	0
Residential Tenancies Board	47.3%	10	627	4,337	1,119
Office of the Director of Public Prosecutions	47.1%	1	469	256	10
International Protection Appeals Tribunal	44.5%	4	125	319	183
University of Dublin Trinity College	44.4%	11	980	475	10,108

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Severity Level Errors	Number of Serious Severity Level Errors
Competition and Consumer Protection Commission	43.3%	2	367	97	167
Sign Language Interpreting Service	42.4%	34	82	2	2,780
An Garda Síochána	42.4%	9	971	7,805	574
National Concert Hall	42.4%	15	457	0	6,528
Sustainable Energy Authority of Ireland	41.8%	2	994	1,410	894
Munster Technological University	40.6%	7	293	329	1,422
University College Cork	39.9%	8	996	1,356	5,059
Kerry County Council	39.5%	83	974	90	18,274
Pobal	39.3%	15	447	6,884	301
Courts Service of Ireland	38.9%	3	664	235	3,005
Healthcomplaints.ie	38.7%	22	105	5	2,190
Irish Aviation Authority	38.6%	20	982	1,436	18,049
Immigration Service Delivery	38.6%	3	999	1,684	1,495
Institute of Public Health	38.5%	11	521	212	5,751
Ireland East Hospital Group	37.6%	15	49	14	676
Sligo County Council	37.3%	3	841	224	1,597

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Severity Level Errors	Number of Serious Severity Level Errors
Louth and Meath Education and Training Board	37.1%	4	126	24	360
Food Safety Authority of Ireland (FSAI)	37.0%	4	990	1,222	3,104
National Advocacy Service	36.9%	6	83	392	53
National Standards Authority of Ireland	36.3%	6	995	3,958	1,367
Waterford Institute of Technology	36.2%	16	985	2,448	13,332
Beaumont Hospital	36.1%	3	994	1,068	2,023
Wicklow County Council	35.6%	203	998	5,555	39,389
Donegal County Council	35.3%	11	969	641	10,130
Science Foundation Ireland	35.2%	8	684	4,312	1,255
St James Hospital	35.1%	47	871	2,183	3,093
Heritage Ireland (OPW)	33.9%	7	902	1,519	5,193
Citizens Information	33.9%	9	998	151	8,904
National University of Ireland Maynooth	33.7%	33	960	265	27,940
CORU	33.6%	4	569	1,529	910
Westmeath County Council	33.4%	8	993	1,395	6,054
TU Dublin	33.4%	8	993	1,161	7,171

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Severity Level Errors	Number of Serious Severity Level Errors
Department of Foreign Affairs	33.0%	3	998	392	2,053
Limerick and Clare Education and Training Board	32.4%	15	222	386	2,737
Legal Aid Board	32.0%	3	603	423	1,553
Waterford and Wexford Education and Training Board	32.0%	41	991	2,639	36,956
RCSI University of Medicine and Health Sciences	32.0%	5	998	1,677	3,089
Letterkenny Institute of Technology	31.3%	8	988	1,575	6,103
Munster Technological University - IT Tralee	30.8%	10	988	6,257	2,565
HSE Simplified Review 2022	30.6%	3	975	2,114	583
HSE	30.4%	3	990	2,138	552
NUI Galway	30.3%	8	959	1,667	5,758
Register of Irish Sign Language Interpreters	29.7%	8	140	365	685
City of Dublin Education & Training Board	29.7%	24	900	1,968	19,288
Dental Council	29.7%	5	155	513	305
Dublin and Dun Laoghaire Education and Training Board	29.6%	5	621	2,264	523

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Severity Level Errors	Number of Serious Severity Level Errors
Dundalk Institute of Technology	29.1%	31	814	876	23,912
The Charities Regulator	28.2%	24	527	3,583	9,038
Garda Síochána Ombudsman Commission	28.1%	6	592	3,259	230
University of Limerick	28.1%	20	898	7,468	11,094
Public Jobs	27.8%	9	507	2,788	1,308
The Pharmaceutical Society of Ireland	27.7%		989	456	432
Commission for Regulation of Utilities	27.6%	2	440	577	526
Kilkenny and Carlow Education and Training Board	27.5%	26	589	3,548	11,363
Pre-Hospital Emergency Care Council	27.1%	18	873	3,724	11,627
Cavan and Monaghan Education & Training Board	26.7%	15	285	1	143
Institute of Technology Carlow	26.7%	7	107	349	405
Mary Immaculate College	26.5%	5	976	1,313	3,899
Inspector of Prisons	26.0%	2	311	460	177

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Severity Level Errors	Number of Serious Severity Level Errors
Nursing and Midwifery Board of Ireland	25.9%	11	912	3,462	5,945
An Bord Pleanála	25.5%	4	338	4,098	186
Tipperary Education and Training Board	25.3%	17	956	2,710	12,921
Kerry Education and Training Board	24.8%	29	640	2,658	15,810
Leopardstown Park Hospital	24.4%	12	64	177	595
Galway and Roscommon Education & Training Board	24.1%	4	396	628	864
An Chomhairle um Oideachas Gaeltachta & Gaelscolaíochta (COGG)	23.9%	44	986	539	353
National Museum of Ireland	23.7%	9	698	1,276	6,859
National Driver Licence Service	23.4%	9	153	385	907
Laois County Council	23.0%	15	982	8,526	6,560
Student Universal Support Ireland (SUSI)	22.7%	5	475	624	1,548
National Transport Authority	22.5%	5	989	3,763	719
Irish Prisons Service	21.6%	13	998	2,956	9,636

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Severity Level Errors	Number of Serious Severity Level Errors
National Paediatric Hospital Development Board	20.1%	18	222	707	3,382
Longford and Westmeath Education and Training Board	19.3%	14	295	3,328	854
National Council for Special Education	19.1%	11	950	9,252	610
Laois and Offaly Education and Training Board	18.2%	12	401	1,302	3,450
Limerick Council	17.2%	13	973	1,399	7,860
Dublin Midlands Hospital Group	16.6%	3	996	2,257	582
Clare County Council	16.4%	12	980	6,613	5,066
Transport for Ireland	16.4%	13	812	2,533	8,115
Dún Laoghaire-Rathdown County Council	16.1%	32	988	2,089	29,588
Carlow County Council	16.0%	10	765	4,484	3,503
Road Safety Authority	15.4%	37	993	23,996	12,225
Galway City Council	15.2%	4	995	2,006	1,746
Cork Institute of Technology	12.4%	12	997	1,105	10,087
National Gallery of Ireland	11.3%	11	993	6,095	5,015

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Severity Level Errors	Number of Serious Severity Level Errors
National College of Art and Design	10.4%	13	922	5,722	5,359
Broadcasting Authority of Ireland	10.2%	10	996	2,786	7,525
Insolvency Service of Ireland	9.5%	19	475	5,337	3,673
Wexford County Council	9.2%	4	985	2,089	2,334
Córas Iompair Éireann	9.0%	27	127	3,253	166
Department of Justice	8.3%	29	995	4,717	23,419
Solas	8.2%	11	429	4,212	387
Kildare and Wicklow Education and Training Board	8.0%	20	253	1,022	3,761
Atlantic Technological University Galway-Mayo IT	7.9%	12	827	3,156	5,972
Central Bank of Ireland	7.8%	8	987	4,022	4,004
Cork City Council	7.7%	8	980	3,796	3,546
Housing Agency	7.4%	13	541	3,854	2,112
Medical Council	7.4%	7	898	1,517	4,418
Skillnet Ireland	7.0%	39	466	3,429	12,219
Probation Service	6.4%	23	91	314	1,550
Health Products Regulatory Authority	6.2%	20	999	2,212	17,396

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Severity Level Errors	Number of Serious Severity Level Errors
TUSLA	6.2%	23	985	9,511	12,503
Dublin Bus	5.9%	27	677	4,954	13,630
Mayo, Sligo and Leitrim Education and Training Board	5.6%	22	362	2,860	5,417
National Treatment Purchase Fund	5.5%	4	163	494	139
National Library of Ireland	5.1%	23	985	5,780	17,035
Mental Health Commission	4.9%	22	724	15,568	747
HIQA	4.1%	0	737	427	11
Data Protection Commission	4.1%	14	929	2,675	10,087
Roscommon County Council	4.1%	7	978	2,235	4,460
Athlone Institute of Technology	3.9%	12	915	3,196	5,256
Bus Éireann	3.9%	30	434	4,577	8,213
Tallaght University Hospital	3.8%	39	953	4,037	31,610
Arts Council	3.5%	9	980	2,514	4,213
Longford County Council	3.3%	12	886	2,949	7,269
Enterprise Ireland	3.2%	22	991	2,754	19,100
Bord Bia	3.1%	35	995	14,289	20,289

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Severity Level Errors	Number of Serious Severity Level Errors
Institute of Art, Design & Technology, Dún Laoghaire	3.1%	14	986	3,355	9,427
Health Information and Quality Authority	2.8%	4	733	676	2,551
Galway County Council	2.7%	19	973	1,556	17,013
Dublin Dental University Hospital	2.4%	33	297	1,011	8,715
Quality and Qualifications Ireland	2.3%	19	306	2,826	2,621
Offaly County Council	2.0%	15	948	1,811	10,553
Monaghan County Council	1.8%	28	997	1,237	21,928
UL Hospitals Group	1.6%	8	62	435	54
Luas	1.5%	20	250	1,947	2,539
Office of the Secretary to the President	1.5%	15	992	7,850	6,016
Irish Museum of Modern Art Company	0.9%	33	996	2,659	28,800
Tipperary County Council	0.9%	32	997	13,838	16,160
Mayo County Council	0.3%	1	917	1,014	249
The Health Insurance Authority	0.2%	15	166	801	10,901

Website	Accessibility Score	Average number of errors per page	Number of pages tested	Number of Critical Severity Level Errors	Number of Serious Severity Level Errors
Tourism Ireland	0.2%	48	994	9,300	37,436
Marine Institute	0.1%	8	993	2,601	5,153
Sport Ireland	0.1%	13	671	3,906	810
Atlantic Technological University	0.0%	18	994	3,707	13,978
Cork County Council	0.0%	8	805	1,587	1,219
Libraries Ireland	0.0%	9	299	600	2,176
VHI	0.0%	32	122	1,004	1,650

Annex 4 – Simplified Review results - Top Issues per site

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
An Bord Pleanála	PDF	Colour	Name Role Value	Parsing	Forms	ARIA	Text Alternatives
An Chomhairle um Oideachas Gaeltachta & Gaelscolaíochta (COGG)	PDF	Name Role Value	ARIA	Colour	Text Alternatives	Keyboard	Structure
An Garda Síochána	PDF	Keyboard	Parsing	Colour	Name Role Value	Forms	Text Alternatives
An Post	PDF	ARIA	Colour	Structure	Text Alternatives	Name Role Value	Forms
Arts Council	Colour	Parsing	Name Role Value	Structure	PDF	Text Alternatives	Forms
Athlone Institute of Technology	Colour	Parsing	ARIA	Name Role Value	PDF	Structure	Keyboard

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
Atlantic Technological University	Name Role Value	Colour	Text Alternatives	Keyboard	ARIA	Parsing	Forms
Atlantic Technological University Galway-Mayo IT	Name Role Value	Text Alternatives	Parsing	ARIA	Structure	Colour	Language
Beaumont Hospital	Colour	PDF	Name Role Value	Forms	Text Alternatives	Structure	Parsing
Bord Bia	Text Alternatives	Name Role Value	Colour	PDF	Parsing	ARIA	Forms
Broadcasting Authority of Ireland	Name Role Value	Colour	PDF	Parsing	Forms	Text Alternatives	Structure
Bus Éireann	Colour	ARIA	PDF	Structure	Name Role Value	Parsing	Text Alternatives
Carlow County Council	ARIA	PDF	Colour	Name Role Value	Structure	Parsing	Text Alternatives
Cavan and Monaghan Education &	Colour	ARIA	Parsing	Structure	Text Alternatives	Forms	Keyboard

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
Training Board							
Cavan County Council	PDF	Text Alternatives	Name Role Value	ARIA	Colour	Parsing	
Central Bank of Ireland	Structure	PDF	ARIA	Colour	Text Alternatives	Name Role Value	Parsing
Central Statistics Office (CSO)	Colour	Text Alternatives	PDF	Name Role Value	Structure	Parsing	Forms
Citizens Information	Colour	Parsing	ARIA	Name Role Value	Structure	Language	
City of Dublin Education & Training Board	Colour	PDF	Structure	Parsing	Name Role Value	Forms	ARIA
Clare County Council	ARIA	Name Role Value	PDF	Structure	Colour	Parsing	Keyboard
Commission for Regulation of Utilities	PDF	Colour	Text Alternatives	Name Role Value	Forms	Parsing	Language
Competition and Consumer	Colour	Parsing	PDF	Name Role Value	Text Alternatives	Forms	Keyboard

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
Protection Commission							
Córas Iompair Éireann	PDF	Colour	Language	ARIA	Name Role Value	Text Alternatives	
Cork City Council	Colour	PDF	Name Role Value	ARIA	Forms	Text Alternatives	Structure
Cork County Council	Parsing	Colour	Name Role Value	PDF	Text Alternatives	ARIA	Forms
Cork Education and Training Board	PDF	Parsing	Name Role Value	ARIA	Colour	Text Alternatives	Forms
Cork Institute of Technology	Colour	Name Role Value	Language	Forms	Keyboard	Parsing	Structure
CORU	PDF	Colour	Text Alternatives	Name Role Value	Forms	ARIA	Keyboard
Courts Service of Ireland	Name Role Value	Colour	Text Alternatives	Keyboard	Structure	Parsing	ARIA

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
Data Protection Commission	Colour	Text Alternatives	Parsing	PDF	Name Role Value	Forms	ARIA
Dental Council	PDF	Structure	Text Alternatives	Language	Name Role Value	Colour	ARIA
Department of Foreign Affairs	Colour	Parsing	Structure	ARIA	PDF	Language	Text Alternatives
Department of Justice	Colour	Structure	ARIA	PDF	Keyboard	Name Role Value	Text Alternatives
Department of Transport	Structure	Colour	Text Alternatives	PDF			
Dept. Social Protection - services - Welfare.ie	Parsing	Keyboard	Colour	Forms			
Donegal County Council	Structure	ARIA	Name Role Value	Colour	Language	PDF	Text Alternatives
Donegal Education and Training Board	Parsing	Name Role Value	PDF	Colour	Text Alternatives	Language	ARIA

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
Dublin and Dun Laoghaire Education and Training Board	PDF	Name Role Value	Colour	ARIA	Parsing	Text Alternatives	Forms
Dublin Bus	Colour	Text Alternatives	Name Role Value	Forms	PDF	Parsing	Language
Dublin City Council	PDF	Colour	Name Role Value	Text Alternatives	ARIA	Structure	Forms
Dublin City University	Parsing	PDF	Name Role Value	Colour	Text Alternatives	ARIA	Structure
Dublin Dental University Hospital	Structure	Colour	Name Role Value	ARIA	PDF	Text Alternatives	Parsing
Dublin Midlands Hospital Group	Text Alternatives	ARIA	PDF	Name Role Value	Colour	Forms	Parsing
Dún Laoghaire-Rathdown	Colour	Text Alternatives	Name Role Value	Parsing	PDF	Forms	ARIA

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
County Council							
Dundalk Institute of Technology	Colour	Keyboard	Name Role Value	Parsing	PDF	Text Alternatives	ARIA
Enterprise Ireland	Colour	Name Role Value	PDF	Structure	ARIA	Text Alternatives	Keyboard
Environmental Protection Agency	Colour	PDF	Text Alternatives	Name Role Value	Forms	ARIA	Language
Fáilte Ireland	Colour	ARIA	Name Role Value	Text Alternatives			
Fingal County Council	Colour	Parsing	ARIA	Name Role Value	PDF	Structure	Text Alternatives
Food Safety Authority of Ireland (FSAI)	Colour	PDF	Forms	Text Alternatives	Parsing	Tables	Name Role Value
Galway and Roscommon Education & Training Board	PDF	Name Role Value	Parsing	Colour	Structure	Text Alternatives	Language

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
Galway City Council	PDF	Name Role Value	Structure	Parsing	Colour	Text Alternatives	Forms
Galway County Council	Colour	Name Role Value	Forms	PDF	ARIA	Text Alternatives	Parsing
Garda Síochána Inspectorate	Colour	Parsing	Text Alternatives	Keyboard	PDF	ARIA	Forms
Garda Síochána Ombudsman Commission	PDF	ARIA	Structure	Name Role Value	Language	Parsing	Text Alternatives
Go Ahead Ireland	Colour	ARIA	Parsing	Text Alternatives			
Gov.ie	PDF	Structure	Colour	Language			
Health and Safety Authority (HSA)	PDF	Keyboard	Colour	Name Role Value	Parsing	Forms	
Health Information and Quality Authority	Colour	ARIA	Name Role Value	Parsing	PDF	Forms	Language

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
Health Products Regulatory Authority	Colour	Name Role Value	Text Alternatives	PDF	Forms	Parsing	Structure
Health Research Board	Name Role Value	Keyboard	ARIA	Structure	Colour	PDF	Text Alternatives
Healthcomplaints.ie	Colour	Parsing	Language	Name Role Value	PDF	ARIA	Forms
Heritage Ireland (OPW)	Colour	ARIA	PDF	Name Role Value	Text Alternatives	Forms	Parsing
Higher Education Authority	PDF	ARIA	Text Alternatives	Keyboard	Colour	Forms	Parsing
HIQA	PDF	Keyboard	Colour	Name Role Value	Parsing	Forms	
Houses of the Oireachtas	Keyboard	Structure	Colour	Text Alternatives	ARIA	PDF	Name Role Value
Housing Agency	PDF	Parsing	Name Role Value	Colour	Text Alternatives	Language	Forms

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
HSE	Text Alternatives	ARIA	PDF	Name Role Value	Colour	Forms	Parsing
HSE Simplified Review 2022	Text Alternatives	ARIA	PDF	Name Role Value	Colour	Forms	Parsing
Immigration Service Delivery	PDF	Name Role Value	Colour	Parsing	ARIA	Forms	Keyboard
Insolvency Service of Ireland	PDF	Colour	Structure	Name Role Value	ARIA	Parsing	Keyboard
Inspector of Prisons	PDF	Colour	Keyboard	ARIA	Name Role Value	Parsing	
Institute of Art, Design & Technology, Dún Laoghaire	Name Role Value	Colour	Forms	PDF	Parsing	Text Alternatives	Structure
Institute of Public Health	Colour	Name Role Value	PDF	ARIA	Text Alternatives	Keyboard	Language
Institute of Technology Carlow	Text Alternatives	Colour	Name Role Value	ARIA	Language	Structure	Forms

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
International Protection Appeals Tribunal	PDF	Colour	Parsing	Name Role Value			
Ireland East Hospital Group	Name Role Value	Colour	Language	Parsing	Forms	Text Alternatives	ARIA
Irish Aviation Authority	Colour	PDF	Name Role Value	Structure	ARIA	Forms	Text Alternatives
Irish Blood Transfusion Service	PDF	Colour	Keyboard	Language	Parsing	Text Alternatives	ARIA
Irish Human Rights and Equality Commission	Structure	Colour	PDF	Name Role Value	ARIA	Keyboard	Text Alternatives
Irish Museum of Modern Art Company	Name Role Value	Text Alternatives	Colour	Parsing	Forms	PDF	Structure
Irish Prisons Service	Colour	PDF	Forms	Parsing	Text Alternatives	ARIA	Name Role Value
Irish Rail	ARIA	Parsing	PDF	Name Role Value	Colour	Structure	Text Alternatives

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
Kerry County Council	Parsing	Colour	Name Role Value	PDF	ARIA	Text Alternatives	Forms
Kerry Education and Training Board	Colour	PDF	Parsing	Name Role Value	Text Alternatives	ARIA	Forms
Kildare and Wicklow Education and Training Board	Colour	PDF	Name Role Value	Text Alternatives	Parsing	ARIA	Forms
Kildare County Council	PDF	ARIA	Colour	Name Role Value	Structure	Text Alternatives	Forms
Kilkenny and Carlow Education and Training Board	Colour	PDF	Structure	Parsing	Text Alternatives	Name Role Value	Forms
Kilkenny County Council	Parsing	Name Role Value	Tables	Colour	Keyboard	Text Alternatives	ARIA

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
Laois and Offaly Education and Training Board	Colour	PDF	Name Role Value	Structure	Language	Parsing	Forms
Laois County Council	PDF	Colour	Name Role Value	Text Alternatives	ARIA	Parsing	Structure
Legal Aid Board	Name Role Value	Keyboard	PDF	Text Alternatives	Language	Colour	Parsing
Leopardstown Park Hospital	Colour	PDF	Language	Text Alternatives	Parsing	Structure	ARIA
Letterkenny Institute of Technology	Name Role Value	Colour	PDF	Parsing	Text Alternatives	Keyboard	Forms
Libraries Ireland	Colour	Name Role Value	ARIA	Forms			
Limerick and Clare Education and Training Board	Colour	Name Role Value	PDF	Parsing	ARIA	Keyboard	Text Alternatives
Limerick Council	Colour	Parsing	Text Alternatives	ARIA	Name Role Value	Keyboard	Forms

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
Local Government Management Agency (LGMA)	PDF	Text Alternatives					
Longford and Westmeath Education and Training Board	PDF	Colour	Name Role Value	Keyboard	ARIA	Text Alternatives	Language
Longford County Council	Name Role Value	Colour	PDF	Parsing	Text Alternatives	Structure	Language
Louth and Meath Education and Training Board	Colour	Parsing	Name Role Value	Text Alternatives	PDF	Forms	Structure
Luas	Text Alternatives	Name Role Value	Keyboard	Parsing	Colour	Forms	PDF
Marine Institute	Colour	PDF	Text Alternatives	Name Role Value	Parsing	Forms	Language

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
Mary Immaculate College	Colour	PDF	ARIA	Structure	Forms	Name Role Value	Text Alternatives
Mayo County Council	Name Role Value	ARIA	Structure	Colour	PDF	Text Alternatives	Forms
Mayo, Sligo and Leitrim Education and Training Board	Colour	PDF	Name Role Value	Text Alternatives	ARIA	Keyboard	Parsing
Meath County Council	PDF	ARIA	Parsing	Colour	Forms	Keyboard	Text Alternatives
Medical Council	Colour	Name Role Value	Forms	Language	PDF	Structure	Text Alternatives
Mental Health Commission	PDF	Name Role Value	Text Alternatives	Colour	Parsing	ARIA	Language
Monaghan County Council	Colour	Parsing	Name Role Value	Forms	PDF	Text Alternatives	Structure
Motor Tax Online	Keyboard	PDF	Name Role Value	Parsing	Text Alternatives	ARIA	Colour

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
Munster Technological University	Colour	Parsing	ARIA	PDF	Text Alternatives	Name Role Value	Forms
Munster Technological University - IT Tralee	PDF	Text Alternatives	Name Role Value	Keyboard	Forms	Colour	Parsing
National Advocacy Service	PDF	Colour	Forms	ARIA	Text Alternatives	Name Role Value	
National Cancer Registry Ireland	Parsing	PDF	Name Role Value	Forms	Colour	Text Alternatives	Language
National College of Art and Design	Colour	Structure	ARIA	PDF	Forms	Name Role Value	Parsing
National Concert Hall	Colour	Parsing	Name Role Value	ARIA	Forms	Keyboard	Language
National Council for Curriculum	PDF	Colour	Name Role Value	Structure	Text Alternatives		

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
and Assessment							
National Council for Special Education	PDF	Colour	Name Role Value	Parsing	Text Alternatives	ARIA	Forms
National Disability Authority	PDF	Colour	Structure	Name Role Value	Forms	Parsing	Text Alternatives
National Driver Licence Service	Colour	PDF	Name Role Value	Parsing	Forms	Structure	Language
National Gallery of Ireland	Parsing	Colour	Name Role Value	PDF	Language	Text Alternatives	ARIA
National Library of Ireland	Colour	Text Alternatives	Structure	PDF	ARIA	Forms	Parsing
National Museum of Ireland	Colour	Name Role Value	Parsing	PDF	Text Alternatives	Structure	ARIA

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
National Paediatric Hospital Development Board	Colour	PDF	Language	Text Alternatives	Name Role Value	Forms	Parsing
National Standards Authority of Ireland	PDF	Colour	Name Role Value	Parsing	Text Alternatives	Language	Forms
National Transport Authority	PDF	Colour	ARIA	Structure	Text Alternatives	Name Role Value	Parsing
National Treatment Purchase Fund	PDF	Colour	Name Role Value	ARIA	Forms	Keyboard	Language
National University of Ireland Maynooth	Colour	Parsing	Name Role Value	Text Alternatives	Structure	Forms	PDF
NUI Galway	Colour	PDF	Text Alternatives	Parsing	Name Role Value	ARIA	Structure

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
Nursing and Midwifery Board of Ireland	Colour	PDF	Language	Forms	Parsing	Text Alternatives	Name Role Value
Offaly County Council	Colour	Parsing	Name Role Value	Text Alternatives	PDF	Structure	ARIA
Office of the Director of Public Prosecutions	PDF	Colour	Name Role Value				
Office of the Secretary to the President	ARIA	Colour	Parsing	Text Alternatives	Name Role Value	Language	Structure
Ombudsman	PDF	Keyboard	Colour	Parsing	Text Alternatives	Name Role Value	Forms
Pobal	PDF	Colour	Forms	Text Alternatives	Structure	Name Role Value	ARIA
Pre-Hospital Emergency Care Council	Colour	Name Role Value	PDF	Structure	ARIA	Text Alternatives	Forms
Probation Service	Colour	Name Role Value	ARIA	PDF	Structure	Keyboard	Text Alternatives

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
Public Jobs	PDF	Colour	Name Role Value	ARIA	Keyboard	Text Alternatives	Parsing
Quality and Qualifications Ireland	Colour	Parsing	Text Alternatives	Name Role Value	Forms	ARIA	Structure
RCSI Hospital Group	PDF	Parsing	ARIA	Colour	Forms	Keyboard	Language
RCSI University of Medicine and Health Sciences	PDF	Colour	Structure	Keyboard	ARIA	Parsing	Name Role Value
Register of Irish Sign Language Interpreters	Structure	PDF	Colour	Parsing	Name Role Value	Text Alternatives	ARIA
Residential Tenancies Board	PDF	Colour	ARIA	Forms	Parsing	Name Role Value	Language
Revenue	PDF	Structure	Colour	Name Role Value	Parsing	ARIA	Forms
Road Safety Authority	PDF	ARIA	Structure	Colour	Name Role Value	Text Alternatives	Parsing

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
Roscommon County Council	Colour	PDF	Name Role Value	Parsing	Text Alternatives	Structure	Language
SafeFood	Colour	PDF	ARIA	Text Alternatives	Parsing	Forms	Name Role Value
Science Foundation Ireland	PDF	Colour	Keyboard	ARIA	Forms	Parsing	Language
Sign Language Interpreting Service	Colour	Name Role Value	Text Alternatives	PDF			
Skillnet Ireland	Colour	Parsing	PDF	Text Alternatives	Name Role Value	ARIA	Keyboard
Sligo County Council	Name Role Value	Colour	PDF	ARIA	Forms	Text Alternatives	Parsing
Solas	PDF	Name Role Value	Colour	Parsing	Structure	Text Alternatives	Forms
South Dublin County Council	PDF	Parsing	Text Alternatives	Name Role Value	Colour	Structure	Keyboard
Sport Ireland	Parsing	Colour	Text Alternatives	Name Role Value	Forms	Language	Structure

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
St James Hospital	Parsing	Colour	PDF	Name Role Value	Structure	Language	Text Alternatives
Student Universal Support Ireland (SUSI)	Colour	PDF	Parsing	Text Alternatives	ARIA	Name Role Value	Keyboard
Sustainable Energy Authority of Ireland	PDF	Colour	ARIA	Forms	Parsing	Keyboard	Structure
Tallaght University Hospital	Colour	Parsing	PDF	ARIA	Name Role Value	Structure	Keyboard
The Charities Regulator	Colour	PDF	Structure	ARIA	Name Role Value	Text Alternatives	Forms
The Health Insurance Authority	Colour	Text Alternatives	Structure	Name Role Value	ARIA	Forms	Keyboard
The Pharmaceutical Society of Ireland	PDF	Colour	Parsing	Name Role Value	Language	Text Alternatives	Structure

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
Tipperary County Council	Text Alternatives	Colour	Parsing	Name Role Value	Structure	Language	ARIA
Tipperary Education and Training Board	Colour	PDF	Name Role Value	Structure	Parsing	Text Alternatives	Language
Tourism Ireland	Colour	Name Role Value	Text Alternatives	Forms	Parsing	PDF	ARIA
Transport for Ireland	Colour	PDF	Name Role Value	ARIA	Forms	Parsing	Text Alternatives
Transport Infrastructure Ireland	PDF	Keyboard	Name Role Value	Colour	Parsing	Structure	Language
TU Dublin	Colour	Parsing	ARIA	PDF	Name Role Value	Text Alternatives	Structure
TUS - Limerick IT	Colour	PDF	ARIA	Structure	Name Role Value	Text Alternatives	Parsing
TUS - Midlands Midwest	Name Role Value	PDF	Forms	Text Alternatives	Colour		

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
TUSLA	Colour	PDF	Name Role Value	Parsing	Forms	Language	Text Alternatives
UCD	Colour	Text Alternatives	Name Role Value	Keyboard	Structure	Parsing	Forms
UL Hospitals Group	PDF	Text Alternatives	ARIA	Colour	Forms	Keyboard	Language
University College Cork	Colour	Parsing	PDF	Name Role Value	Text Alternatives	ARIA	Keyboard
University of Dublin Trinity College	Colour	ARIA	Name Role Value	Structure	Text Alternatives	Parsing	Forms
University of Limerick	Structure	Parsing	Name Role Value	Colour	Text Alternatives	Keyboard	PDF
VHI	Colour	Parsing	ARIA	Text Alternatives	Name Role Value	Keyboard	Forms
Waterford and Wexford Education and Training Board	Colour	PDF	Structure	Parsing	Name Role Value	Text Alternatives	ARIA
Waterford City and	Colour	Structure	Name Role Value	Parsing	Language		

Website	Number 1 Checkpoint with Most Issues Found	Number 2 Checkpoint with Most Issues Found	Number 3 Checkpoint with Most Issues Found	Number 4 Checkpoint with Most Issues Found	Number 5 Checkpoint with Most Issues Found	Number 6 Checkpoint with Most Issues Found	Number 7 Checkpoint with Most Issues Found
County Council							
Waterford Institute of Technology	Name Role Value	Colour	Text Alternatives	PDF	Forms	ARIA	Parsing
Westmeath County Council	Colour	PDF	ARIA	Name Role Value	Text Alternatives	Structure	Forms
Wexford County Council	ARIA	Colour	Name Role Value	Text Alternatives	Structure	PDF	Keyboard
Wicklow County Council	Parsing	Colour	Structure	PDF	Text Alternatives	Name Role Value	Forms
Workplace Relations Commission (WRC)	PDF	Parsing	Language				

Annex 5 - Accessible Tables

An Garda Síochána

Figure 7: No. of occurrences for top 10 WCAG errors

Success Criteria	Description	Occurrences
4.1.1	Parsing	19
4.1.2	Name, Role, Value	15
1.3.1	Info & Relationships	14
1.4.3	Contrast (Minimum)	9
1.1.1	Non-Text Content	6
2.1.1	Keyboard	6
1.4.1	Use of Colour	5
1.4.11	Non-Text Contrast	5
1.4.12	Text Spacing	5
2.4.3	Focus Order	5
	Other Success Criteria	23

Citizens Information Board

Figure 11 No. of occurrences for top 10 WCAG errors

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	4
1.4.11	Non-Text Contrast	4
2.4.3	Focus Order	4
4.1.1	Parsing	4
4.1.2	Name, Role, Value	4
1.4.12	Text Spacing	2
1.4.3	Contrast (Minimum)	2
2.1.1	Keyboard	2
1.1.1	Non-Text Content	1

Success Criteria	Description	Occurrences
1.4.1	Use of Colour	1
	Other Success Criteria	6

Dublin Bus

Figure 15 No. of occurrences for top 10 WCAG errors

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	98
1.3.1	Info & Relationships	37
4.1.2	Name, Role, Value	21
1.1.1	Non-Text Content	11
1.4.11	Non-Text Contrast	10
4.1.1	Parsing	8
2.1.1	Keyboard	6
2.5.3	Label in Name	5
2.4.4	Link Purpose (In Context)	4
4.1.3	Status Messages	4
	Other Success Criteria	18

Irish Rail

Figure 19 No. of occurrences of top 10 WCAG issues

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	50
4.1.2	Name, Role, Value	33
4.1.1	Parsing	15
1.4.11	Non-Text Contrast	12
1.1.1	Non-Text Content	8
3.1.2	Language of Parts	7
1.3.1	Info & Relationships	6

Success Criteria	Description	Occurrences
2.4.7	Focus Visible	5
1.4.10	Reflow	4
4.1.3	Status Messages	4
	Other Success Criteria	20

Limerick City and County Council

Figure 23 No. of occurrences for top 10 WCAG issues

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	43
4.1.1	Parsing	29
4.1.2	Name, Role, Value	13
1.3.1	Info & Relationships	12
1.1.1	Non-Text Content	10
1.4.10	Reflow	5
1.4.11	Non-Text Contrast	4
1.3.5	Identify Input Purpose	3
1.4.13	Content on Hover or Focus	3
2.1.1	Keyboard	3
	Other Success Criteria	23

National Transport Authority

Figure 27 No. of occurrences for top 10 WCAG errors

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	69
4.1.2	Name, Role, Value	43
1.3.1	Info & Relationships	12
1.4.11	Non-Text Contrast	5
2.1.1	Keyboard	4

Success Criteria	Description	Occurrences
2.4.3	Focus Order	4
1.4.10	Reflow	3
3.1.2	Language of Parts	3
1.4.1	Use of Colour	2
2.4.1	Bypass Blocks	2
	Other Success Criteria	8

Department of Transport

Figure 31 No. of occurrences for top 10 WCAG errors

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	7
4.1.2	Name, Role, Value	7
1.4.3	Contrast (Minimum)	3
2.4.4	Link Purpose (In Context)	3
1.1.1	Non-Text Content	2
1.4.1	Use of Colour	2
1.4.11	Non-Text Contrast	2
1.4.13	Content on Hover or Focus	2
2.4.6	Headings and Labels	2
2.4.7	Focus Visible	2
	Other Success Criteria	6

Revenue Commissioners

Figure 35 No. of occurrences for top 10 WCAG errors

Success Criteria	Description	Occurrences
1.4.11	Non-Text Contrast	26
4.1.2	Name, Role, Value	12

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	10
4.1.1	Parsing	7
1.4.3	Contrast (Minimum)	5
2.1.1	Keyboard	3
1.1.1	Non-Text Content	2
2.4.3	Focus Order	2
2.5.3	Label in Name	2
3.1.2	Language of Parts	2
	Other Success Criteria	9

Technological University Dublin

Figure 39 No. of occurrences for top 10 WCAG errors

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	113
4.1.2	Name, Role, Value	25
1.3.1	Info & Relationships	8
1.4.11	Non-Text Contrast	8
4.1.1	Parsing	7
2.4.7	Focus Visible	5
1.1.1	Non-Text Content	4
1.4.1	Use of Colour	3
1.4.10	Reflow	3
2.4.3	Focus Order	3
	Other Success Criteria	8

Irish Human Rights and Equality Commission

Figure 43 No. of occurrences for top 10 WCAG errors

Success Criteria	Description	Occurrences
1.1.1	Non-Text Content	27
4.1.2	Name, Role, Value	23
1.3.1	Info & Relationships	16
1.4.3	Contrast (Minimum)	13
1.4.11	Non-Text Contrast	9
2.4.1	Bypass Blocks	7
1.4.1	Use of Colour	6
1.4.12	Text Spacing	4
2.1.1	Keyboard	4
2.2.2	Pause, Stop, Hide	3
	Other Success Criteria	13

Houses of the Oireachtas

Figure 47: No. of occurrences for top 10 WCAG errors

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	30
1.3.1	Info & Relationships	9
1.4.11	Non-Text Contrast	9
4.1.2	Name, Role, Value	9
2.4.3	Focus Order	8
1.1.1	Non-Text Content	4
1.3.2	Meaningful Sequence	4
2.1.1	Keyboard	4
2.5.3	Label in Name	4
4.1.1	Parsing	4
	Other Success Criteria	10

The Competition and Consumer Protection Commission

Figure 51: No. of occurrences for top 10 WCAG errors

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	16
1.4.3	Contrast (Minimum)	9
1.4.11	Non-Text Contrast	7
1.1.1	Non-Text Content	5
2.4.1	Bypass Blocks	5
4.1.1	Parsing	5
1.4.10	Reflow	3
2.4.3	Focus Order	3
2.4.6	Headings and Labels	3
1.3.1	Info & Relationships	2
	Other Success Criteria	13

State Examination Commission

Figure 55: No. of occurrences for top 10 WCAG errors

Success Criteria	Description	Occurrences
1.1.1	Non-Text Content	30
1.3.1	Info & Relationships	18
1.4.3	Contrast (Minimum)	12
4.1.2	Name, Role, Value	8
1.3.2	Meaningful Sequence	1
1.4.10	Reflow	1
2.4.4	Link Purpose (In Context)	1
2.5.3	Label in Name	1
1.2.1	Audio-only and Video-only (Prerecorded)	0
1.2.2	Captions (Prerecorded)	0
	Other Success Criteria	0

Dublin City Council

Figure 59: No. of occurrences for top 10 WCAG errors

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	8
1.4.11	Non-Text Contrast	6
1.3.2	Meaningful Sequence	4
2.4.3	Focus Order	4
1.3.1	Info & Relationships	3
2.4.4	Link Purpose (In Context)	3
1.1.1	Non-Text Content	2
1.3.5	Identify Input Purpose	1
1.4.1	Use of Colour	1
1.4.10	Reflow	1
	Other Success Criteria	6

Simplified Reviews – Local Authorities

Figure 66 Total Number of errors per site – Local Authorities

Local Authority	Accessibility Score
Wicklow	202,519
Kerry	83,061
Tipperary	31,906
Dún Laoghaire-Rathdown	31,894
Monaghan	28,343
Galway County	18,578
Laois	15,125
Offaly	14,133
Fingal	13,943
Limerick	12,488
Clare	11,871
Longford	10,929
Donegal	10,786
Carlow	7,995

Local Authority	Accessibility Score
Westmeath	7,476
Cork City	7,406
Roscommon	6,847
Sligo	1,826
Cork County	6,614
Wexford	4,425
Galway City	4,059
Cavan	1,895
Mayo	1,263
Dublin City	1,161
Kildare	936
Meath	584
South Dublin	434
Waterford City and County	256
Kilkenny	231
AVG All Local Authorities	**18,586**
AVG All Sites	**9,847**

Figure 67 Accessibility Scores – Local Authorities

Local Authority	Accessibility Score
Kilkenny	96.1%
Waterford City and County	94.1%
Meath	91.7%
Kildare	91.5%
Dublin City	88.7%
Cavan	86.1%
South Dublin	83.5%
Fingal	74.0%
Kerry	39.5%

Local Authority	Accessibility Score
Sligo	37.3%
Wicklow	35.6%
Donegal	35.3%
Westmeath	33.4%
Laois	23.0%
Limerick	17.2%
Clare	16.4%
Dún Laoghaire-Rathdown	16.1%
Carlow	16.0%
Galway City	15.2%
Wexford	9.2%
Cork City	7.7%
Roscommon	4.1%
Longford	3.3%
Galway County	2.7%
Offaly	2.0%
Monaghan	1.8%
Tipperary	0.9%
Mayo	0.3%
Cork County	0.0%
AVG All Local Authorities	**35.3%**
AVG All Sites	**33.7%**

Figure 75 Total number of errors per site – Higher Education Institutions

Higher Education Institution	Number of errors per site
National University of Ireland Maynooth	31,569
Dundalk Institute of Technology	25,116
University of Limerick	18,914
Atlantic Technological University	17,716

Higher Education Institution	Number of errors per site
Waterford Institute of Technology	15,962
Institute of Art, Design & Technology, Dún Laoghaire	13,313
National College of Art and Design	11,766
Cork Institute of Technology	11,706
Athlone Institute of Techology	10,893
University of Dublin Trinity College	10,800
Atlantic Technological University Galway-Mayo IT	9,904
Munster Technological University - IT Tralee	9,881
TU Dublin	8,453
Letterkenny Institute of Technology	8,381
NUI Galway	7,712
University College Cork	7,609
Mary Immaculate College	5,351
UCD	3,603
TUS - Limerick IT	2,107
Munster Technological University	2,026
Dublin City University	1,913
Institute of Technology Carlow	756
TUS - Midlands Midwest	125
AVG All Higher Education Institutions	**10,242**
AVG All Sites	**9,847**

Figure 76 Accessibility Scores – Higher Educational Institutes

Higher Educational Institutes	Accessibility Score
Dublin City University	66.01%
TUS - Limerick IT	64.51%
TUS - Midlands Midwest	59.84%
UCD	54.14%

Higher Educational Institutes	Accessibility Score
University of Dublin Trinity College	44.35%
Munster Technological University	40.61%
University College Cork	39.86%
Waterford Institute of Technology	36.24%
National University of Ireland Maynooth	33.67%
TU Dublin	33.41%
Letterkenny Institute of Technology	31.28%
Munster Technological University - IT Tralee	30.75%
NUI Galway	30.32%
Dundalk Institute of Technology	29.14%
University of Limerick	28.06%
Institute of Technology Carlow	26.73%
Mary Immaculate College	26.52%
Cork Institute of Technology	12.42%
National College of Art and Design	10.41%
Atlantic Technological University Galway-Mayo IT	7.86%
Athlone Institute of Techology	3.87%
Institute of Art, Design & Technology, Dún Laoghaire	3.12%
Atlantic Technological University	0.00%
AVG All Higher Eucation Institutes	**31.01%**
AVG All Sites	**33.74%**

Figure 81 Accessibility Score – Further Education and Training Institutions

Further Education and Training Institution	Accessibility Score
Donegal ETB	71.44%
Cork ETB	56.68%
Louth and Meath ETB	37.14%

Further Education and Training Institution	Accessibility Score
Limerick and Clare ETB	32.43%
Waterford and Wexford ETB	31.97%
City of Dublin ETB	29.69%
Dublin and Dun Laoghaire ETB	29.57%
Kilkenny and Carlow ETB	27.54%
Cavan and Monaghan ETB	26.74%
Tipperary ETB	25.25%
Kerry ETB	24.75%
Galway and Roscommon ETB	24.14%
Longford and Westmeath ETB	19.32%
Laois and Offaly ETB	18.20%
Kildare and Wicklow ETB	7.98%
Mayo, Sligo and Leitrim ETB	5.64%
AVG All Further and Adult Education	**29.28%**
AVG All Sites	**33.74%**