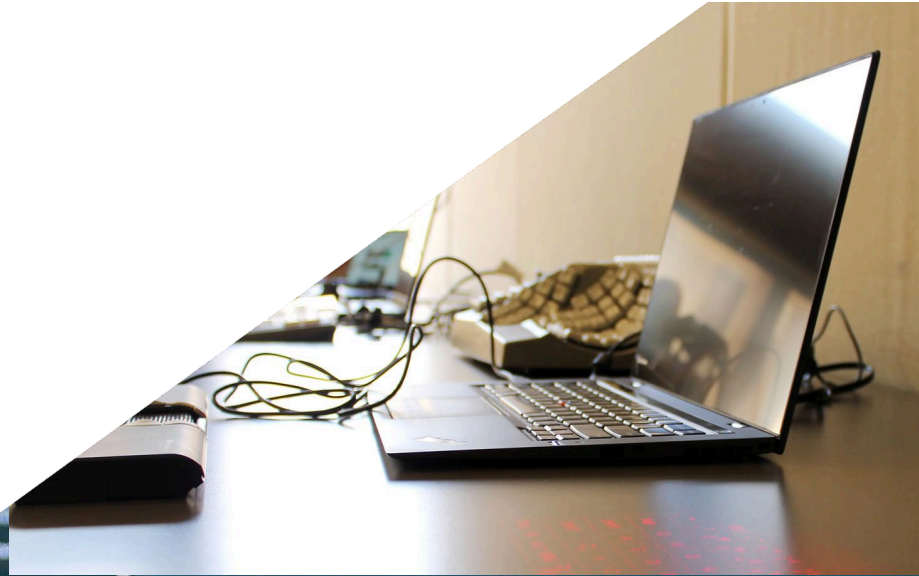




Údarás Náisiúnta Míchumais
National Disability Authority



Centre for Excellence
in Universal Design



Ireland's Annual Monitoring Report 2024

EU Web Accessibility Directive



Ireland's Annual Monitoring Report 2024

EU Web Accessibility Directive

December 2024



**Údarás Náisiúnta Míchumais
National Disability Authority**



**Centre for Excellence
in Universal Design**

Cover images courtesy of (top to bottom 1-3): 1. Elizabeth Woolner; 2. Alvaro Reyes; and 3. Adam Nowakowski via Unsplash.

Table of Contents

List of Acronyms	5
Executive Summary	6
Highlights from In-depth Website and Mobile App Reviews.....	7
Highlights from Simplified Reviews	8
Capacity building and training.....	9
Enforcement.....	10
Introduction	11
I. In-depth Reviews	12
In-depth Review methodology.....	12
1. Alone.....	16
2. Bus Eireann	18
3. Centre for Excellence in Universal Design	20
4. Check The Register (Local Government Management Agency)	22
5. Commissioner for Environmental Information	24
6. Dublin City Council Consultation Portal.....	26
7. Electoral Commission	28
9. HSEland’s “Introduction to the Serious Management Incident Team”	32
10. Ireland.ie (Department of Foreign Affairs).....	34
11. Kildare Wicklow Education and Training Board.....	36
12. Luas.ie	38
13. MyCoCo (Local Authorities).....	40
14. My Medical Card	42
15. MyWelfare.ie.....	44
16. Public Jobs.....	46
17. Ros.ie (Revenue)	48
18. ScreenIreland	50
19. South East Technological University.....	52
20. TFI Journey Planner	54
21. Voter.ie.....	56
22. Workplace Relations Commission	58
23. Workplace Relations Commission - eComplaint Form	60
2. Mobile Apps	62
1. Child Rescue Ireland Alert App (An Garda Síochána).....	62

2. Digital Wallet (OGCIO)	64
3. Driver Theory Test App (Road Safety Authority).....	66
4. See It, Say It App (Environmental Protection Agency)	68
5.TFI GO Android App (National Transport Authority)	70
6.TFI GO IOS App.....	72
7.TFI Driver Check Android App	74
8.TFI Driver Check iOS App.....	76
3. Simplified reviews.....	78
Simplified reviews results.....	79
1. Local Authorities	82
2. Transport Service Providers.....	85
3. Higher Education Institutions	87
4. Education and Training Boards.....	90
4. Conclusion.....	93
5. Annex - Accessible Tables	94
5.1 In-depth Reviews - Websites	94
5.2 Mobile Apps.....	106
5.3 Simplified Reviews – Accessibility Scores All Sites.....	110

List of Acronyms

ARIA – Accessible Rich Internet Applications

CSS – Cascading Style Sheets

EN – European Norm

EU – European Union

HTML – Hypertext Markup Language

NDA – National Disability Authority

NVDA – Non-visual Desktop Access

SC – Success Criteria

SI – Statutory Instrument

TFI – Transport for Ireland

WAD – Web Accessibility Directive

WADEX – Web Accessibility Directive Expert Group

WCAG – Web Content Accessibly Guidelines

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. This report covers the 2024 monitoring period. NDA is required under the Directive’s Implementing Decision 2018/1524 to provide monitoring data in a national report to the European Commission every three years.²

The current report is the third of three annual reports for the monitoring period 2022-2024. Collectively, these reports fulfil NDA’s reporting obligations under the Directive’s Implementing Decision and are available on the [NDA website](#).

NDA conducted 232 Simplified Reviews, 23 In-depth Reviews on websites and 8 In-depth Reviews on mobile applications (apps) for the 2024 monitoring period. Comparative data for specific groupings of public bodies monitored, including the higher education, Local Authority and transport sectors, is presented in the section on Simplified Reviews.

NDA continued to monitor the websites and mobile apps of priority digital services for persons with disabilities in the area of transport, health, education and training and employment. In this monitoring year we also focused the right to participate in political life and conducted In-depth Reviews on Voter.ie, CheckTheRegister.ie and the Electoral Commission websites.

Many public bodies subject to monitoring such as the South East Technological University, the Public Appointments Services and Bus Éireann redeveloped their websites in 2024. In so far as was possible, we scheduled the In-depth Reviews so that these public bodies could use their results to confirm the accessibility of the design and development work carried out. NDA continued to work closely with the Office of the Government Chief Information Office (OGCIO) and reviewed two new websites developed by the Office, namely Ireland.ie and the website of the Commissioner for Environmental Information. While reviews of newly developed websites can provide website development teams with useful feedback, it is often more efficient to test a website’s compliance during the “Beta testing” phase of development. We tested Beta versions of the Dublin City Council Consultation Portal and the Government Digital Wallet app with the intention that the results would inform the final phase of development of these services.

For the first time NDA reviewed an eLearning course, namely the Health Service Executive’s “Introduction of the Serious Managements Incident Teams”. NDA

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>

expects that the learning from this review will be applied to further eLearning courses provided to staff by the HSE.

Highlights from In-depth Website and Mobile App Reviews

The WCAG 2.1 AA Success Criterion with the largest number of errors detected by In-depth Reviews for the 2024 monitoring period are “Name, Role value” (45% of errors), “Information and relationships” (12%) and “Colour Contrast” (9%). This is broadly comparable with errors identified in 2023 with “Name, Role, Value” accounting for 30% of errors, “Colour Contrast” accounting for 28% and “Non-Text Content” accounting for 7%.

A key difference between Simplified and In-depth Reviews is in the number of tests conducted manually and using assistive technology by expert reviewers. The high number and proportion of “Name, role value” errors detected is concerning as these errors typically are found on interactive elements of a website (see example in Chapter 1). The In-depth Review with the highest percentage of compliance with WCAG 2.1 Success Criteria was the Transport for Ireland Driver Check Android App at 89%.

Websites such as HSE.ie and GOV.ie have been subject to In-depth Review over a number of years and both the HSE Digital Team and OCGIO have worked consistently to address outstanding issues. Public bodies that sought accessibility guidance and support from NDA or other experts made notable improvements in their compliance in this year. These include the National Transport Authority of Ireland, Central Bank of Ireland, University of Limerick, and Irish Water.

NDA observed a consistent trend whereby accessibility is incorporated into new website redesign and development projects. A particularly good example of this is the South East Technological University (SETU) whose In-depth Review results showed a significant improvement in accessibility over the previous website. The results also highlighted accessibility issues with some third part components such as the cookie management plugin and the chat bot. The SETU web management team are working with the providers of the third-party components to ensure a consistent level of accessibility across its websites.

We conducted an In-depth Review on the website of the Kildare and Wicklow Education and Training Board (KWETB) which established a small project team to address the results. This was the first ETB subject to In-depth Review and is an example of good practice for others in the sector to follow. We liaised with Education and Training Boards Ireland (ETBI), the representative and support body for all ETBs, to work collaboratively towards improving compliance across the multiple websites and mobile apps used by ETB education, training and youth sector organisations going forward.

Public sector websites and mobile apps are required under the Directive to provide an Accessibility Statement. An Accessibility Statement must include information such as a declaration of compliance and information on how a person may provide feedback or make a complaint on the website’s or mobile app’s accessibility. A majority of websites

(66.7%) and 100% of mobile apps monitored did not contain an Accessibility Statement in line with the requirements of the Directive.³

NDA recommends all public bodies publish and maintain an accurate and up to date Accessibility Statement on each of their websites and mobile apps.

Highlights from Simplified Reviews

Three Local Authority websites significantly improved their Simplified Review results, bringing to nine the number of Local Authority sites scoring over 90%. However, a significant minority of Local Authority Simplified Review results remain static. Other websites that made notable improvements in their Simplified Review results between November 2023 and November 2024 are the Data Protection Commission (35.5% to 94.0%), Office of the Ombudsman (53.3% to 91.4%) and Heritage Ireland (0.1% to 96.9%).

NDA encourages public bodies that have achieved high Simplified Review scores to conduct user testing and in-depth manual accessibility testing to progressively improve accessibility and compliance with the Directive.

In the transport sector, Bus Éireann included accessibility in upgrades to its website and is the most improved website in the transport sector, reaching a Simplified Review score of over 80%.

PDF errors accounted for the highest total number of errors on 139 of the 232 sites subject to Simplified Review in 2024. There was no improvement in the number of errors detected on 170 PDFs belonging to 17 government departments on GOV.ie. The ongoing publishing of inaccessible PDFs by public bodies remains the biggest barrier to persons with disabilities on public sector websites.

NDA provided training on PDF accessibility in 2024 and presented to content providers from government departments on accessible document and content creation. The OGCIO has developed guidance to support content creators in this regard.

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. Additional manual checks should also be performed.⁴

Where PDFs are created by a design agency, a clear set of accessibility requirements should be provided to the agency.

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 welcomes initiatives by the OGCIO such as [FormsIE](#), “a digital solution for online forms that is user-friendly, efficient and accessible” as this will provide an accessible alternative to inaccessible PDF forms.

NDA recommends that PDF forms should be avoided for all online services and accessible HTML used instead.

Insufficient colour contrast accounted for the highest number of errors on 38 sites subject to Simplified Review.

NDA recommends that public bodies review the branding and choice of colours used on their websites and optimise these for viewing on the web.

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 \(SC\) 4.1.2](#) is an indicator of whether these elements are accessible. Errors related to this Success Criteria accounted for the highest total of errors on 17 sites subject to Simplified Review.

NDA recommends that all interactive elements, including forms and widgets such as Cookie Banners, 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.

Finally, NDA is a judge on the Irish eGovernment Awards which was held in September 2024 for the first time in four years. The winner of this year’s “Universal Design and Accessibility” category was the “Visit Dublin” website by Fáilte Ireland. This website is an example of the “accessibility-first” approach increasingly being taken by public bodies when developing new websites and is a welcome exemplar of good practice.

Capacity building and training

NDA in partnership with the Irish Computer Society (ICS) and the Accessible EU Centre held a hybrid information seminar on 27th June 2024. Titled “From Compliance to Excellence – using accessibility to create great digital services for all”

³ See NDA guidance on [Accessibility Statements](#)

⁴ Your eight-step PDF accessibility checklist: <https://www.deque.com/blog/your-eight-step-pdf-accessibility-checklist/>

speakers and panellists included John Barron, CIO, Revenue Commissioners, Karen Whooley, Head of Digital, Houses of the Oireachtas and Aoife Geoghan, head of Design and Content, for GOV.ie. Panellists were drawn from the tech sector and public bodies subject to monitoring. The seminar was attended by 140 in-person and online participants and covered topics such as accessible website design and development and building a digital accessibility program in organisations. Participants were very enthusiastic about the opportunity to meet and share experiences and advise and embed accessibility in their organisations and [videos from the event](#) are available on the CEUDs website. NDA launched guidance on the “[Public procurement of accessible websites and mobile apps](#)” on defining and managing accessibility requirements during the public procurement of website and mobile app design and development services. This resource was developed in response to queries frequently received by NDA’s WAD monitoring team and complements the Office of Government Procurement’s “Public Procurement Guidelines for Goods and Services”.⁵

Enforcement

Ireland’s complaint and redress provisions for the Directive are set out in Regulation 7(4)(c) of S.I 358/2020. This refers to relevant provisions under the [Equal Status Act 2000](#) (No. 8 of 2000) and the [Disability Act 2005](#) (No. 14 of 2005) . NDA does not have a mechanism to gather data on complaints by members of the public. The Office of the Ombudsman relayed that no complaints specific to the Directive were received in 2024. The Workplace Relations Commission’s online “Decisions and Determinations” database contains no reference to cases taken under the Directive. From liaising with Disabled Persons Organisations (DPOs), NDA is not satisfied that the receipt of no formal complaints by either body reflects the lived experience of persons with disabilities in using public sector websites and apps. More research and evaluation is required to establish if the current complaints and redress mechanism is working effectively.

We conducted in-depth reviews of the websites of the Office of the Ombudsman in 2023 and the Workplace Relations Commission (WRC) (see results in Section I). During the latter review, NDA highlighted to the WRC that the complaints form for the Equal Status Act was provided in an inaccessible PDF. The WRC advised it was in the process of developing an accessible HTML-based complaint form and NDA subsequently reviewed a “beta” version of the form, results for which are also available in Section I. This will improve the ability of some disabled people to make a complaint.

⁵ <https://assets.gov.ie/274554/f2343b55-9615-4708-b7d8-717fff330f1d.pdf>

Introduction

This report contains monitoring data on the 232 Simplified, 23 In-depth and 8 mobile app reviews conducted by NDA for the 2024 monitoring period under the EU Web Accessibility Directive. Ireland’s monitoring reports for the years 2018-2023 are available on the NDA’s website.⁶

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.

This report is comprised of data from the 31 In-depth Reviews and 232 Simplified Reviews conducted. The Annex in section 5 contains an accessible table for each chart and graph presented. Section 5.3 contains a table with the Accessibility Score for all websites subject to Simplified Review.

⁶ <https://nda.ie/publications/monitoring-report-eu-wad-ireland-2021-nda-report>

I. In-depth Reviews

In-depth Review methodology

The In-depth Review methodology is explained in detail in the 2021 monitoring report and largely remained consistent for the 2024 monitoring period.⁷ Twenty-three websites and eight mobile apps were chosen and their pages sampled in accordance with Implementing Decision 2018/1524.⁸ Testing utilised automated and manual inspection for all relevant clauses of EN 301 549 “Accessibility requirements for ICT products and services” v3.2.1.”⁹ Tools used for In-depth Reviews included axe Auditor, NVDA and Chrome (websites only). Testing of mobile apps included use of the TalkBack (Android) and VoiceOver (iOS) screen readers. Tools used for Simplified Reviews included the axe-core ruleset, axe Monitor and axe-pdf Engine.

Table I.1 shows the percentage of issues identified across all WCAG 2.1 AA Success Criteria for the twenty-three websites subject to In-depth Review. The three most common issues for websites are “Name, Role, Value”, “Colour Contrast” and “Non-Text Content”. Examples of each these issues for the in-depth review include:

- [WCAG 2.1 Success Criteria 4.1.2 Name, Role, Value](#). Level A. Mark-up (HTML) is not used in a way that facilitates accessibility. This includes following the HTML specifications and using forms, form labels, frame titles, etc. appropriately.¹⁰
- [WCAG 2.1 Success Criterion 1.3.1 Info and Relationships content](#). (Level A). This requires that content such as headings, lists, tables and labels used correct semantic mark-up for they convey correct information to assistive technology.
- [WCAG 2.1 Success Criteria 1.4.3 Colour Contrast](#). (Level AA). This requires that text and images of text have a contrast ratio of at least 4.5:1.

⁷ [NDA Monitoring Reports on compliance with the EU Web Accessibility Directive](#)

⁸ [Implementing Decision 2018/1524](#)

⁹ EN 301 549 is the minimum standard against which compliance with the essential requirements of the WAD is confirmed. NDA monitoring has to date focused on the WCAG 2,1 AA Success Criteria contained in the EN. NDA will continue to support public bodies understand and implement the EN-specific clauses.

¹⁰ Issue descriptions based on [WebAims WCAG 2 Checklist](#)

Table 1.1: Average number of WCAG 2.1 A/AA issues per page for In-depth Website reviews

SC Description	SC Level	Issues	#errors as a % of total
1.1.1 Non-Text Content	A	184	7%
1.2.1 Audio-only and Video-only (Pre-recorded)	A	1	0%
1.2.2 Captions (Pre-recorded)	A	4	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	1	0%
1.3.1 Info & Relationships	A	321	12%
1.3.2 Meaningful Sequence	A	32	1%
1.3.3 Sensory Characteristics	A	9	0%
1.3.4 Orientation	AA	3	0%
1.3.5 Identify Input Purpose	AA	22	1%
1.4.1 Use of Colour	A	36	1%
1.4.10 Reflow	AA	30	1%
1.4.11 Non-Text Contrast	AA	126	5%
1.4.12 Text Spacing	AA	10	0%
1.4.13 Content on Hover or Focus	AA	10	0%
1.4.2 Audio Control	A	0	0%
1.4.3 Contrast (Minimum)	AA	225	9%
1.4.4 Resize Text	AA	29	1%
1.4.5 Images of Text	AA	8	0%
2.1.1 Keyboard	A	50	2%
2.1.2 No Keyboard Trap	A	0	0%
2.1.4 Character Key Shortcuts	A	0	0%
2.2.1 Timing Adjustable	A	4	0%
2.2.2 Pause, Stop, Hide	A	11	0%
2.3.1 Three Flashes or Below Threshold	A	0	0%
2.4.1 Bypass Blocks	A	7	0%
2.4.2 Page Titled	A	33	1%
2.4.3 Focus Order	A	37	1%
2.4.4 Link Purpose (In Context)	A	17	1%
2.4.5 Multiple Ways	AA	4	0%
2.4.6 Headings and Labels	AA	25	1%
2.4.7 Focus Visible	AA	54	2%
2.5.1 Pointer Gestures	A	0	0%
2.5.2 Pointer Cancellation	A	0	0%
2.5.3 Label in Name	A	45	2%
2.5.4 Motion Actuation	A	0	0%
3.1.1 Language of Page	A	19	1%
3.1.2 Language of Parts	AA	20	1%

SC Description	SC Level	Issues	#errors as a % of total
3.2.1 On Focus	A	1	0%
3.2.2 On Input	A	1	0%
3.2.3 Consistent Navigation	AA	3	0%
3.2.4 Consistent Identification	AA	0	0%
3.3.1 Error Identification	A	4	0%
3.3.2 Labels or Instructions	A	13	1%
3.3.3 Error Suggestion	AA	6	0%
3.3.4 Error Prevention (Legal, Financial, Data)	AA	0	0%
4.1.1 Parsing	A	0	0%
4.1.2 Name, Role, Value	A	1151	45%
4.1.3 Status Messages	AA	27	1%
Total		2585	100%

User impact

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

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

Table 1.2 provides a description of the 5 user impacts provided for In-depth Reviews below.

Table 1.2: 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.

Impact	Impact Description
Minor	Causes some nuisance or can be annoying, but not presenting barriers for users with disabilities.

The following sections provide summary results for the 23 web and 8 mobile In-depth Reviews conducted in 2024.

I. Alone¹¹

Key findings

In total, 161 issues (161 WCAG and 0 additional EN 301 549 specific) were identified across 3 components and 8 pages assessed. (Figure I.1.1). This equates to a compliance rate of 72% for the WCAG 2.1 Success Criteria (SC) tested (Figure I.1.2).

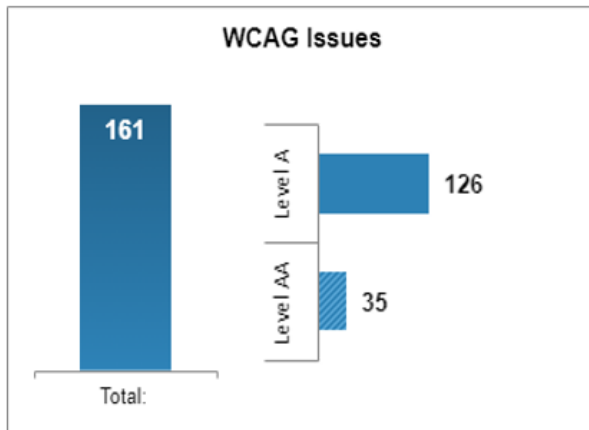


Figure I.1.1: No. of WCAG Issues

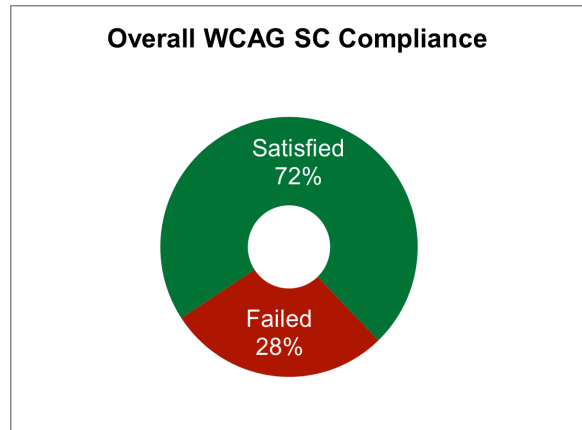


Figure I.1.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=129), with the second highest number classified as "Critical" (n=27). No "Blocker" issues were identified (Figure I.1.3).

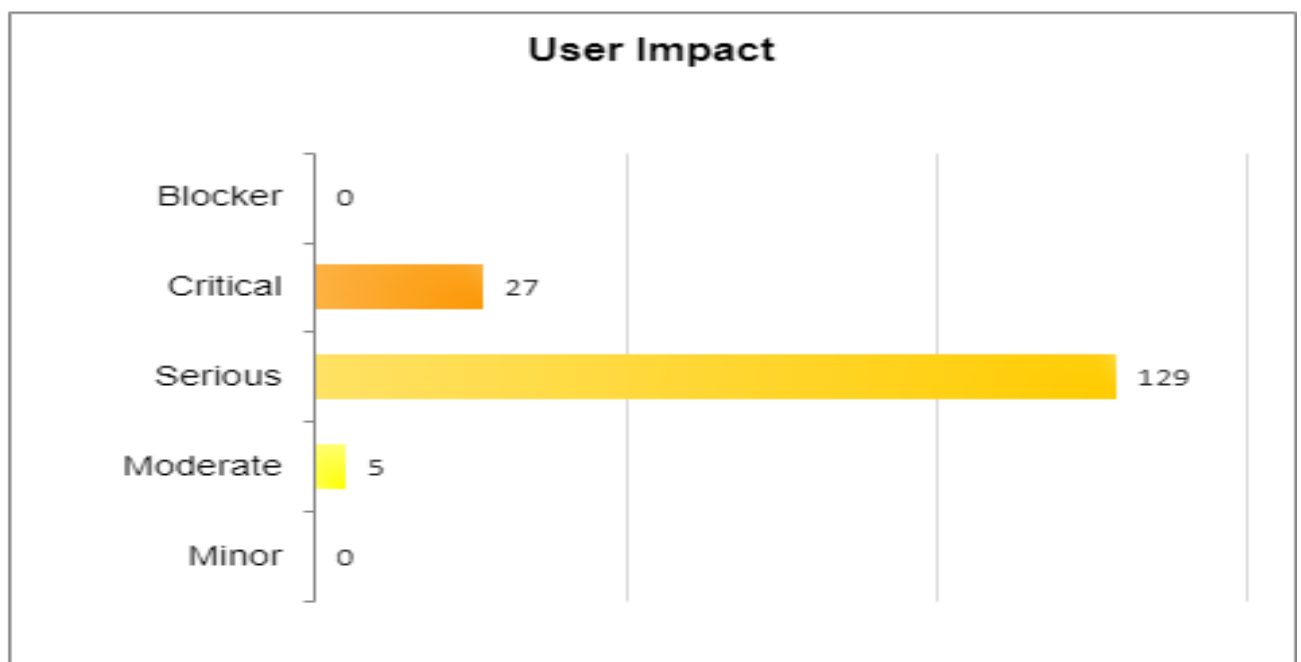


Figure I.1.3: No. of errors by User Impact

¹¹<https://alone.ie/> ALONE is a national organisation that enables older people to age at home

WCAG issues

Four success criteria were related to 81.4% of all issues:

- 1.3.1 Info and Relationships – 43.5%
- 4.1.2 Name, Role, Value – 23%
- 1.4.3 Contrast (Minimum) – 9.9%
- 1.4.4 Resize Text – 5%

The top 10 issues are listed in Figure I.1.4.

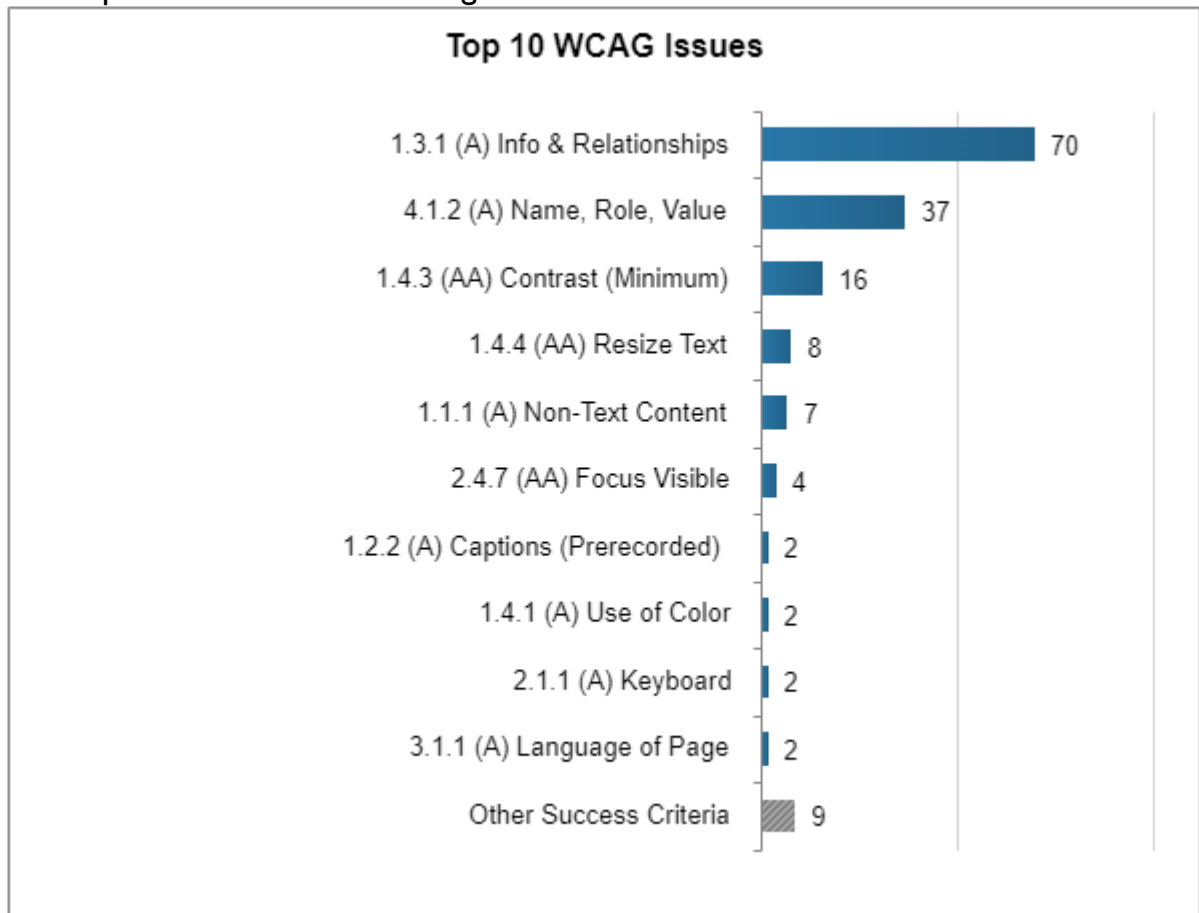


Figure I.1.4: Top 10 WCAG Issues

[Link to Accessible table](#)

Accessibility Statement

No Accessibility Statement could be found during the In-depth Review.

2. Bus Eireann¹²

Key findings

In total, 72 issues (72 WCAG and 0 additional EN 301 549 specific) were identified across 8 pages and 4 components assessed. (Figure I.2.1). This equates to a compliance rate of 76 % for the WCAG 2.1 SC tested (Figure I.2.2).

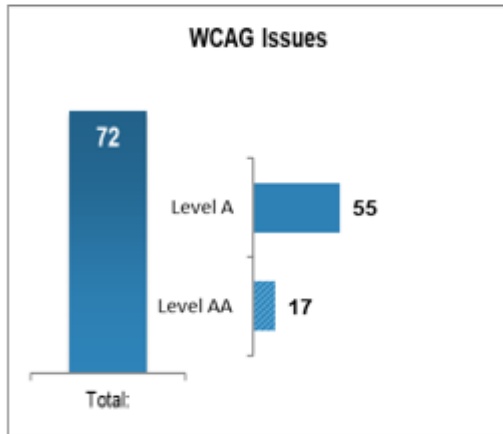


Figure I.2.1: No. of WCAG Issues

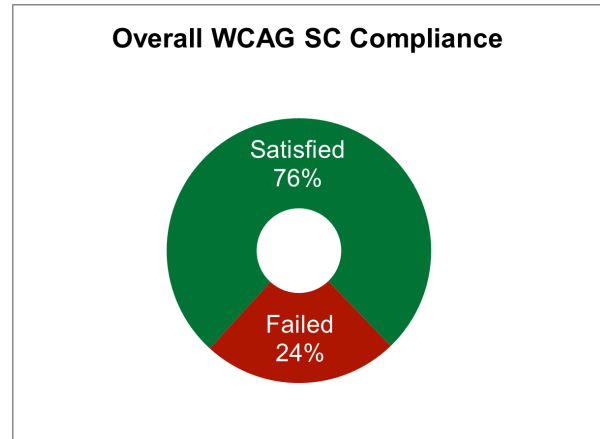


Figure I.2.2: WCAG Compliance

User Impact

The majority of errors were classified as having a “Serious” user impact (n=54), with the second highest number classified as “Critical” (n=18). No “Blocker” issues were identified (Figure I.2.3)

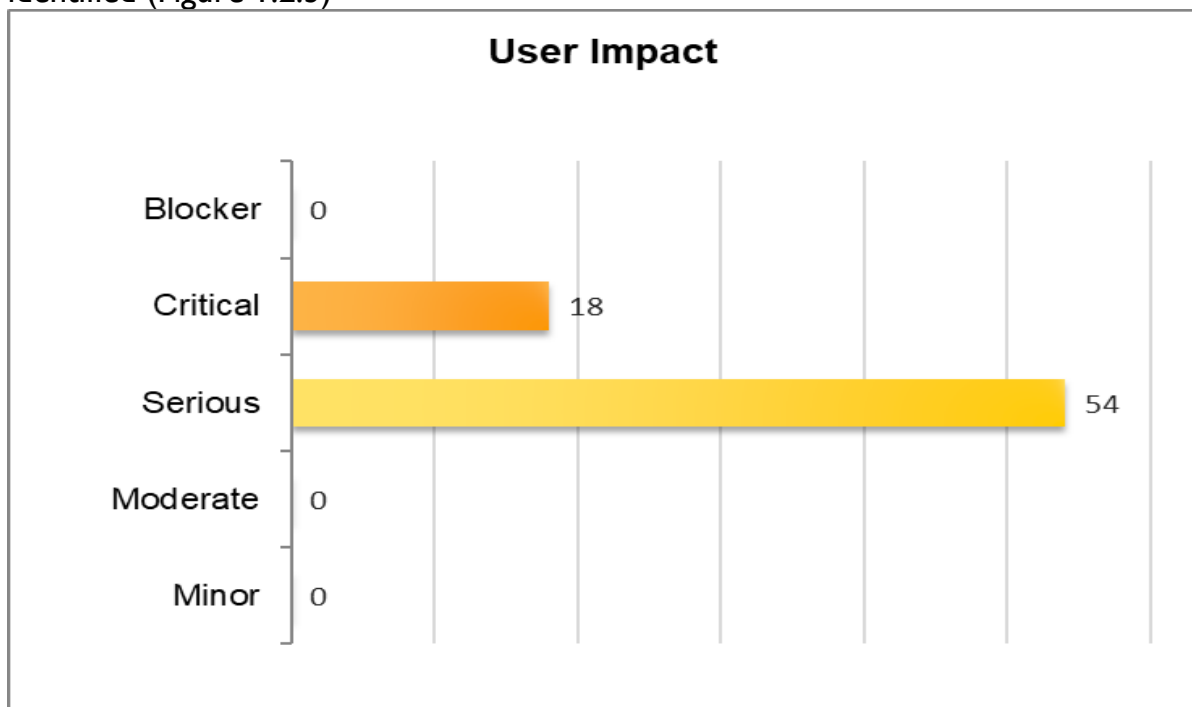


Figure I.2.3: No. of errors by User Impact

¹² <https://staging.buseireann.ie/> - State-owned bus and coach operator providing services throughout Ireland with the exception of Dublin.

WCAG issues

Four Success Criteria were related to 75% of all issues:

- 1.3.1 Info and Relationships – 52.8%
- 4.1.2 Name, Role, Value – 9.7%
- 1.4.11 Non-text Contrast – 6.9%
- 1.1.1 Non-text Content – 5.6%

The top 10 issues are listed in Figure 1.2.4.

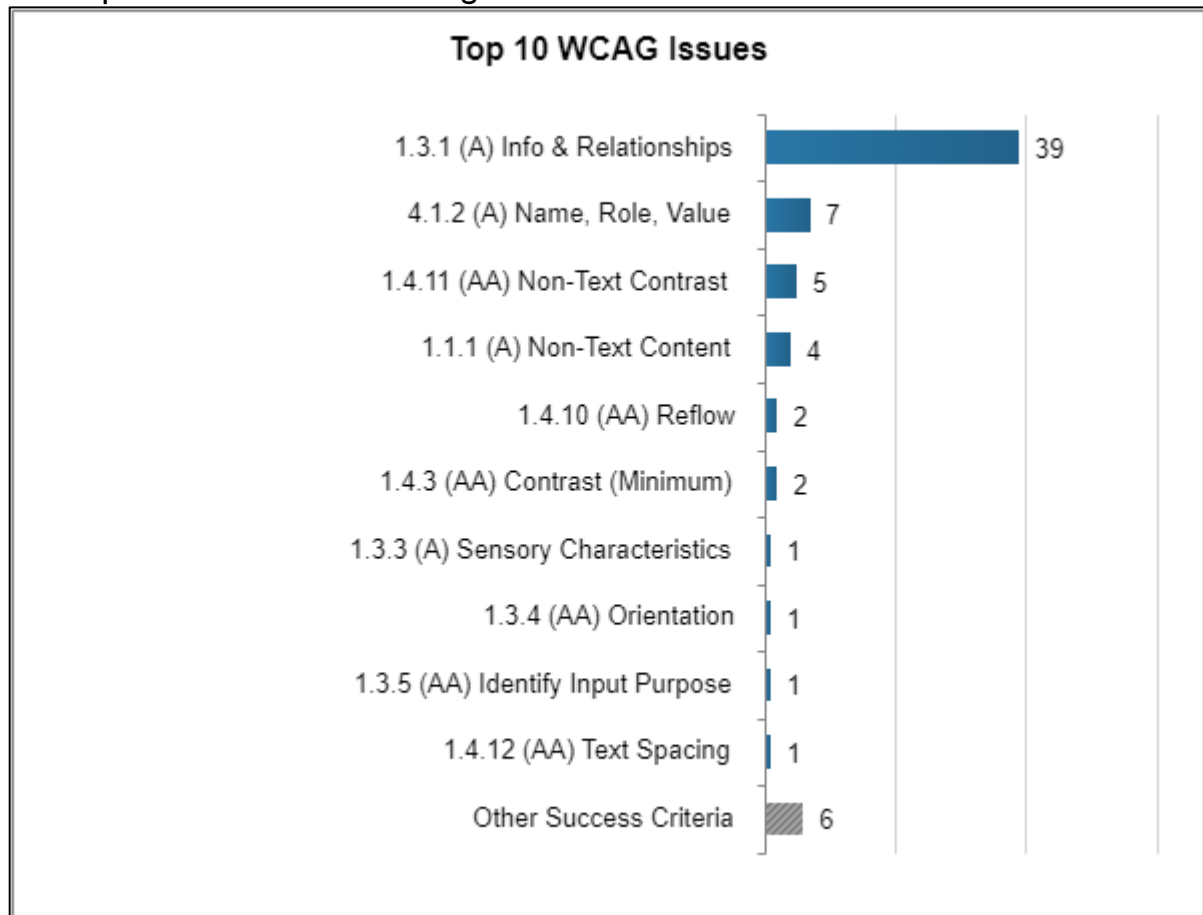


Figure 1.2.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

Bus Eireann 's Accessibility Statement contains **most** of the content required under the Directive.

3. Centre for Excellence in Universal Design¹³

Key findings

In total, 5 issues (5 WCAG and 0 additional EN 301 549 specific) were identified across 8 pages and 3 components assessed. (Figure 1.3.1). This equates to a compliance rate of 84% for the WCAG 2.1 SC tested (Figure 1.3.2).

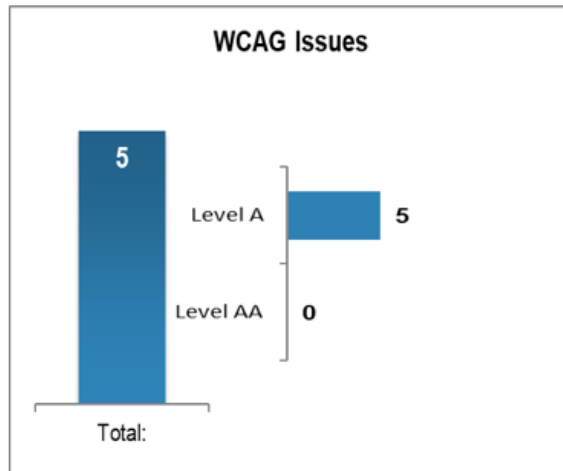


Figure 1.3.1: No. of WCAG Issues

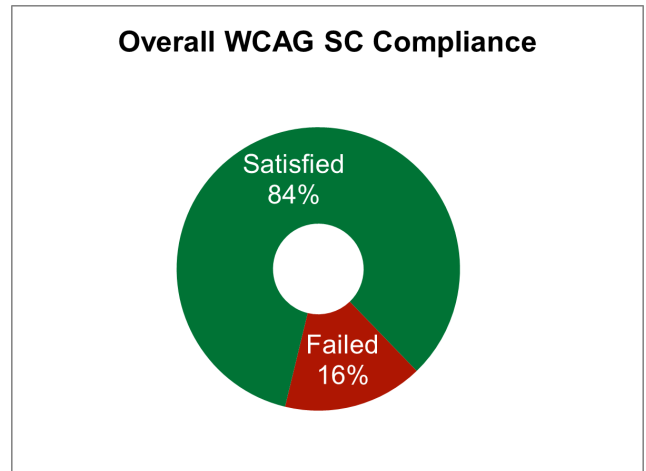


Figure 1.3.2: WCAG Compliance

User Impact

The majority of errors were classified as having a “Serious” user impact (n=4), with the second highest number classified as “Moderate” (n=1). No “Blocker” issues were identified (Figure 1.3.3).

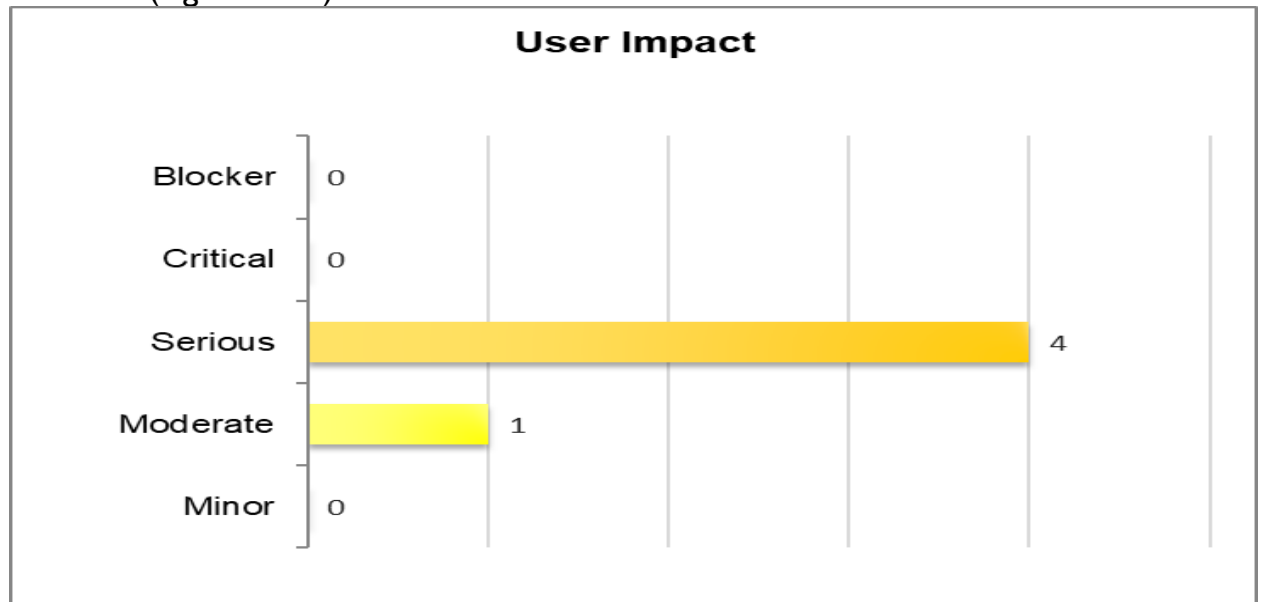


Figure 1.3.3: No. of errors by User Impact

¹³<https://universaldesign.ie/>-Dedicated to enabling the design of environments that can be accessed, understood and used regardless of a person's age, size, ability or disability

WCAG issues

Three Success Criteria were related to 100.0% of all issues:

- 4.1.2 Name, Role, Value – 60.0%
- 1.2.3 Text or Audio Description – 20.0%
- 2.1.1 Keyboard Navigation – 20.0%

The top 10 issues are listed in Figure 1.3.4.

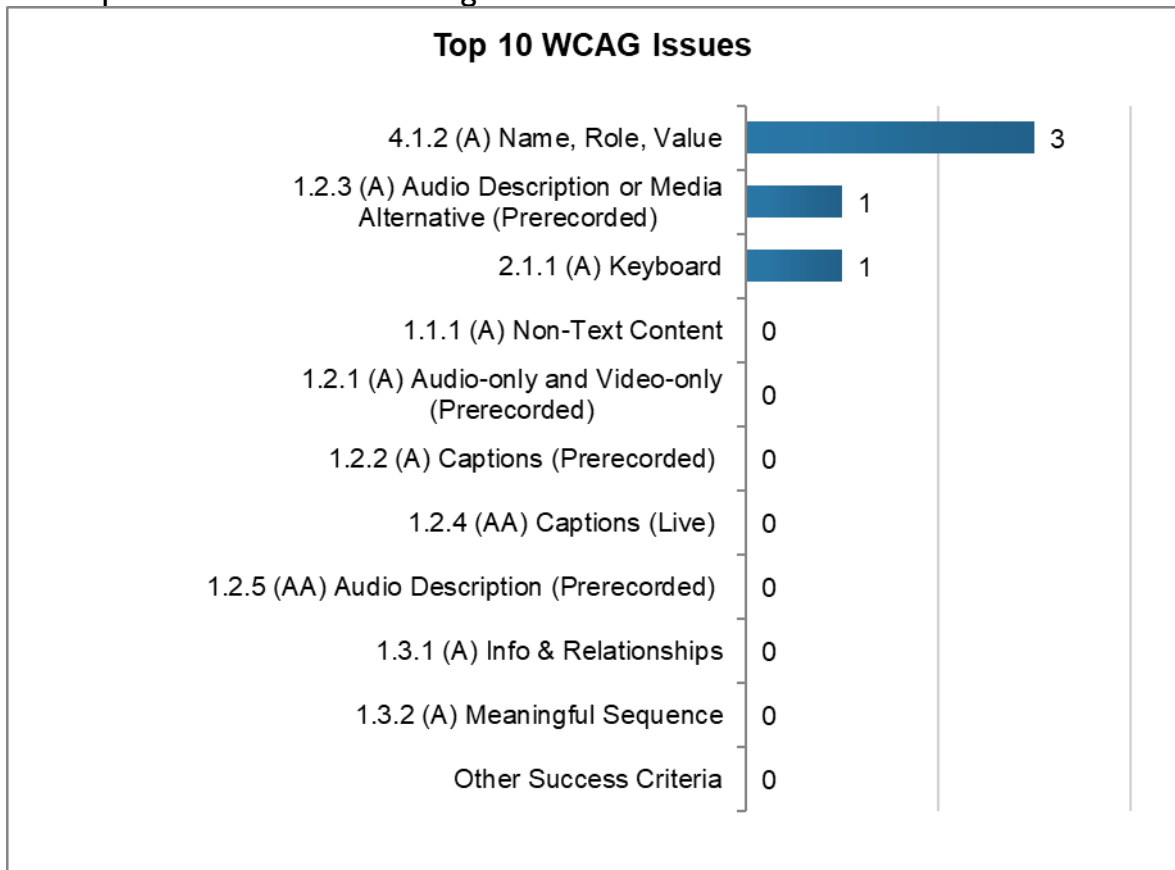


Figure 1.3.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

Centre for Excellence in Universal Design 's Accessibility Statement contains **all** of the content required under the Directive.

4. Check The Register (Local Government Management Agency)¹⁴

Key findings

In total, 34 issues (34 WCAG and 0 additional EN 301 549 specific) were identified across 6 pages and 3 components assessed. (Figure I.4.1). This equates to a compliance rate of 80 % for the WCAG 2.1 SC tested (Figure I.4.2).

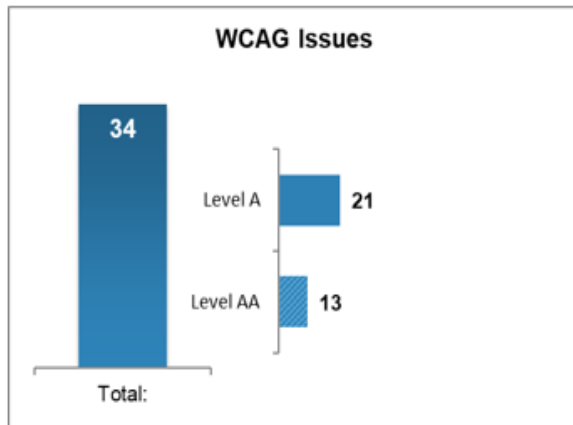


Figure I.4.1: No of WCAG Issues

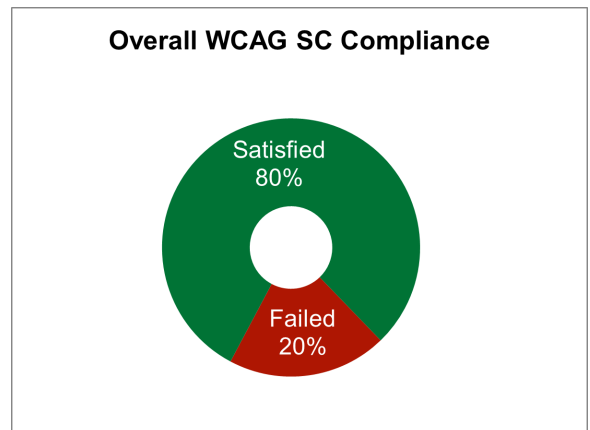


Figure I.4.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=25), with the second highest number classified as "Critical" (n=9). No "Blocker" issues were identified (Figure I.4.3).

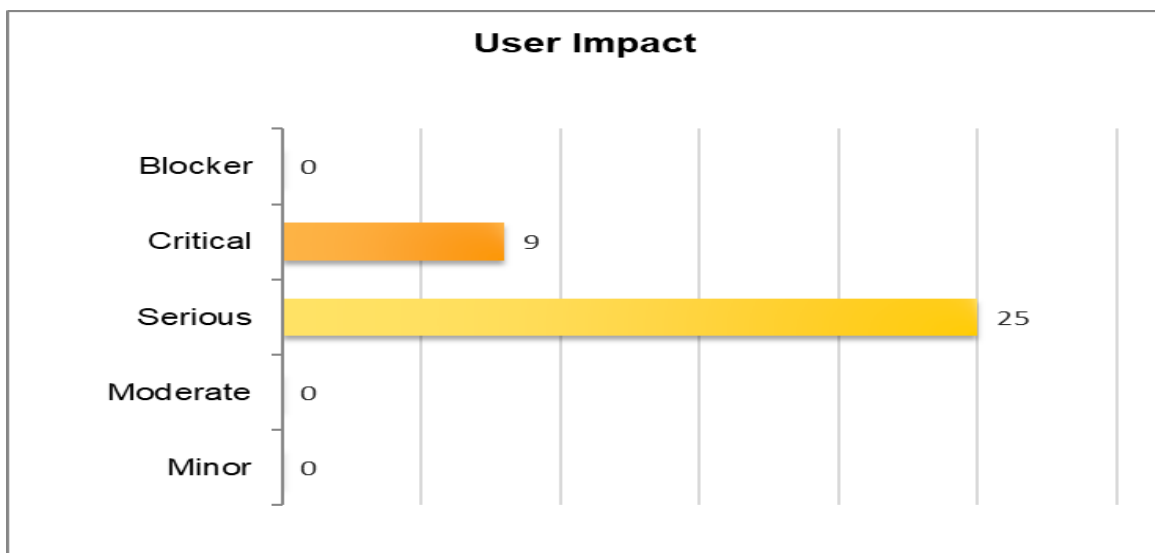


Figure I.4.3: No. of errors by User Impact

¹⁴ <https://www.checktheregister.ie/en-IE/> - Site to register to vote, or update your name and address online.

WCAG issues

Four Success Criteria were related to 53% of all issues:

- 1.3.1 Info and Relationships – 20.6%
- 2.1.1 Keyboard – 11.8%
- 2.4.2 Page Titled – 11.8%
- 1.4.11 Non-text Contrast – 8.8%

The top 10 issues are listed in Figure 1.4.4 below.

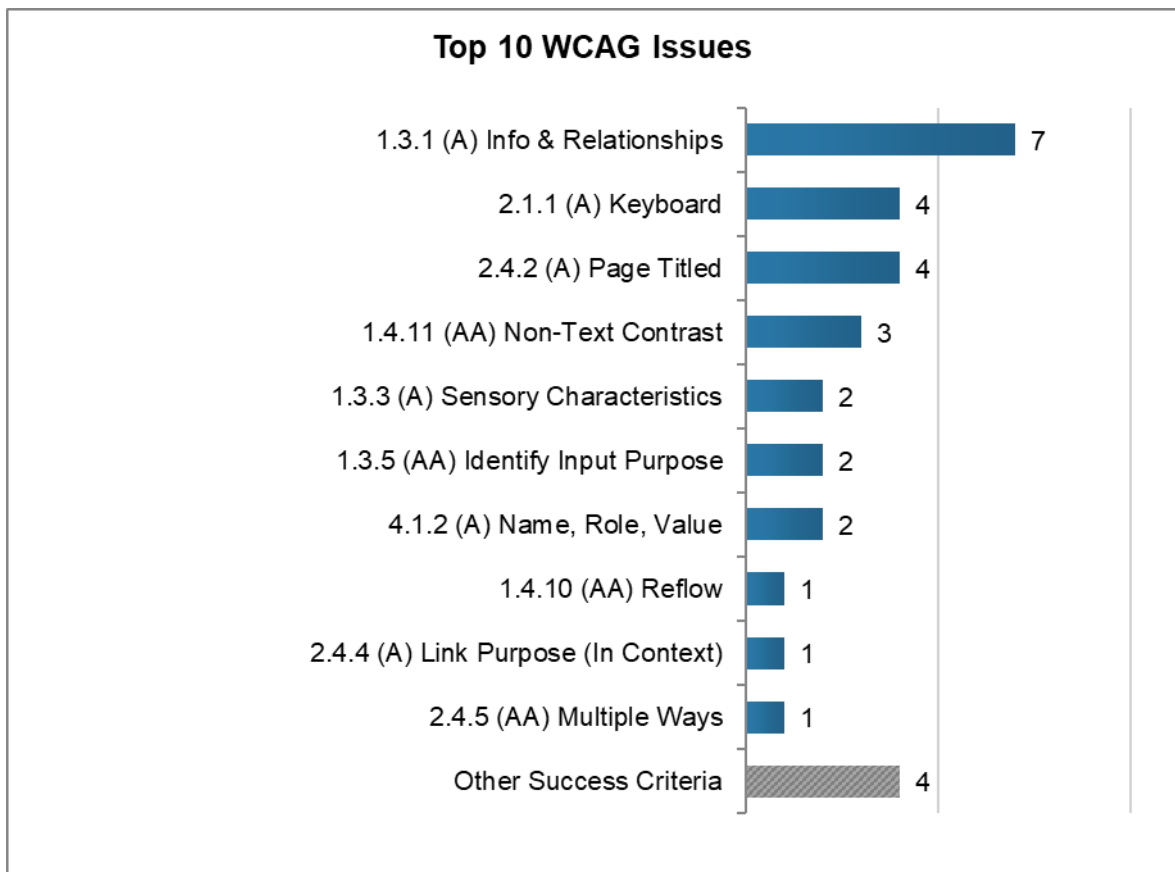


Figure 1.4.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

Check The Register’s Accessibility Statement contains **most** of the content required under the Directive.

5. Commissioner for Environmental Information¹⁵

Key findings

In total, 30 issues (30 WCAG and 0 additional EN 301 549-specific) were identified across 12 pages and 3 components assessed (Figure I.5.1). This equates to a compliance rate of 80% for the WCAG 2.1 SC tested (Figure I.5.2).

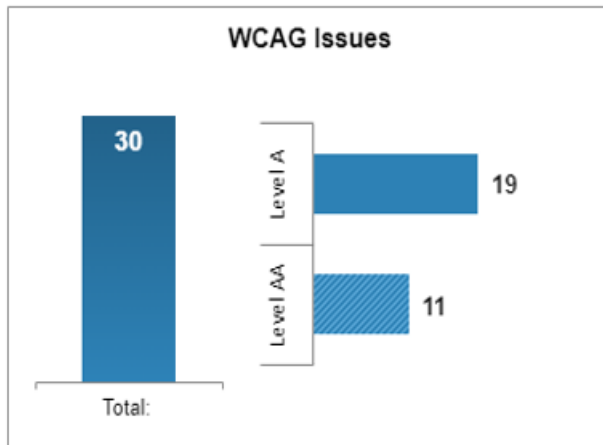


Figure I.5.1: No. of WCAG Issues

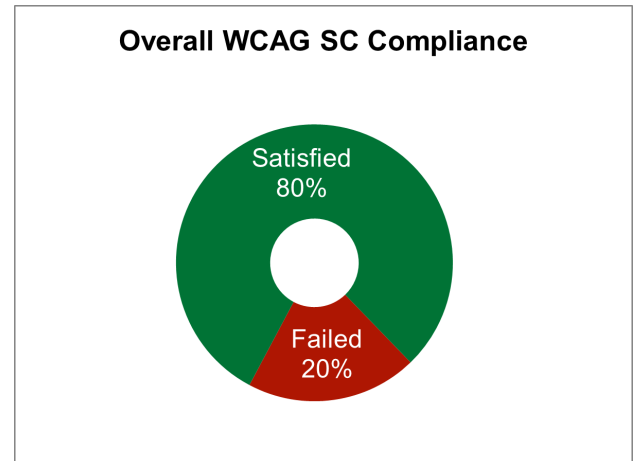


Figure I.5.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=29), with the second highest number classified as "Critical" (n=1). No "Blocker" issues were identified (Figure I.5.3).

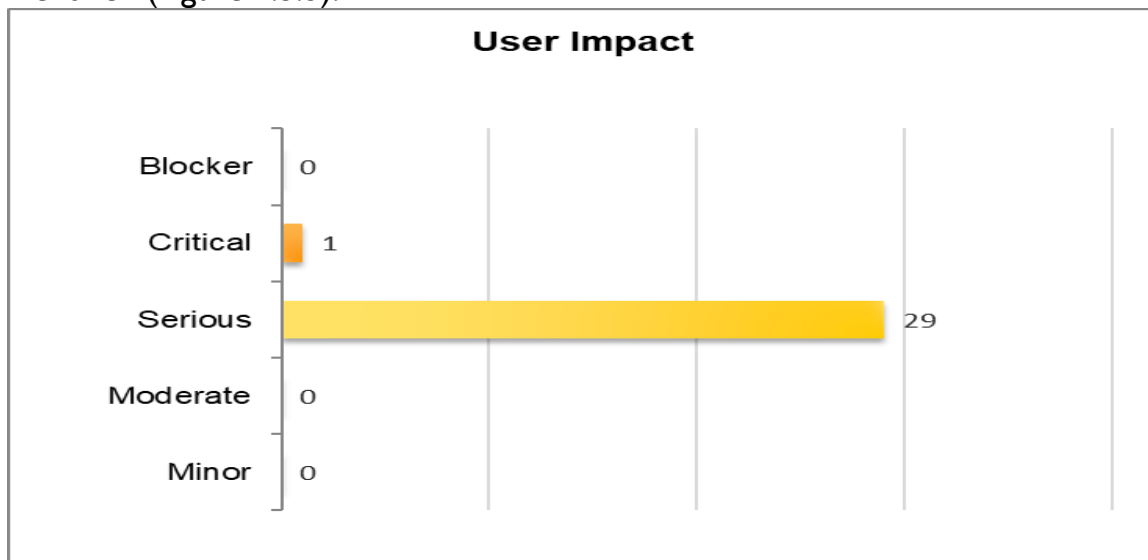


Figure I.5.3: No. of errors by User Impact

¹⁵ www.ocei.ie - Carry out independent reviews of decisions made by public authorities on requests for environmental information.

WCAG issues

Five Success Criteria were related to 66.7% of all issues:

- 1.4.11 Non-Text Contrast – 20%
- 4.1.2 Name, Role, Value – 20%
- 2.5.3 Label in Name – 13.3%
- 1.3.1 Info and Relationships – 6.7%
- 1.3.2 Meaningful Sequence – 6.7%

The top 10 issues are listed in Figure I.5.4 below.

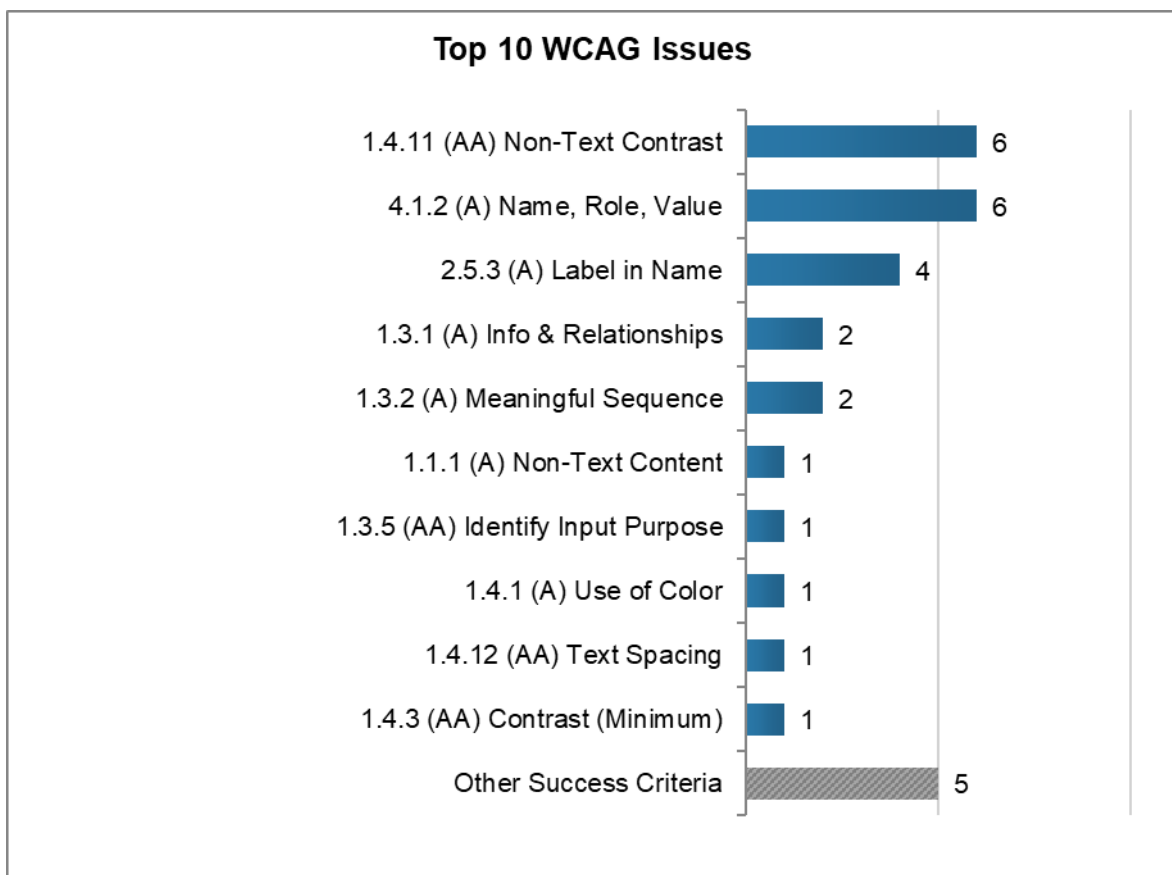


Figure I.5.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

Commissioner for Environmental Information's Accessibility Statement contains **all** of the content required under the Directive.

6. Dublin City Council Consultation Portal¹⁶

Key findings

In total, 81 issues (81 WCAG and 0 additional EN 301 549 specific) were identified across 9 pages and 3 components assessed. (Figure I.6.1). This equates to a compliance rate of 80% for the WCAG 2.1 SC tested (Figure I.6.2).

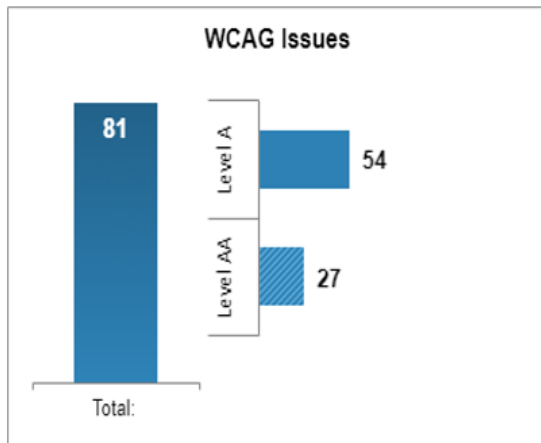


Figure I.6.1: No. of WCAG Issues

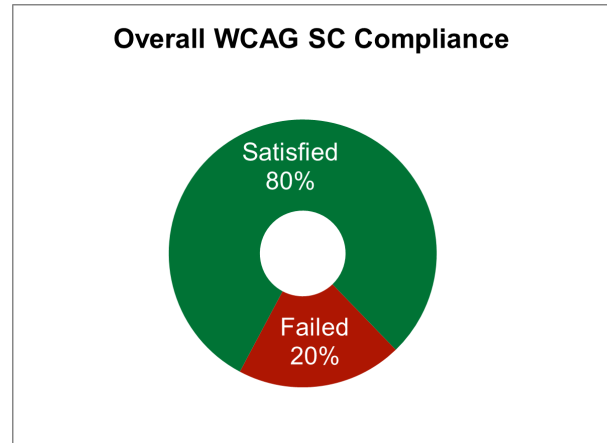


Figure I.6.2: WCAG Compliance

User Impact

The majority of errors were classified as having a “Serious” user impact (n=57), with the second highest number classified as “Critical” (n=22). No “Blocker” issues were identified (Figure I.6.3).

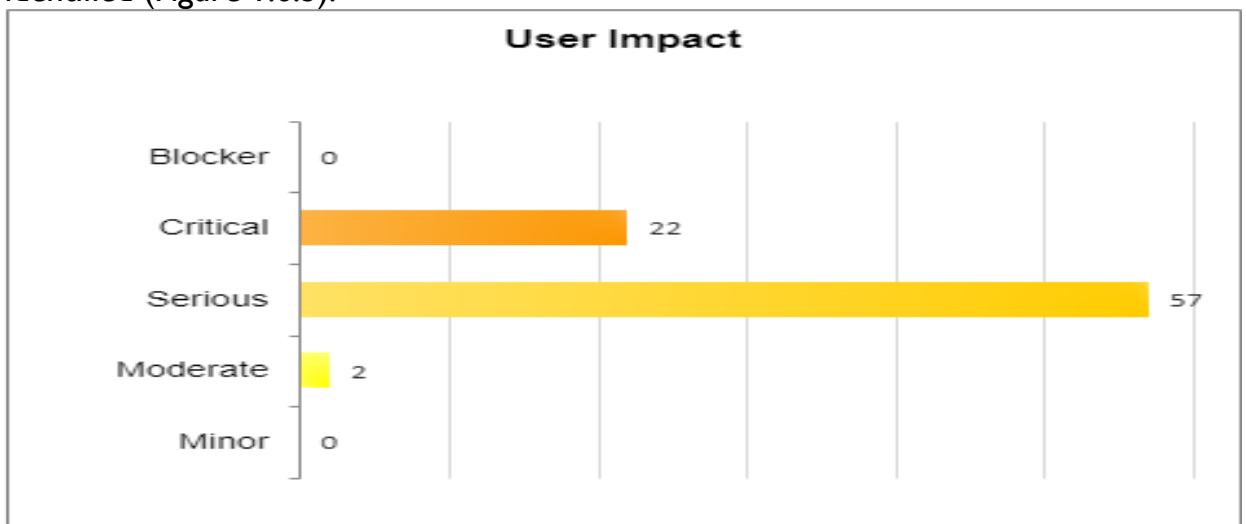


Figure I.6.3: No. of errors by User Impact

¹⁶ <https://engage.dublincity.ie/en-IE/> Democratically elected body that governs Dublin City. It is the largest Local Authority in Ireland

WCAG issues

Four Success Criteria were related to 72.8% of all issues:

- 4.1.2 Name, Role, Value – 38.3%
- 1.3.1 Info and Relationships – 17.3%
- 1.4.11 Non-Text Contrast – 8.6%
- 1.4.3 Contrast (Minimum) – 8.6%

The top 10 issues are listed in Figure I.6.4.

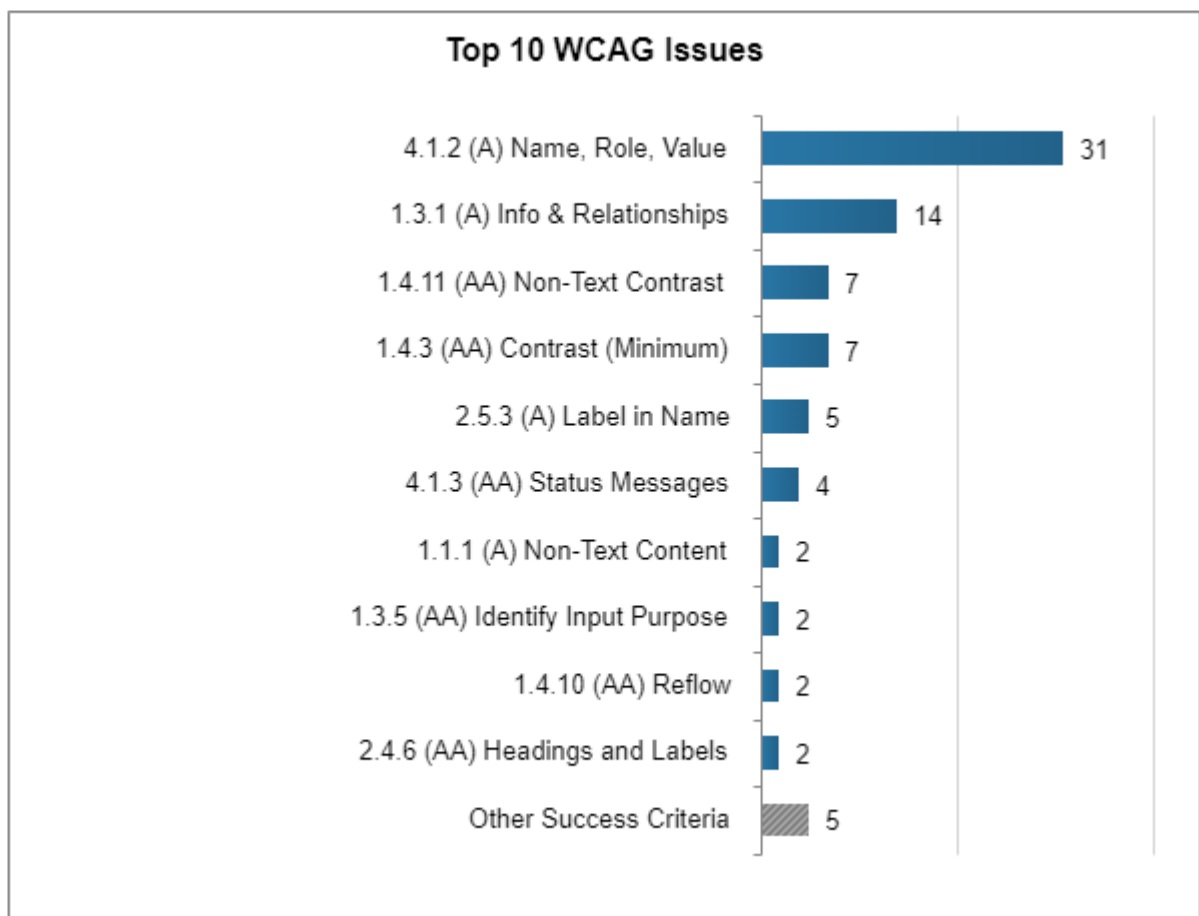


Figure I.6.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

Dublin City Council Consultation Portal's Accessibility Statement contains **all** of the content required under the Directive.

7. Electoral Commission¹⁷

Key findings

In total, 76 issues (72 WCAG and 4 additional EN 301 549 specific) were identified across 9 pages and 3 components assessed. (Figure 1.7.1). This equates to a compliance rate of 64% for the WCAG 2.1 SC tested (Figure 1.7.2).

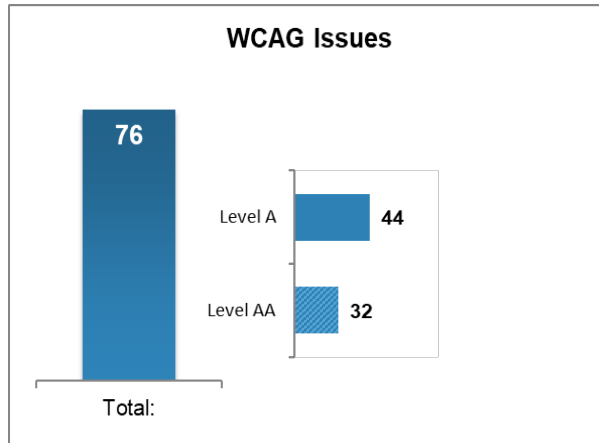


Figure 1.7.1: No. of WCAG Issues

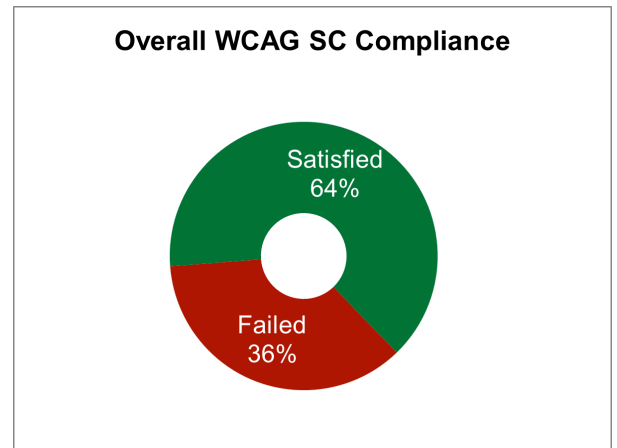


Figure 1.7.2: WCAG Compliance

User Impact

The majority of errors were classified as having a “Serious” user impact (n=58), with the second highest number classified as “Moderate” (n=11). No “Blocker” issues were identified (Figure 1.7.3).

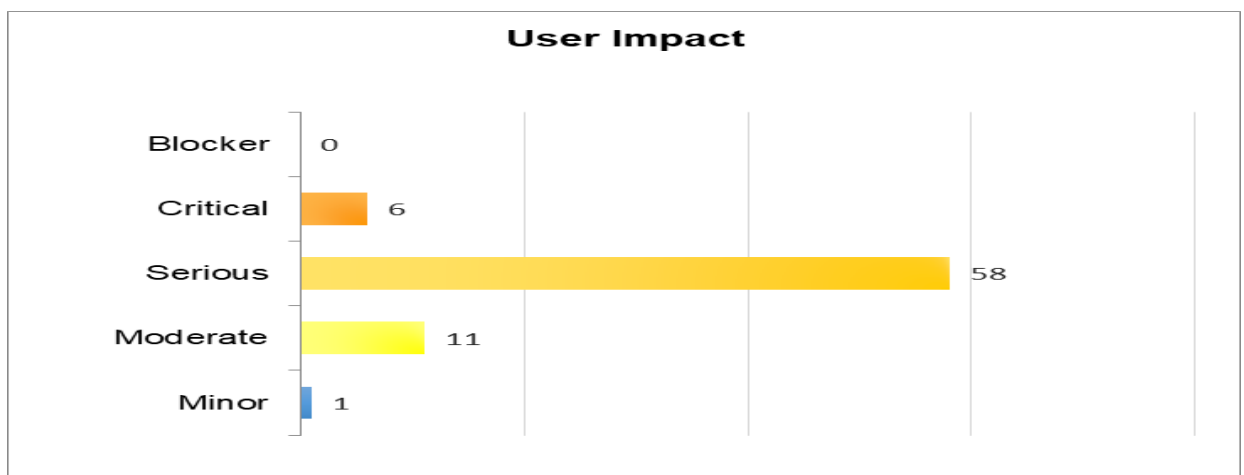


Figure 1.7.3: No. of errors by User Impact

¹⁷ <https://www.electoralcommission.ie/> -Election commission with responsibility for the oversight of all elections in Ireland.

WCAG issues

Four success criteria were related to 46.1% of all issues:

- 1.3.1 Info and Relationships – 19.7%
- 4.1.2 Name, Role, Value – 13.2%
- 1.4.3 Contrast (Minimum) – 6.6%
- 2.4.3 Focus Order – 6.6%

The top 10 issues are listed in Figure 1.7.4.

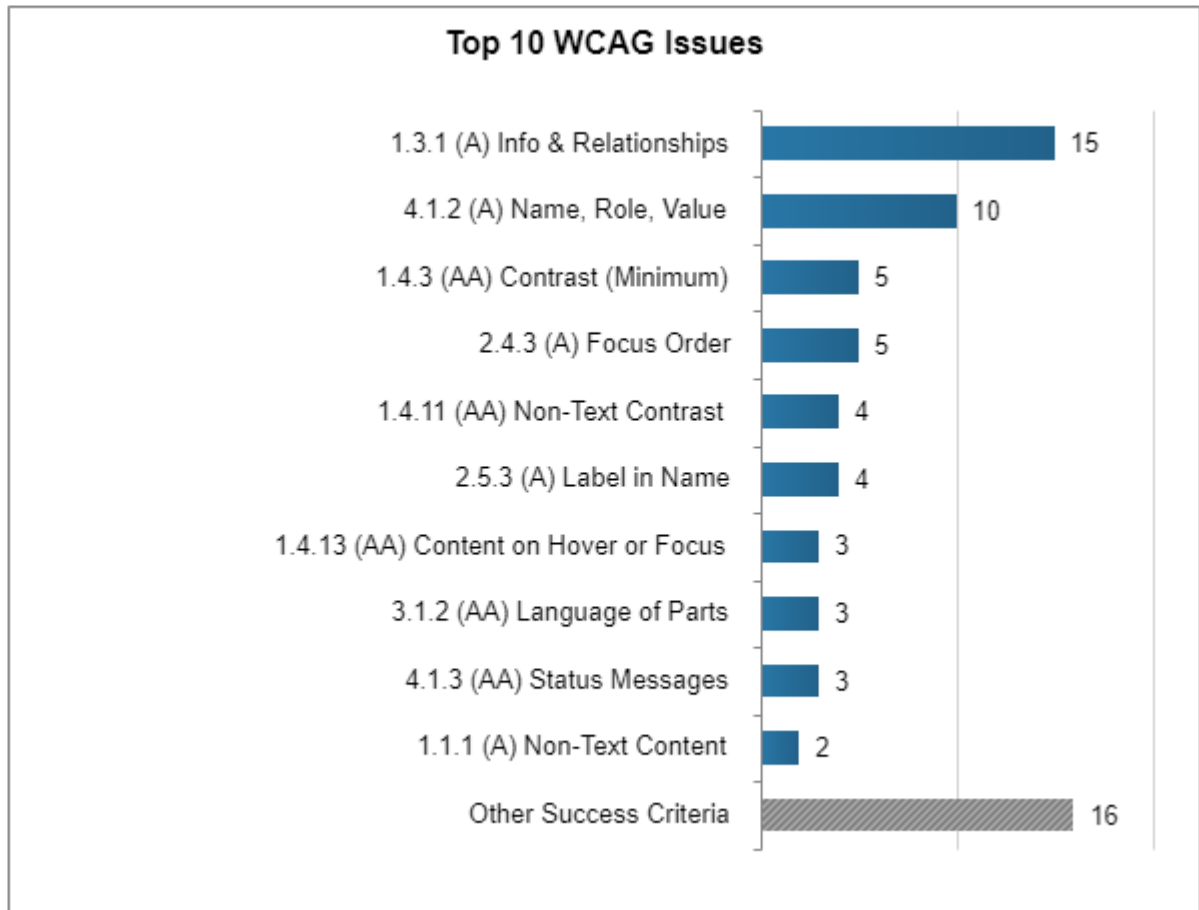


Figure 1.7.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

Electoral Commission 's Accessibility Statement contains **most** of the content required under the Directive.

8. Examinations.ie (State Examinations Commission)¹⁸

Key findings

In total, 85 issues (85 WCAG and 0 additional EN 301 549 specific) were identified across 5 components and 8 pages assessed. (Figure 1.8.1). This equates to a compliance rate of 68% for the WCAG 2.1 SC tested (Figure 1.8.2).

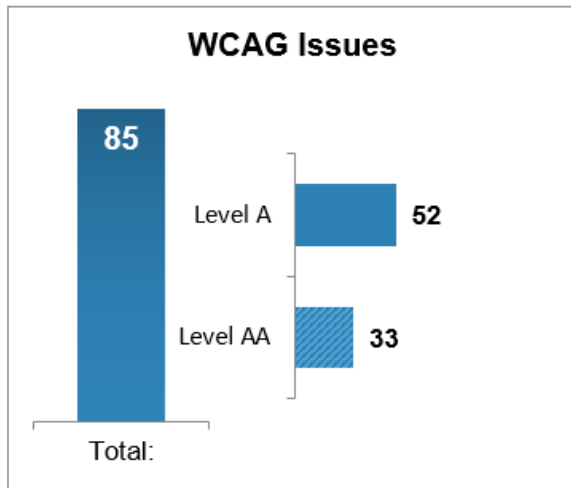


Figure 1.8.1: No. of WCAG Issues

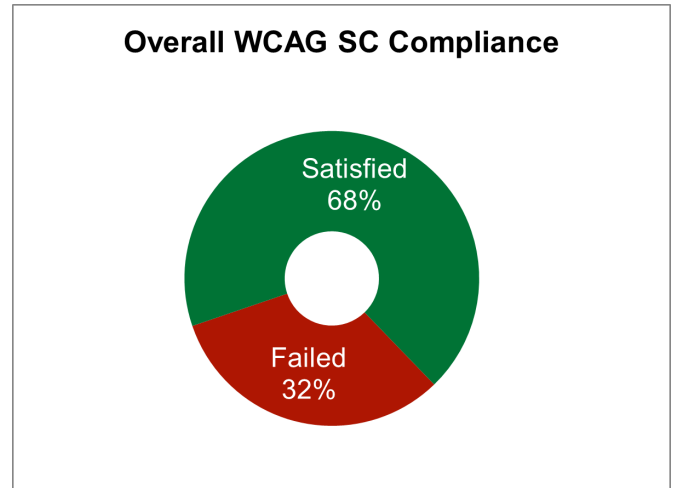


Figure 1.8.2: WCAG Compliance

User Impact

The majority of errors were classified as having a “Serious” user impact (n=62), with the second highest number classified as “Critical” (n=18). No “Blocker” issues were identified (Figure 1.8.3).

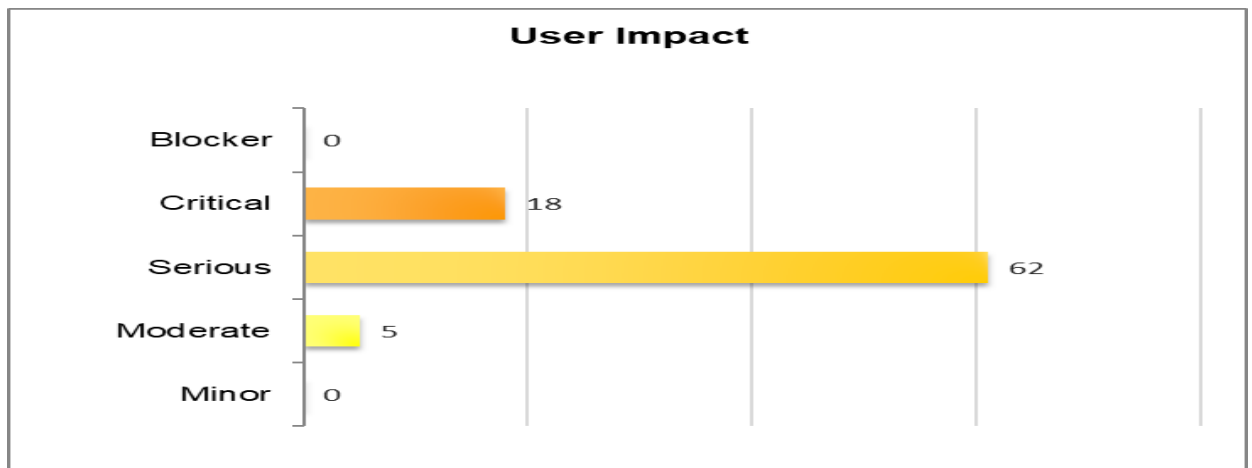


Figure 1.8.3: No. of errors by User Impact

¹⁸ <https://www.examinations.ie/> - Responsible for the development, assessment, accreditation and certification of the second-level examinations of the Irish state.

WCAG issues

Six Success Criteria were related to 61.2% of all issues:

- 1.3.1 Info and Relationships – 20.0%
- 1.1.1 Non-Text Content – 15.3%
- 4.1.2 Name, Role, Value – 8.2%
- 1.4.11 Non-Text Contrast – 5.9%
- 1.4.3 Contrast (Minimum) – 5.9%
- 2.4.4 Link Purpose (In Context) – 5.9%

The top 10 issues are listed in Figure I.8.4.

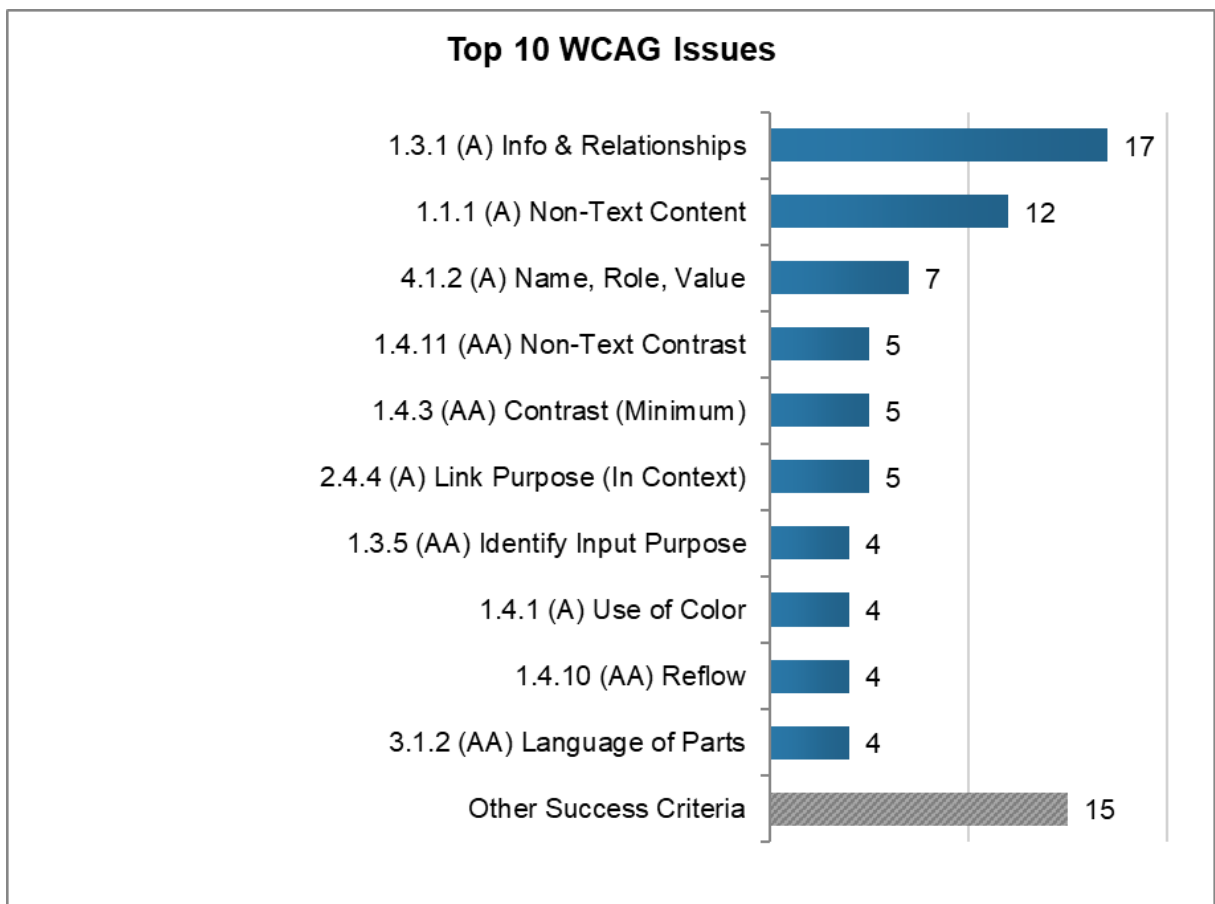


Figure I.8.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

No Accessibility Statement could be found during the In-depth Review.

9. HSEland’s “Introduction to the Serious Management Incident Team”¹⁹

Key findings

In total, 23 issues (21 WCAG and 2 additional EN 301 549 specific) were identified across 7 pages and 3 components assessed. (Figure I.9.1). This equates to a compliance rate of 83% for the WCAG 2.1 SC tested (Figure I.9.2).

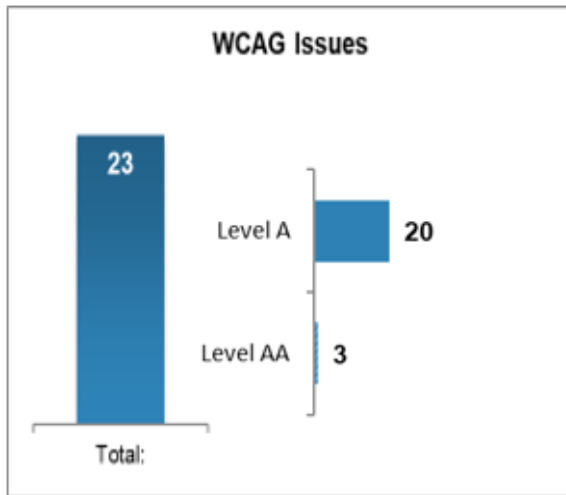


Figure I.9.1: No. of WCAG Issues

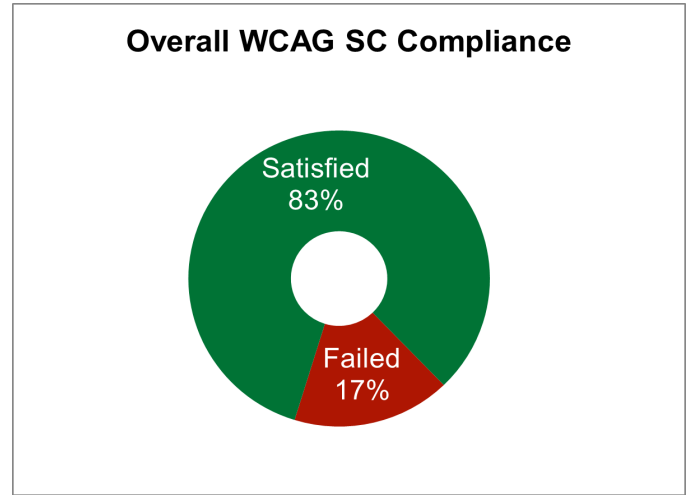


Figure I.9.2: WCAG Compliance

User Impact

The majority of errors were classified as having a “Serious” user impact (n=13), with the second highest number classified as “Critical” (n=5) and moderate (n=5). No “Blocker” issues were identified (Figure I.9.3).

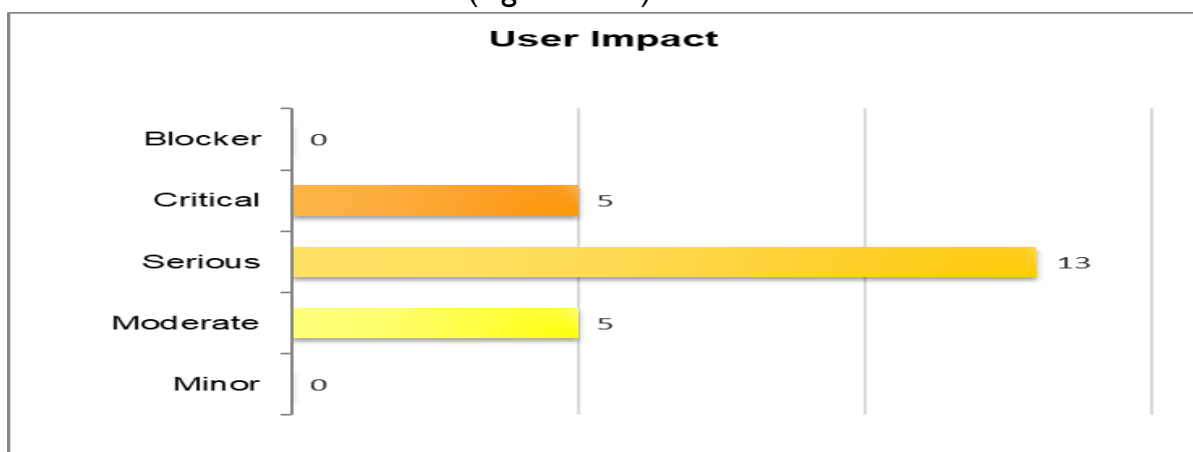


Figure I.9.3: No. of errors by User Impact

¹⁹<https://www.hseland.ie/ekp/servlet/ekp?TX=LISTLEARNINGSPLACE&INSREVIEW=N&FROMCAL=N&TRNID=EKP053060223&OVERLAY=N&DECORATEPAGE=Y> - The Irish Health Service’s national online learning and development portal.

WCAG issues

Six success criteria were related to 69.5% of all issues:

- 1.1.1 Non-Text Content – 21.7%
- 1.3.2 Meaningful Sequence – 13%
- 1.3.1 Info and Relationships – 8.7%
- 2.4.3 Focus Order – 8.7%
- 3.3.2 Labels or Instructions – 8.7%
- 4.1.2 Name, Role, Value – 8.7%

The top 10 issues are listed in Figure 1.9.4.

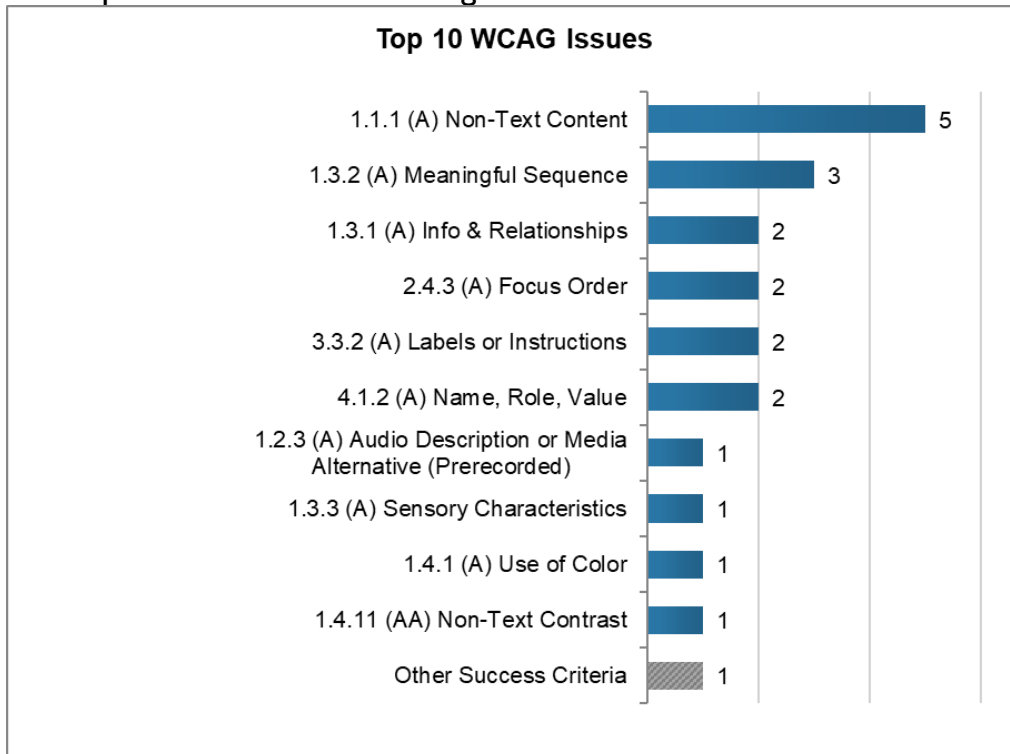


Figure 1.9.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

HSEland Serious Management Incident Team's Accessibility Statement contains **all** of the content required under the Directive.

10. Ireland.ie (Department of Foreign Affairs)²⁰

Key findings

In total, 57 issues (57 WCAG and 0 additional EN 301 549 specific) were identified across 8 pages and 4 components assessed (Figure I.10.1). This equates to a compliance rate of 75% for the WCAG 2.1 SC tested (Figure I.10.2).

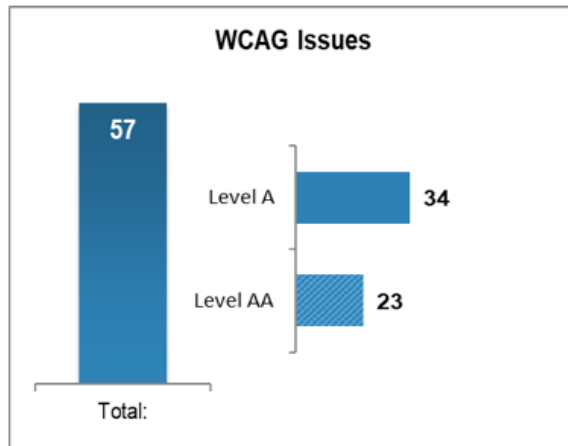


Figure I.10.1: No. of WCAG Issues

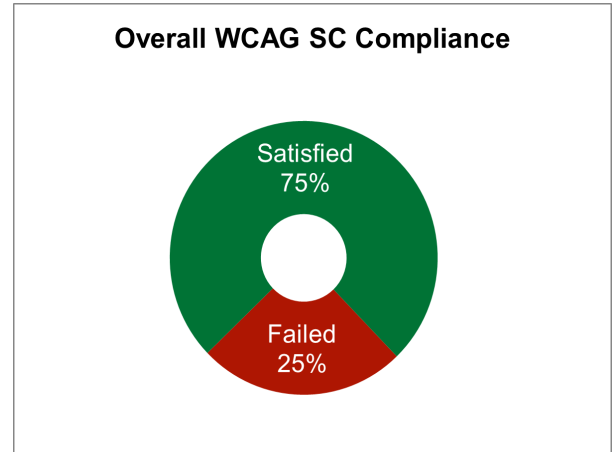


Figure I.10.2: WCAG Compliance

User Impact

The majority of errors were classified as having a “Serious” user impact (n=30), with the second highest number classified as “Critical” (n=27). No “Blocker” issues were identified (Figure I.10.3).

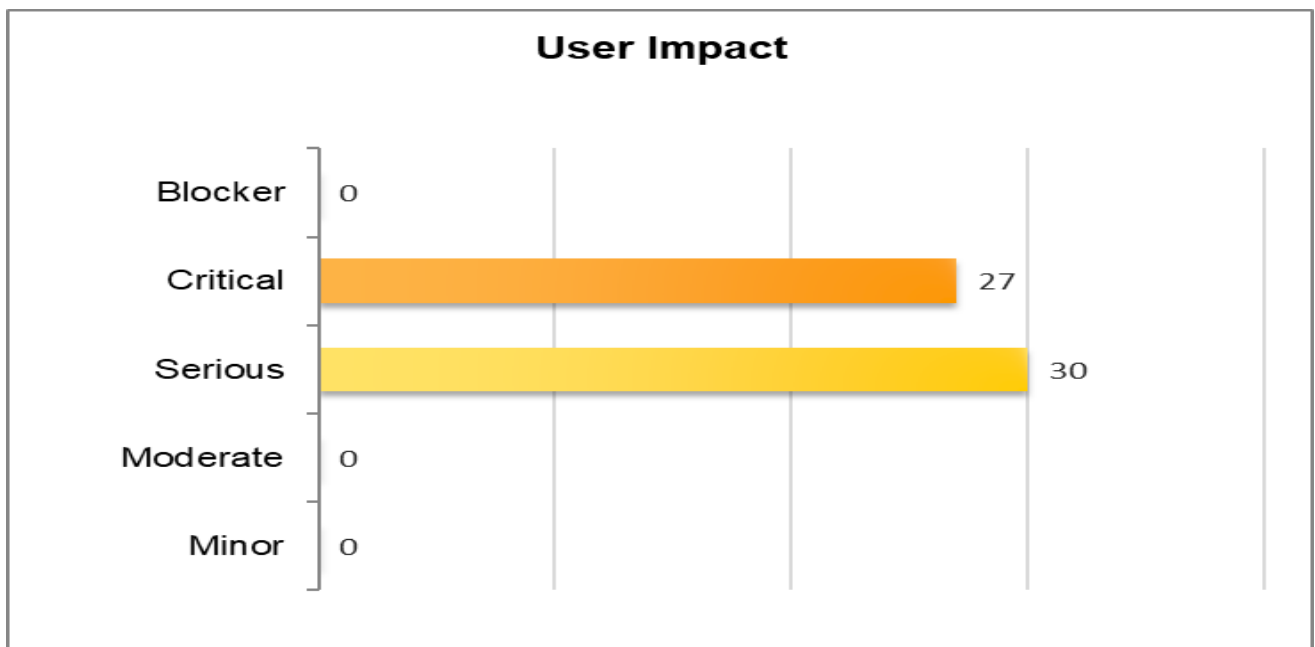


Figure I.10.3: No. of errors by User Impact

²⁰<https://www.ireland.ie/en/>. The official international website of the Irish Government.

WCAG issues

Four Success Criteria were related to 66.7% of all issues:

- 4.1.2 Name, Role, Value – 28.1%
- 1.3.1 Info and Relationships – 15.8%
- 1.4.11 Non-Text Contrast – 15.8%
- 2.4.6 Headings and Labels – 7.0%

The top 10 issues are listed in Figure I.10.4.

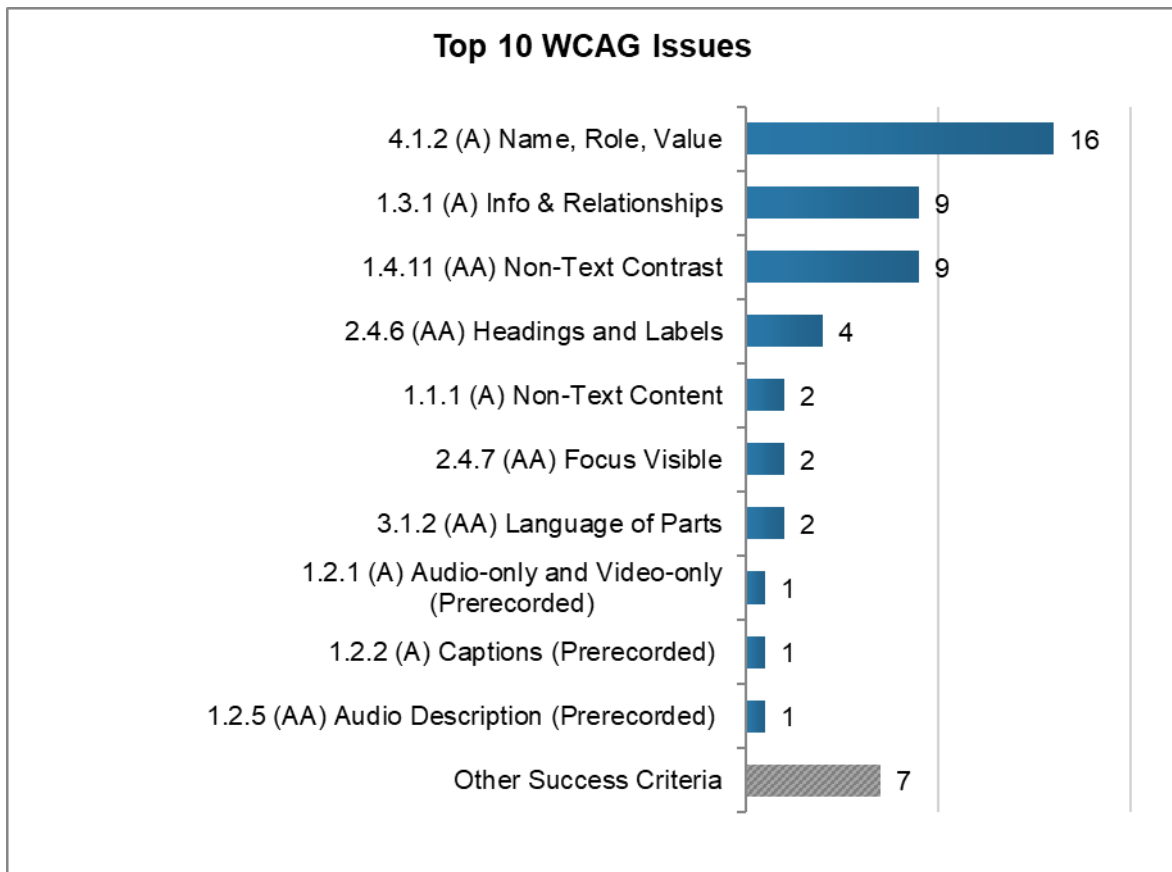


Figure I.10.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

Ireland.ie 's Accessibility Statement contains **most** of the content required under the Directive.

11. Kildare Wicklow Education and Training Board²¹

Key findings

In total, 170 issues (168 WCAG and 2 additional EN 301 549 specific) were identified across 8 pages and 5 components assessed (Figure 1.11.1). This equates to a compliance rate of 69% for the WCAG 2.1 SC tested (Figure 1.11.2).

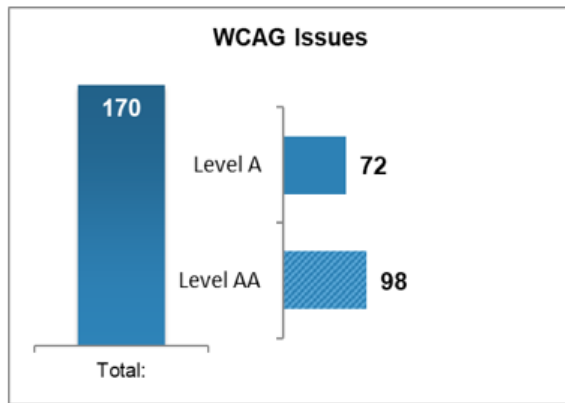


Figure 1.11.1: No. of WCAG Issues

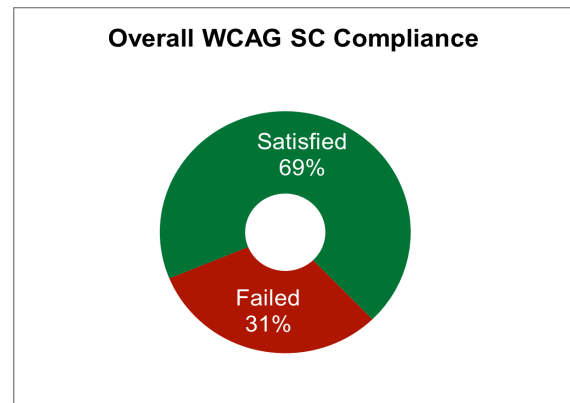


Figure 1.11.2: WCAG Compliance

User Impact

The majority of errors were classified as having a “Serious” user impact (n=125), with the second highest number classified as “Critical” (n=41). No “Blocker” issues were identified (Figure 1.11.3).

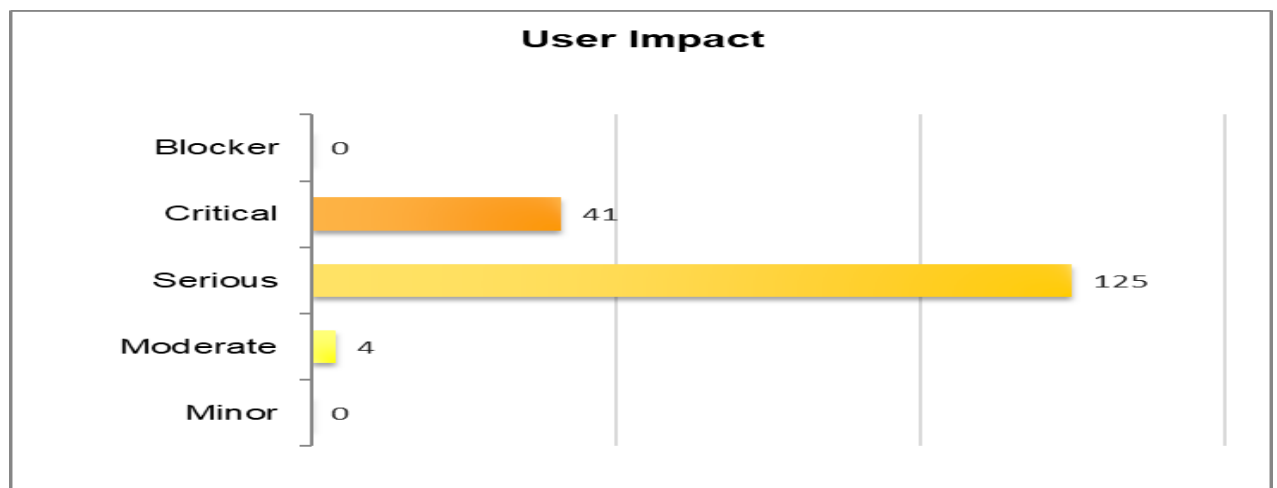


Figure 1.11.3: No. of errors by User Impact

²¹ <https://kildarewicklow.etb.ie/> - Supports and co-ordinates education, training and youth services in Kildare and Wicklow.

WCAG issues

Four Success Criteria were related to 58.7% of all issues:

- 1.4.3 Contrast (Minimum) – 34.7%
- 2.4.7 Focus Visible – 8.8%
- 1.1.1 Non-text Content – 7.6%
- 4.1.2 Name, Role, Value – 7.6%

The top 10 issues are listed in Figure I.11.4.

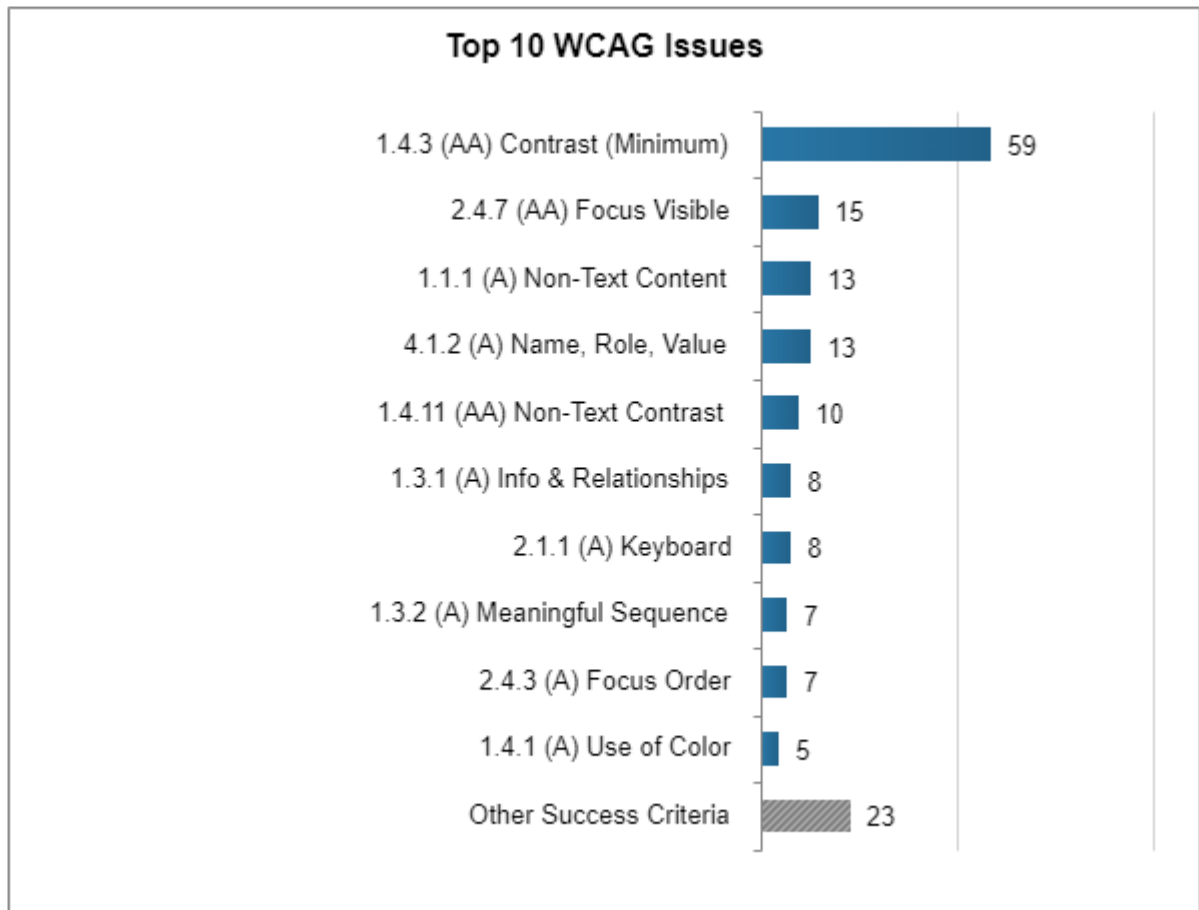


Figure I.11.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

Kildare Wicklow Education and Training Board 's Accessibility Statement contains **all** of the content required under the Directive.

12. Luas.ie²²

Key findings

In total, 111 issues (111 WCAG and 0 additional EN 301 549 specific) were identified across 10 pages and 3 components assessed. (Figure I.12.1). This equates to a compliance rate of 72% for the WCAG 2.1 SC tested (Figure I.12.2).

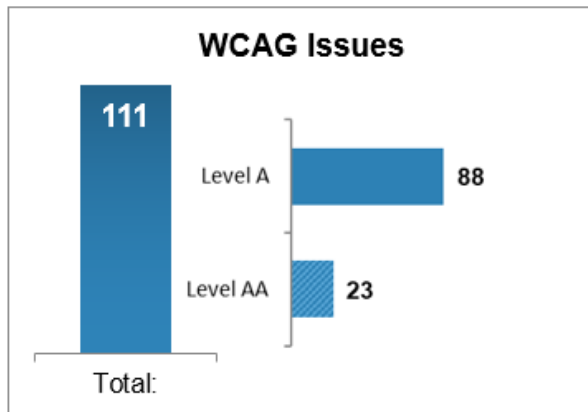


Figure I.12.1: No. of WCAG Issues

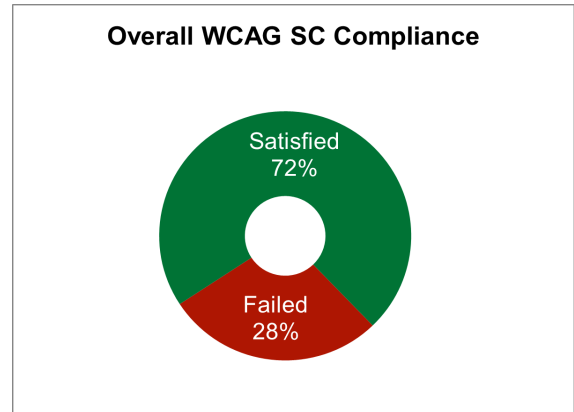


Figure I.12.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=79), with the second highest number classified as "Critical" (n=29). No "Blocker" issues were identified (Figure I.12.3).

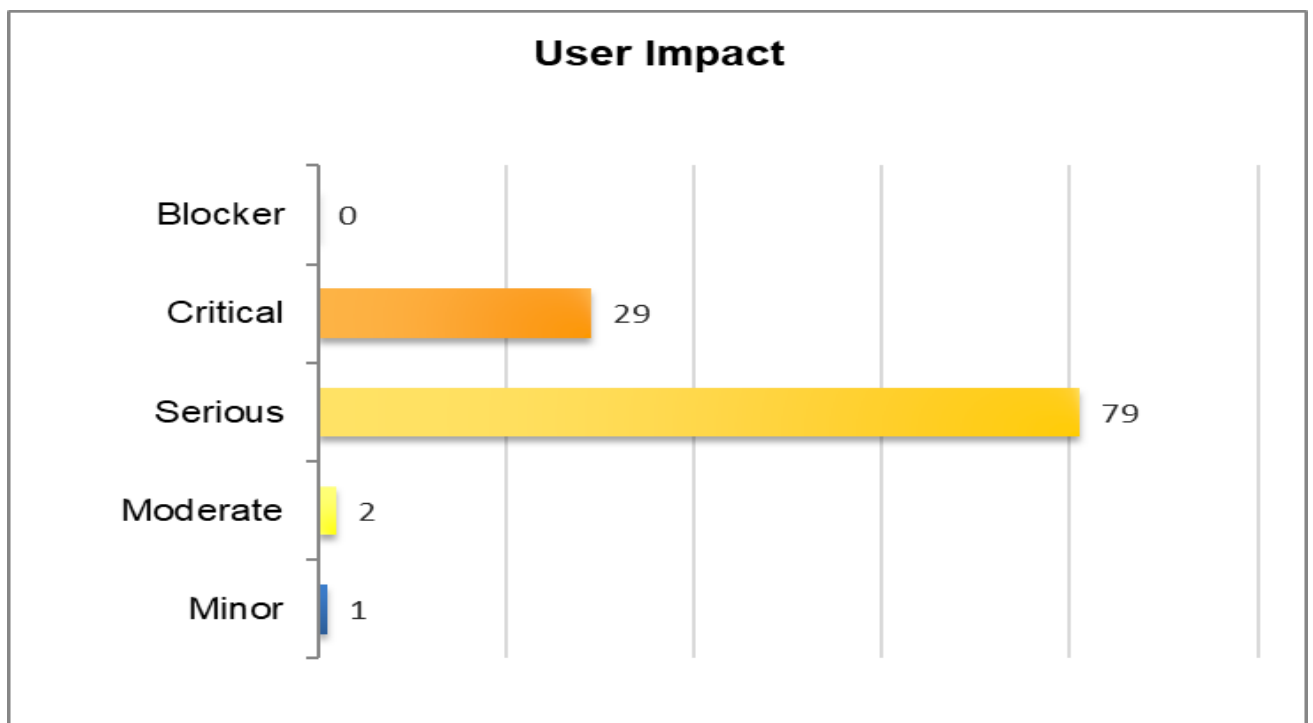


Figure I.12.3: No. of errors by User Impact

²² <https://www.luas.ie/> - Provides journey planning, timetable and travel information.

WCAG issues

Four Success Criteria were related to 60.2% of all issues:

- 4.1.2 Name, Role, Value – 21.2%
- 1.3.1 Info and Relationships – 15.0%
- 1.1.1 Non-Text Content – 14.2%
- 1.4.1 Use of Color – 9.8%

The top 10 issues are listed in Figure I.12.4.

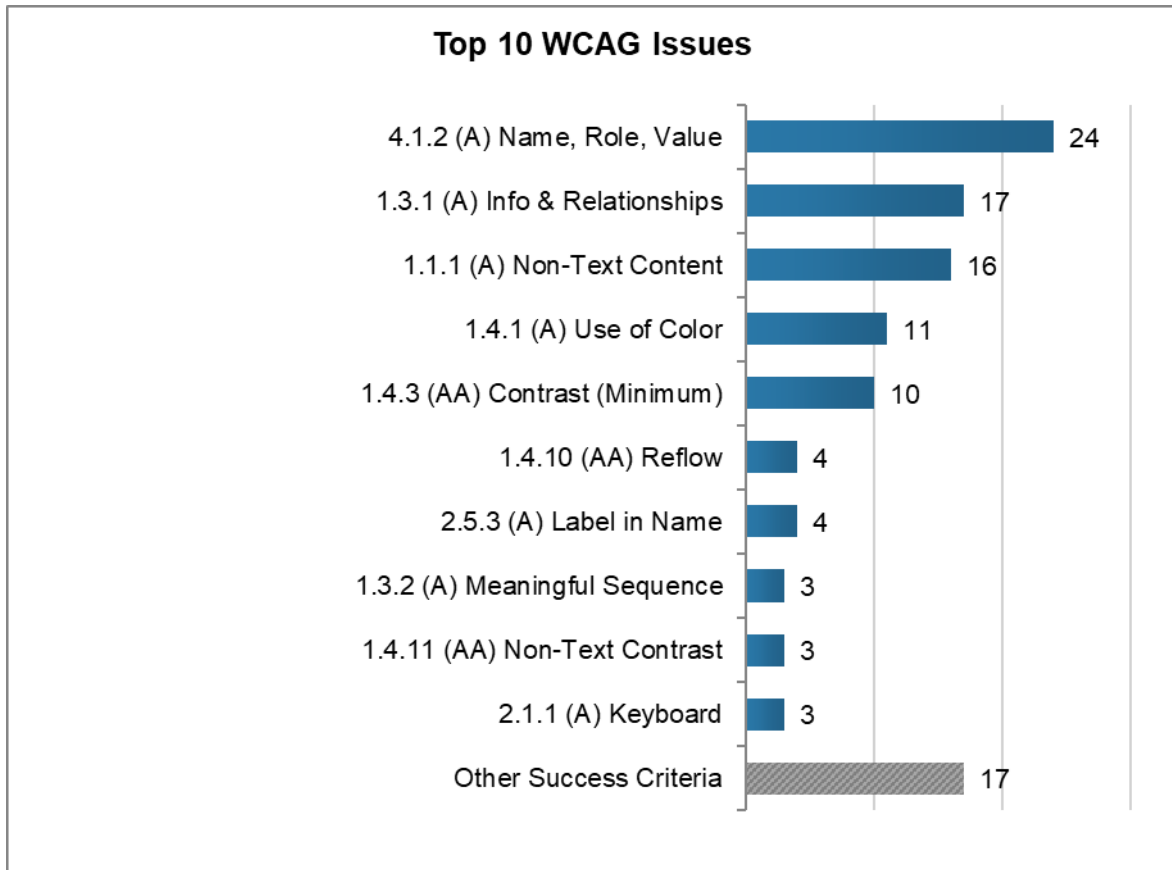


Figure I.12.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

Luas' Accessibility Statement contains **most** of the content required under the Directive.

13. MyCoCo (Local Authorities)²³

Key findings

In total, 144 issues (144 WCAG and 0 additional EN 301 549 specific) were identified across 7 pages and 5 components assessed. (Figure I.13.1). This equates to a compliance rate of 84% for the WCAG 2.1 SC tested (Figure I.13.2).

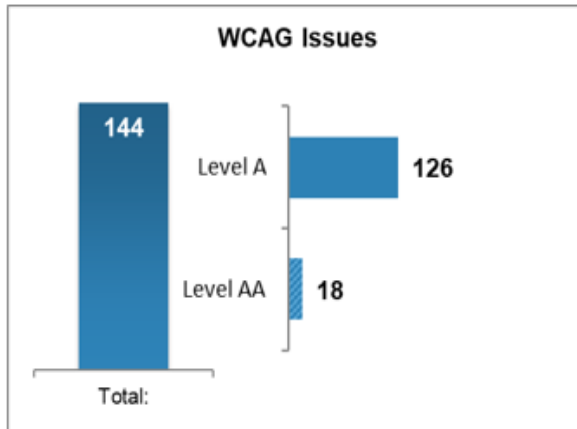


Figure I.13.1: No. of WCAG Issues

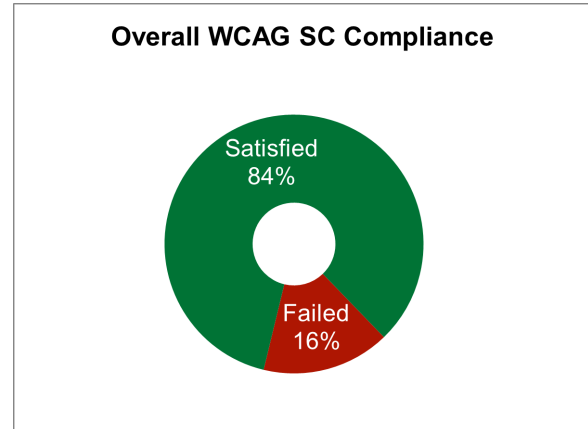


Figure I.13.2: WCAG Compliance

User Impact

The majority of errors were classified as having a “Critical” user impact (n=117), with the second highest number classified as “Serious” (n=27). No “Blocker” issues were identified (Figure I.13.3).

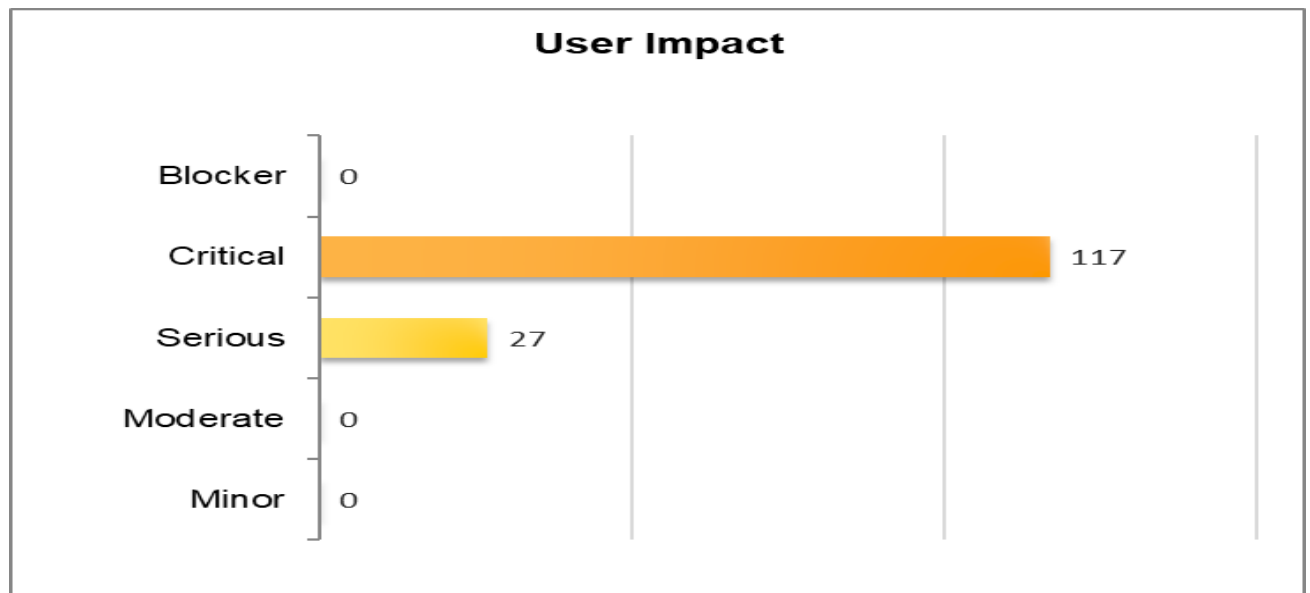


Figure I.13.3: No. of errors by User Impact

²³ <https://www.mycoco.ie/> - Build to share digital solution that enables local authorities and other government agencies to provide online services to the public.

WCAG issues

Four Success Criteria were related to 94.4% of all issues:

- 4.1.2 Name, Role, Value – 56.3%
- 1.1.1 Non-Text Content – 27%.
- 1.4.3 Contrast (Minimum) – 9.7%
- 2.4.2 Page Titled – 1.4%

The top 10 issues are listed in Figure I.13.4.

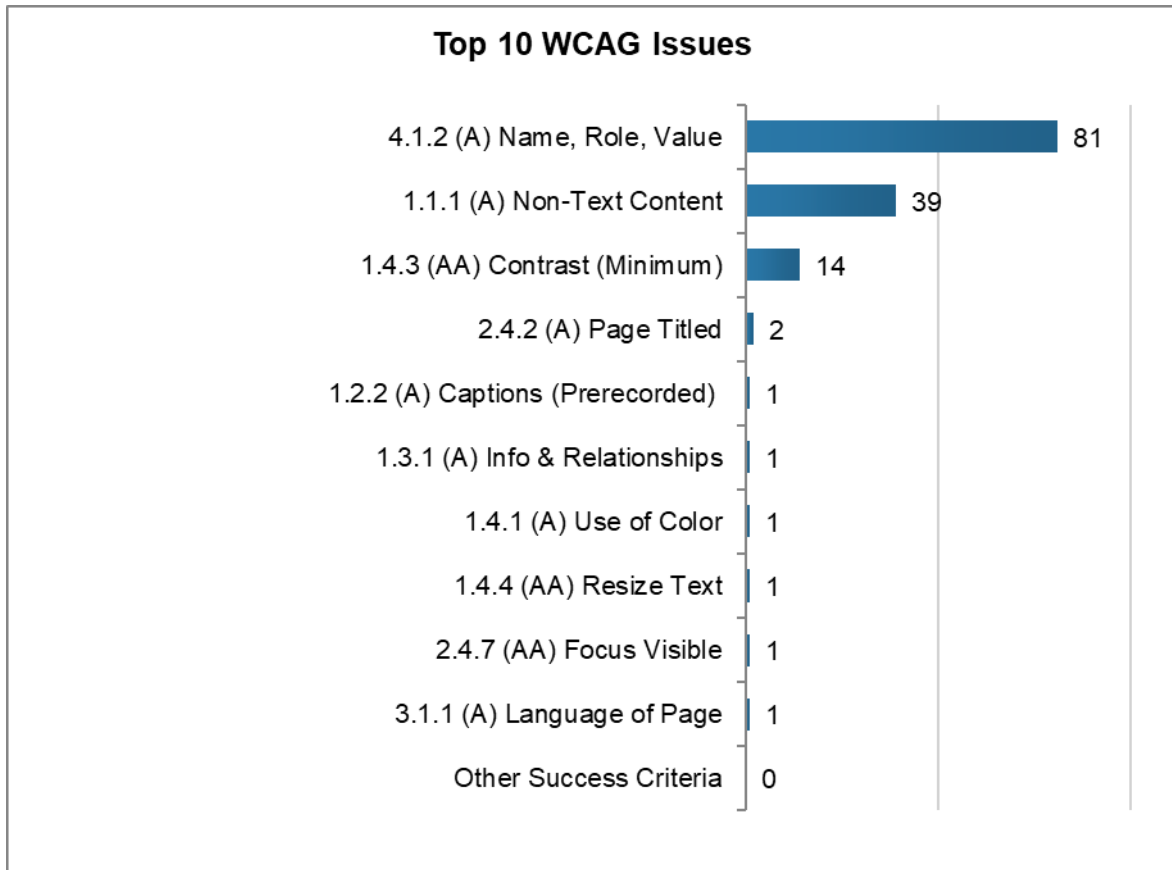


Figure I.13.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

No Accessibility Statement could be found during the In-depth Review.

14. My Medical Card²⁴

Key findings

In total, 69 issues (67 WCAG and 2 additional EN 301 549 specific) were identified across 11 pages and 0 components assessed. (Figure I.14.1). This equates to a compliance rate of 77% for the WCAG 2.1 SC tested (Figure I.14.2).

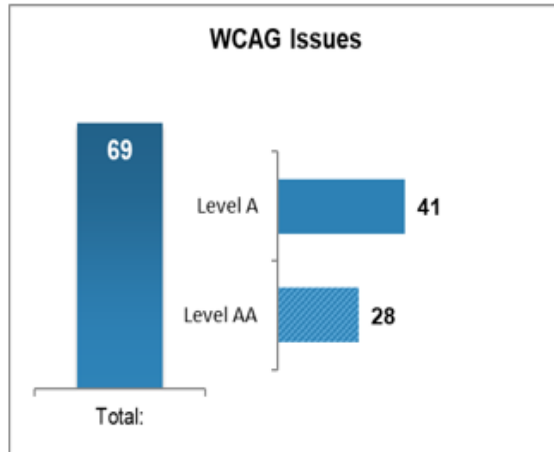


Figure I.14.1: No. of WCAG Issues

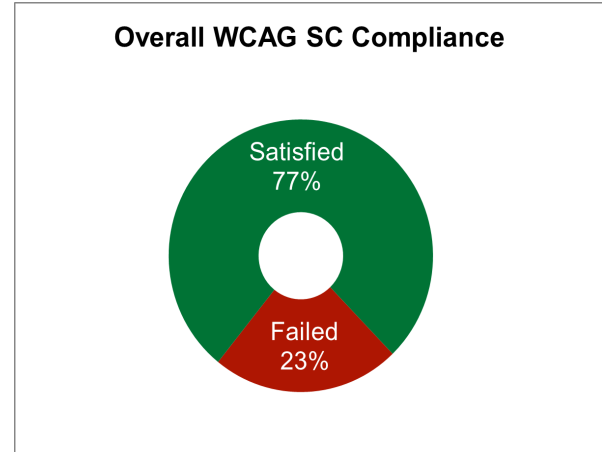


Figure I.14.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=35), with the second highest number classified as "Critical" (n=27). No "Blocker" issues were identified (Figure I.14.3).

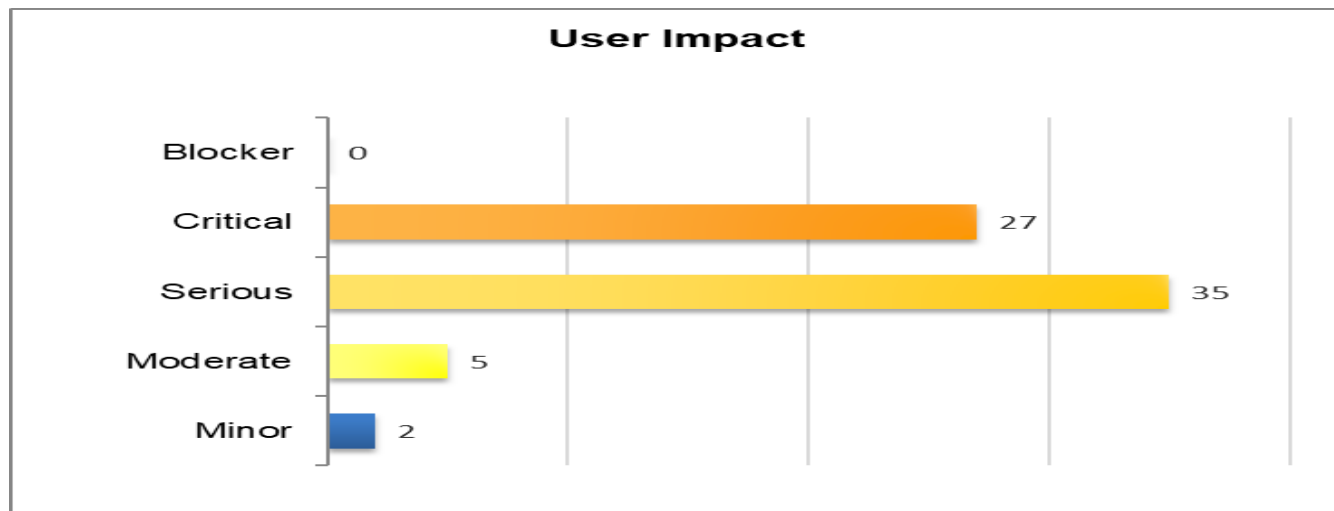


Figure I.14.3: No. of errors by User Impact

²⁴ <https://www.mymedicalcard.ie/> - HSE online service for apply Medical Card / GP Visit Card, Drug Payment Scheme and Carers GP Visit Card

WCAG issues

Four Success Criteria were related to 56.4% of all issues:

- 1.1.1 Non-Text Content – 17.4%
- 1.4.3 Contrast (Minimum) – 13%
- 1.4.4 Resize Text – 13%
- 3.1.1 Language of Page – 13%

The top 10 issues are listed in Figure I.14.4.

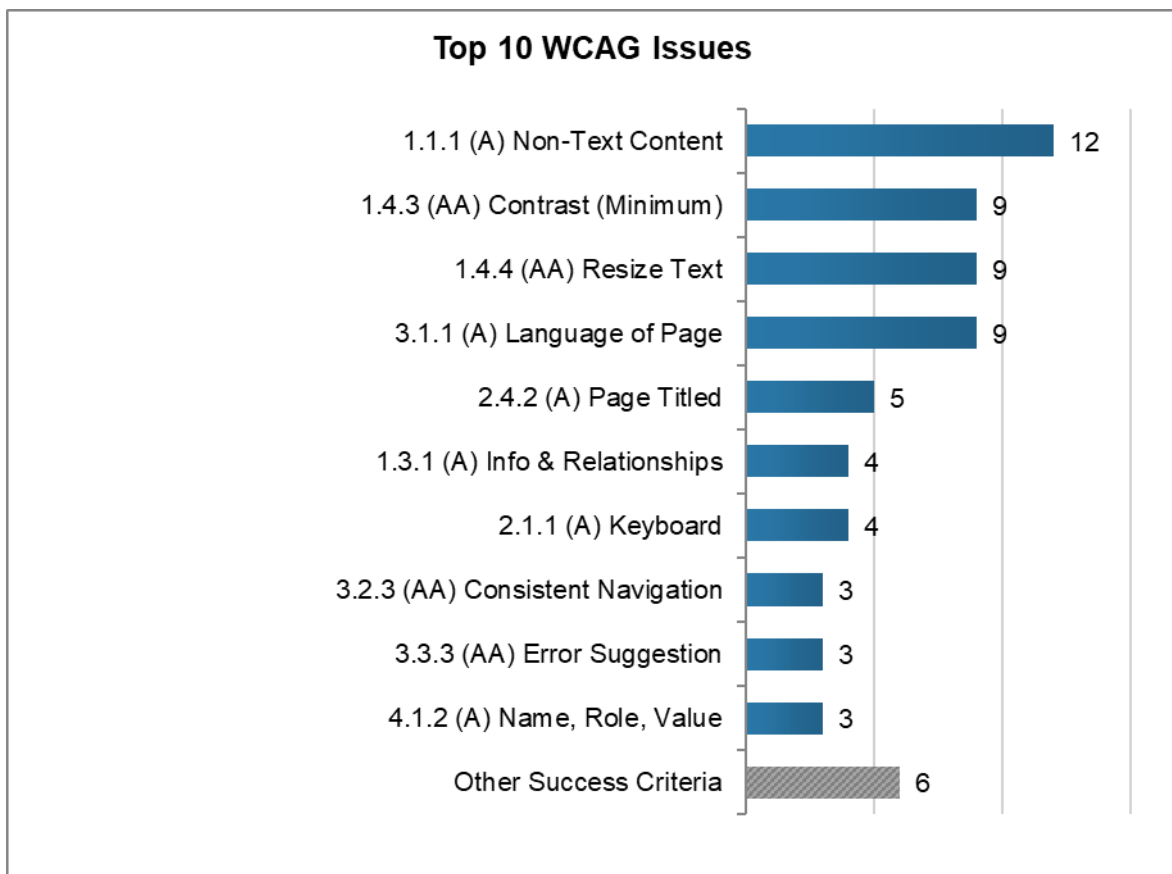


Figure I.14.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

No Accessibility Statement could be found during the In-depth Review.

15. MyWelfare.ie²⁵

Key findings

In total, 75 issues (75 WCAG and 0 additional EN 301 549 specific) were identified across 9 pages and 3 components and pages assessed. (Figure I.15.1). This equates to a compliance rate of 84% for the WCAG 2.1 SC tested (Figure I.15.2).

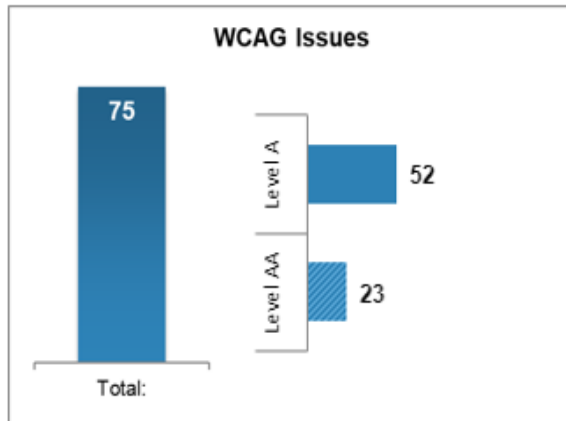


Figure I.15.1: No. of WCAG Issues

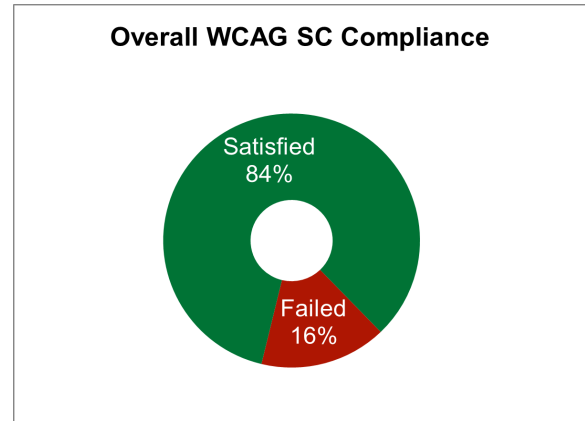


Figure I.15.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=49), with the second highest number classified as "Critical" (n=26). No "Blocker" issues were identified (Figure I.15.3).

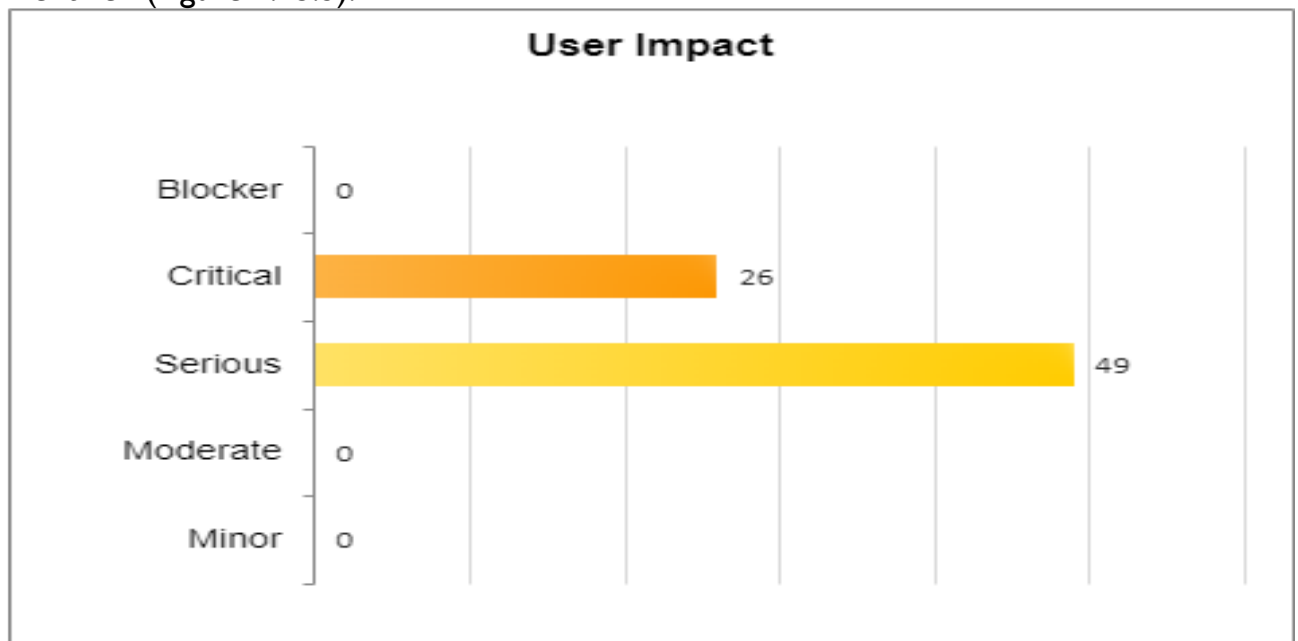


Figure I.15.3: No. of errors by User Impact

²⁵ <https://services.mywelfare.ie/> - Online home of welfare services. It provides online access to a range of services from the Department of Social Protection.

WCAG issues

5 Success Criteria were related to 89.3% of all issues:

- 4.1.2 Name, Role, Value – 46.7%
- 1.3.1 Info and Relationships – 16.0%
- 1.4.3 Contrast (Minimum) – 16.0%
- 1.4.11 Non-Text Contrast – 5.3%
- 2.4.7 Focus Visible – 5.3%

The top 10 issues are listed in Figure I.15.4 below.

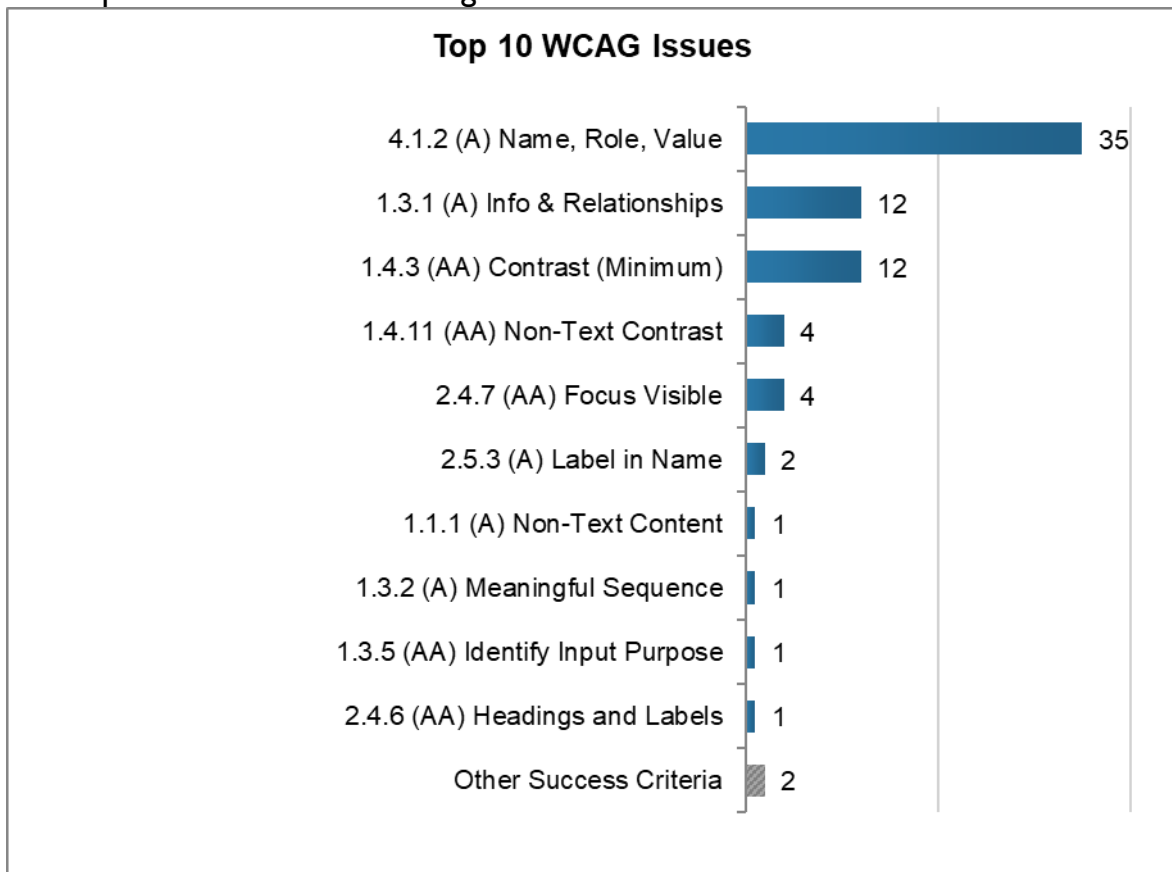


Figure I.15.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

MyWelfare.ie 's Accessibility Statement contains **all** of the content required under the Directive.

16. Public Jobs²⁶

Key Findings

In total, 83 issues (83 WCAG and 0 additional EN 301 549-specific) were identified across 12 pages and 5 components assessed (Figure I.16.1). This equates to a compliance rate of 71% for the WCAG 2.1 SC tested (Figure I.16.2).

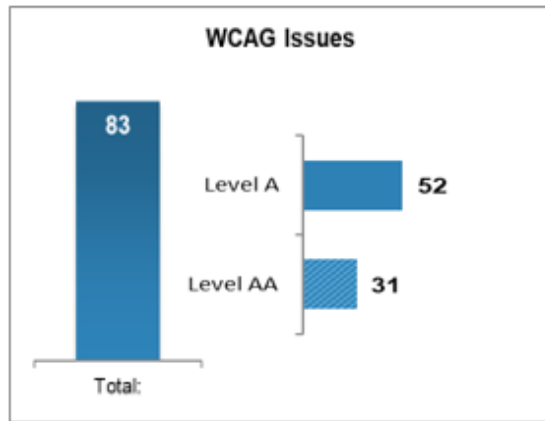


Figure I.16.1: No. of WCAG Issues

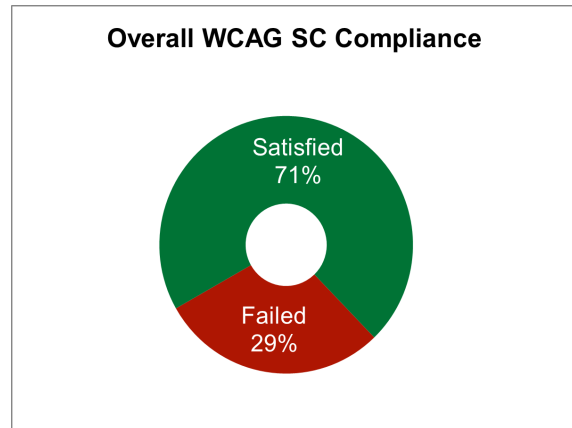


Figure I.16.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=69), with the second highest number classified as "Critical" (n=7). One "Blocker" issue was identified (Figure I.16.3).

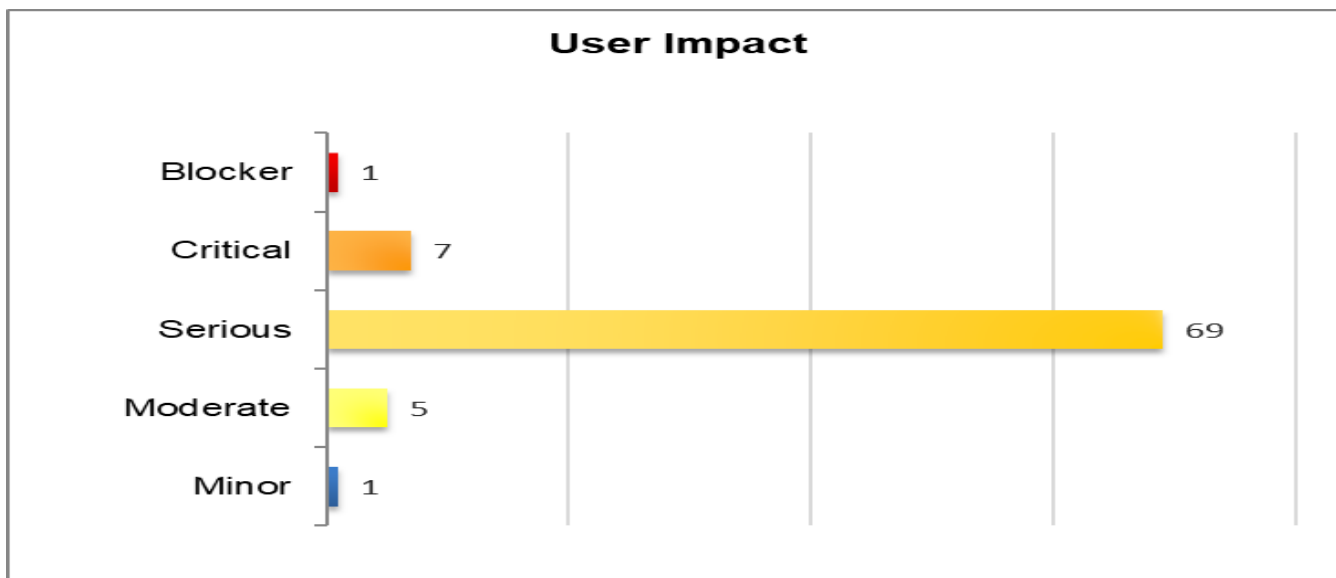


Figure I.16.3: No. of errors by User Impact

²⁶ <https://publicjobs.ie/en/> - Centralised provider of recruitment, assessment and selection services across the Civil and Public Service

WCAG issues

Four Success Criteria were related to 53% of all issues:

- 1.3.1 Info and Relationships – 15.7%
- 4.1.2 Name, Role, Value – 14.5%
- 1.4.11 Non-Text Contrast – 12.0%
- 1.1.1 Non-Text Content – 10.8%

The top 10 issues are listed in Figure I.16.4.

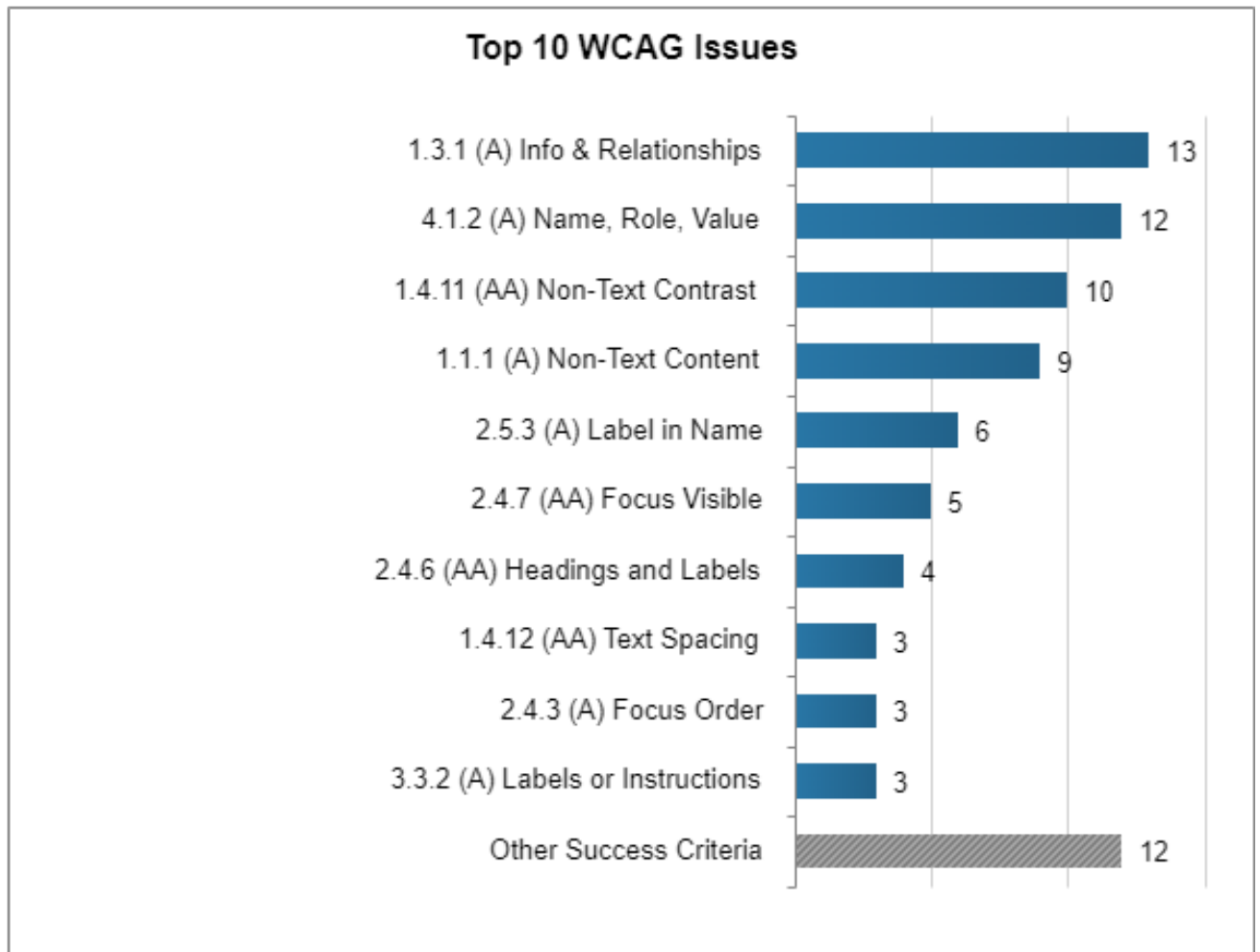


Figure I.16.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

Public Job's Accessibility Statement contains **most** of the content required under the Directive.

17. Ros.ie (Revenue)²⁷

Key Findings

In total, 140 issues (138 WCAG and 2 additional EN 301 549 specific) were identified across 9 pages and 4 components assessed (Figure I.17.1). This equates to a compliance rate of 72% for the WCAG 2.1 SC tested (Figure I.17.2).

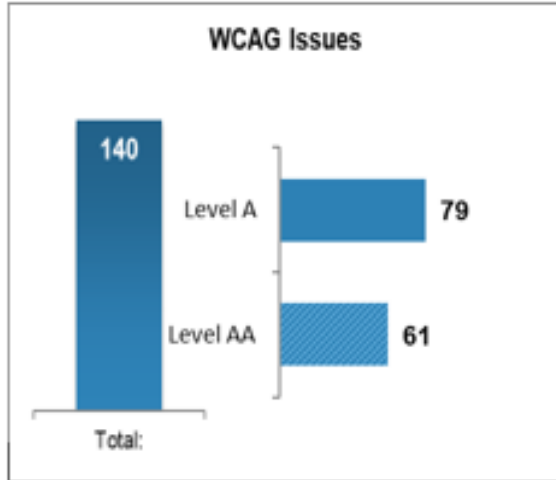


Figure I.17.1: No. of WCAG Issues

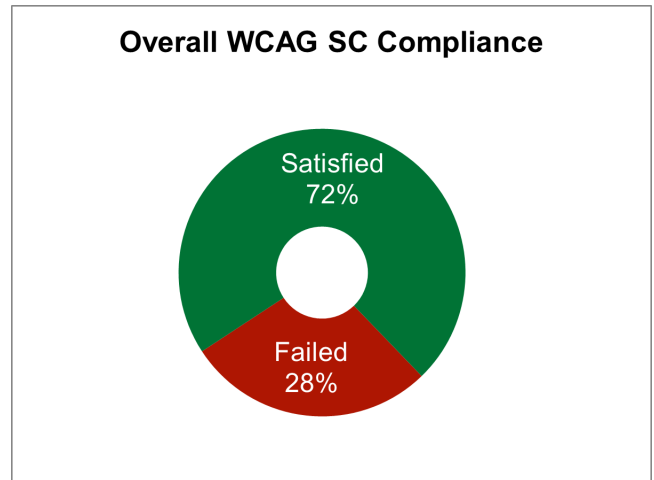


Figure I.17.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=109), with the second highest number classified as "Critical" (n=28). No "Blocker" issues were identified (Figure I.17.3).

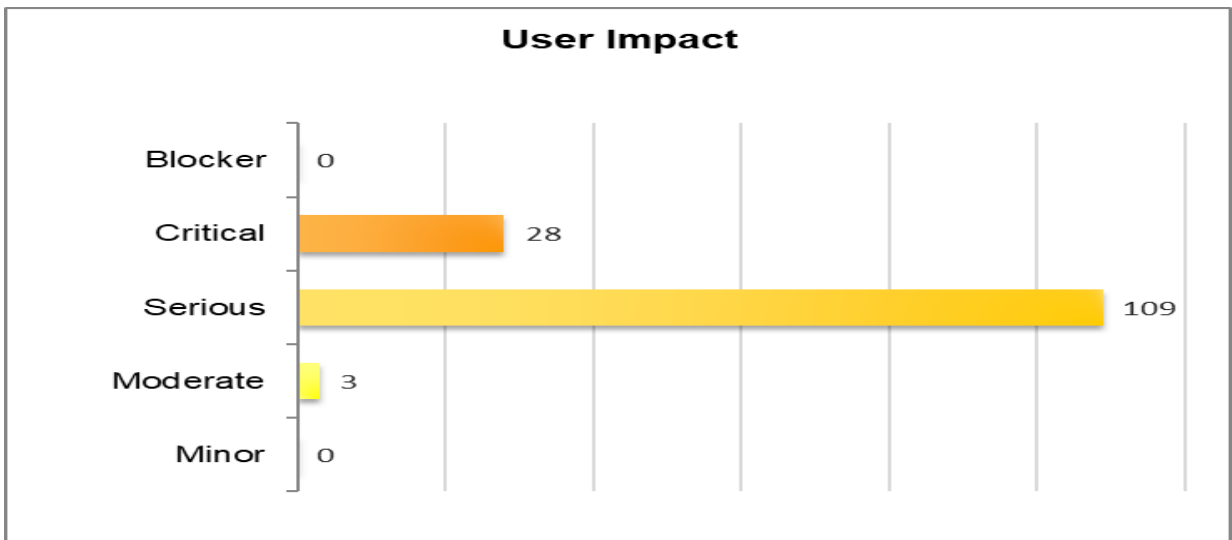


Figure I.17.3: No. of errors by User Impact

²⁷ <https://www.ros.ie/> Enables you to view your own, or your client's, current position with Revenue for various taxes and levies, file tax returns and forms, and make payments for these taxes online.

WCAG issues

Four Success Criteria were related to 64.3% of all issues:

- 1.4.3 Contrast (Minimum) – 24.3%
- 1.3.1 Info and Relationships – 15.7%
- 4.1.2 Name, Role, Value – 15.7%
- 1.1.1 Non-Text Content – 8.6%

The top 10 issues are listed in Figure I.17.4.

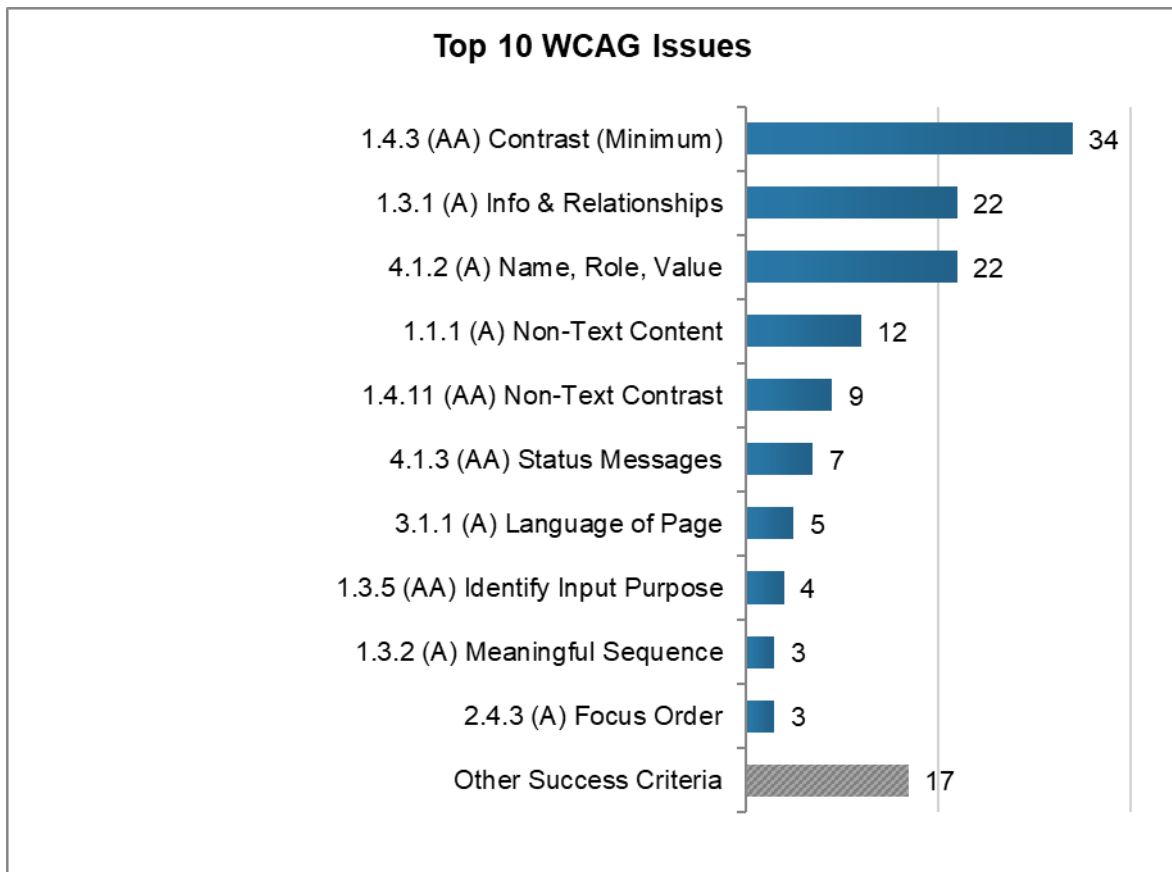


Figure I.17.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

Ros.ie's Accessibility Statement contains **all** of the content required under the Directive.

18. ScreenIreland ²⁸

Key Findings

In total, 17 issues (17 WCAG and 0 additional EN 301 549 specific) were identified across 8 pages and 3 components assessed (Figure I.18.1). This equates to a compliance rate of 85% for the WCAG 2.1 SC tested (Figure I.18.2).

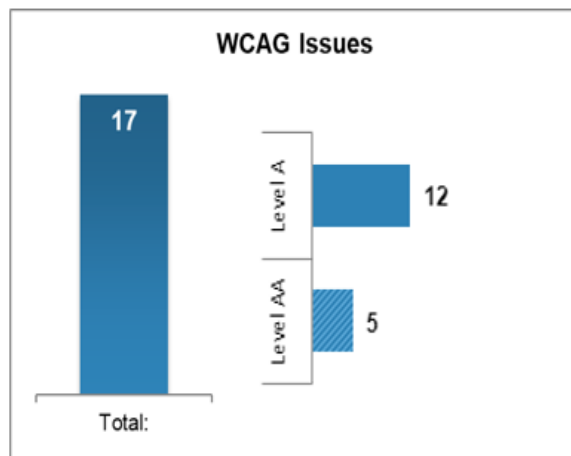


Figure I.18.1: No. of WCAG Issues

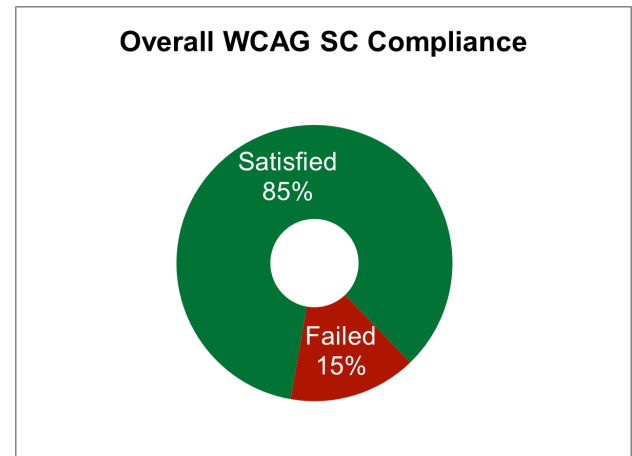


Figure I.18.2: WCAG Compliance

User Impact

The majority of errors were classified as having a “Serious” user impact (n=13), with the second highest number classified as “Critical” (n=3). No “Blocker” issues were identified (Figure I.18.3).

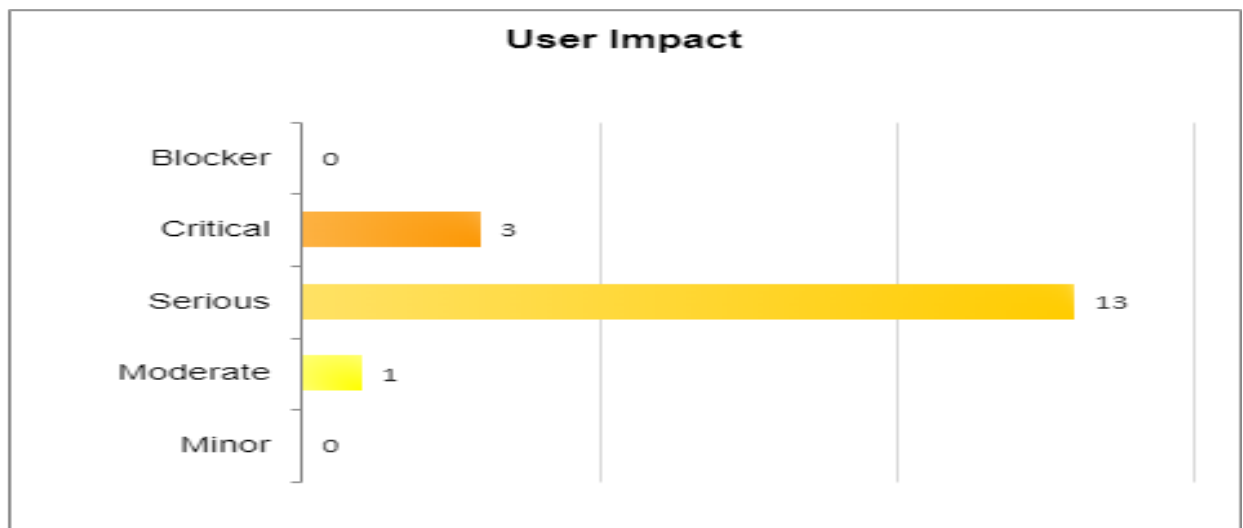


Figure I.18.3: No. of errors by User Impact

²⁸www.screenireland.ie - Development agency for the Irish film, television and animation industry.

WCAG issues

Four Success Criteria were related to 58.9% of all issues:

- 1.3.1 Info and Relationships – 23.5%
- 1.3.2 Meaningful Sequence – 11.8%
- 1.4.3 Contrast (Minimum) – 11.8%
- 2.4.7 Focus Visible – 11.8%.

The top 10 issues are listed in Figure I.18.4.

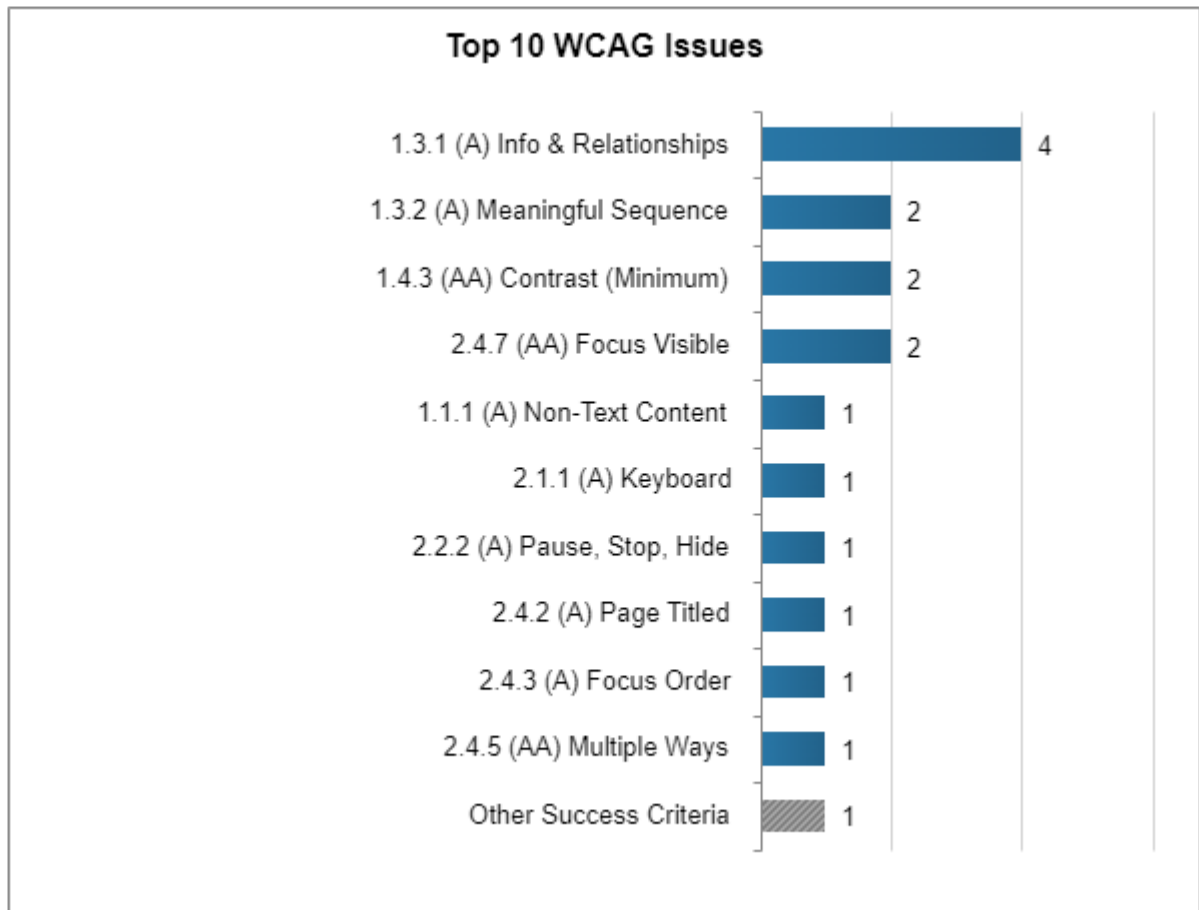


Figure I.18.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

Screen Ireland’s Accessibility Statement contains **all** the content required under the Directive.

19. South East Technological University²⁹

Key Findings

In total, 147 issues (147 WCAG and 0 additional EN 301 549 specific) were identified across 10 pages and 2 components assessed (Figure I.19.1). This equates to a compliance rate of 71% for the WCAG 2.1 SC tested (Figure I.19.2).

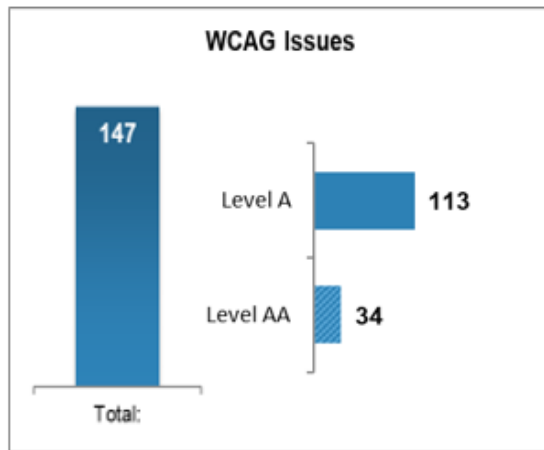


Figure I.19.1: No. of WCAG Issues

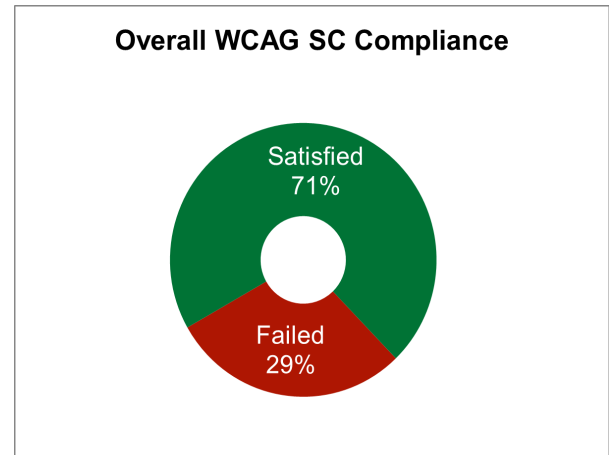


Figure I.19.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=83), with the second highest number classified as "Critical" (n=56). No "Blocker" issues were identified (Figure I.19.3).

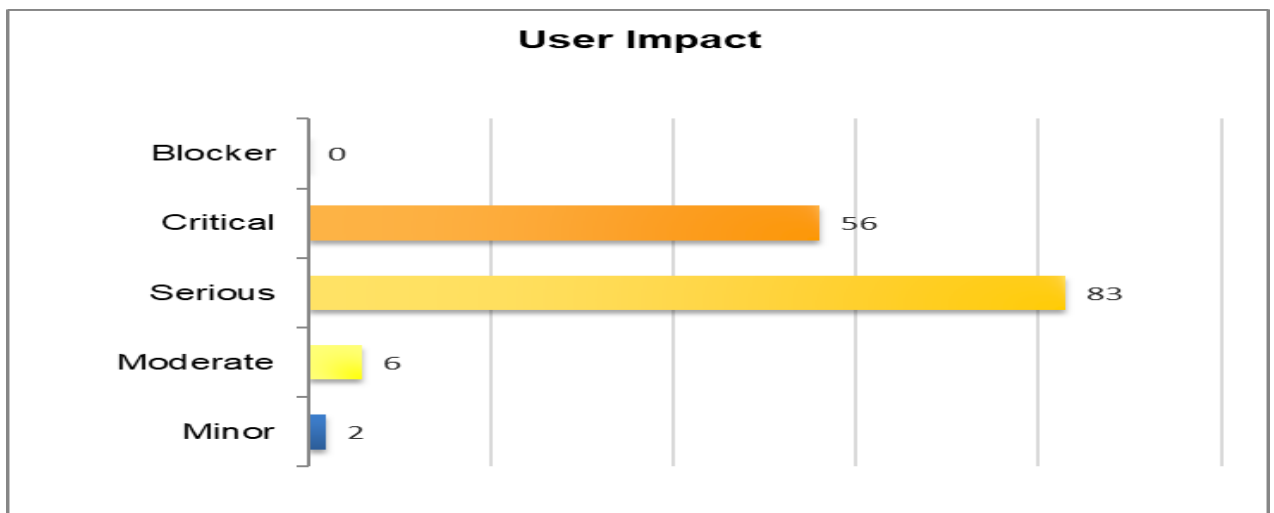


Figure I.19.3: No. of errors by User Impact

²⁹ <https://www.setu.ie/> - Public technological university located in the Southeast region of Ireland.

WCAG issues

Four Success Criteria were related to 65.3% of all issues:

- 1.1.1 Non-Text Content – 20.4%
- 4.1.2 Name, Role, Value – 19.0%
- 1.3.1 Info and Relationships – 17.7%
- 1.4.11 Non-Text Contrast – 8.2%

The top 10 issues are listed in Figure I.19.4.

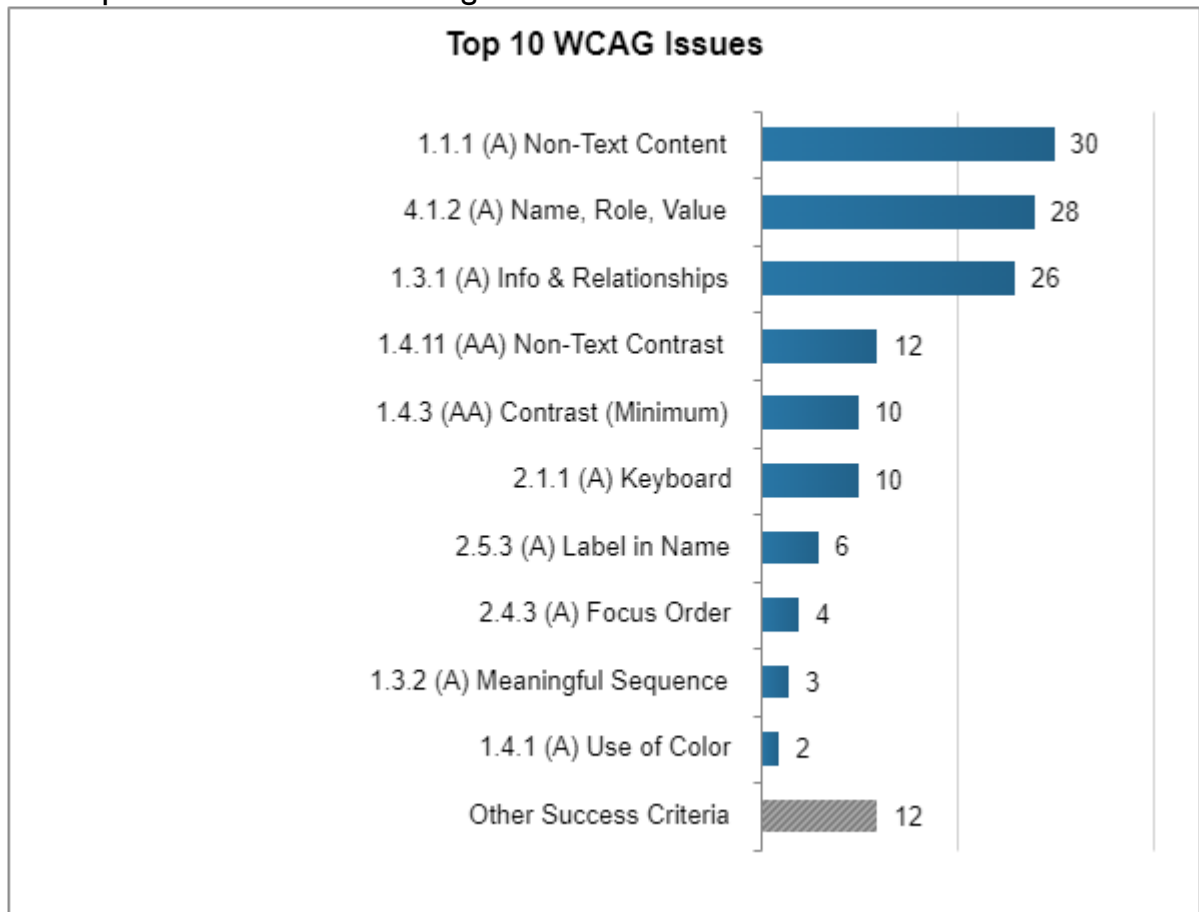


Figure I.19.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

South East Technological University's Accessibility Statement contains **most** of the content required under the Directive.

20. TFI Journey Planner³⁰

Key findings

In total, 860 issues (860 WCAG and 0 additional EN 301 549 specific) were identified across 3 pages and 3 components assessed. (Figure I.20.1). This equates to a compliance rate of 81% for the WCAG 2.1 SC tested (Figure I.20.2).

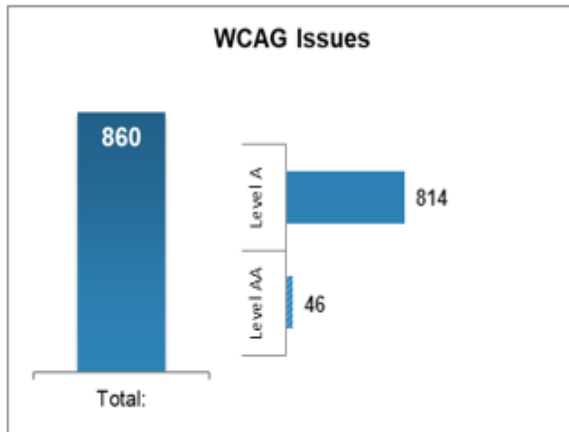


Figure I.20.1: No. of WCAG Issues

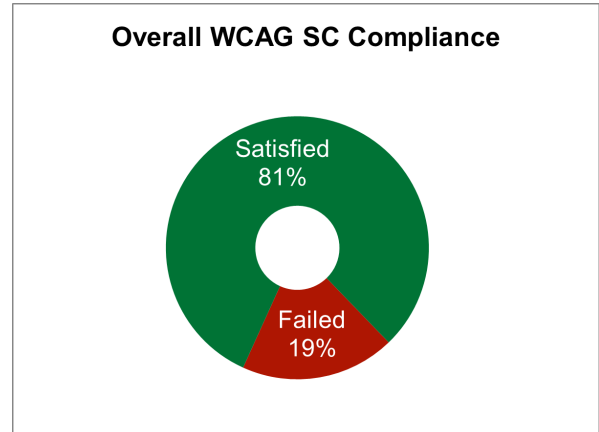


Figure I.20.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=847), with the second highest number classified as "Critical" (n=13). No "Blocker" issues were identified (Figure I.20.3).

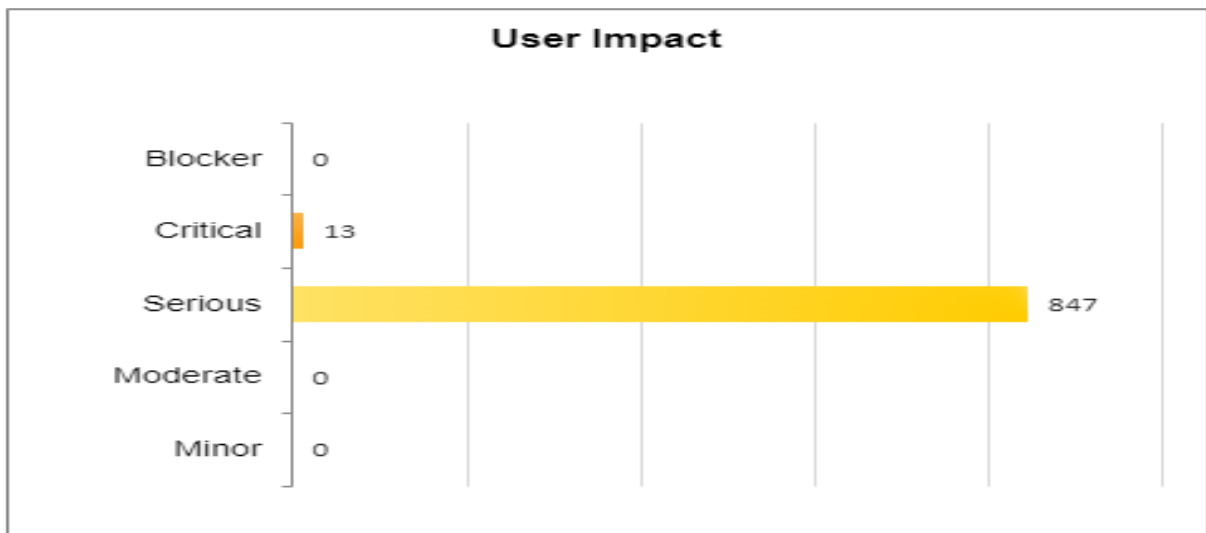


Figure I.20.3: No. of errors by User Impact

³⁰ <https://journeyplanner.transportforireland.ie/journey-planner> - Website that helps your journey around Ireland using train, bus, tram, car, taxi or bicycle.

WCAG issues

Two Success Criteria were related to 95.3% of all issues:

- 4.1.2 Name, Role, Value – 92.3%
- 1.4.11 Non-Text Contrast – 3%

The top 10 issues are listed in Figure I.20.4.

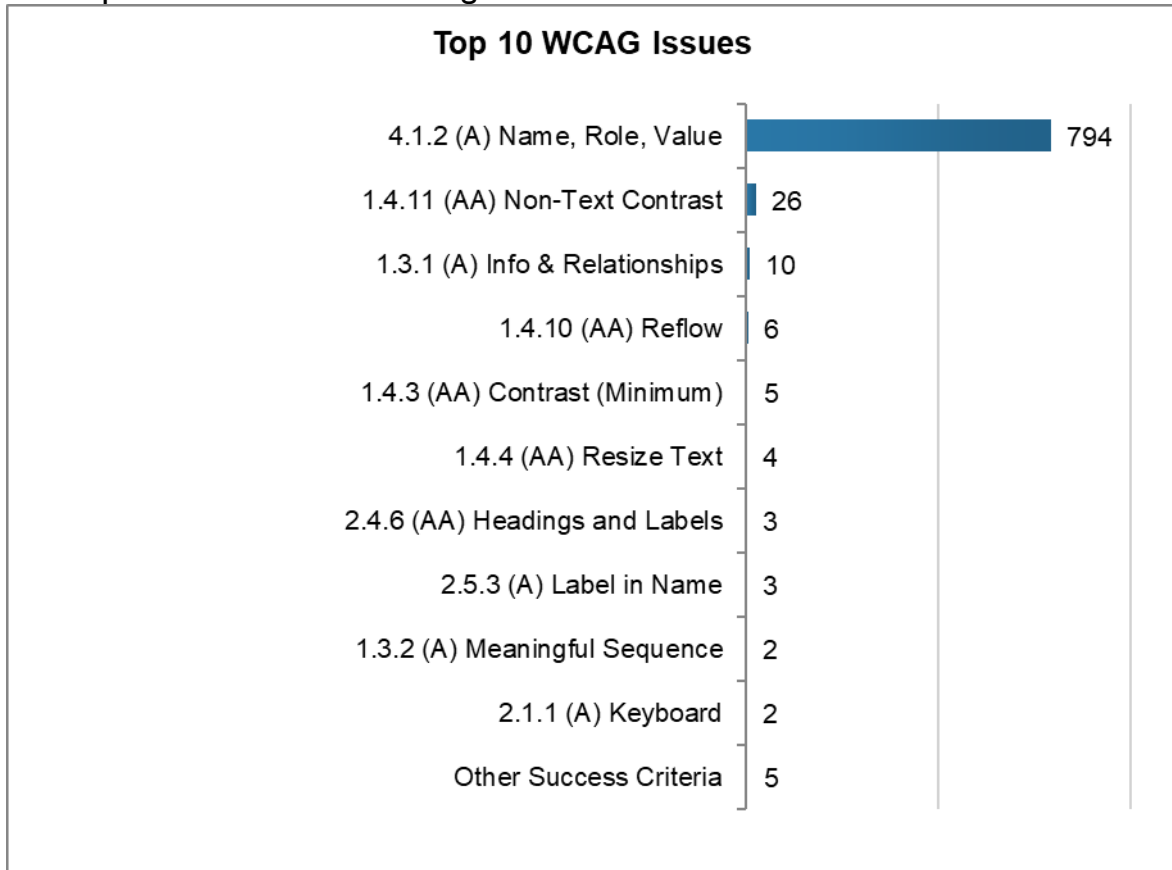


Figure I.20.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

During the in-depth review, it was found that the TFI Web Accessibility Statement could be accessed from the TFI Journey Planner web app. This statement does address the Journey Planner web app, but only to state that the web app is not accessible under WCAG 2.1 AA guidelines. With regards to the TFI Journey Planner web app, this statement contains **some** of the content required under the Directive.

21. Voter.ie³¹

Key Findings

In total, 74 issues (74 WCAG and 0 additional EN 301 549 specific) were identified across 8 pages and 2 components assessed (Figure I.21.1). This equates to a compliance rate of 76% for the WCAG 2.1 SC tested (Figure I.21.2).

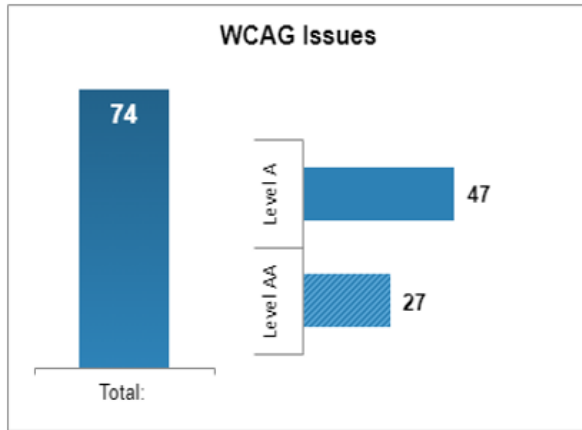


Figure I.21.1: No. of WCAG issues

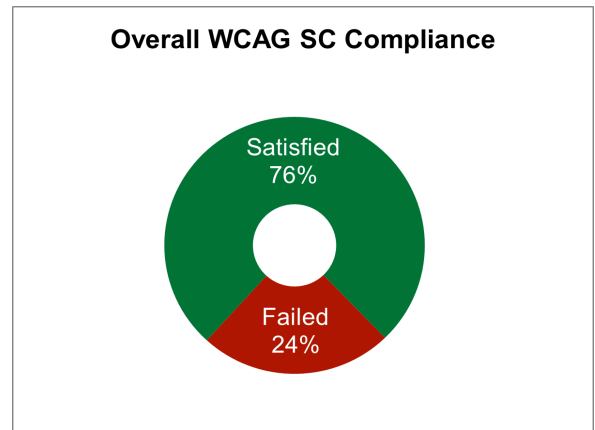


Figure I.21.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=55), with the second highest number classified as "Critical" (n=16). No "Blocker" issues were identified (Figure I.21.3).

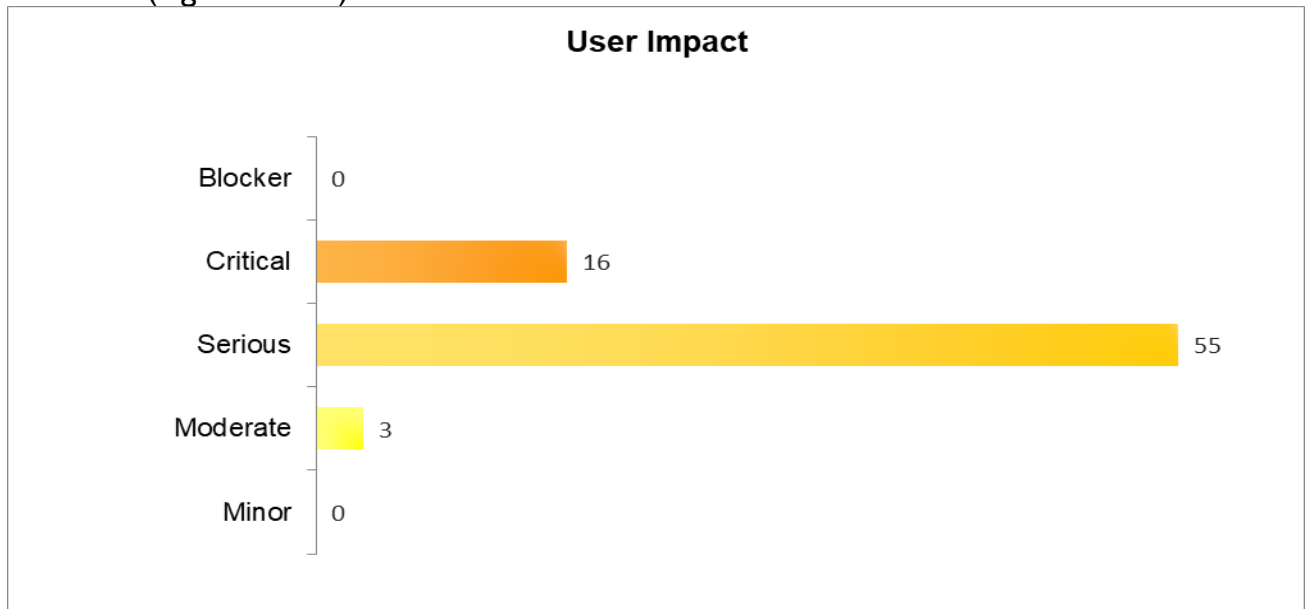


Figure I.21.3: No. of errors by User Impact

³¹<https://www.voter.ie/> - A website where you can register to vote.

WCAG issues

Five Success Criteria were related to 60.9% of all issues:

- 1.3.1 Info and Relationships – 21.6%
- 1.4.3 Contrast (Minimum) – 10.8%
- 1.1.1 Non-Text Content – 9.5%
- 1.4.11 Non-Text Contrast – 9.5%
- 2.4.2 Page Titled – 9.5%

The top 10 issues are listed in Figure I.21.4.

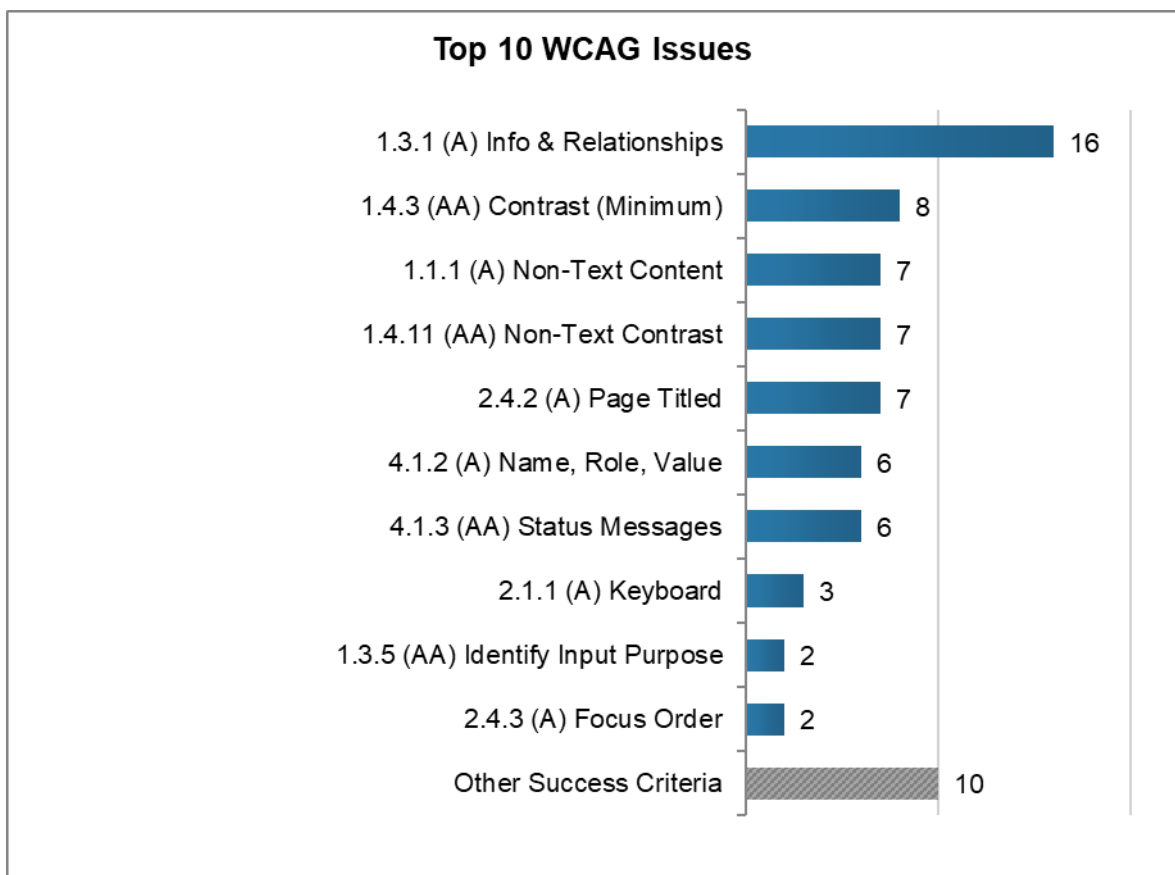


Figure I.21.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

No Accessibility Statement could be found during the In-depth Review.

22. Workplace Relations Commission ³²

Key Findings

In total, 40 issues (40 WCAG and 0 additional EN 301 549 specific) were identified across 9 pages and 3 components assessed (Figure I.22.1). This equates to a compliance rate of 76% for the WCAG 2.1 SC tested (Figure I.22.2).

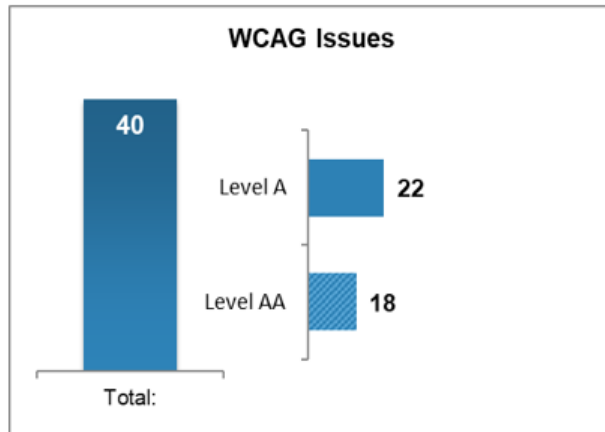


Figure I.22.1: No. of WCAG Issues

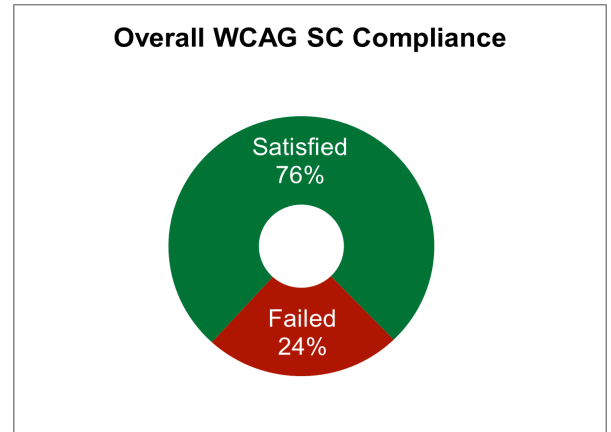


Figure I.22.2: WCAG Compliance

User Impact

The majority of errors were classified as having a “Critical” user impact (n=20), with the second highest number classified as “Serious” (n=17). No “Blocker” issues were identified (Figure I.22.3).

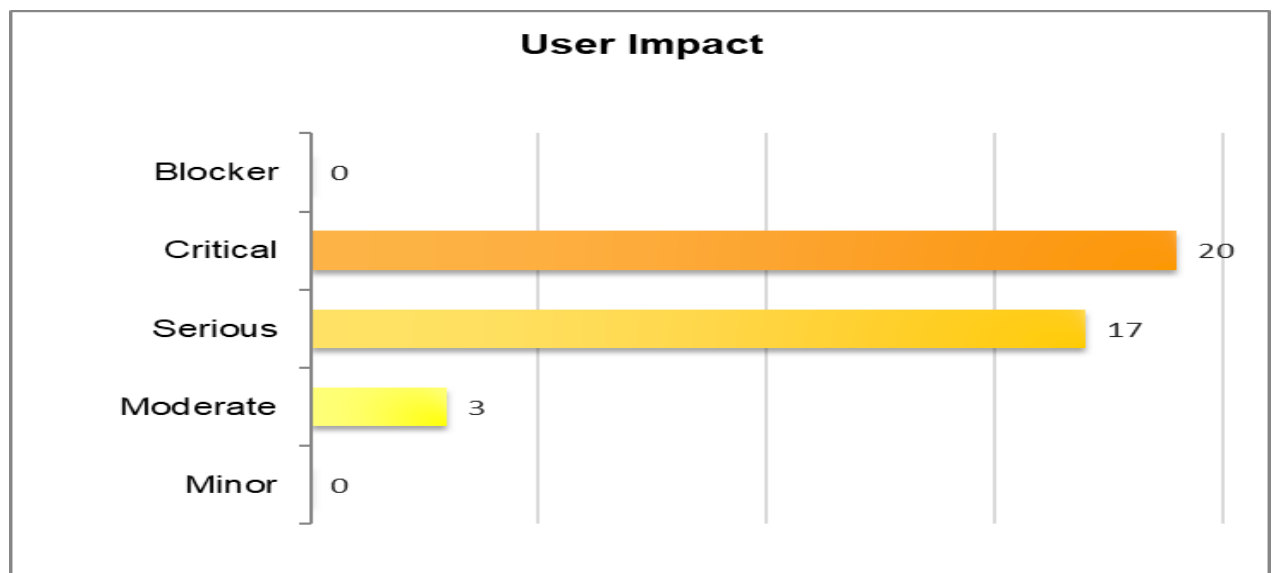


Figure I.22.3: No. of errors by User Impact

³² <https://www.workplacereactions.ie/en/> - Workplace relations service and employment rights framework for employers and employees.

WCAG issues

Four Success Criteria were related to 57.5% of all issues:

- 2.4.7 Focus Visible – 27.5%
- 1.1.1 Non-Text Content – 15%
- 1.3.1 Info and Relationships – 7.5%
- 4.1.2 Name, Role, Value – 7.5%

The top 10 issues are listed in Figure I.22.4.

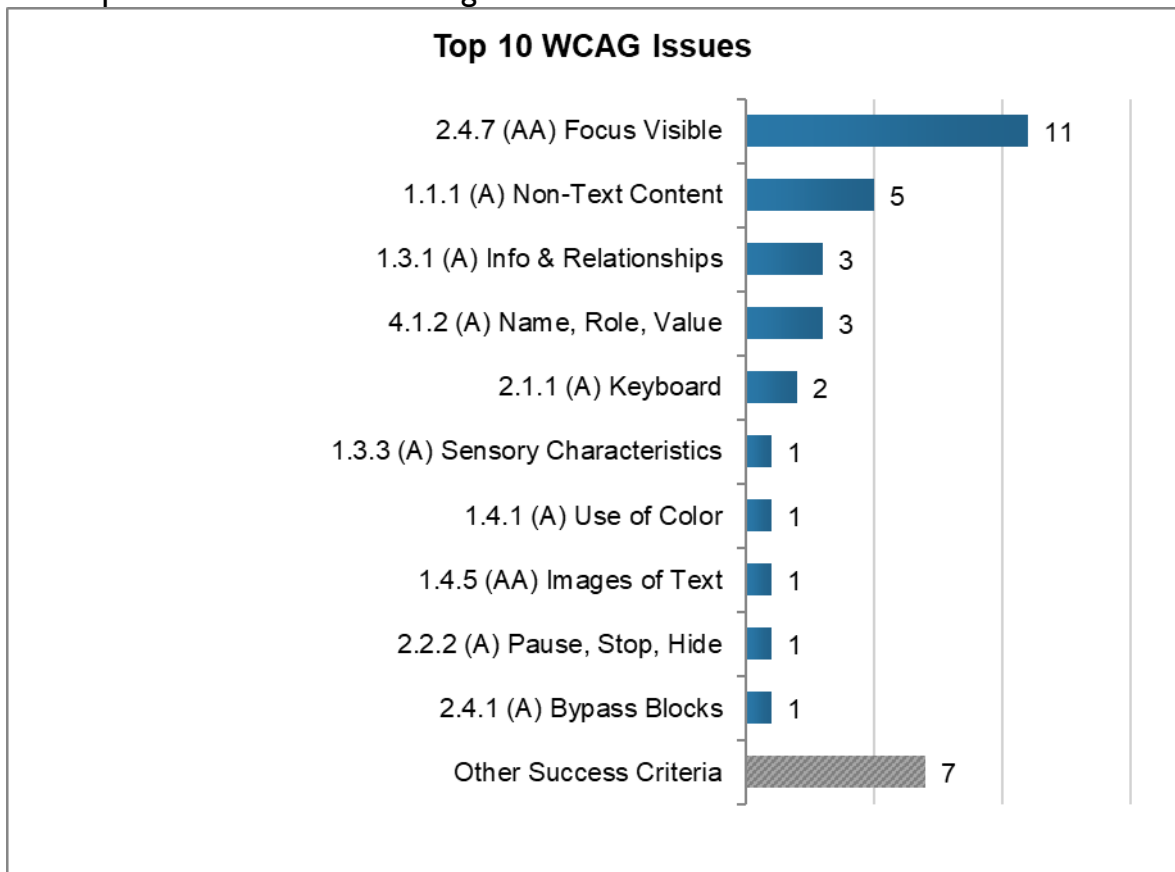


Figure I.22.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

The Workplace Relations Commission’s website has content labelled “Web Accessibility”. This content contains **some** of the content required under the Directive.

23. Workplace Relations Commission - eComplaint Form ³³

Key findings

In total, 71 issues (71 WCAG and 0 additional EN 301 549 specific) were identified across 9 pages and 2 components assessed. (Figure 1.23.1). This equates to a compliance rate of 83% for the WCAG 2.1 SC tested (Figure 1.23.2).

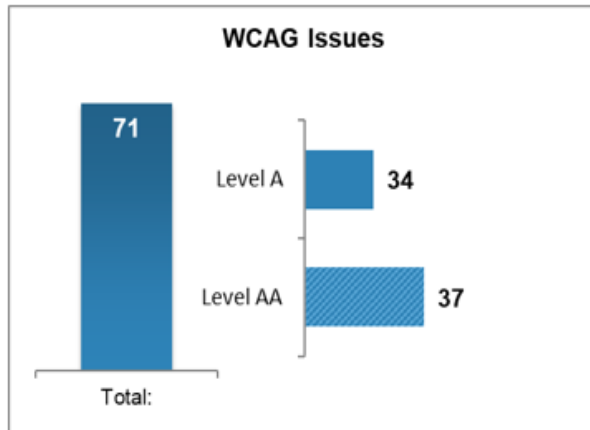


Figure 1.23.1: No. of WCAG Issues

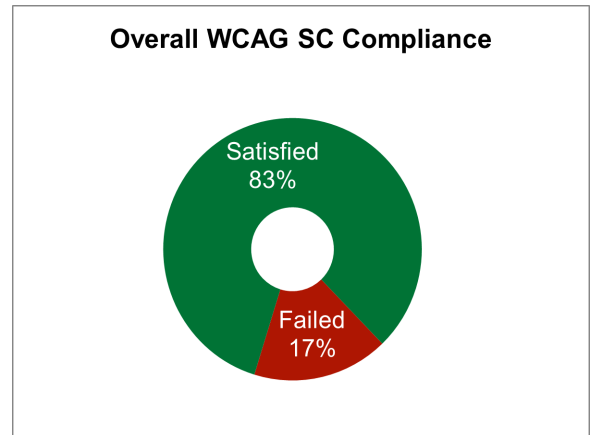


Figure 1.23.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=52), with the second highest number classified as "Critical" (n=11). No "Blocker" issues were identified (Figure 1.23.3).

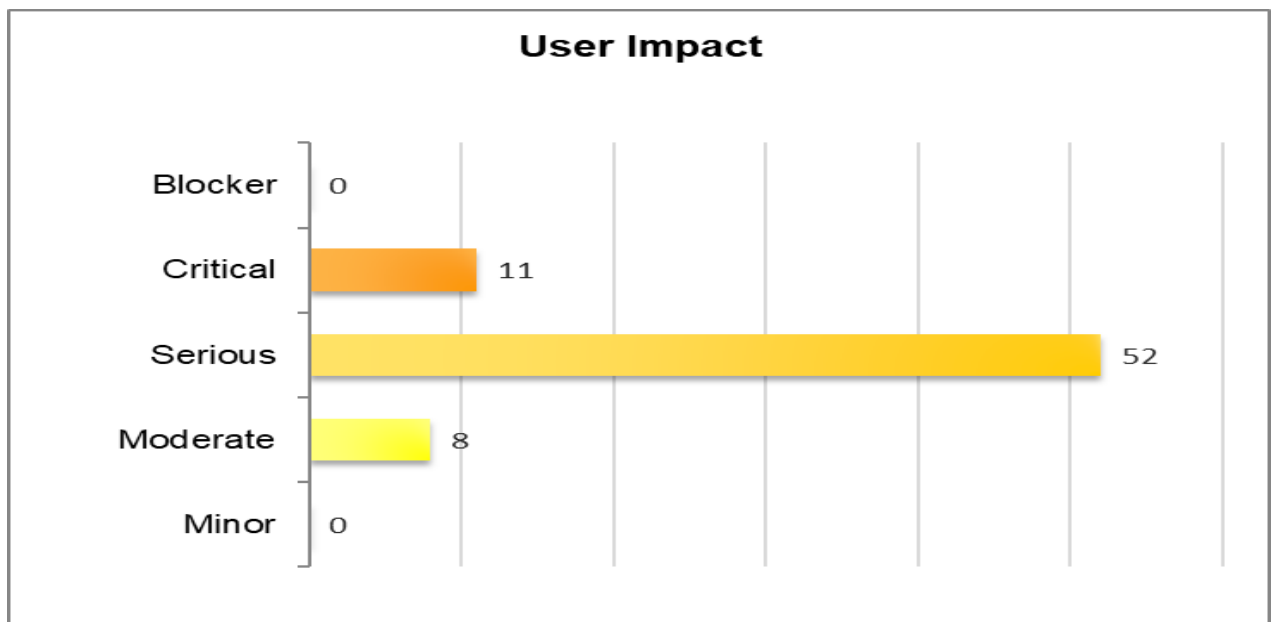


Figure 1.23.3: No. of errors by User Impact

³³ <https://ecomplaint.workplacereactions.ie/en-ie/> -Form to make complaints to the Workplace Relations Commission in relation to alleged contraventions of employment, equality, equal status and certain industrial relations legislation.

WCAG issues

Four Success Criteria, were related to 69% of all issues:

- 1.4.3 Contrast (Minimum) – 35.2%
- 1.3.1 Info and Relationships – 14.1%
- 4.1.2 Name, Role, Value – 12.7%
- 4.1.3 Status Messages – 7.0%

The top 10 issues are listed in Figure I.23.4.

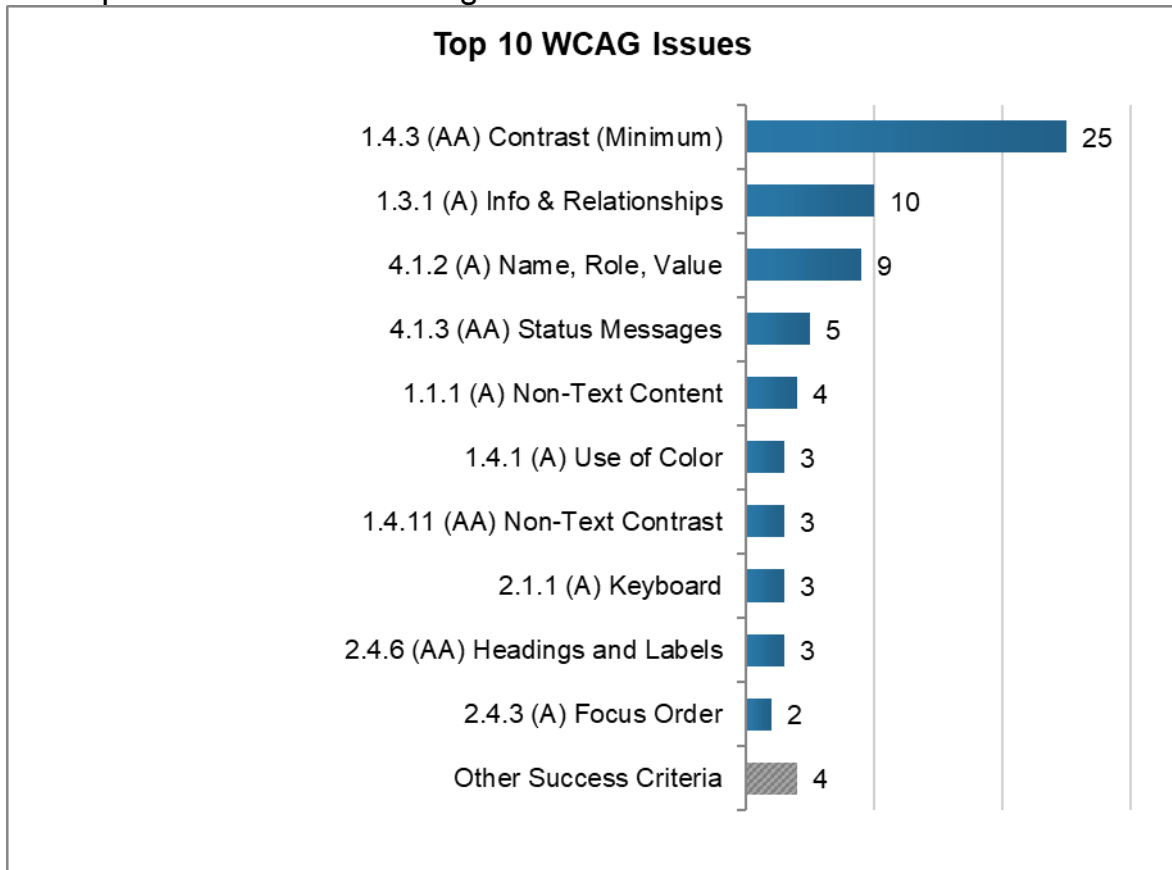


Figure I.23.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

During the in-depth review, it was found that the WRC's content regarding web accessibility could be accessed from the WRC eComplaints form. This content contains **no accessibility information** relevant to the eComplaints form.

2. Mobile Apps

1. Child Rescue Ireland Alert App (An Garda Síochána)³⁴

Key findings

In total, 29 issues (28 WCAG and 1 additional EN 301 549 specific) were identified across 8 pages and 0 component assessed (Figure 2.1.1). This equates to a compliance rate of 75% for the WCAG 2.1 SC tested (Figure 2.1.2).

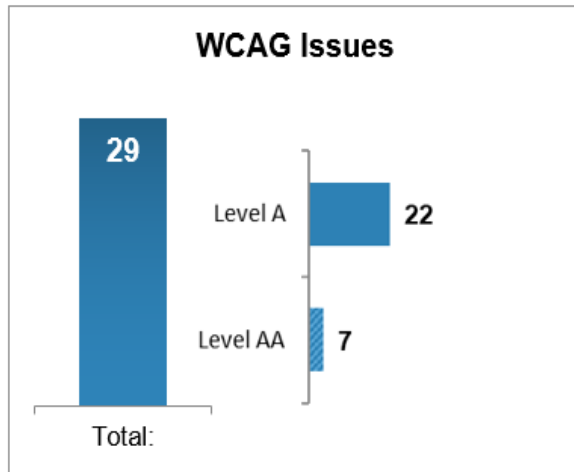


Figure 2.1.1: No. of WCAG Issues

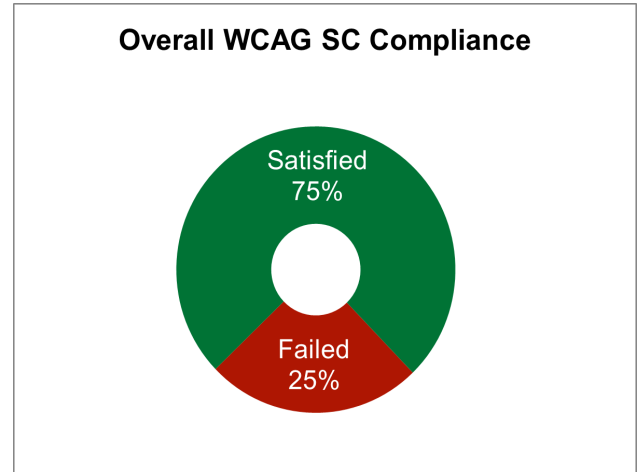


Figure 2.1.2: WCAG Compliance

User Impact

Most errors identified were classified as having a “Serious” user impact (n=19), with the next highest amount of errors being “Moderate” (n=7). No “Blocker” issues were identified (Figure 2.1.3).

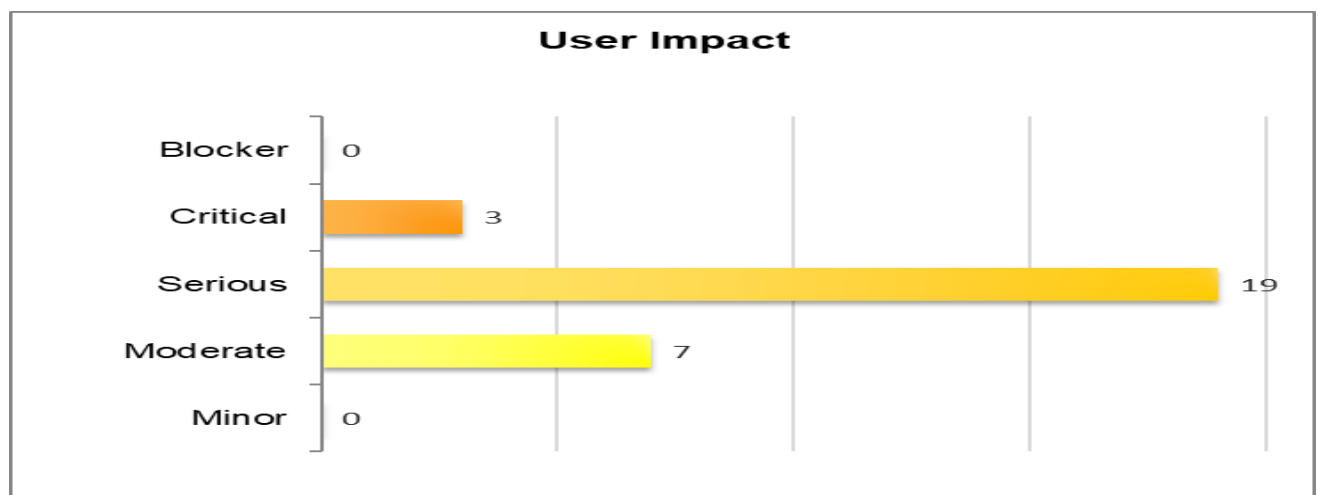


Figure 2.1.3: No. of errors by User Impact

³⁴ <https://apps.apple.com/ie/app/child-rescue-ireland-alert/id763442490> - System that enables An Garda Síochána to seek the assistance of the public where a child has been abducted

WCAG issues

Four Success Criteria, were related to 79.3% of all issues:

- 1.3.1 Info and Relationships – 34.5%
- 4.1.2 Name, Role, Value – 20.7%
- 1.1.1 Non-Text Content – 17.2%
- 1.4.3 Contrast (Minimum) – 6.9%

The top 10 issues are listed in Figure 2.1.4.

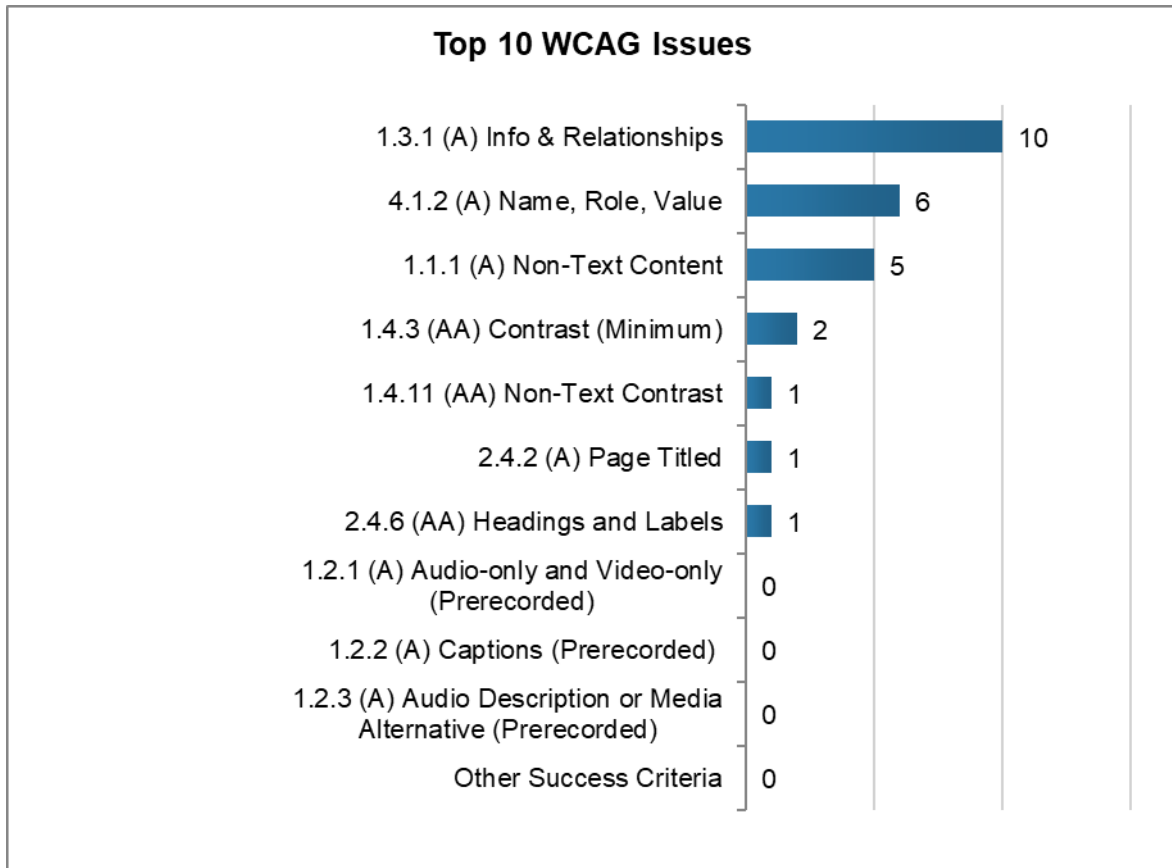


Figure 2.1.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

Child Rescue Ireland Alert App's Accessibility Statement contains **most** of the content required under the Directive.

2. Digital Wallet (OGCIO)³⁵

Key findings

In total, 23 issues (23 WCAG and 0 additional EN 301 549 specific) were identified across 5 pages and 0 component assessed. (Figure 2.2.1). This equates to a compliance rate of 83% for the WCAG 2.1 SC tested (Figure 2.2.2).

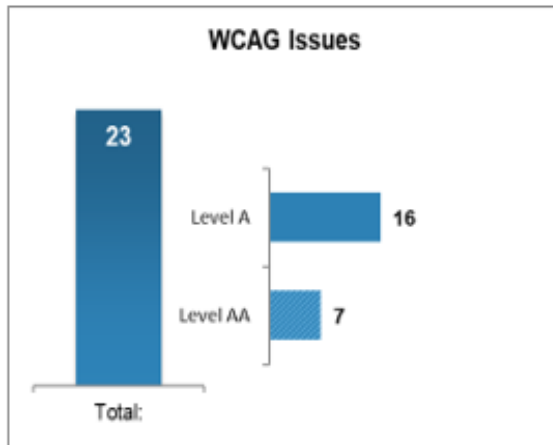


Figure 2.2.1: No. of WCAG Issues

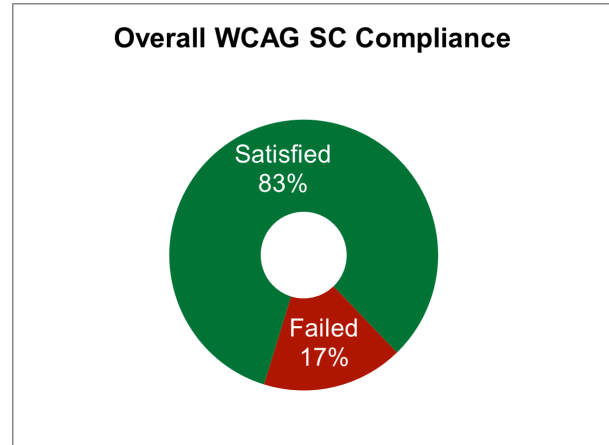


Figure 2.2.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=14), with the second highest number classified as "Critical" (n=5). No "Blocker" issues were identified (Figure 2.2.3).

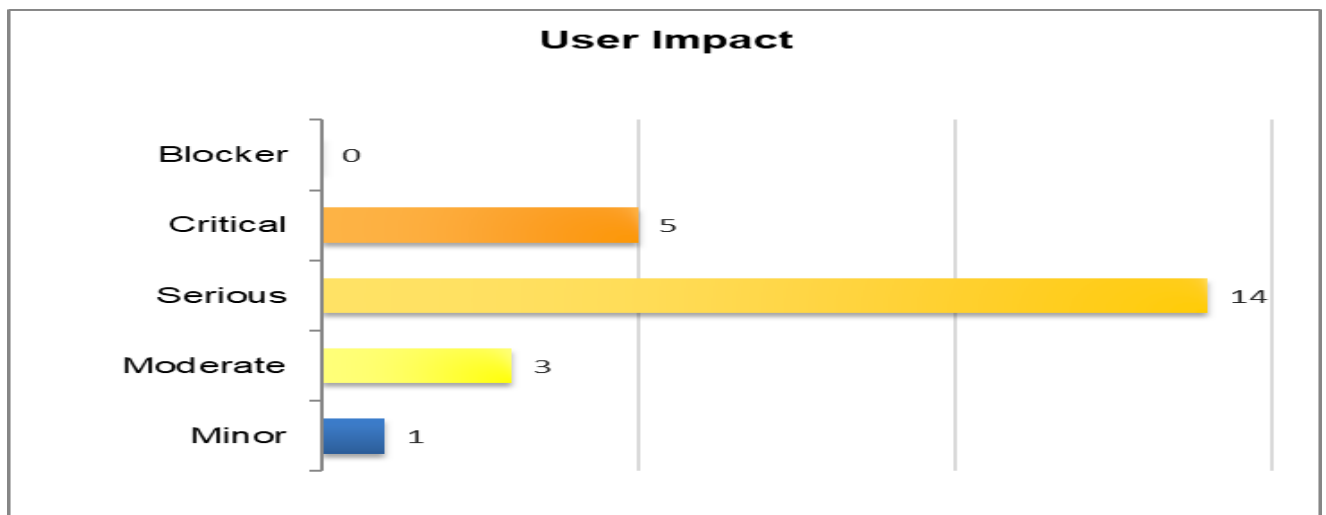


Figure 2.2.3: No. of errors by User Impact

³⁵ Beta version of the new Government Digital Wallet app ahead of its public rollout later this year. The Government Digital Wallet app will be a convenient and secure place for users to store important documents, such as their driving licence or birth certificate.

WCAG issues

Three Success Criteria were related to 52.1% of all issues:

- 4.1.2 Name, Role, Value – 26.1%
- 1.1.1 Non-Text Content– 13.0%
- 1.4.11 Non-Text Contrast – 13.0%

The top 10 issues are listed in Figure 2.2.4.

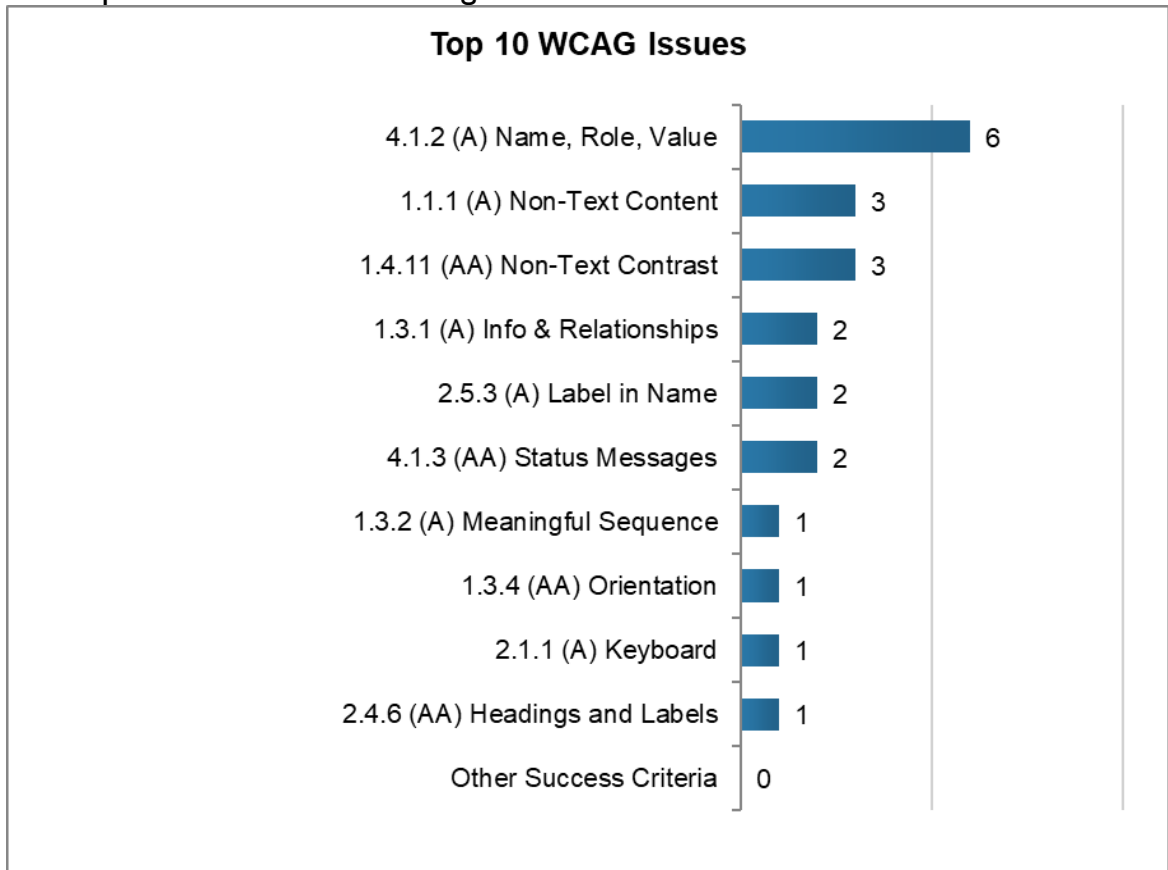


Figure 2.2.3: No. of errors by User Impact

[Link to accessible table](#)

Accessibility Statement

Digital Wallet App's Accessibility Statement contains **most** of the content required under the Directive.

3. Driver Theory Test App (Road Safety Authority)³⁶

Key findings

In total, 54 issues (50 WCAG and 4 additional EN 301 549 specific) were identified across 9 screens and 0 component assessed. (Figure 2.3.1). This equates to a compliance rate of 66% for the WCAG 2.1 SC tested (Figure 2.3.2).

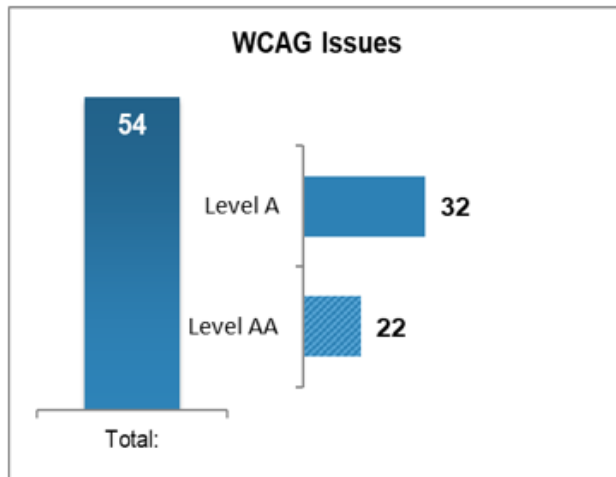


Figure 2.3.1: No. of WCAG Issues

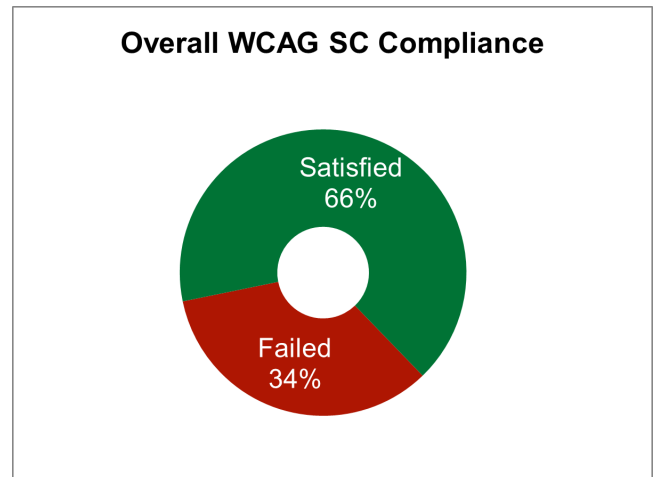


Figure 2.3.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=30), with the second highest number classified as "Critical" (n=20). No "Blocker" issues were identified (Figure 2.3.3).

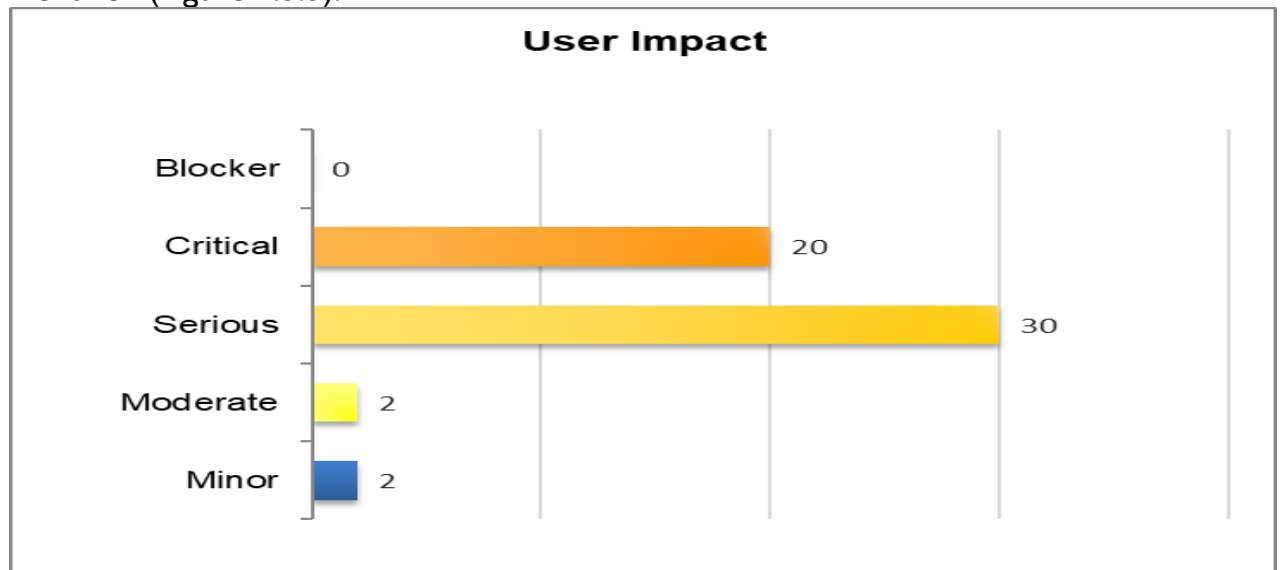


Figure 2.3.3: No. of errors by User Impact

³⁶ <https://itunes.apple.com/ie/app/official-driver-theory-test/id145477859> - Learning App that offers you unlimited access to the Official Driver Theory Test learning material, and also tracks your progress as you learn.

WCAG issues

Three Success Criteria were related to 37.1% of all issues:

- 4.1.2 Name, Role, Value – 16.7%
- 2.1.1 Keyboard – 11.1%
- 1.1.1 Non-text Content – 9.3%

The top 10 issues are listed in Figure 2.3.4.

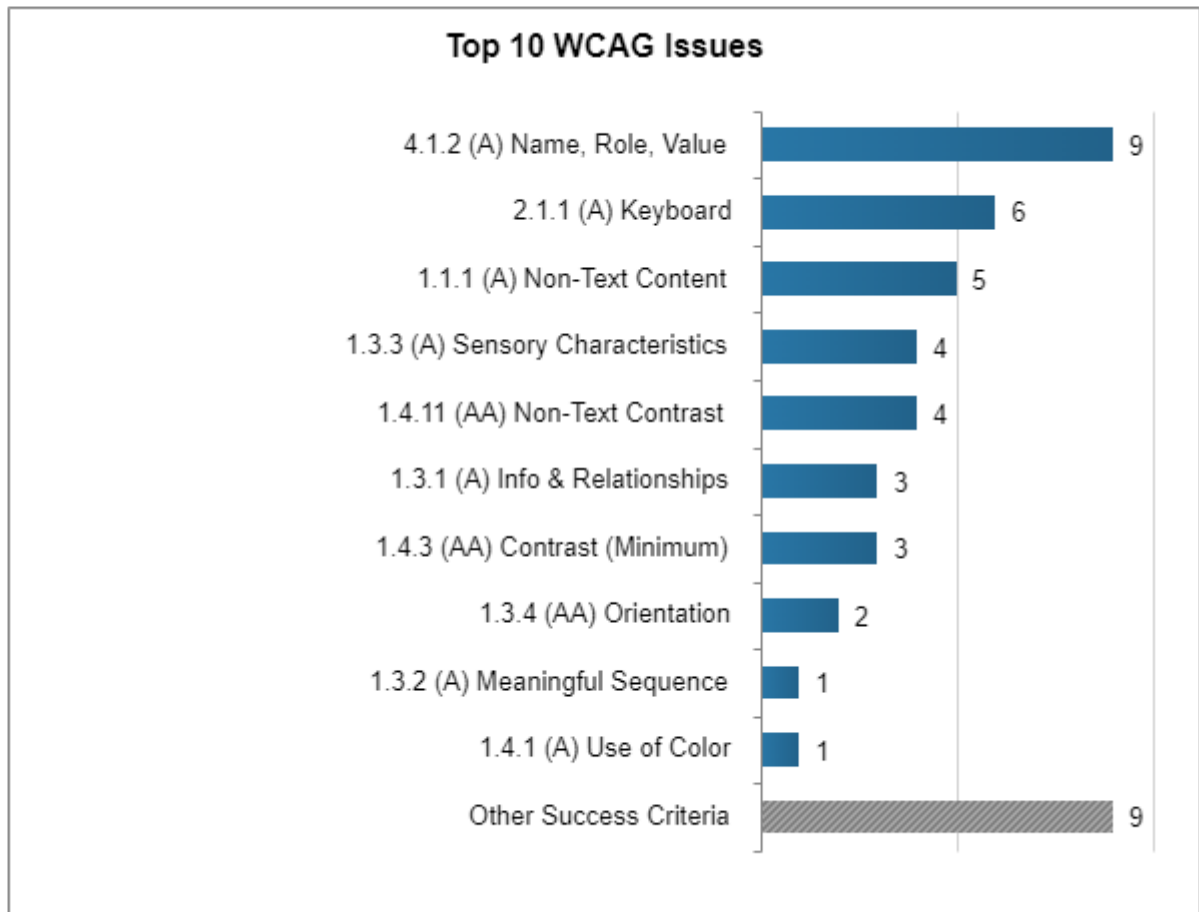


Figure 2.3.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

Driver Theory Test App's Accessibility Statement contains **most** of the content required under the Directive.

4. See It, Say It App (Environmental Protection Agency)³⁷

Key findings

In total, 23 issues (23 WCAG and 0 EN 301 549 specific) were identified across 3 pages and 0 component. (Figure 2.4.1). This equates to a compliance rate of 81% for the WCAG 2.1 SC tested (Figure 2.4.2).

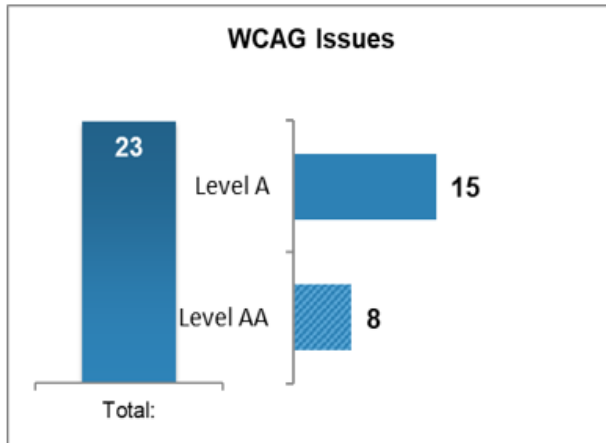


Figure 2.4.1: No. of WCAG Issues

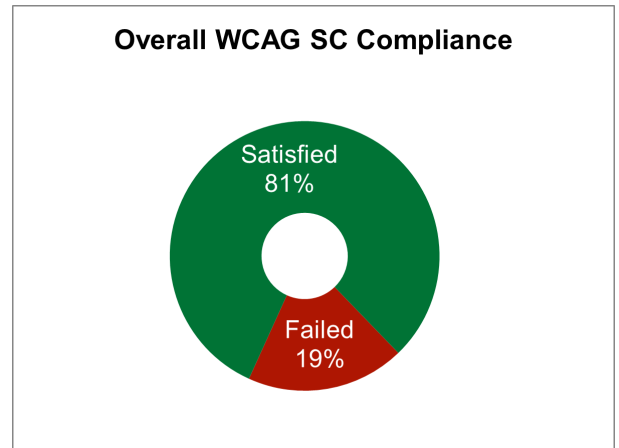


Figure 2.4.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=10), with the second highest number classified as "Critical" (n=8). No "Blocker" issues were identified (Figure 2.4.3).

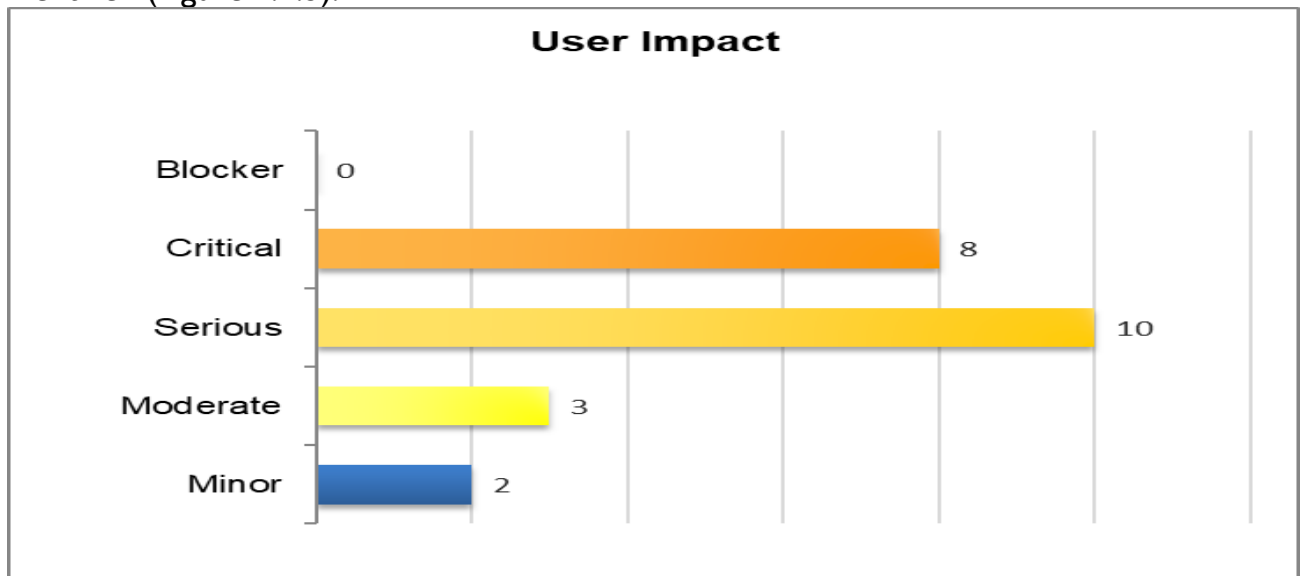


Figure 2.4.3: No. of errors by User Impact

³⁷https://play.google.com/store/apps/details?id=ie.epa.seeitsayit&hl=en_IE – Helps you to collect and direct your environmental concern to the correct local authority.

WCAG issues

Four Success Criteria, were related to 56.4% of all issues:

- 4.1.2 Name, Role, Value – 17.4%
- 1.3.1 Info and Relationships – 13.0%
- 2.1.1 Keyboard – 13.0%
- 2.4.3 Focus Order – 13.0%

The top 10 issues are listed in Figure 2.4.4.

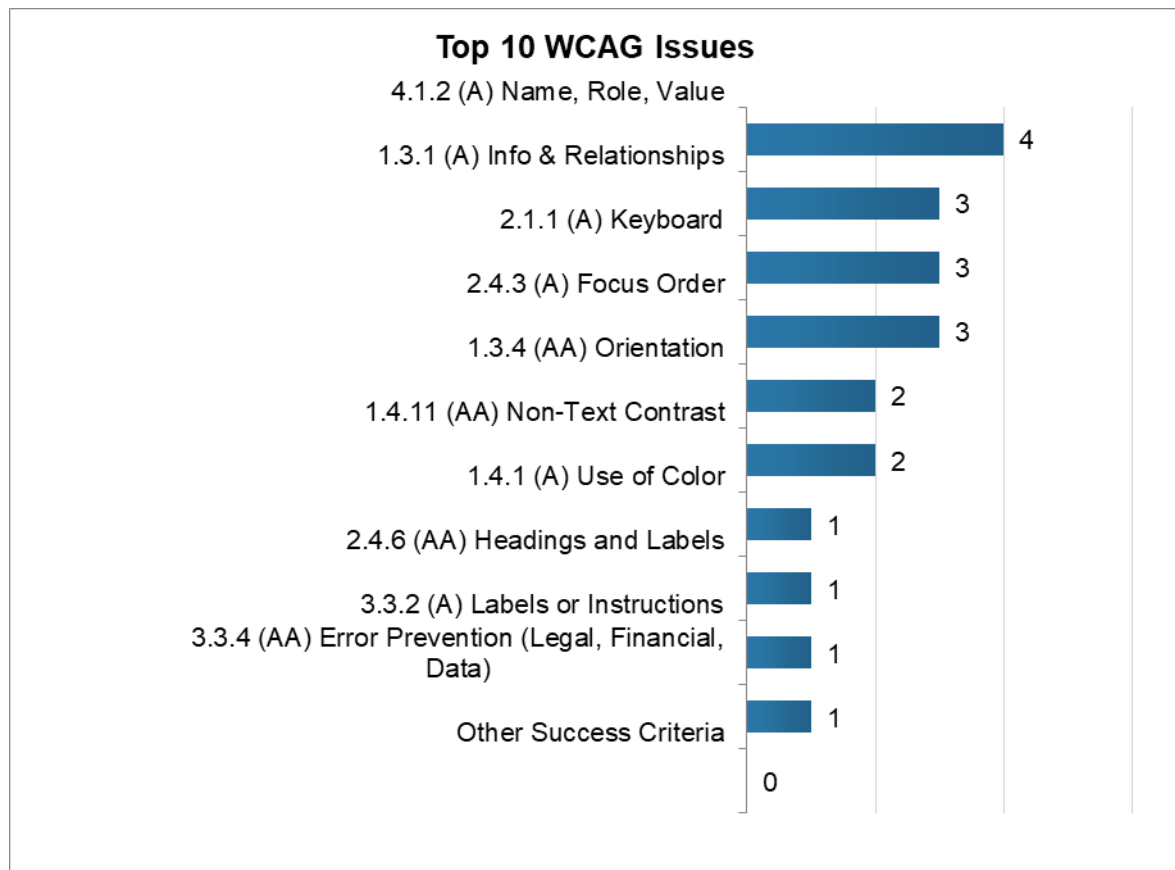


Figure 2.4.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

See It, Say It App's Accessibility Statement contains **most** of the content required under the Directive.

5.TFI GO Android App (National Transport Authority) ³⁸

Key findings

In total, 24 issues (24 WCAG and 0 EN 301 549 specific) were identified across 12 screen and 1 component assessed (Figure 2.5.1). This equates to a compliance rate of 56% for the WCAG 2.1 SC tested (Figure 2.5.2).

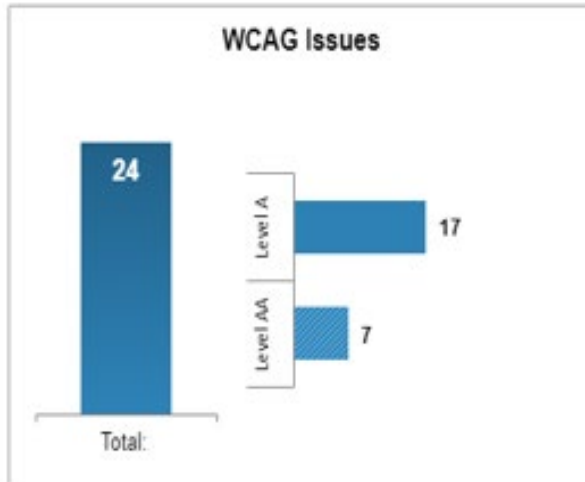


Figure 2.5.1: No. of WCAG Issues

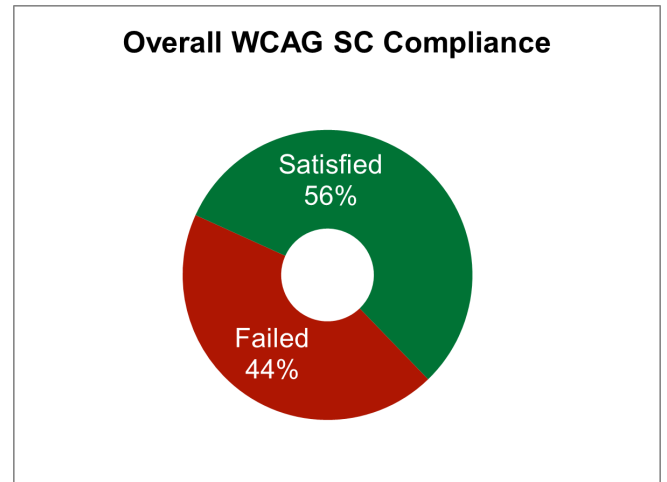


Figure 2.5.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=13), with the second highest number classified as "Critical" (n=5). No "Blocker" issues were identified (Figure 2.5.3).

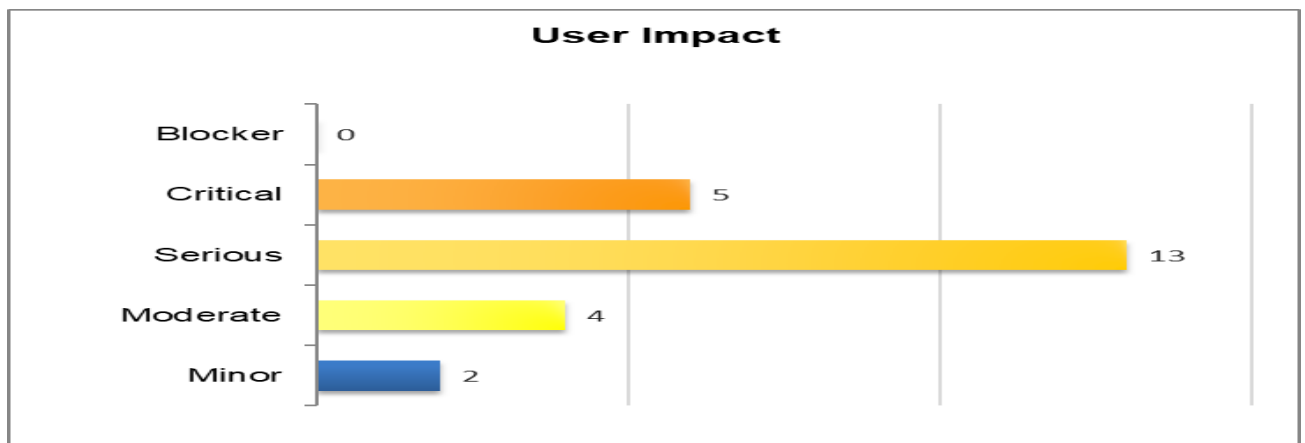


Figure 2.5.3: No. of errors by User Impact

³⁸https://play.google.com/store/apps/details?id=tfigo.app&hl=en_IE - Allows you to buy tickets for various bus services around Ireland directly from your phone.

WCAG issues

Three Success Criteria, were related to 41.7% of all issues:

- 1.3.1 Info and Relationships – 16.7%
- 1.4.11 Non-Text Contrast – 12.5%
- 4.1.2 Name, Role, Value – 12.5%

The top 10 issues are listed in Figure 2.5.4

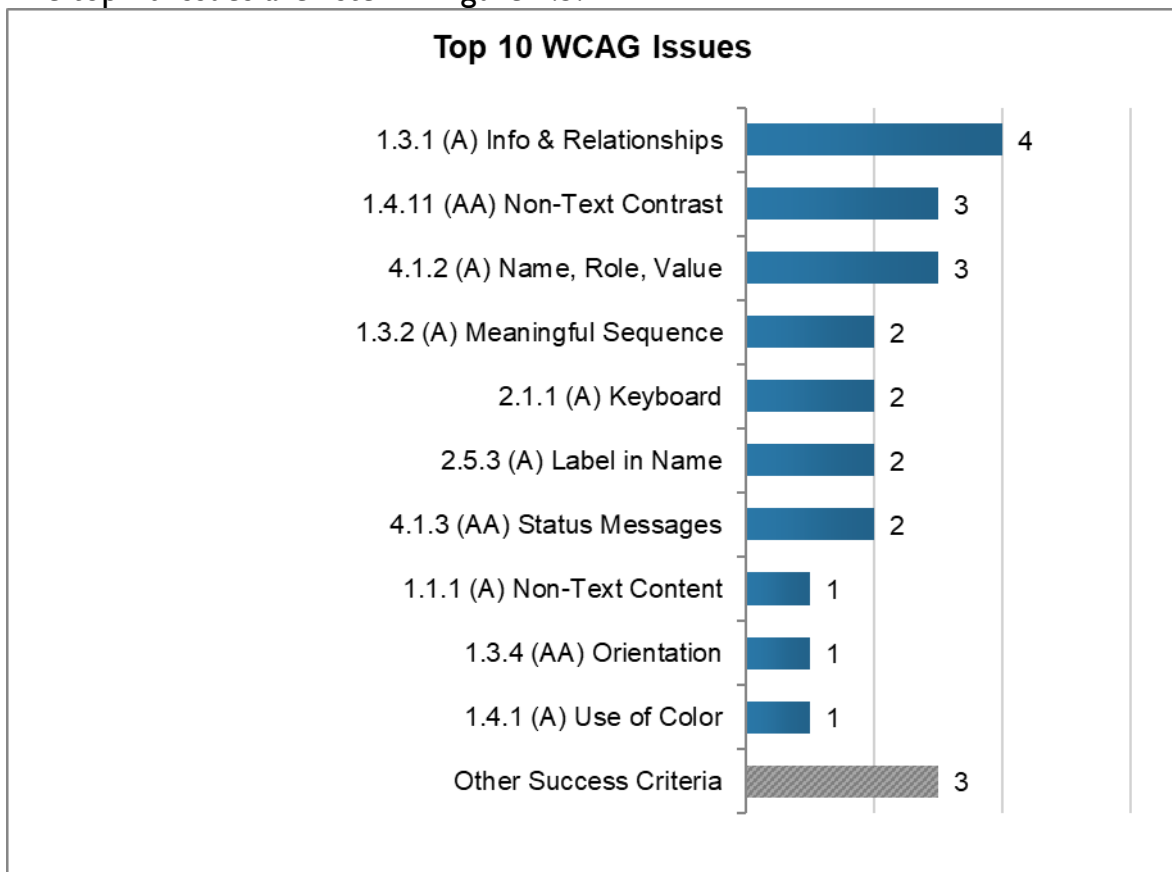


Figure 2.5.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

TFI GO Android App's Accessibility Statement contains **most** of the content required under the Directive.

6. TFI GO IOS App³⁹

Key findings

In total, 31 issues (30 WCAG and 1 additional EN 301 549 specific) were identified across 5 screens and 1 component assessed. (Figure 2.6.1). This equates to a compliance rate of 47% for the WCAG 2.1 SC tested (Figure 2.6.2).

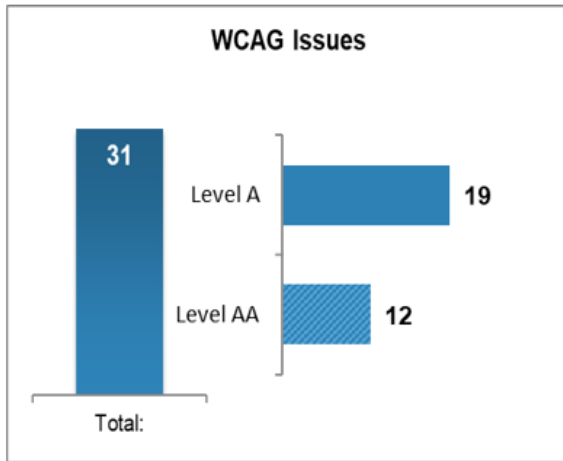


Figure 2.6.1: No. of WCAG Issues

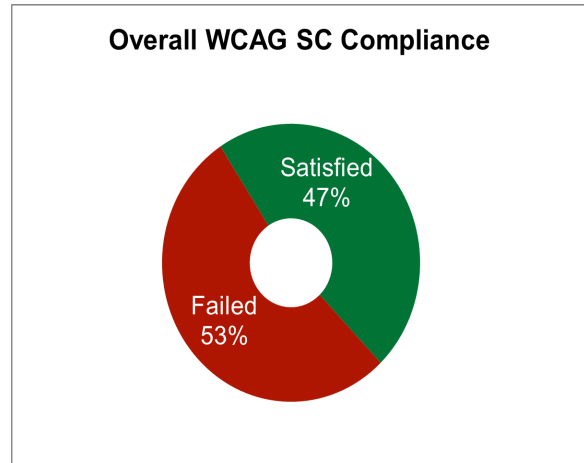


Figure 2.6.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=22), with the second highest number classified as "Critical" (n=7). No "Blocker" issues were identified (Figure 2.6.3).

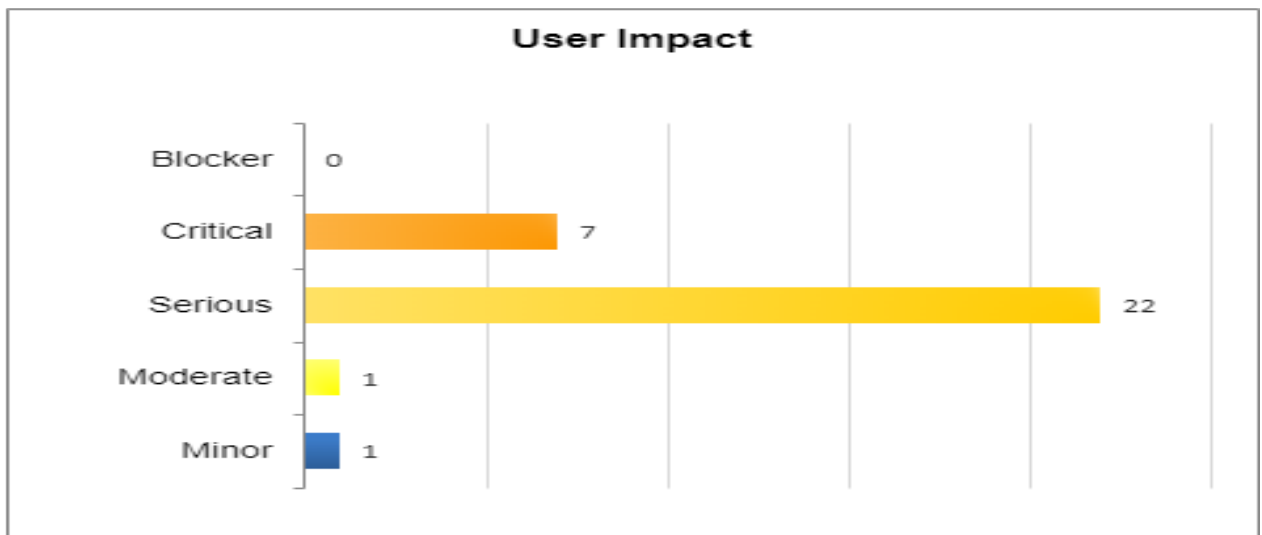


Figure 2.6.3: No. of errors by User Impact

³⁹ <https://apps.apple.com/us/app/tfi-go/id1511970101> - Allows you to buy tickets for various bus services around Ireland directly from your phone.

WCAG issues

Three success criteria were related to 48.1% of all issues::

- 4.1.2 Name, Role, Value – 24.1%
- 1.4.11 Non-Text Contrast – 13.7%
- 2.5.3 Label in Name – 10.3%

The top 10 issues are listed in Figure 2.6.4.

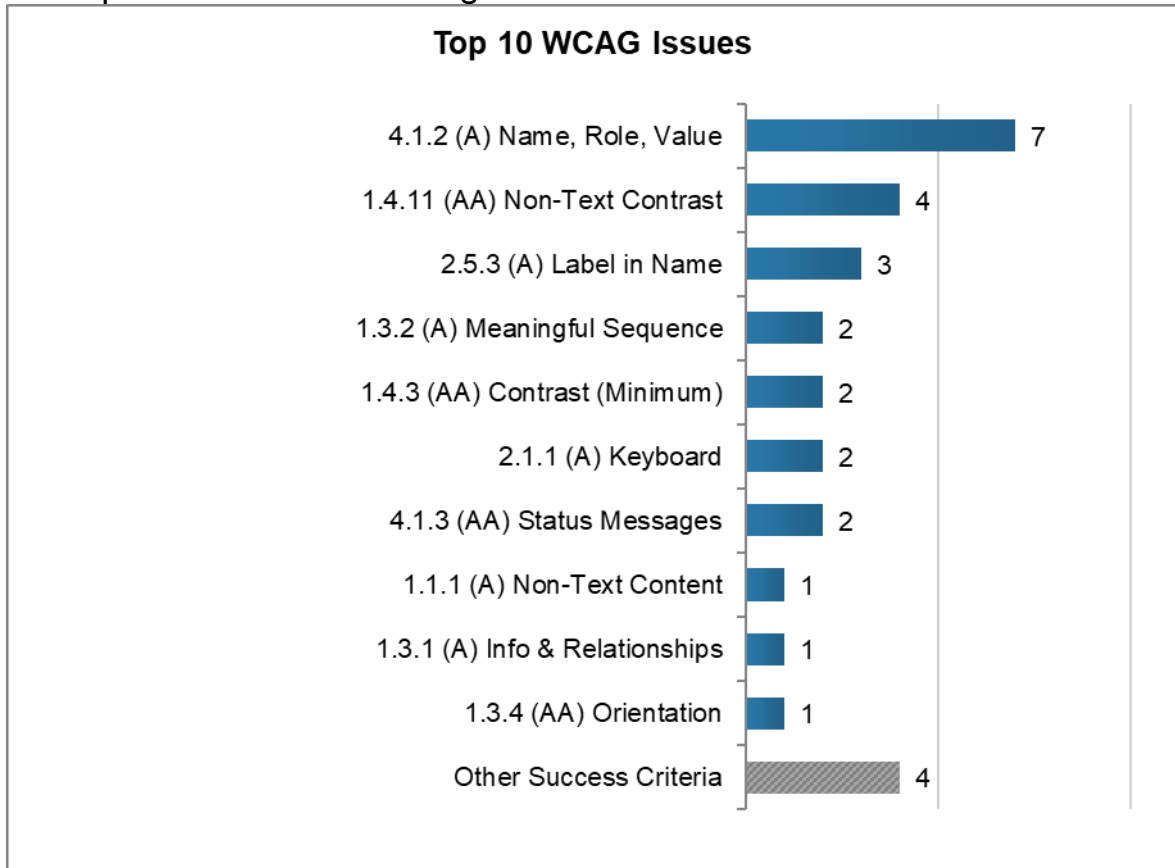


Figure 2.6.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

TFI GO iOS App's Accessibility Statement contains **most** of the content required under the Directive.

7. TFI Driver Check Android App⁴⁰

Key findings

In total, 15 issues (15 WCAG and 0 additional EN 301 549 specific) were identified across 2 pages assessed. (Figure 2.10.1). This equates to a compliance rate of 89% for the WCAG 2.1 SC tested (Figure 2.10.2).

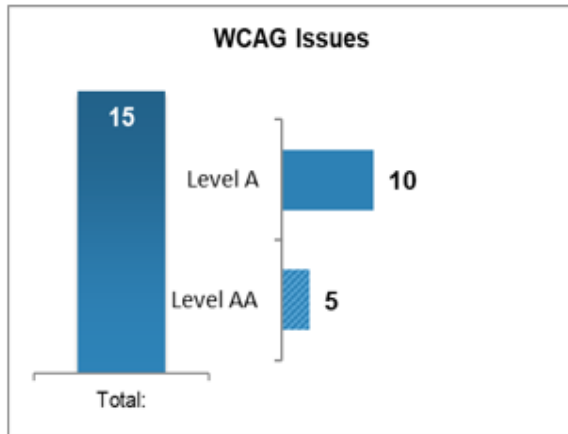


Figure 2.7.1: No. of WCAG Issues

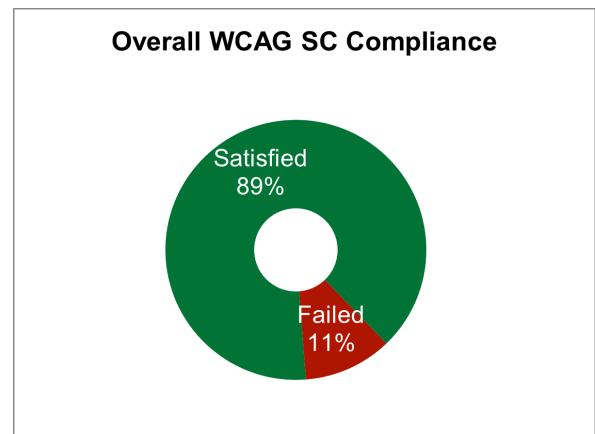


Figure 2.7.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=7), with the second highest number classified as "Critical" (n=4) or "Moderate" (n=4). No "Blocker" issues were identified (Figure 2.10.3).

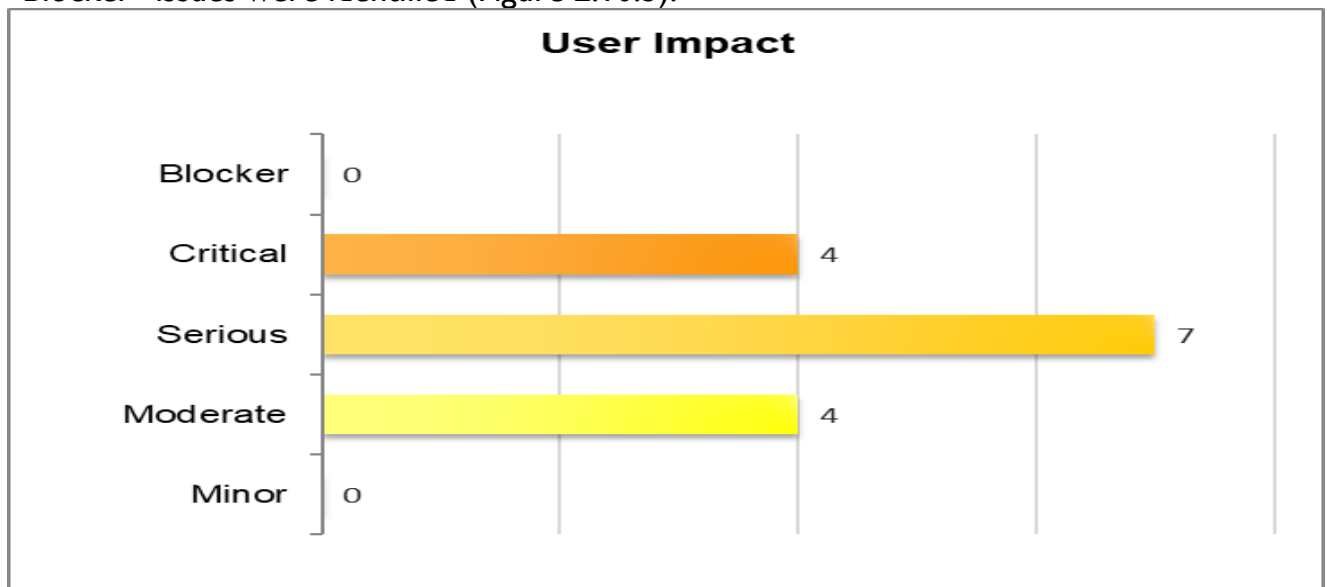


Figure 2.7.3: No. of errors by User Impact

⁴⁰ <https://www.transportforireland.ie/getting-around/by-taxi/driver-check-app/> - Allows users to check the vehicle is registered correctly and that the driver has the appropriate license to operate the vehicle

WCAG issues

3 Success Criteria, were related to 73.3% of all issues:

- 1.3.1 Info and Relationships – 46.7%
- 1.4.5 Images of Text – 13.3%
- 4.1.2 Name, Role, Value – 13.3%

The top 10 issues are listed in Figure 2.7.4.

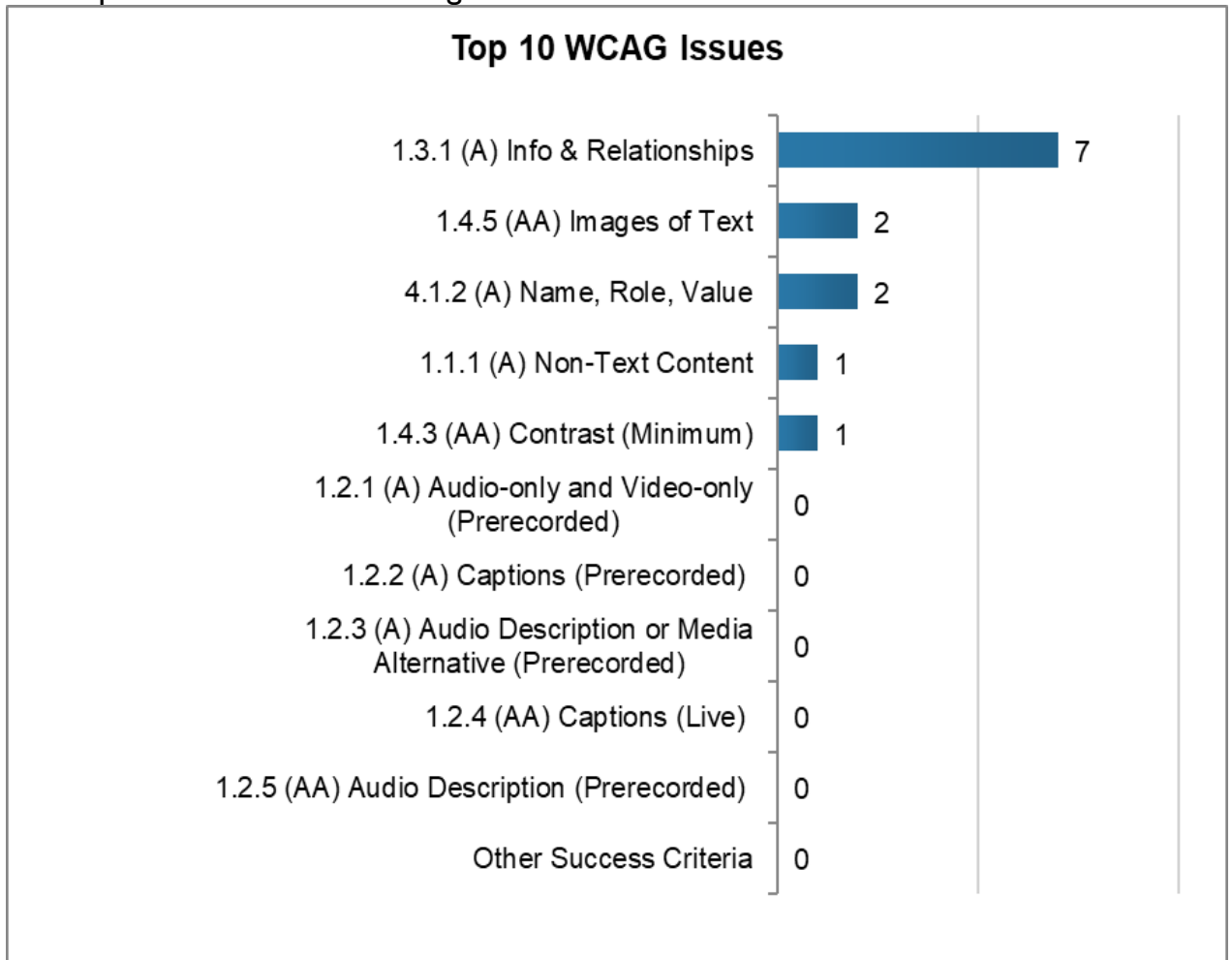


Figure 2.7.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

TFI Driver Check Android App's Accessibility Statement contains **most** of the content required under the Directive.

8. TFI Driver Check iOS App⁴¹

Key findings

In total, 17 issues (17 WCAG and 0 additional EN 301 549 specific) were identified across 10 pages and 2 components assessed. (Figure 2.11.1). This equates to a compliance rate of 86% for the WCAG 2.1 SC tested (Figure 2.11.2).

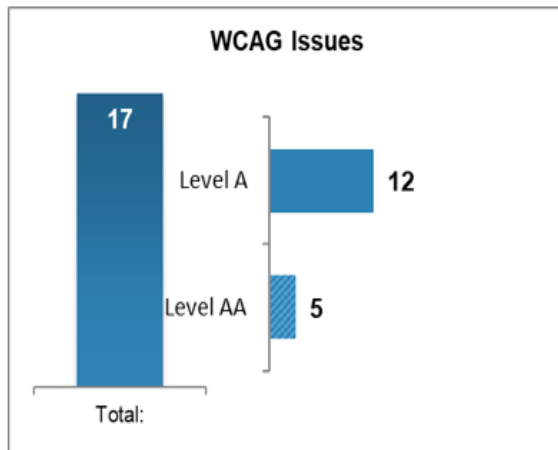


Figure 2.8.1: No. of WCAG Issues

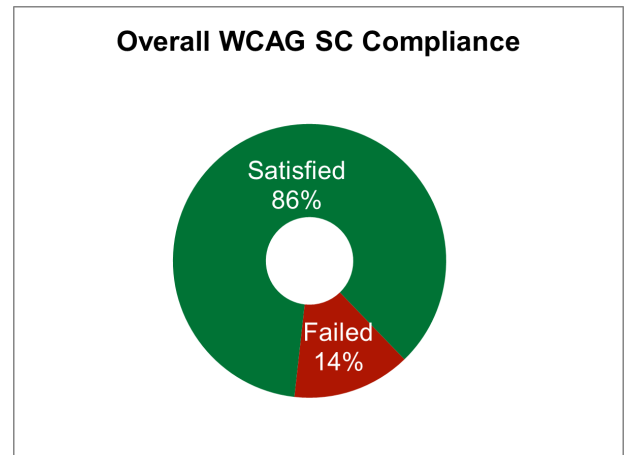


Figure 2.8.2: WCAG Compliance

User Impact

The majority of errors were classified as having a “Serious” user impact (n=10), with the second highest number classified as “Critical” (n=5). No “Blocker” issues were identified (Figure 2.11.3).

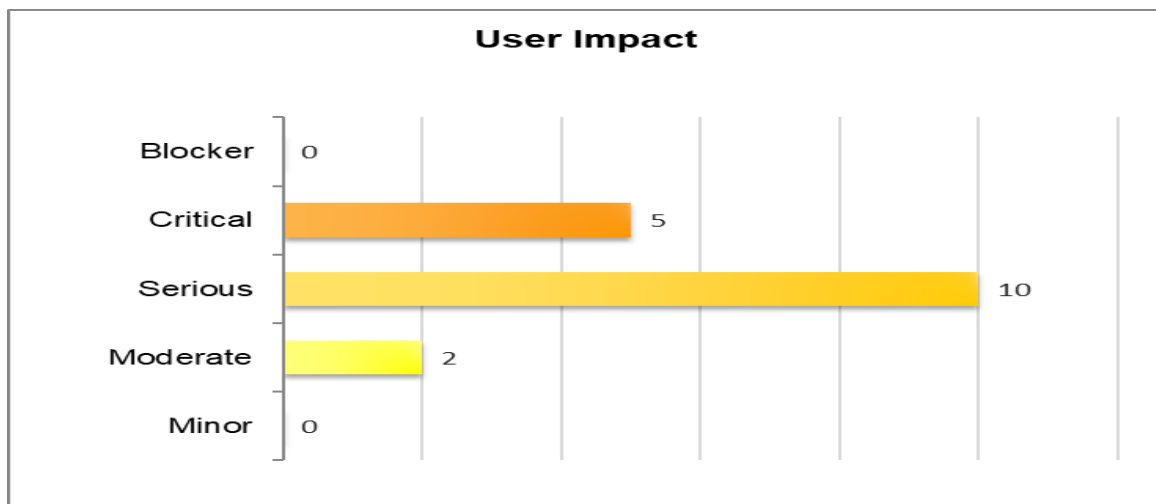


Figure 2.8.3: No. of errors by User Impact

⁴¹<https://www.transportforireland.ie/getting-around/by-taxi/driver-check-app/> - Allows users to check the vehicle is registered correctly and that the driver has the appropriate license to operate the vehicle .

WCAG issues

Four Success Criteria, were related to 70.6% of all issues:

- 1.3.1 Info and Relationships – 29.4%
- 4.1.2 Name, Role, Value – 17.6%
- 1.4.5 Images of Text – 11.8%
- 2.4.2 Page Titled – 11.8%

The top 10 issues are listed in Figure 2.8.4.

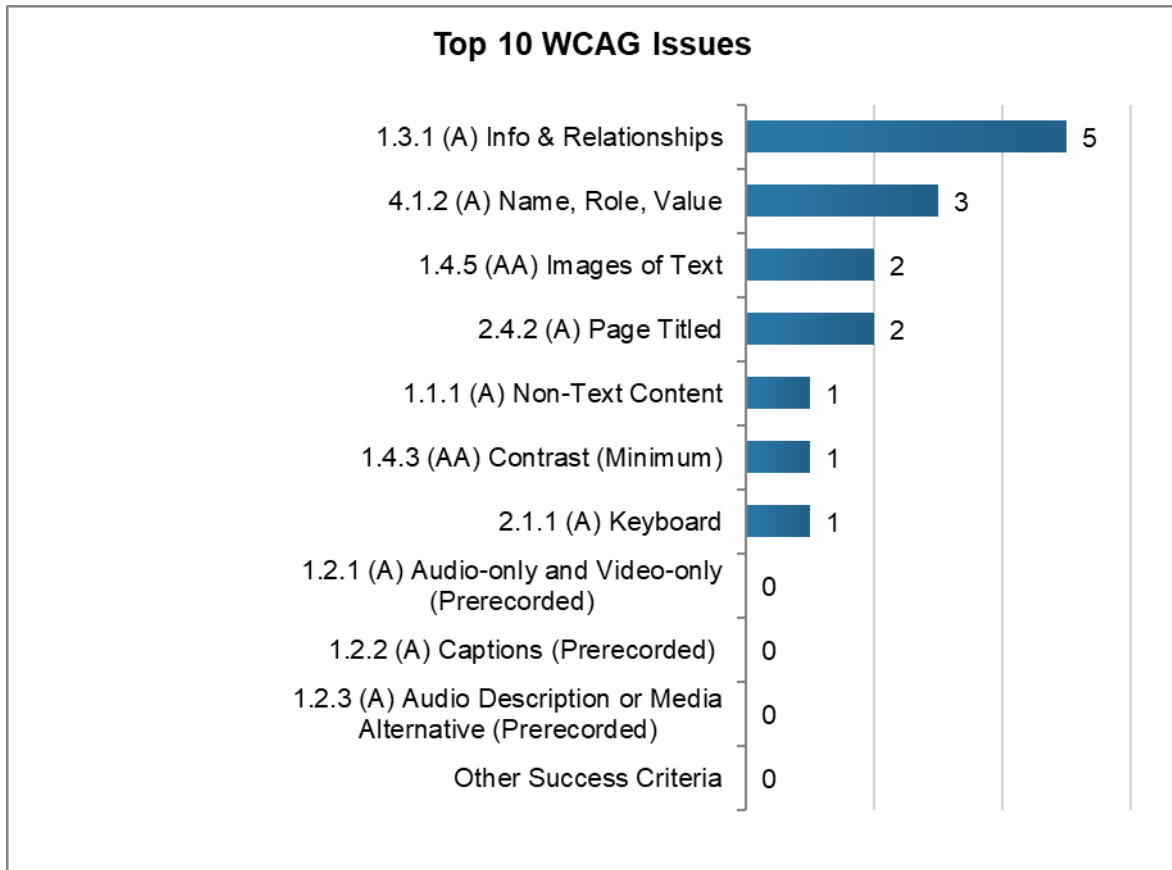


Figure 2.8.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

TFI Driver Check iOS App's Accessibility Statement contains **most** of the content required under the Directive.

3. Simplified reviews

Simplified Reviews use automated testing on a sub-set of WCAG 2.1 Success Criteria across a sample of up to 400 pages per site. Simplified Reviews cannot confirm compliance but can confirm instances of non-compliance. Simplified Review data provided by NDA gives public bodies a baseline understanding of their website’s accessibility health and enables them to understand key trends through larger data samples. This in turn enables the public body to direct resources to address priority issues and to continuously measure issues and the accessibility of improvements.

All public bodies subject to Simplified Review in 2023 received a “Notice of Monitoring” from NDA. Scans were conducted weekly and NDA provided public bodies access to their Simplified Review data in addition to advice on how to address issues through NDA’s dedicated Monitoring and Reporting Platform.⁴²

The tool NDA used to conduct Simplified Reviews for the 2023 monitoring period is based on the open-source Axe testing engine.⁴³ The Axe-core testing engine purports to detect up to 57% of errors with WCAG 2.1 AA Success Criteria.

Compliance versus Accessibility Score

NDA provides an Accessibility Score for Simplified Reviews based on the number of pages containing issues that are classified as having a critical, serious or moderate impact on users.⁴⁴ A website’s Accessibility Score increases with fewer errors. A site with no errors detected will achieve a score of 100%, sites with at least one critical error on each page will achieve a score of zero.

Full compliance with EN 301 549 is achieved when ALL clauses are met, including all relevant WCAG 2.1 AA Success Criteria. Therefore, an Accessibility Score of 100% does not equate to full compliance with either EN 301 549 or WCAG 2.1 AA.

NDA recommends public bodies use their Simplified Review’s Accessibility Score as a high-level indicator of the accessibility ‘health’ of their website. It should never be viewed as a measure of a site’s compliance with EN 301549.

A website’s Accessibility Score will fluctuate over time for a number of reasons including:

- scans picking up new pages,
- changes made to the site by the public body,
- new content being published to the site, and

⁴² <http://euwad.nda.ie>

⁴³ Axe is an accessibility testing engine for websites and other HTML-based user interfaces. <https://github.com/dequelabs/axe-core>

⁴⁴ See Annex 2.1 for the formula used to calculate a site’s Accessibility Score

- improvements to the Axe testing engine rules resulting in new issues being detected and recorded.

NDA advises public bodies that an Accessibility Score does not reflect a site’s compliance with the EU WAD. It provides a baseline understanding of their website’s accessibility health and enables them to understand key trends through larger data samples.

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 public bodies subject to monitoring. 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.

NDA recommends public bodies confirm their compliance through conducting or commissioning a **full accessibility review** of their site, to include manual and automated testing.

Simplified reviews results

NDA conducted Simplified Reviews on 232 websites. The monitoring results presented here are based on a snapshot of data taken from each site on 30th September and 1st October 2024. The maximum number of pages that could potentially be scanned was 400 pages per site.

An average of 330 pages were tested per site. The average number of errors identified per site was 4,200. Overall, 58.9% of pages were found to have no errors. It is also necessary to consider the impact of these errors on end-users. The “Accessibility Score” assigns a weighting to the seriousness of the user impact for each error. Table 3 provides further details on the number of, and potential user impact of, errors detected.

Table 3: Number and types of error per site

Pages and types of error	Errors
AVG pages tested	330
% of pages with no errors	58.9%
AVG errors per site	4,200
AVG critical errors per site	1,174
AVG serious errors per site	3,026
AVG errors per page	14
AVG Accessibility Score	46.1%

User impact

The majority of errors identified (3,026) were classified as “Serious”. A number of Critical errors (1,174) were identified. This shows an improvement in accessibility since the 2023 monitoring period, where the number of serious errors was 3,340 and the number of critical errors was 1,310. This may be the result of some public bodies subject to monitoring across both periods following NDA’s advice to prioritising the remediation of critical errors.

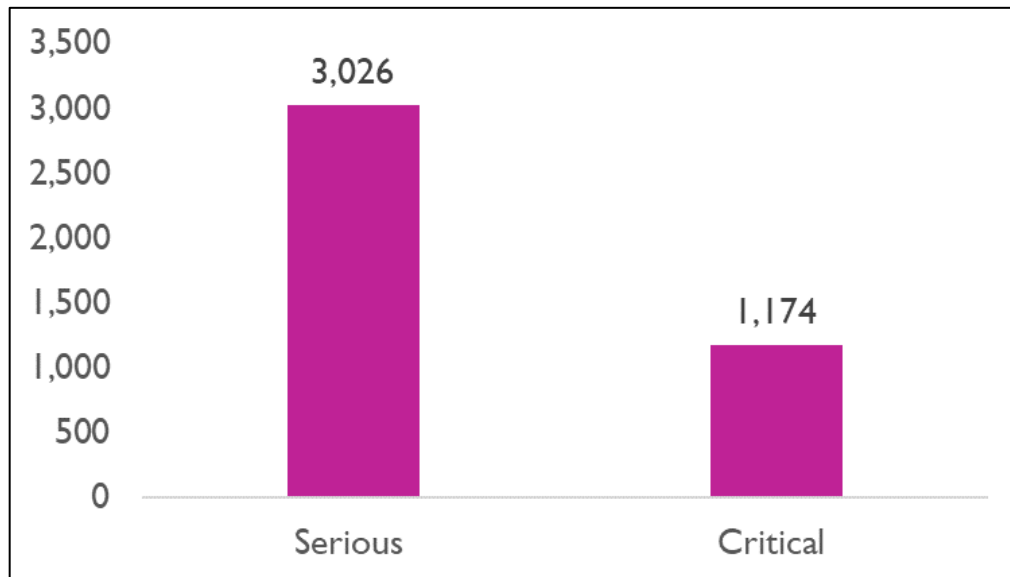


Figure 3.1: Average errors by severity level – all websites

Types of errors

The most common error identified on the majority of sites (139, 60%) related to PDFs (Figure 3.2). Colour Contrast accounted for the highest number of errors for 38, or 16.4% of websites. 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 components. This category of error accounted for the most frequent errors found on 17, or 7.8% of websites.

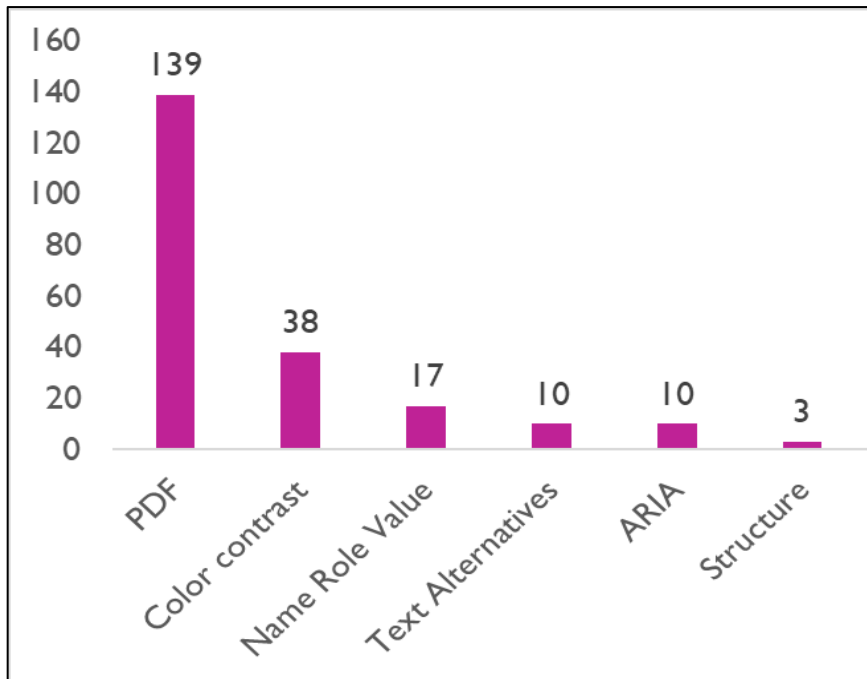


Figure 3.2: WCAAG 2.1 Success Criteria with most issues found – all sites

Average number of errors per page per website

For the fourth monitoring period in succession, a large majority of websites reviewed (127) contained either seven or more errors per page on average (Figure 3.3).

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 result in numerous errors being addressed.

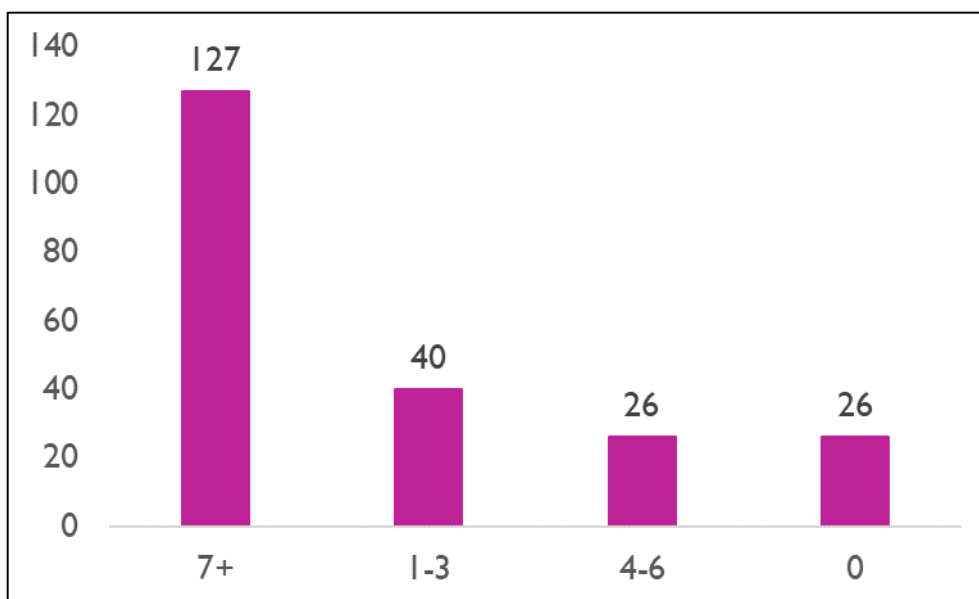


Figure 3.3: Average errors per page – all websites

Accessibility scores

In 2024 16% of websites attained an Accessibility Score of 90% or higher, almost double the number in the 2023 monitoring period (8.2%). In contrast, 23.7% of websites had an Accessibility Score of 10% or less, which represents a decrease from the 2023 monitoring period (34.6%).

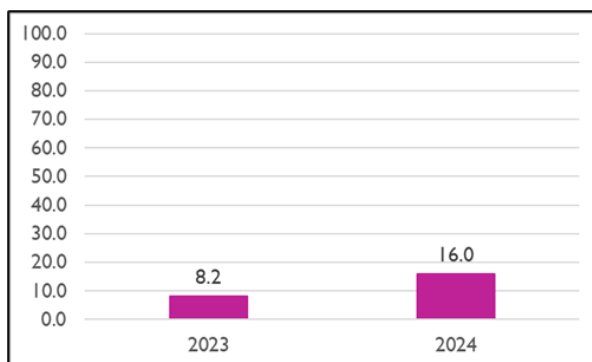


Figure 3.4: Sites with Score of 90% or higher

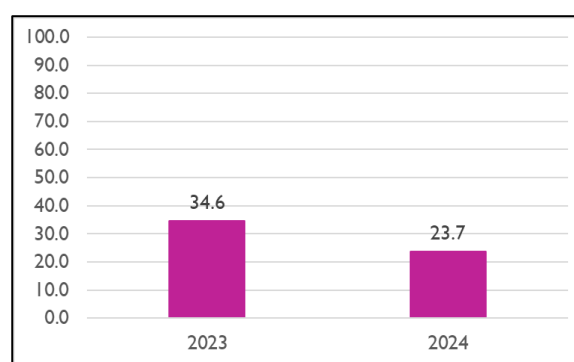


Figure 3.5: Sites with Score of 10% or less

See the Annex for the Accessibility Score of all sites subject to monitoring (Simplified Review) in 2024.

The following section shows monitoring data specific to the following priority sectors:

- Local Authorities
- Transport Service Providers
- Higher Education Institutions
- Education and Training Boards

I. Local Authorities

NDA conducted Simplified Reviews on the main websites of 29 Local Authorities.⁴⁵

Errors and user impact

The average number of errors on the 29 Local Authority websites was lower than that of all other websites reviewed (2,745 versus 4,200) Figure 3.1.1. This demonstrates a significant improvement over the 2022 monitoring period during which Local Authority websites had nearly twice the number of errors of other websites. The average Accessibility Score for Local Authorities (62%) is higher than for all sites (46%) Figure 3.1.2.

⁴⁵ Leitrim Country Council website was not scanned due to security measures in place on their site.

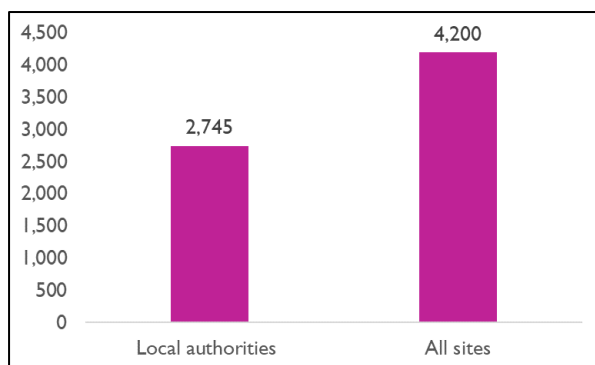


Figure 3.1.1: AVG number of errors



Figure 3.1.2: AVG Accessibility Scores

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 PDF, Colour Contrast and Name, Role, Value accounting for the top three errors as outlined in Figure 3.1.3.

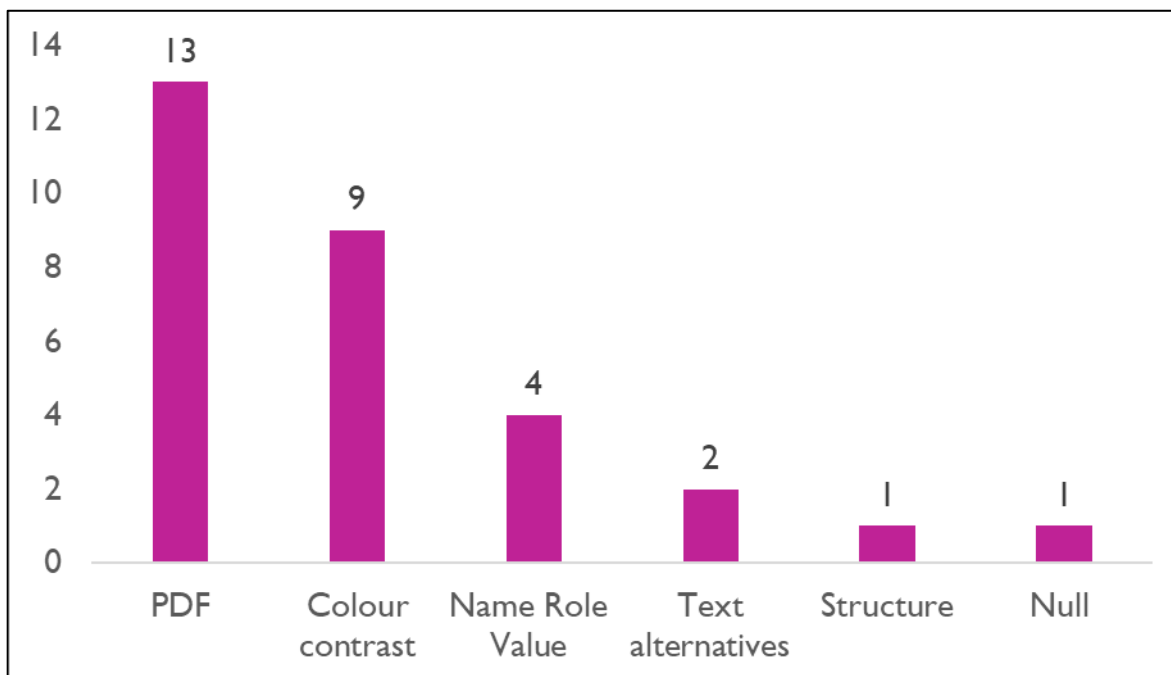


Figure 3.1.3: Frequency of occurrences of main errors – Local Authorities

While some Local Authorities have addressed many of the accessibility errors identified in their Simplified Review for HTML pages on their websites, the practice of publishing inaccessible PDFs will continue to be a challenge to reaching full compliance with the Directive.

Errors and Accessibility Scores per site – Local Authorities

There was a very large variance in the number of errors across all Local Authority websites reviewed. Figure 3.1.4 shows a range from 12 errors in Mayo County Council to 9,989 errors in Tipperary County Council.

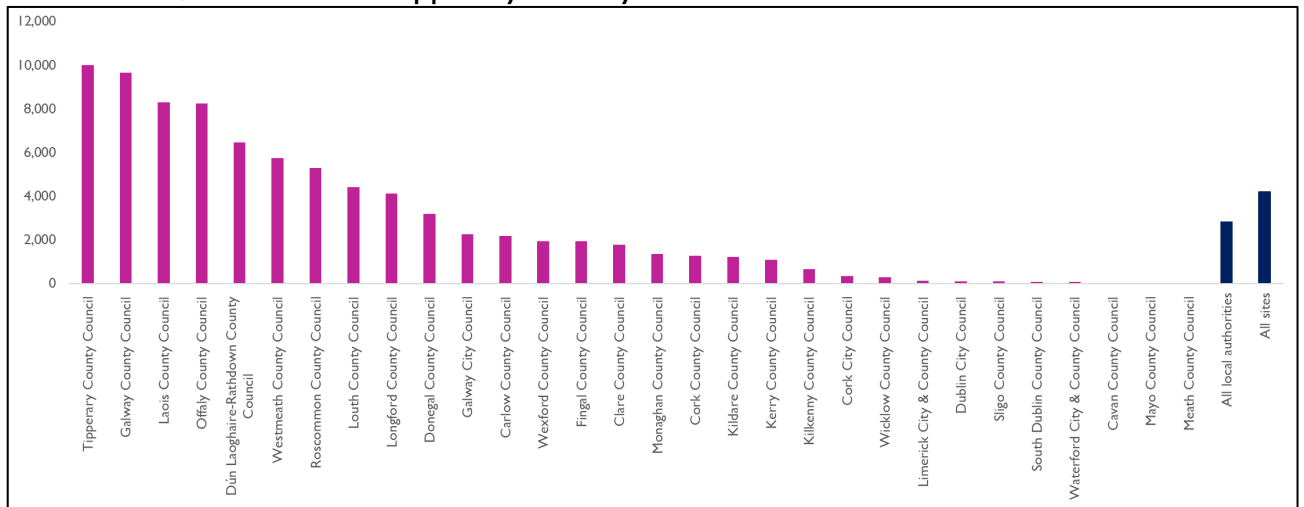


Figure 3.1.4: Total Number of Errors per site – Local Authorities

[See accessible table in Annex 5](#)

Nine Local Authorities have achieved an Accessibility Score of 90% or more, in comparison to six in 2023. Figure 3.1.5 presents the Accessibility Score for each Local Authority.

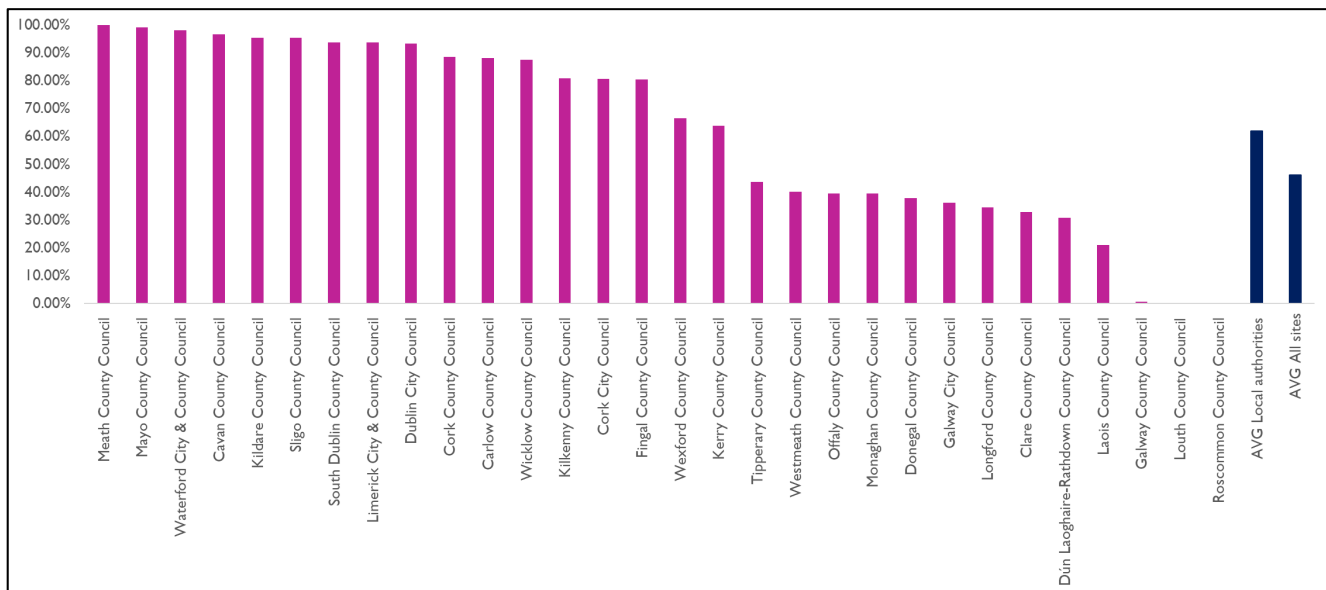


Figure 3.1.5: Accessibility scores – Local Authorities

[See accessible table in Annex 5](#)

2. Transport Service Providers

Transport providers tend to have smaller websites with fewer pages but these typically contain a lot of functionality and complex interactions.

Errors and user impact

The average number of errors on the six transport service provider websites was lower than that of All Sites reviewed for this monitoring period, a reversal over the previous monitoring period in which this number of errors was higher. (Figure 3.2.1). The average Accessibility Score for transport providers (47.2%) was slightly higher than the average accessibility score for All Sites (46.1%) (Figure 3.2.2).

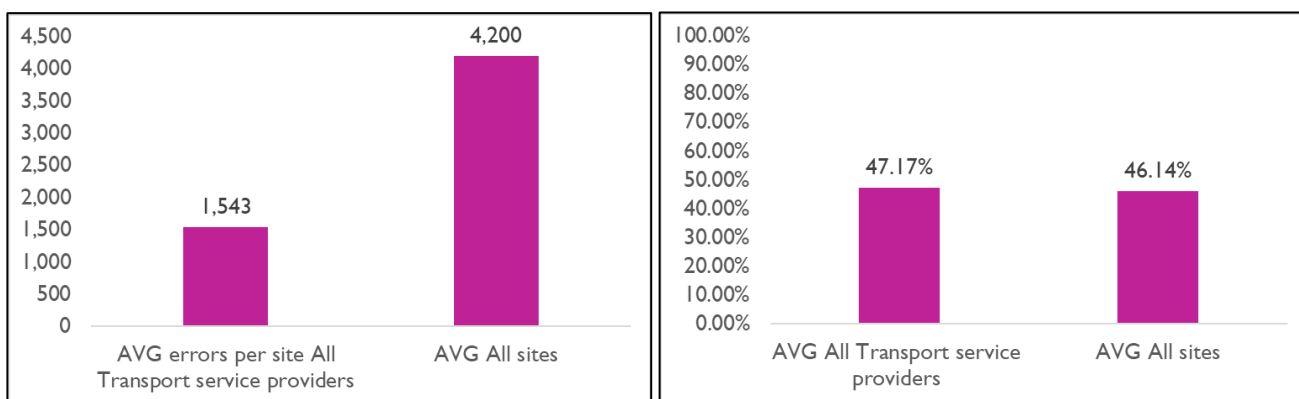


Figure 3.2.1: Average errors per site

Figure 3.2.2: Average accessibility score

Types of errors - Transport Service Providers

The most common errors identified on transport providers websites are Colour Contrast, ARIA, PDF and Text Alternatives (Figure 3.2.3).⁴⁶ Only one website, Dublin Bus, had no errors detected (hence the category of 'null' for most frequent errors in Figure 3.2.3).

⁴⁶ ARIA, or Accessible Rich Internet Applications is a technical specification published by the World Wide Web Consortium that specifies how to increase the accessibility of web content

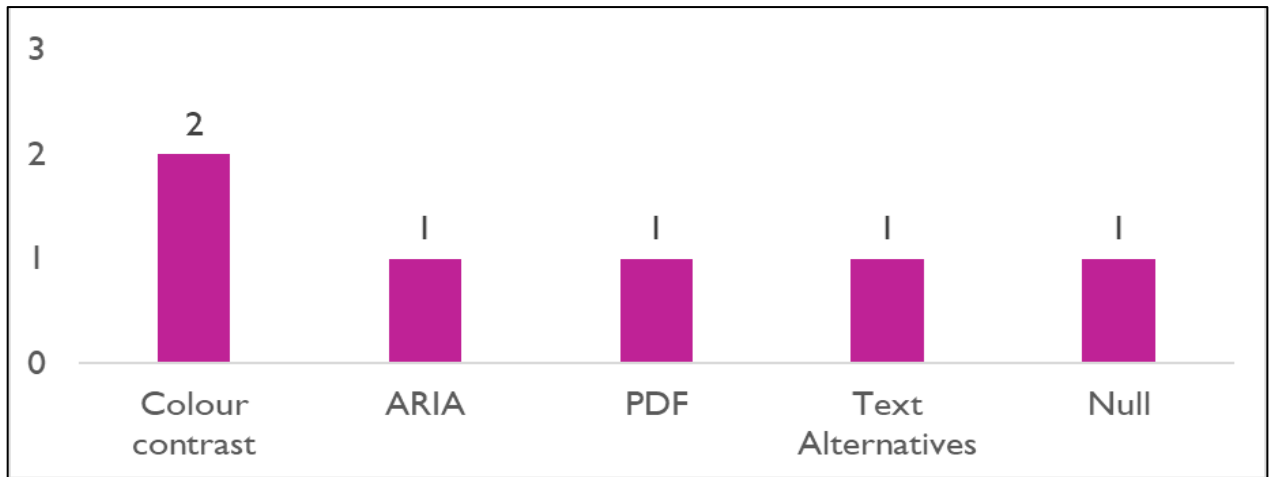


Figure 3.2.3: Frequency of main errors – Transport service providers

Errors and Accessibility Scores per site – Transport Service Providers

Figure 3.2.4 presents the number of errors per site of transport service providers. Bus Éireann’s 2023 review results had the highest number of errors of all sites in this category (10,586). This year’s results demonstrate the most significant improvement of all transport service providers websites subject to Simplified Review over the 2023 and 2024 monitoring periods – from 10,586 errors to 410.

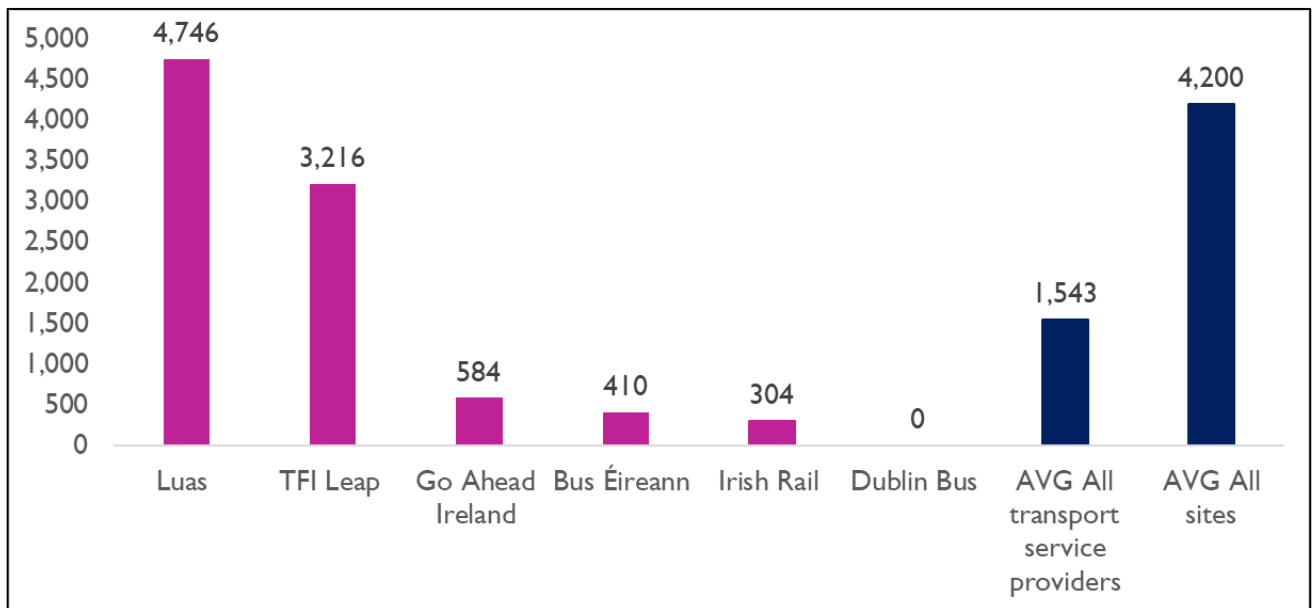


Figure 3.2.4: Total number of errors per site – transport service providers

The very low Accessibility Score of two of the six Transport Service Providers websites reviewed is associated with the large number of errors related to interactive elements on these websites (Figure 3.2.5). Many of these are categorised as “Critical errors” as they can block a user of Assistive Technology or a keyboard-only user completing a task.

Both Dublin Bus and Irish Rail maintained a high Accessibility Score from 2023 into 2024. Bus Éireann carried out an extensive upgrade to its website in 2024 and significantly improved its score from 0.2% in 2023 to 83.4% in 2024. Bus Éireann was also subject to In-depth Review in 2024 (see results in Section 1.2). The LUAS.ie website’s Accessibility Statement states that there are planned upgrade works to the website which will address accessibility.

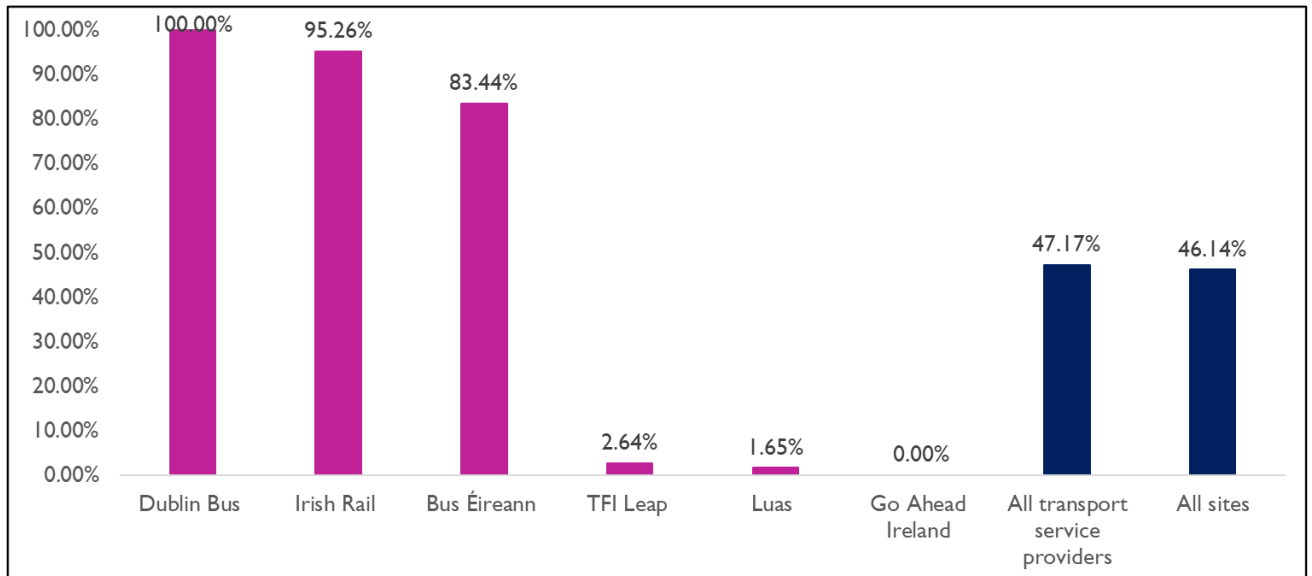


Figure 3.2.5: Accessibility Scores – transport service providers

3. Higher Education Institutions

NDA conducted Simplified Reviews on the main websites of 19 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

The average number of errors on HEI websites was slightly lower than that of All Sites reviewed (Figure 3.3.1). The average Accessibility Score for HEIs (45.5%) was slightly lower than that for All Sites (46.1%) (Figure 3.3.2).

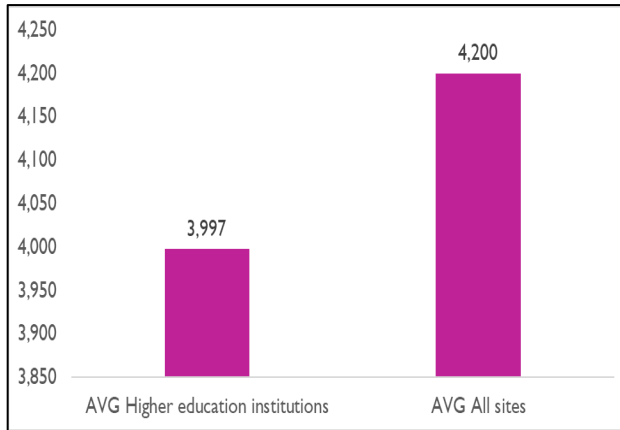


Figure 3.3.1: AVG Number of Errors

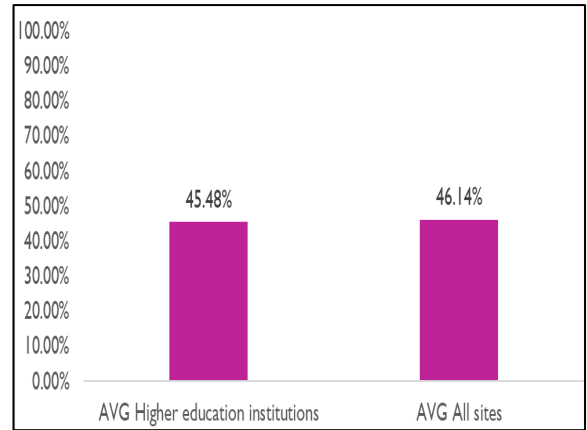


Figure 3.3.2: AVG Accessibility Score

Types of errors - Higher Education Institutions

Colour Contrast accounted for the highest number of errors on a majority of HEI websites (Figure 3.3.3).



Figure 3.3.3: Frequency of occurrence of main errors – Higher Education Institutions

Errors and Accessibility Score per site – Higher Education Institutions

There was a large variance in the number of errors across all HEI websites from 16, 12,877 to 106.

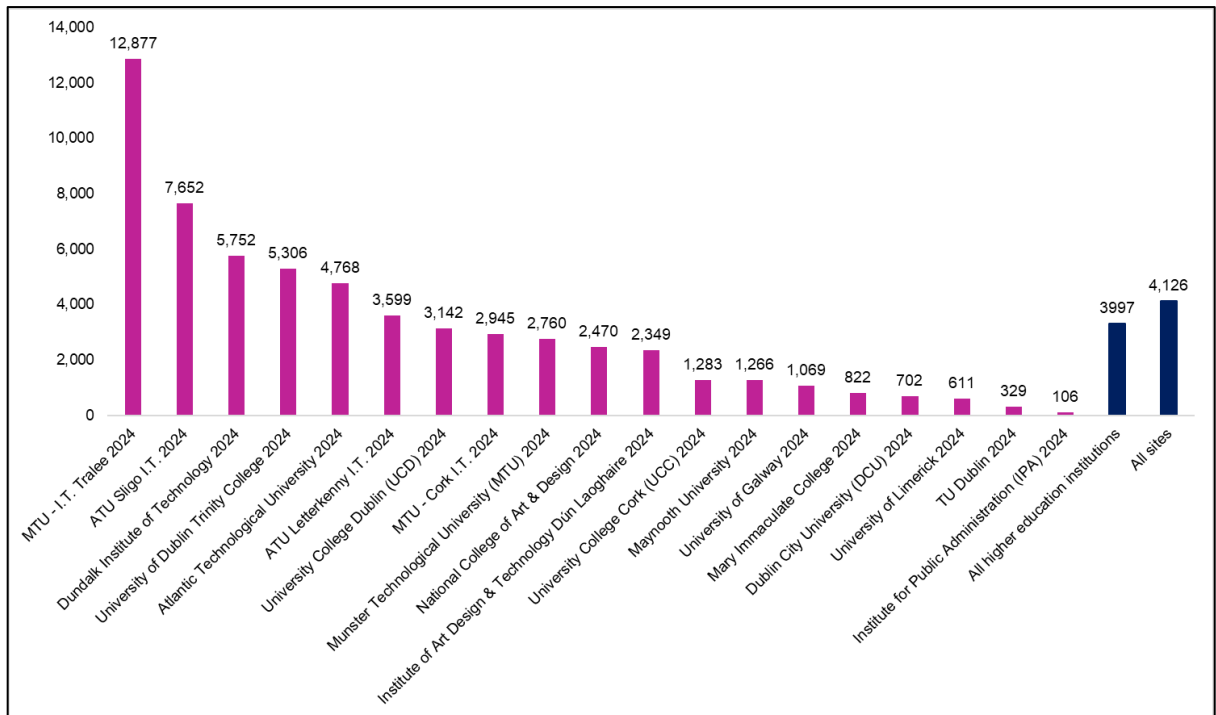


Figure 3.3.4: Total number of errors per site – Higher Education Institutions

[See accessible table in Annex 5](#)

There is a strong correlation between the low number of errors and a high Accessibility Score across HEI's. Overall, HEI websites contain high numbers of errors that should be addressed as part of routine website development and maintenance. The Institute of Public Administration addressed the large number of “critical” and “serious” errors detected in 2023 and this resulted in improvements to its Accessibility Score (from 0% in 2023 to 77% in 2024). The IPA also removed an overlay from its site.

Key documents including the prospectuses on all HEI websites reviewed are provided in inaccessible PDF. This presents a significant barrier to students with disabilities being able to find information on HEI courses in these institutions.

Figure 3.3.5 presents the Accessibility Scores by HEI. These range from 93.87% to 0%.

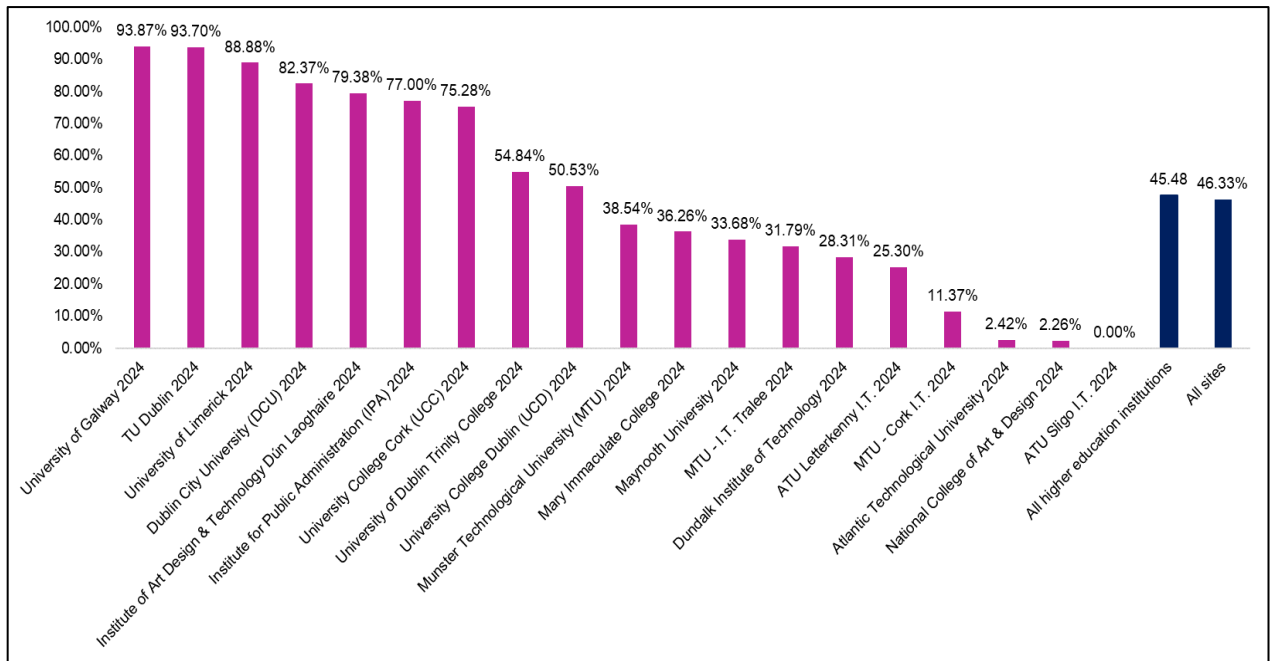


Figure 3.3.5: Accessibility Scores – Higher Education Institutes

[See accessible table in Annex 5](#)

4. Education and Training Boards

NDA conducted Simplified Reviews on the main websites of 15 Further Education and Training Boards (ETBs).

Errors and user impact

The average number of errors on the 16 ETBs websites (6,999) was higher than that of all other websites reviewed (4,200) (Figure 3.4.1). The average accessibility score for ETBs (38.1%) is lower than for all sites (46.1%) Figure 3.4.2.

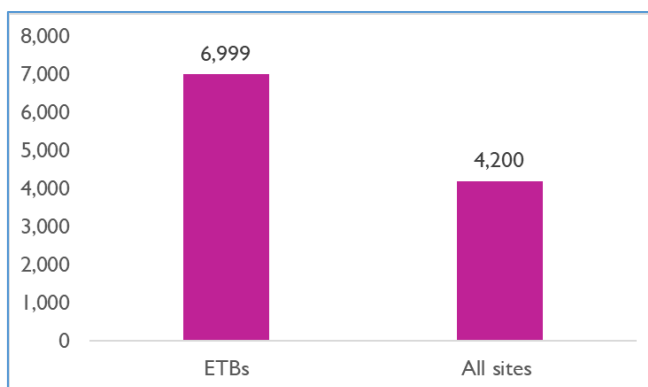


Figure 3.4.1: AVG Number of Errors

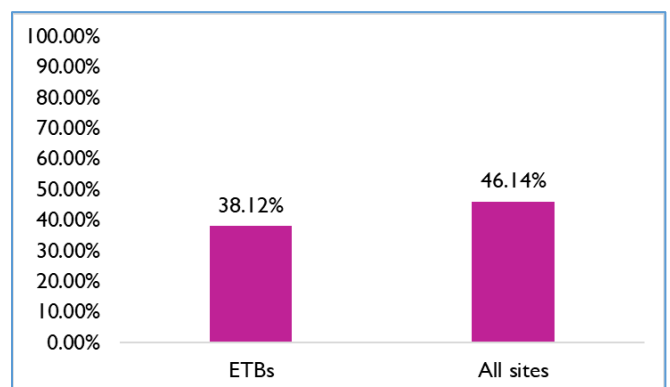


Figure 3.4.2: AVG Accessibility Score

Types of errors – Education and Training Boards

Inaccessible PDFs accounted for the highest number of errors on fourteen ETB websites, Colour Contrast accounted for the highest number on one ETA website (Figure 3.4.3).

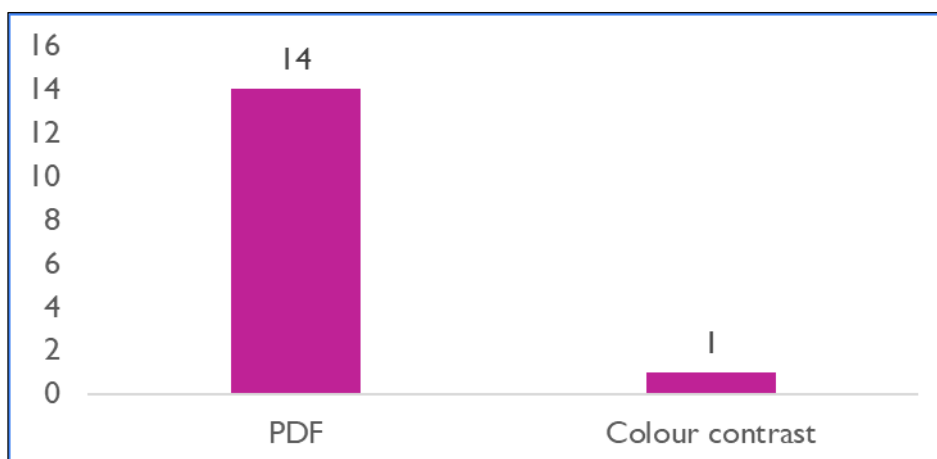


Figure 3.4.3: Frequency of occurrence of main errors – Education and Training Boards

Errors and Accessibility Score per site – Education and Training Boards

There was a large variance in the number of errors across all ETB websites (Figure 3.4.4). These range from

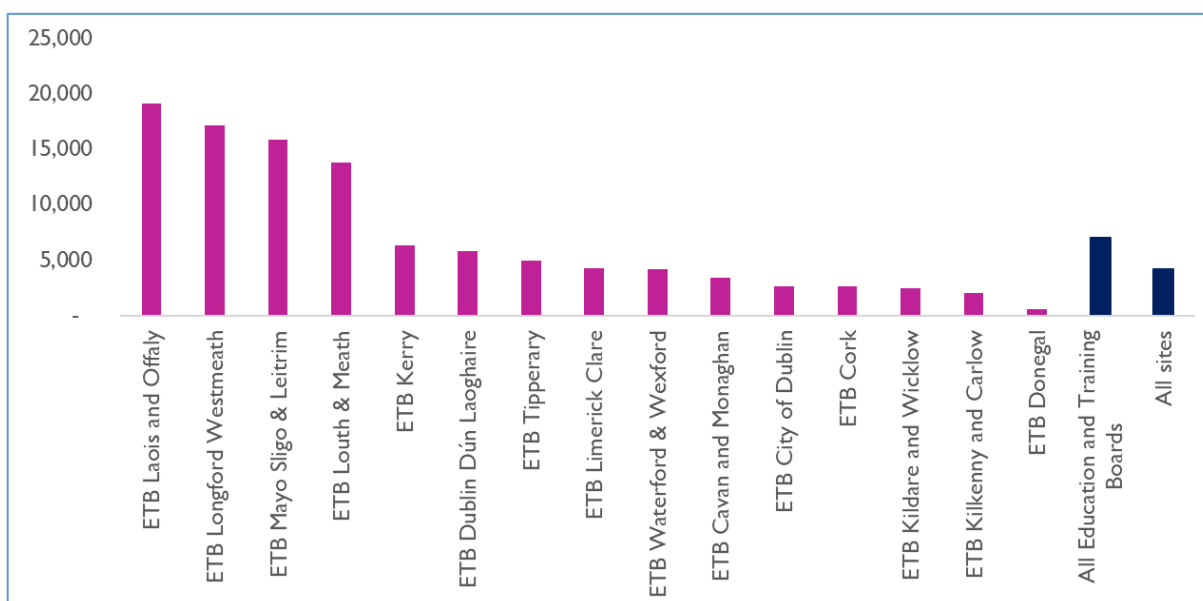


Figure 3.4.4: Total number of errors per site – Education and Training Boards

[See accessible table in Annex 5](#)

Overall, ETBs websites contain errors that should be addressed as part of routine website development and maintenance.

Key documents on all ETB websites reviewed are provided in inaccessible PDF. This presents a significant barrier to students with disabilities being able to find information on courses in these institutions.

Figure 3.4.5 presents the Accessibility Scores by Education and Training Boards. These range from 17,089 to 580.

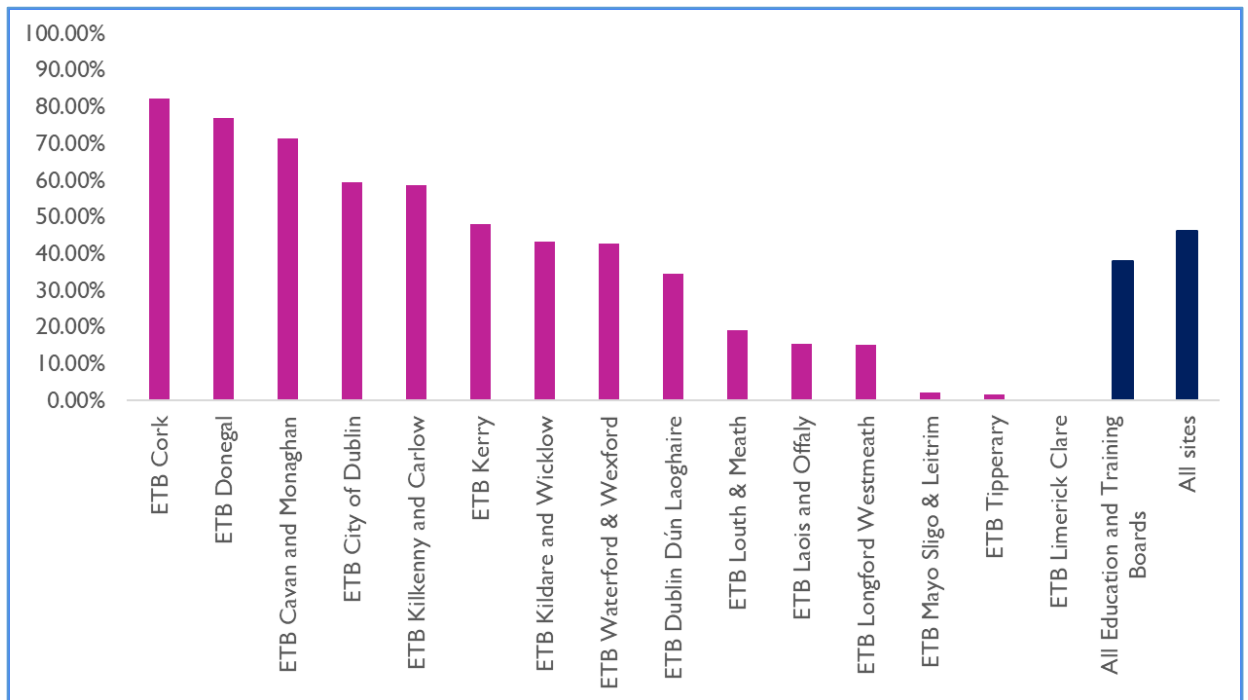


Figure 3.4.5: Accessibility Scores – Further Education and Training Boards

4. Conclusion

This report presents monitoring data for Ireland for the 2024 monitoring year. This is the third of three annual reports that fulfils NDA's monitoring and reporting obligations for 2022-2024 under the Directive as per Implementing Decision 2018/1524.

This report has shown significant improvement in levels of compliance across certain cohorts of public bodies. While most Local Authorities have addressed accessibility issues identified by the automated tests under their Simplified Review, a significant minority have yet to do so. Local Authorities and other public bodies subject to Simplified Review should consider these results as the beginning of their accessibility journey. It is necessary to engage with real users and address issues identified in manual testing to ensure real accessibility and achieve compliance with the Directive. NDA has committed to include some element of manual testing in its Simplified Review methodology for some sites in 2025 which will help public bodies move beyond focusing solely on automated testing results.

NDA has observed that in general those public bodies that engage with their monitoring results and reach out to NDA and other sources of authoritative information to receive and share guidance, demonstrate ongoing improvements in their compliance. NDA observes a consistent and welcome trend by public bodies in addressing accessibility in the development of new or existing websites and mobile apps. It is also critical that public bodies continue to consider accessibility in the publishing of content to their website and avoid the routine publishing of inaccessible PDFs.

Monitoring compliance with minimum standards alone cannot achieve Universal Design. NDA encourages all public bodies to take a Universal Design approach in the design and provision of their websites, app and customer services. The NDA's Centre for Excellence in Universal Design's "[Customer Communications Toolkit for Services to the Public – A Universal Design Approach](#)" is based on a Universal Design Approach, which aims to create an environment that can be accessed, understood and used to the greatest extent possible by all people, regardless of their age, size, ability or disability.

5. Annex - Accessible Tables

This annex presents the top 10 WCAG issues identified for the 21 websites and 11 mobile apps that were subject to an in-depth review.

5.1 In-depth Reviews - Websites

Alone

Table 1.1.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	70
4.1.2	Name, Role, Value	37
1.4.3	Contrast (Minimum)	16
1.4.4	Resize Text	8
1.1.1	Non-Text Content	7
2.4.7	Focus Visible	4
1.2.2	Captions (Prerecorded)	2
1.4.1	Use of Color	2
2.1.1	Keyboard	2
3.1.1	Language of Page	2
	Other Success Criteria	9

Bus Eireann

Table 1.2.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	39
4.1.2	Name, Role, Value	7
1.4.11	Non-Text Contrast	5
1.1.1	Non-Text Content	4
1.4.10	Reflow	2
1.4.3	Contrast (Minimum)	2
1.3.3	Sensory Characteristics	1
1.3.4	Orientation	1
1.3.5	Identify Input Purpose	1

Success Criteria	Description	Occurrences
1.4.12	Text Spacing	1
	Other Success Criteria	6

Centre for Excellence in Universal Design
Table 1.3.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	3
1.2.3	Audio Description or Media Alternative (Prerecorded)	1
2.1.1	Keyboard	1
1.1.1	Non-Text Content	0
1.2.1	Audio-only and Video-only (Prerecorded)	0
1.2.2	Captions (Prerecorded)	0
1.2.4	Captions (Live)	0
1.2.5	Audio Description (Prerecorded)	0
1.3.1	Info & Relationships	0
1.3.2	Meaningful Sequence	0
	Other Success Criteria	0

Checktheregister.ie
Table 1.4.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	7
2.1.1	Keyboard	4
2.4.2	Page Titled	4
1.4.11	Non-Text Contrast	3
1.3.3	Sensory Characteristics	2
1.3.5	Identify Input Purpose	2

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	2
1.4.10	Reflow	1
2.4.4	Link Purpose (In Context)	1
2.4.5	Multiple Ways	1
	Other Success Criteria	4

**Commissioner for Environmental Information
Table 1.5.4**

Success Criteria	Description	Occurrences
1.4.11	Non-Text Contrast	6
4.1.2	Name, Role, Value	6
2.5.3	Label in Name	4
1.3.1	Info & Relationships	2
1.3.2	Meaningful Sequence	2
1.1.1	Non-Text Content	1
1.3.5	Identify Input Purpose	1
1.4.1	Use of Color	1
1.4.12	Text Spacing	1
1.4.3	Contrast (Minimum)	1
	Other Success Criteria	5

**Dublin City Council Consultation Portal
Table 1.6.4 Top 10 WCAG Issues**

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	31
1.3.1	Info & Relationships	14
1.4.11	Non-Text Contrast	7
1.4.3	Contrast (Minimum)	7
2.5.3	Label in Name	5

Success Criteria	Description	Occurrences
4.1.3	Status Messages	4
1.1.1	Non-Text Content	2
1.3.5	Identify Input Purpose	2
1.4.10	Reflow	2
2.4.6	Headings and Labels	2
	Other Success Criteria	5

Electoral Commission
Table 1.7.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	15
4.1.2	Name, Role, Value	10
1.4.3	Contrast (Minimum)	5
2.4.3	Focus Order	5
1.4.11	Non-Text Contrast	4
2.5.3	Label in Name	4
1.4.13	Content on Hover or Focus	3
3.1.2	Language of Parts	3
4.1.3	Status Messages	3
1.1.1	Non-Text Content	2
	Other Success Criteria	16

Examinations.ie(State Examinations Commission)
Table 1.8.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	17
1.1.1	Non-Text Content	12
4.1.2	Name, Role, Value	7
1.4.11	Non-Text Contrast	5

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	5
2.4.4	Link Purpose (In Context)	5
1.3.5	Identify Input Purpose	4
1.4.1	Use of Color	4
1.4.10	Reflow	4
3.1.2	Language of Parts	4
	Other Success Criteria	15

HSELand Serious Management Incident Team

Table 1.9.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.1.1	Non-Text Content	5
1.3.2	Meaningful Sequence	3
1.3.1	Info & Relationships	2
2.4.3	Focus Order	2
3.3.2	Labels or Instructions	2
4.1.2	Name, Role, Value	2
1.2.3	Audio Description or Media Alternative (Prerecorded)	1
1.3.3	Sensory Characteristics	1
1.4.1	Use of Color	1
1.4.11	Non-Text Contrast	1
	Other Success Criteria	1

Ireland.ie(Department of Foreign Affairs)

Table 1.10.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	16
1.3.1	Info & Relationships	9

Success Criteria	Description	Occurrences
1.4.11	Non-Text Contrast	9
2.4.6	Headings and Labels	4
1.1.1	Non-Text Content	2
2.4.7	Focus Visible	2
3.1.2	Language of Parts	2
1.2.1	Audio-only and Video-only (Prerecorded)	1
1.2.2	Captions (Prerecorded)	1
1.2.5	Audio Description (Prerecorded)	1
	Other Success Criteria	7

Kildare Wicklow Education and Training Board
Table 1.11.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	59
2.4.7	Focus Visible	15
1.1.1	Non-Text Content	13
4.1.2	Name, Role, Value	13
1.4.11	Non-Text Contrast	10
1.3.1	Info & Relationships	8
2.1.1	Keyboard	8
1.3.2	Meaningful Sequence	7
2.4.3	Focus Order	7
1.4.1	Use of Color	5
	Other Success Criteria	23

LUAS.ie**Table 1.12.4 Top 10 WCAG Issues**

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	24
1.3.1	Info & Relationships	17
1.1.1	Non-Text Content	16
1.4.1	Use of Color	11
1.4.3	Contrast (Minimum)	10
1.4.10	Reflow	4
2.5.3	Label in Name	4
1.3.2	Meaningful Sequence	3
1.4.11	Non-Text Contrast	3
2.1.1	Keyboard	3
	Other Success Criteria	17

MyCoCo (Local Authorities)**Table 1.13.4 Top 10 WCAG Issues**

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	81
1.1.1	Non-Text Content	39
1.4.3	Contrast (Minimum)	14
2.4.2	Page Titled	2
1.2.2	Captions (Prerecorded)	1
1.3.1	Info & Relationships	1
1.4.1	Use of Color	1
1.4.4	Resize Text	1
2.4.7	Focus Visible	1
3.1.1	Language of Page	1
	Other Success Criteria	0

My Medical Card

Table 1.14.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.1.1	Non-Text Content	12
1.4.3	Contrast (Minimum)	9
1.4.4	Resize Text	9
3.1.1	Language of Page	9
2.4.2	Page Titled	5
1.3.1	Info & Relationships	4
2.1.1	Keyboard	4
3.2.3	Consistent Navigation	3
3.3.3	Error Suggestion	3
4.1.2	Name, Role, Value	3
	Other Success Criteria	6

My Welfare.ie

Table 1.15.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	35
1.3.1	Info & Relationships	12
1.4.3	Contrast (Minimum)	12
1.4.11	Non-Text Contrast	4
2.4.7	Focus Visible	4
2.5.3	Label in Name	2
1.1.1	Non-Text Content	1
1.3.2	Meaningful Sequence	1
1.3.5	Identify Input Purpose	1
2.4.6	Headings and Labels	1
	Other Success Criteria	2

Public Jobs

Table 1.16.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	13
4.1.2	Name, Role, Value	12
1.4.11	Non-Text Contrast	10
1.1.1	Non-Text Content	9
2.5.3	Label in Name	6
2.4.7	Focus Visible	5
2.4.6	Headings and Labels	4
1.4.12	Text Spacing	3
2.4.3	Focus Order	3
3.3.2	Labels or Instructions	3
	Other Success Criteria	12

ROS.ie (Revenue)

Table 1.17.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	34
1.3.1	Info & Relationships	22
4.1.2	Name, Role, Value	22
1.1.1	Non-Text Content	12
1.4.11	Non-Text Contrast	9
4.1.3	Status Messages	7
3.1.1	Language of Page	5
1.3.5	Identify Input Purpose	4
1.3.2	Meaningful Sequence	3
2.4.3	Focus Order	3
	Other Success Criteria	17

ScreenIreland**Table 1.18.4 Top 10 WCAG Issues**

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	4
1.3.2	Meaningful Sequence	2
1.4.3	Contrast (Minimum)	2
2.4.7	Focus Visible	2
1.1.1	Non-Text Content	1
2.1.1	Keyboard	1
2.2.2	Pause, Stop, Hide	1
2.4.2	Page Titled	1
2.4.3	Focus Order	1
2.4.5	Multiple Ways	1
	Other Success Criteria	1

South East Technological University**Table 1.19.4 Top 10 WCAG Issues**

Success Criteria	Description	Occurrences
1.1.1	Non-Text Content	30
4.1.2	Name, Role, Value	28
1.3.1	Info & Relationships	26
1.4.11	Non-Text Contrast	12
1.4.3	Contrast (Minimum)	10
2.1.1	Keyboard	10
2.5.3	Label in Name	6
2.4.3	Focus Order	4
1.3.2	Meaningful Sequence	3
1.4.1	Use of Color	2
	Other Success Criteria	12

TFI Journey Planner

Table 1.20.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	794
1.4.11	Non-Text Contrast	26
1.3.1	Info & Relationships	10
1.4.10	Reflow	6
1.4.3	Contrast (Minimum)	5
1.4.4	Resize Text	4
2.4.6	Headings and Labels	3
2.5.3	Label in Name	3
1.3.2	Meaningful Sequence	2
2.1.1	Keyboard	2
	Other Success Criteria	5

Voter.ie

Table 1.21.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	16
1.4.3	Contrast (Minimum)	8
1.1.1	Non-Text Content	7
1.4.11	Non-Text Contrast	7
2.4.2	Page Titled	7
4.1.2	Name, Role, Value	6
4.1.3	Status Messages	6
2.1.1	Keyboard	3
1.3.5	Identify Input Purpose	2
2.4.3	Focus Order	2
	Other Success Criteria	10

**Workplace Relations Commission
Table 1.22.4 Top 10 WCAG Issues**

Success Criteria	Description	Occurrences
2.4.7	Focus Visible	11
1.1.1	Non-Text Content	5
1.3.1	Info & Relationships	3
4.1.2	Name, Role, Value	3
2.1.1	Keyboard	2
1.3.3	Sensory Characteristics	1
1.4.1	Use of Color	1
1.4.5	Images of Text	1
2.2.2	Pause, Stop, Hide	1
2.4.1	Bypass Blocks	1
	Other Success Criteria	7

**Workplace Relations Commission-E Complaint Form
Table 1.23.4 Top 10 WCAG Issues**

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	25
1.3.1	Info & Relationships	10
4.1.2	Name, Role, Value	9
4.1.3	Status Messages	5
1.1.1	Non-Text Content	4
1.4.1	Use of Color	3
1.4.11	Non-Text Contrast	3
2.1.1	Keyboard	3
2.4.6	Headings and Labels	3
2.4.3	Focus Order	2
	Other Success Criteria	4

5.2 Mobile Apps

Child Rescue Ireland Alert App(An Garda Síochána)

Table 2.1.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	10
4.1.2	Name, Role, Value	6
1.1.1	Non-Text Content	5
1.4.3	Contrast (Minimum)	2
1.4.1.1	Non-Text Contrast	1
2.4.2	Page Titled	1
2.4.6	Headings and Labels	1
1.2.1	Audio-only and Video-only (Prerecorded)	0
1.2.2	Captions (Prerecorded)	0
1.2.3	Audio Description or Media Alternative (Prerecorded)	0
	Other Success Criteria	0

Digital Wallet Android App (OGCIO)
Table 2.2.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	6
1.1.1	Non-Text Content	3
1.4.11	Non-Text Contrast	3
1.3.1	Info & Relationships	2
2.5.3	Label in Name	2
4.1.3	Status Messages	2
1.3.2	Meaningful Sequence	1
1.3.4	Orientation	1
2.1.1	Keyboard	1
2.4.6	Headings and Labels	1
	Other Success Criteria	0

Driver Theory Test iOS App (Road Safety Authority)
Table 2.3.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	9
2.1.1	Keyboard	6
1.1.1	Non-Text Content	5
1.3.3	Sensory Characteristics	4
1.4.11	Non-Text Contrast	4
1.3.1	Info & Relationships	3
1.4.3	Contrast (Minimum)	3
1.3.4	Orientation	2
1.3.2	Meaningful Sequence	1
1.4.1	Use of Color	1
	Other Success Criteria	9

See it, Say it App(Environmental Protection Agency)

Table 2.4.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	4
1.3.1	Info & Relationships	3
2.1.1	Keyboard	3
2.4.3	Focus Order	3
1.3.4	Orientation	2
1.4.11	Non-Text Contrast	2
1.4.1	Use of Color	1
2.4.6	Headings and Labels	1
3.3.2	Labels or Instructions	1
3.3.4	Error Prevention (Legal, Financial, Data)	1
	Other Success Criteria	0

TFI GO Android App

Table 2.5.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	4
1.4.11	Non-Text Contrast	3
4.1.2	Name, Role, Value	3
1.3.2	Meaningful Sequence	2
2.1.1	Keyboard	2
2.5.3	Label in Name	2
4.1.3	Status Messages	2
1.1.1	Non-Text Content	1
1.3.4	Orientation	1
1.4.1	Use of Color	1
	Other Success Criteria	3

TFI GO iOS App

Table 2.6.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	7
1.4.11	Non-Text Contrast	4
2.5.3	Label in Name	3
1.3.2	Meaningful Sequence	2
1.4.3	Contrast (Minimum)	2
2.1.1	Keyboard	2
4.1.3	Status Messages	2
1.1.1	Non-Text Content	1
1.3.1	Info & Relationships	1
1.3.4	Orientation	1
	Other Success Criteria	4

TFI Driver Check Android App
Table 2.7.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	7
1.4.5	Images of Text	2
4.1.2	Name, Role, Value	2
1.1.1	Non-Text Content	1
1.4.3	Contrast (Minimum)	1
1.2.1	Audio-only and Video-only (Prerecorded)	0
1.2.2	Captions (Prerecorded)	0
1.2.3	Audio Description or Media Alternative (Prerecorded)	0
1.2.4	Captions (Live)	0
1.2.5	Audio Description (Prerecorded)	0

Success Criteria	Description	Occurrences
	Other Success Criteria	0

TFI Driver Check IOS App
Table 2.8.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	5
4.1.2	Name, Role, Value	3
1.4.5	Images of Text	2
2.4.2	Page Titled	2
1.1.1	Non-Text Content	1
1.4.3	Contrast (Minimum)	1
2.1.1	Keyboard	1
1.2.1	Audio-only and Video-only (Prerecorded)	0
1.2.2	Captions (Prerecorded)	0
1.2.3	Audio Description or Media Alternative (Prerecorded)	0
	Other Success Criteria	0

5.3 Simplified Reviews – Accessibility Scores All Sites

Name of Public Body	Accessibility Score %
Adoption Authority of Ireland (AAI) 2024	28.94
AHEAD 2024	87.55
An Bord Pleanála 2024	67.69
An Coimisinéir Teanga 2024	47.07
An Garda Síochana 2024	14.21

Name of Public Body	Accessibility Score %
An Post 2024	88.62
Atlantic Technological University 2024	2.42
ATU Letterkenny I.T. 2024	25.30
ATU Sligo I.T. 2024	0
Backontrack.ie 2024	70.14
Birth Information & Tracing 2024	87.65
BordBia.ie 2024	38.55
Bus Connects 2024	2.24
Bus Éireann 2024	83.44
Carlow County Council 2024	88.03
Cavan County Council 2024	96.68
Central Bank 2024	82.24
Central Statistics Office (CSO) 2024	41.90
Charities Regulator 2024	36.00
Chester Beatty Library 2024	26.97
Citizens Information 2024	94.14
City Edge Project 2024	65.56
Clare County Council 2024	32.9
Climate Toolkit 4 Business 2024	0
Clonburris 2024	0
Coillte 2024	27.88
Coimisiún na Meán 2024	50.40
Commission for Communications Regulation (ComReg) 2024	87.29
Commission for Public Service Appointments 2024	95.48
Commission for Railway Regulation 2024	32.40
Commission for Regulation of Utilities 2024	88.76
Commission to Inquire into Child Abuse (CICA) 2024	34.18

Name of Public Body	Accessibility Score %
Community National Schools 2024	3.85
Competition and Consumer Protection Commission 2024	96.87
Constituency Commission (DHLGH) 2024	28.89
Cork City Council 2024	80.61
Cork County Council 2024	88.47
Cork University Hospital 2024	85.79
Courts Service of Ireland 2024	40.70
daa PLC 2024	2.08
Data Protection Commission 2024	94.04
Decision Support Service 2024	79.58
Defence Forces of Ireland 2024	31.28
Dept Enterprise, Trade & Employment 2024	97.41
Dept of Foreign Affairs 2024	3.30
Discover Ireland (Fáilte Ireland) 2024	99.25
Donegal County Council 2024	37.76
Dublin Airport 2024	1.61
Dublin Bus 2024	100
Dublin Castle (OPW) 2024	1.04
Dublin City Council 2024	93.3
Dublin City Council Library 2024	33.20
Dublin City University (DCU) 2024	82.37
Dún Laoghaire-Rathdown County Council 2024	30.79
Dundalk Institute of Technology 2024	28.31
Eastern and Midland Regional Assembly 2024	18.81
Educational & Training Boards Ireland 2024	26.85
Electric Ireland 2024	6.02
Electricity Supply Board (ESB) 2024	57.6
Enterprise Ireland 2024	3.13

Name of Public Body	Accessibility Score %
Environmental Protection Agency 2024	89.68
ESB International 2024	0
ESB Networks 2024	53.87
ETB Cavan and Monaghan 2024	71.27
ETB City of Dublin 2024	59.35
ETB Cork 2024	82.22
ETB Donegal 2024	77.06
ETB Dublin Dún Laoghaire 2024	34.68
ETB Kerry 2024	48.11
ETB Kildare and Wicklow 2024	43.27
ETB Kilkenny and Carlow 2024	58.79
ETB Laois and Offaly 2024	15.52
ETB Limerick Clare 2024	0.21
ETB Longford Westmeath 2024	15.24
ETB Louth & Meath 2024	19.18
ETB Mayo Sligo & Leitrim 2024	2.35
ETB Tipperary 2024	1.69
ETB Waterford & Wexford 2024	42.89
eTenders Office of Government Procurement 2024	5.19
Fáilte Ireland 2024	58.29
Farmleigh House and Estate (OPW) 2024	0.30
Financial Services & Pensions Ombudsman 2024	38.89
Fingal County Council 2024	80.41
Fís Éireann (Screen Ireland) 2024	90.61
Flooding.ie (OPW) 2024	0
Food Safety Authority of Ireland (FSAI) 2024	95.61
Galway City Council 2024	36.24
Galway County Council 2024	0.61

Name of Public Body	Accessibility Score %
Garda Síochána Inspectorate 2024	51.78
Gas Networks Ireland 2024	55.25
Generation Apprenticeship 2024	0
Go Ahead Ireland 2024	0
Gov.ie 2024	93.28
Health & Safety Authority 2024	94.18
Health Information & Quality Authority (HIQA) 2024	0.52
Health Products Regulatory Authority 2024	1.61
Health Research Board 2024	62.53
Health Research Consent Declaration Committee 2024	5.78
Heritage Ireland (OPW) 2024	97.51
Higher Education Authority 2024	57.67
Houses of the Oireachtas html 2024	1.98
Housing Agency 2024	12.68
Housing Assistance Payment (DHLGH) 2024	97.93
HSE 2024	62.55
HSE Health and Wellbeing 2024	0
Informing Families 2024	0.10
Institute for Public Administration (IPA) 2024	77
Institute of Art Design & Technology Dún Laoghaire 2024	79.38
International Protection Appeals Tribunal 2024	95.00
International Protection Office 2024	1.40
Ireland.ie 2024	98.55
Irish Human Rights & Equality Commission 2024	23.45
Irish Rail 2024	95.26
Irish Research Council 2024	4.09
Irish Statute Book (Attorney General) 2024	56.54
Irish Universities Association 2024	36.31

Name of Public Body	Accessibility Score %
Jobs Ireland 2024	15.04
Kerry County Council 2024	63.72
Kildare County Council 2024	95.43
Kilkenny Castle (OPW) 2024	0.69
Kilkenny County Council 2024	80.85
Kilmainham Gaol Museum (OPW) 2024	0
Labour Court 2024	48.19
Laois County Council 2024	20.95
Léargas 2024	31.48
Libraries Ireland 2024	4.22
licences.ie 2024	22.56
Limerick City & County Council 2024	93.61
Lobbying.ie 2024	1.53
Local Electoral Area Boundary Committee (DHLGH) 2024	16.73
Local Government Management Agency (LGMA) 2024	69.40
Longford County Council 2024	34.43
Louth County Council 2024	0
MABS 2024	79.82
Mary Immaculate College 2024	36.26
Maynooth University 2024	33.68
Mayo County Council 2024	99.19
Meath County Council 2024	100
Medical Council 2024	6.84
Meet in Ireland 2024	69.34
Mental Health Commission 2024	0.75
MerrionStreet.ie 2024	39.80
Met Éireann 2024	51.89
MetroLink 2024	32.82

Name of Public Body	Accessibility Score %
Military.ie 2024	31.28
Monaghan County Council 2024	39.4
Motor Tax 2024	28.24
MTU - Cork I.T. 2024	11.37
MTU - I.T. Tralee 2024	31.79
Munster Technological University (MTU) 2024	38.54
National Advocacy Service 2024	51.84
National College of Art & Design 2024	2.26
National Council for Special Education 2024	17.46
National Disability Authority 2024	91.69
National Gallery of Ireland 2024	76.11
National Library of Ireland 2024	25.86
National Museum of Ireland 2024	72.63
National Parks (DHLGH) 2024	35.10
National Screening Service 2024	20.00
National Shared Services Office 2024	82.70
National Standards Authority of Ireland 2024	60.55
National Transport Authority 2024	2.34
Northern & Western Regional Assembly 2024	21.68
Offaly County Council 2024	39.55
Office of the Commissioner for Environmental Information 2024	99.44
Office of the Comptroller & Auditor General 2024	57.11
Office of the Director of Public Prosecutions 2024	70.49
Office of the Information Commissioner 2024	79.01
Office of the Protected Disclosures Commissioner 2024	97.44
Office of the Revenue Commissioners 2024	95.31
Ombudsman for Children's Office 2024	36.55

Name of Public Body	Accessibility Score %
Personal Injuries Assessment Board 2024	2.02
Phoenix Park (OPW) 2024	2.37
Pobal 2024	35.84
Policing Authority 2024	14.39
Probation Service 2024	1.03
Public Jobs (Public Appointments Service) 2024	49.49
Register of Irish Sign Language Interpreters 2024	91.11
Road Safety Authority (RSA) 2024	1.44
Roscommon County Council 2024	0
Royal Victoria Eye & Ear Hospital 2024	0.35
Safefood 2024	87.8
Science Foundation Ireland 2024	18.56
Skillnet Ireland 2024	84.76
Skills for Better Business 2024	40.00
Sligo County Council 2024	95.33
Solas 2024	2.43
Someone Like Me Art Competition 2024	48.42
South Dublin County Council 2024	93.65
Southern Regional Assembly 2024	2.09
Sport Ireland 2024	64.55
Stem Craft 2024	60.35
Student Universal Support Ireland (SUSI) 2024	91.33
Supporting SMEs 2024	36.92
Sustainable Energy Authority of Ireland 2024	44.39
Tailte Éireann 2024	95.85
Teagasc 2024	77.15
TFI Leap 2024	2.64
Tipperary County Council 2024	43.65

Name of Public Body	Accessibility Score %
Tourism Ireland 2024	0.54
Transport for Ireland 2024	18.15
TU Dublin 2024	93.70
TUSLA 2024	31.44
Uisce Éireann 2024	74.71
UniversalDesign.ie 2024	84.95
University College Cork (UCC) 2024	75.28
University College Dublin (UCD) 2024	50.53
University of Dublin Trinity College 2024	54.84
University of Galway 2024	93.87
University of Limerick 2024	88.88
VHI 2024	0
Visit Dublin 2024	99.55
Water Advisory Body 2024	9.43
Waterford City & County Council 2024	98.02
Waterways Ireland 2024	61.86
Westmeath County Council 2024	40.00
Wexford County Council 2024	66.43
Wicklow County Council 2024	87.44

Table 3.1.1: Total Number of Errors per site – Local Authorities

Local Authority	Average errors per site
Tipperary County Council	9,989
Galway County Council	9,655
Laois County Council	8,311

Offaly County Council	8,257
Dún Laoghaire-Rathdown County Council	6,455
Westmeath County Council	5,743
Roscommon County Council	5,303
Louth County Council	4,408
Longford County Council	4,128
Donegal County Council	3,194
Galway City Council	2,270
Carlow County Council	2,185
Wexford County Council	1,937
Fingal County Council	1,933
Clare County Council	1,771
Monaghan County Council	1,366
Cork County Council	1,288
Kildare County Council	1,234
Kerry County Council	1,088
Kilkenny County Council	672
Cork City Council	333
Wicklow County Council	289
Limerick City & County Council	141
Dublin City Council	96
Sligo County Council	94
South Dublin County Council	88
Waterford City & County Council	80
Cavan County Council	32
Mayo County Council	12
Meath County Council	0
AVG All local authorities	2,791
AVG All sites	4,200

Table 3.1.5: Average accessibility scores – Local Authorities

Local Authority	Accessibility Score %
Meath County Council	100.00
Mayo County Council	99.19
Waterford City & County Council	98.02
Cavan County Council	96.68
Kildare County Council	95.43
Sligo County Council	95.33
South Dublin County Council	93.65
Limerick City & County Council	93.61
Dublin City Council	93.30
Cork County Council	88.47
Carlow County Council	88.03
Wicklow County Council	87.44
Kilkenny County Council	80.85
Cork City Council	80.61
Fingal County Council	80.41
Wexford County Council	66.43
Kerry County Council	63.72
Tipperary County Council	43.65
Westmeath County Council	40.00
Offaly County Council	39.55
Monaghan County Council	39.40
Donegal County Council	37.76
Galway City Council	36.24
Longford County Council	34.43
Clare County Council	32.90
Dún Laoghaire-Rathdown County Council	30.79
Laois County Council	20.95
Galway County Council	0.61
Louth County Council	0.00
Roscommon County Council	0.00

AVG Local authorities	61.92
AVG All sites	46.14

Table 3.3.1 Total number of errors per site – Higher Education Institutions

Higher Education Institute	Errors per site
MTU - I.T. Tralee	12,877
ATU Sligo I.T.	7,652
Dundalk Institute of Technology	5,752
University of Dublin Trinity College	5,306
Atlantic Technological University	4,768
ATU Letterkenny I.T.	3,599
University College Dublin (UCD)	3,142
MTU - Cork I.T.	2,945
Munster Technological University (MTU)	2,760
National College of Art & Design	2,470
Institute of Art Design & Technology Dún Laoghaire	2,349
University College Cork (UCC)	1,283
Maynooth University	1,266
University of Galway	1,069
Mary Immaculate College	822
Dublin City University (DCU)	702
University of Limerick	611
TU Dublin	329
Institute for Public Administration (IPA)	106
AVG All higher education institutions	3,997
AVG All sites	4,200

Table 3.3.2: Accessibility Scores – Higher Education Institutes

Higher Education Institute	Accessibility Score %
University of Galway	93.87
TU Dublin	93.70

University of Limerick	88.88
Dublin City University (DCU)	82.37
Institute of Art Design & Technology Dún Laoghaire	79.38
Institute for Public Administration (IPA)	77
University College Cork (UCC)	75.28
University of Dublin Trinity College	54.84
University College Dublin (UCD)	50.53
Munster Technological University (MTU)	38.54
Mary Immaculate College	36.26
Maynooth University	33.68
MTU - I.T. Tralee	31.79
Dundalk Institute of Technology	28.31
ATU Letterkenny I.T.	25.30
MTU - Cork I.T.	11.37
Atlantic Technological University	2.42
National College of Art & Design	2.26
ATU Sligo I.T.	0.00
AVG All higher education institutions	45.48
AVG All sites	46.14

Table 3.4.4 Total number of errors per site – Education and Training Boards

Higher Education Institute	Errors per site
ETB Longford Westmeath	17,089
ETB Mayo Sligo & Leitrim	15,806
ETB Louth & Meath	13,789
ETB Kerry	6,346
ETB Dublin Dún Laoghaire	5,799
ETB Tipperary	4,961
ETB Limerick Clare	4,281
ETB Waterford & Wexford	4,146

ETB Cavan and Monaghan	3,385
ETB City of Dublin	2,646
ETB Cork	2,645
ETB Kildare and Wicklow	2,443
ETB Kilkenny and Carlow	2,016
ETB Donegal	580
All Education and Training Boards	6,999
All sites	4,200

Table 3.4.5 Accessibility Scores per site – Education and Training Boards

Education and Training Boards	Accessibility Score %
ETB Cork	82.22
ETB Donegal	77.06
ETB Cavan and Monaghan	71.27
ETB City of Dublin	59.35
ETB Kilkenny and Carlow	58.79
ETB Kerry	48.11
ETB Kildare and Wicklow	43.27
ETB Waterford & Wexford	42.89
ETB Dublin Dún Laoghaire	34.68
ETB Louth & Meath	19.18
ETB Laois and Offaly	15.52
ETB Longford Westmeath	15.24
ETB Mayo Sligo & Leitrim	2.35
ETB Tipperary	1.69
ETB Limerick Clare	0.21
All Education and Training Boards	38.12
All sites	46.14