Ireland's Monitoring Report for the EU Web Accessibility Directive – 2023 Monitoring Period

NDA Údarás Náisiúnta Míchumais
National Disability Authority

Centre for Excellence in Universal Design

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List of Acronyms

ARIA – Accessible Rich Internet Applications

CSS – Cascading Style Sheets

EN – European Norm

EU - European Union

HTML – Hypertext Markup Language

SC – Success Criteria

SI – Statutory Instrument

VLE – Virtual Learning Environment

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 2023 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 next national monitoring report is due in December 2024. The monitoring results contained in the current report will form part of the next three-year national monitoring report for the period 2022-24.

NDA conducted 231 Simplified Reviews, 21 In-depth Reviews on websites and 11 mobile app reviews for the 2023 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 continues to monitor a wide variety of websites and mobile apps. In this monitoring period, we conducted In-depth Reviews on two secure transactional government service websites, namely the myGovID and myWelfare websites managed by the Department of Social Protection. We conducted an In-depth Review on a Virtual Learning Environment (VLE) used by a higher education institution, namely UCC's Canvas VLE as well as a variety of mobile apps such as the Met Éireann weather app.

NDA continues to support all public bodies on improving the accessibility of their digital assets. We saw particularly good results from organisations that engage with us during the review and build accessibility into their development processes. This includes organisations such as the HSE Digital, the Office of the Government Chief Information Officer, the UCD digital team and the Houses of the Oireachtas digital team.

Main findings

Overall, the current monitoring report shows some progress albeit by a minority of public bodies for whom monitoring data is available for both the 2022 and 2023 monitoring periods. Larger websites such as HSE.ie and GOV.ie have significantly reduced the number of errors on their websites and are actively working on addressing outstanding issues. A small number of Local Authority websites significantly reduced the number of errors on their websites in 2023, but overall the performance of the majority of Local Authority websites remains static.

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

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

In the transport sector, Dublin Bus was the first website to have almost no errors detected by a Simplified Review since monitoring began in 2021. This is a welcome development and demonstrates that addressing the errors detected by Simplified Reviews is an achievable goal. However, Simplified Reviews detect issues using automated testing software and as such are not a comprehensive review of the site's accessibility compliance with the Directive. Irish Rail, which has had a very small number of issues detected by Simplified Review over the past two monitoring periods, performed poorly in its In-depth Review (Chapter1). NDA encourages public bodies to move beyond focusing solely on those accessibility issues that can be detected by automatic means alone and conduct user testing and accessibility reviews as part of their ongoing efforts to improve accessibility and compliance with the Directive.

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 2023 monitoring period are "Name, role value" (30% of errors), colour contrast (28%) and "Non-text content" (7%). A key difference between Simplified and In-depth Reviews is in the number of tests conducted manually and conducted 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). However real progress is evident with websites such as GOV.ie, HSE.ie and the UCC Canvas VLE performing well. The National Disability Authority's own site has the highest conformance level of all sites reviewed at 97%.

A majority of websites (85%) and all mobile apps monitored did not contain an Accessibility Statement in line with the requirements of the Directive.[3] An Accessibility Statement is required information containing a declaration of the website or app's compliance with the standard, information on how a persons may provide feedback or make a complaint. Highlights from Simplified Reviews.

Overall, the WCAG 2.1 AA Success Criterion with the largest number of errors detected by Simplified Reviews for the 2023 monitoring period are PDF inaccessibility, colour contrast and "Name, Role, Value".   This is broadly in line with those reported in the 2022 monitoring report.

PDF errors accounted for the highest total number of errors on 137 of the 231 sites subject to Simplified Review in 2023. This represents an increase from 68 sites in 2022 (n=230). Furthermore, from 2022 to 2023 there was no improvement in the number of errors detected on 170 PDFs belonging to17 government departments on GOV.ie. The ongoing publishing of inaccessible PDFs by public bodies is a continuing and concerning trend. NDA provided training on PDF accessibility in 2023 and presented to content providers from government departments hosted by the Office of Government Chief Information Officer (OGCIO) in 2023.

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[3] See NDA guidance on Accessibility Statements

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

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 reviewed a prototype of a HTML-based forms module developed by the OGCIO for use by public bodies. This is a welcome development and when published, 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 40 sites subject to Simplified Review. This represents a drop from 99 sites for the 2022 Monitoring Period. This is a welcome trend.

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 13 sites subject to Simplified Review, a decrease from 19 sites in 2022.

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.

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

Capacity building and training

NDA's WAD monitoring team attended the WADEX (Web Accessibility Directive experts group) hosted by the European Commission in November 2023 where we met with our counterparts in monitoring bodies from other Member States. This valuable networking opportunity provided us with new ideas on how to conduct monitoring and engage with public bodies more effectively and efficiently. In addition, NDA is the national focal point for the Accessible EU network. Through this network we continue to engage with and learn from practitioners, experts, academics, and advocates for Universal Design from across Europe.

NDA held a range of information and training webinars in 2023 in partnership with the Irish Computer Society.[4] These included topics such as creating videos in Irish Sign Language, accessibility in InDesign, starting your own accessibility testing and involving users in testing your website.

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[4] https://universaldesign.ie/communications-digital/web-and-mobile-accessibility

Introduction

This report contains monitoring data on the 231 Simplified, 21 In-depth and 11 mobile app reviews conducted by NDA for the 2023 monitoring period under the EU Web Accessibility Directive. Ireland's monitoring reports for the period 2018-2022 are available on the NDA's website.[5]

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

This report is comprised of data from the 21 In-depth Reviews and 231 Simplified Reviews conducted. Annex 5 contains an accessible table for each chart and graph presented. Annex 5.3 contains a table with the Accessibility Score for all websites subject to Simplified Review.

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[5] https://nda.ie/publications/monitoring-report-eu-wad-ireland-2021-nda-report

1. 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 2023 monitoring period. Twenty-one websites and eleven mobile apps were chosen and their pages sampled in accordance with Implementing Decision 2018/1524.[6] Testing utilised automated and manual inspection for WCAG 2.1 Success Criteria, including using axe Auditor, NVDA and Chrome (websites only) and automated inspection using the axe-core ruleset, axe Monitor and axe-pdf Engine. Testing of mobile apps included use of the TalkBack (Android) and VoiceOver (iOS) screen readers. NDA added 21 EN 301 549 specific tests to the In-Depth Review methodology for this monitoring period which go beyond the WCAG 2.1 AA Success Criteria.[7]

Table 1.1 shows the percentage of issues identified across all WCAG 2.1 AA Success Criteria for the twenty-one 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.[8]

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[6] [Implementing Decision 2018/1524](#)

[7] 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.

[8] Issue descriptions based on [WebAims WCAG 2 Checklist](#)
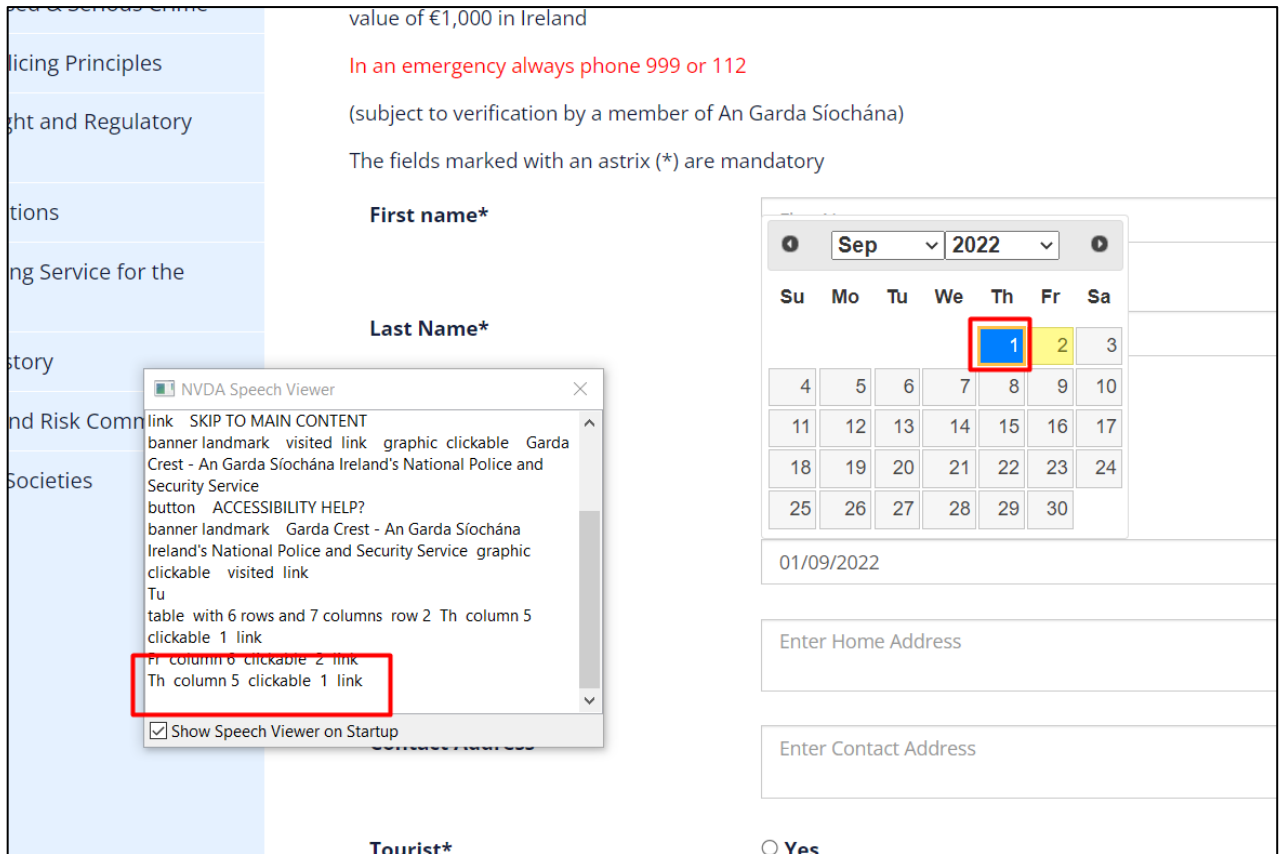
Image 1.1: Example of a calendar with incorrect mark-up. Shows what the NDVA screen reader reads out for this element

The element, in this case a date in a date-picker on the Theft Declaration form on the Garda Siochana website, has missing or incorrect states or properties that are necessary for screen reader users to interact with or understand the content. In this example, the NVDA screen reader is not told what the date is (see the NDA speech viewer box in the image). The Garda Siochana review found a total of 17 errors with this Success Criterion.

- [WCAG 2.1 Success Criteria: 1.4.1 Use of Colour](). (Level AA). This requires that text and images of text have a contrast ratio of at least 4.5:1.

Image 1.2: Example of poor colour contrast in text on the South East Technological University (SETU) search results page
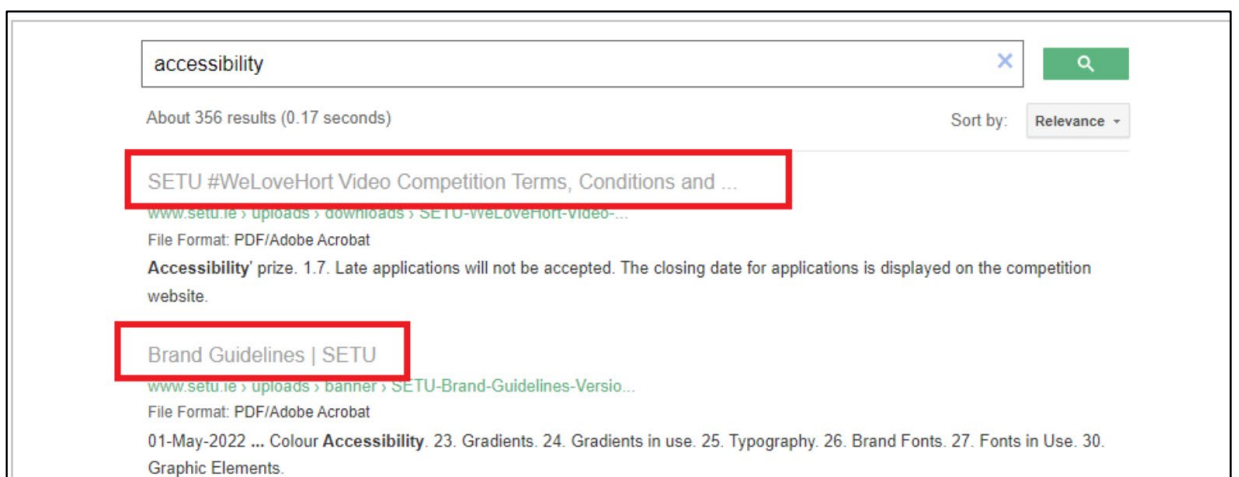
The poor colour contrast ration (2.67:1) failed the required ratio (4.5:1) for this Success Criterion. This makes the text difficult to see and read for people with certain forms of vision impairment and a poor user experience for everyone. The SETU review found a total of **49** errors with this Success Criterion.

- WCAG 2.1 Success Criteria: 1.1 Non-text content. (Level A). This requires that text alternatives are provided for any non-text content, for example images.

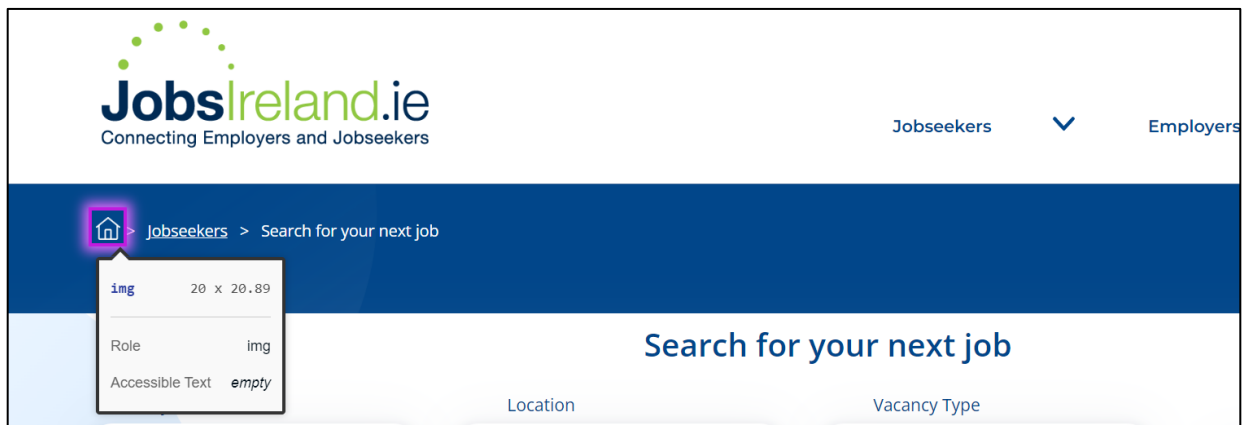**Image 1.3: Example of missing alternative text on the job search page of JobsIreland.ie.**

The image of a home button (highlighted in pink) is a link to the website's homepage. However, because it is missing the correct 'alt text' tag, a screen reader cannot determine what the images is or where the link leads to. The JobsIreland review found a total of 85 errors with this Success Criterion.

Table 1.1: Average number of WCAG 2.1 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	0	0%
1.2.2 Captions (Pre-recorded)	A	1	0%
1.2.3 Audio Description or Media Alternative (Pre-recorded)	A	2	0%
1.2.4 Captions (Live)	AA	0	0%
1.2.5 Audio Description (Pre-recorded)	AA	0	0%
1.3.1 Info & Relationships	A	158	6%
1.3.2 Meaningful Sequence	A	26	1%
1.3.3 Sensory Characteristics	A	7	0%
1.3.4 Orientation	AA	7	0%
1.3.5 Identify Input Purpose	AA	12	0%
1.4.1 Use of Colour	A	49	2%
1.4.10 Reflow	AA	30	1%
1.4.11 Non-Text Contrast	AA	115	4%
1.4.12 Text Spacing	AA	11	0%
1.4.13 Content on Hover or Focus	AA	14	1%
1.4.2 Audio Control	A	0	0%
1.4.3 Contrast (Minimum)	AA	776	28%
1.4.4 Resize Text	AA	47	2%
1.4.5 Images of Text	AA	7	0%
2.1.1 Keyboard	A	46	2%
2.1.2 No Keyboard Trap	A	1	0%
2.1.4 Character Key Shortcuts	A	0	0%
2.2.1 Timing Adjustable	A	6	0%
2.2.2 Pause, Stop, Hide	A	10	0%
2.3.1 Three Flashes or Below Threshold	A	0	0%
2.4.1 Bypass Blocks	A	10	0%
2.4.2 Page Titled	A	16	1%
2.4.3 Focus Order	A	50	2%
2.4.4 Link Purpose (In Context)	A	26	1%
2.4.5 Multiple Ways	AA	2	0%
2.4.6 Headings and Labels	AA	22	1%
2.4.7 Focus Visible	AA	65	2%
2.5.1 Pointer Gestures	A	0	0%
2.5.2 Pointer Cancellation	A	0	0%
2.5.3 Label in Name	A	32	1%
2.5.4 Motion Actuation	A	0	0%
3.1.1 Language of Page	A	15	1%
3.1.2 Language of Parts	AA	15	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	5	0%
3.2.3 Consistent Navigation	AA	0	0%
3.2.4 Consistent Identification	AA	0	0%
3.3.1 Error Identification	A	5	0%
3.3.2 Labels or Instructions	A	11	0%
3.3.3 Error Suggestion	AA	2	0%
3.3.4 Error Prevention (Legal, Financial, Data)	AA	1	0%
4.1.1 Parsing	A	123	4%
4.1.2 Name, Role, Value	A	841	30%
4.1.3 Status Messages	AA	15	1%
Total	**50**	**2766**	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 your users, with the abilities and senses that they possess, **perceive** the information your application presents to them?
2. Can your users, with their specific input device or assistive technology, **operate** all the controls within your application's user interface?
3. Can your users **understand** the information and the user interface controls?
4. Is your content **robust** enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies?

Table 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	15
Minor	Causes some nuisance or can be annoying, but not presenting barriers for users with disabilities.	

The following sections provide summary results for the 21 web and 11 mobile In-depth Reviews conducted in 2023.

1. Bus Connects[9]

Key findings

In total, 69 issues (69 WCAG and 0 additional EN 301 549 specific) were identified across 11 components and pages assessed. (Figure 1.1.1). This equates to a compliance rate of 83% for the WCAG 2.1 Success Criteria (SC) tested (Figure 1.1.2).
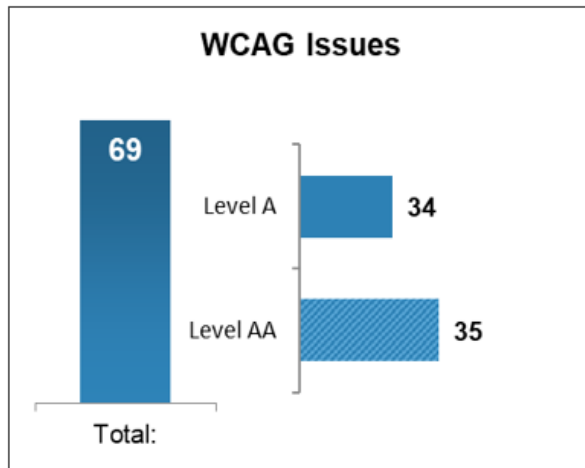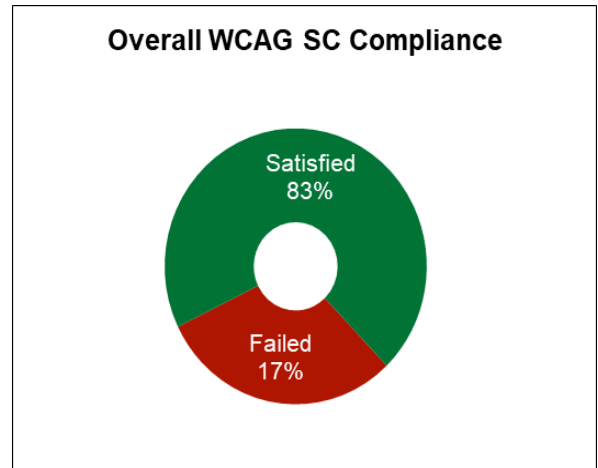

Figure 1.1.1: No of WCAG Issues

Figure 1.1.2: 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=16). No "Blocker" issues were identified (Figure 1.1.3).

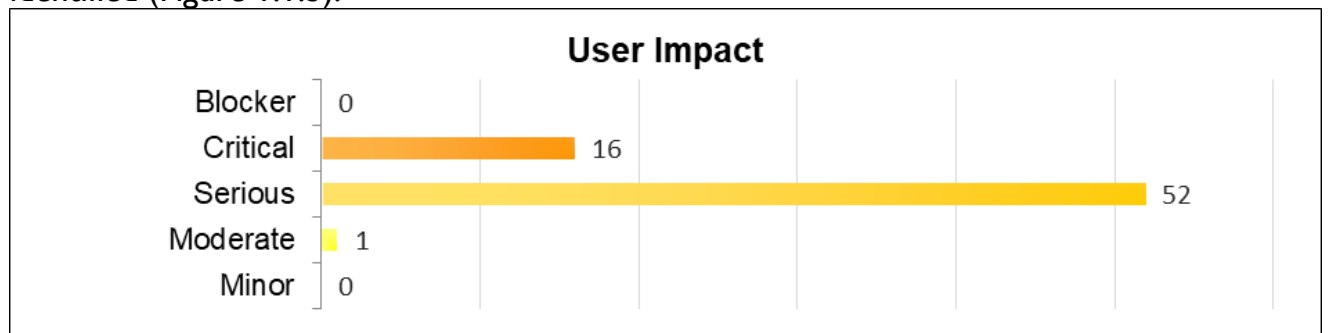Figure 1.1.3: No. of errors by User Impact

WCAG issues

Four success criteria, were related to 75.3% of all issues:

- Name, Role, and Value – 29.0%
- Contrast (Minimum) – 26.1%
- Resize (200%) – 10.1%
- Parsing – 10.1%

The top 10 issues are listed in Figure 1.1.4.

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[9]https://busconnects.ie/ - National Transport Authority's website with information on programme to improve Bus services in Ireland.

Top 10 WCAG Issues

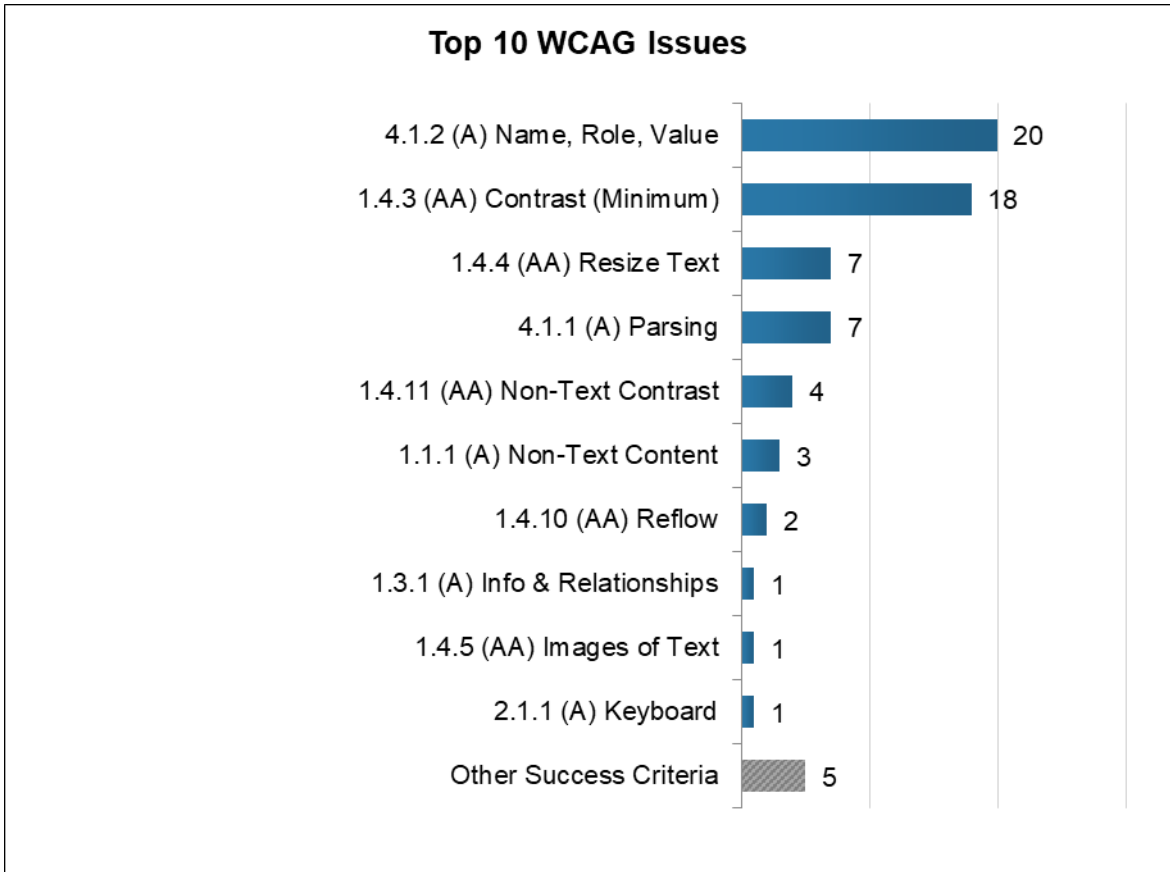| Issue	Count
4.1.2 (A) Name, Role, Value	20
1.4.3 (AA) Contrast (Minimum)	18
1.4.4 (AA) Resize Text	7
4.1.1 (A) Parsing	7
1.4.11 (AA) Non-Text Contrast	4
1.1.1 (A) Non-Text Content	3
1.4.10 (AA) Reflow	2
1.3.1 (A) Info & Relationships	1
1.4.5 (AA) Images of Text	1
2.1.1 (A) Keyboard	1
Other Success Criteria	5

Figure 1.1.4: Top 10 WCAG Issues

Link to Accessible table

Accessibility Statement

Bus Connect's Accessibility Statement contains some of the content required under the Directive.

2. Citizens Information[10]

Key findings

In total, 32 issues (31 WCAG and 1 additional EN 301 549 specific) were identified across 8 pages and 6 components assessed. (Figure 1.2.1). This equates to a compliance rate of 82 % for the WCAG 2.1 SC tested (Figure 1.2.2).
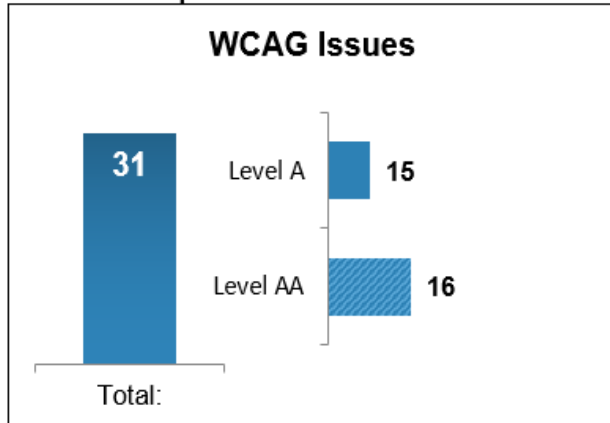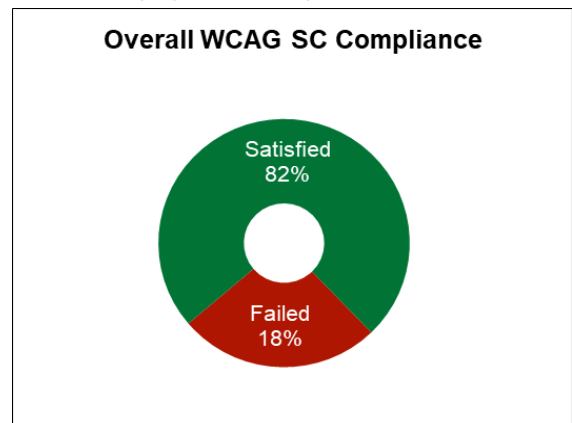

Figure 1.2.1: No of WCAG Issues

Figure 1.2.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=28), with the second highest number classified as "Critical" (n=3). No "Blocker" issues were identified (Figure 1.2.3).

Figure 1.2.3: No. of errors by User Impact
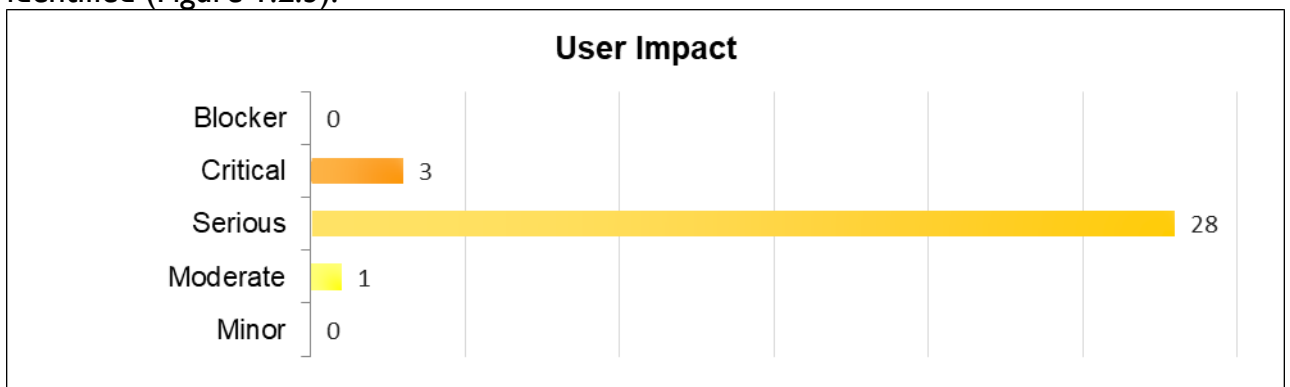
WCAG issues

Four success criteria, were related to 59.3% of all issues:

- Info and Relationships - 28.1%
- Reflow - 15.6%
- Non-text Contrast - 9.3%
- Resize text - 6.3%

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[10] https://www.citizensinformation.ie/en/ - Website that provides fast, easy access to comprehensive information on rights and entitlements in Ireland including education, employment rights etc.

The top 10 issues are listed in Figure 1.2.4.

Top 10 WCAG Issues

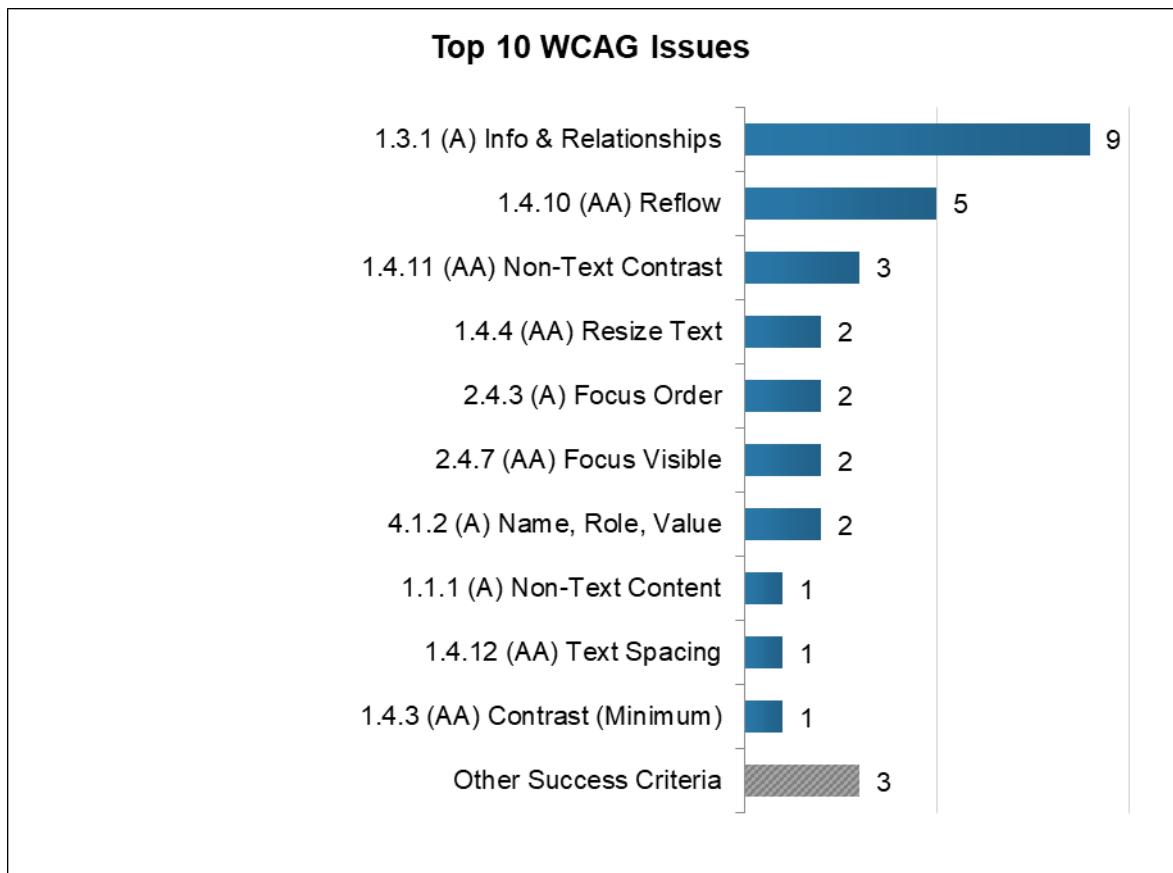| Issue	Count
1.3.1 (A) Info & Relationships	9
1.4.10 (AA) Reflow	5
1.4.11 (AA) Non-Text Contrast	3
1.4.4 (AA) Resize Text	2
2.4.3 (A) Focus Order	2
2.4.7 (AA) Focus Visible	2
4.1.2 (A) Name, Role, Value	2
1.1.1 (A) Non-Text Content	1
1.4.12 (AA) Text Spacing	1
1.4.3 (AA) Contrast (Minimum)	1
Other Success Criteria	3

Figure 1.2.4: Top 10 WCAG Issues

Link to accessible table

Accessibility Statement
The Citizens Information's Accessibility Statement contains **most** of the content required under the Directive.

3. Disability Access Route to Education (DARE)[11]

Key findings

In total, 61 issues (56 WCAG and 5 additional EN 301 549 specific) were identified across 5 pages and 4 components assessed. (Figure 1.3.1). This equates to a compliance rate of 73% for the WCAG 2.1 SC tested (Figure 1.3.2).
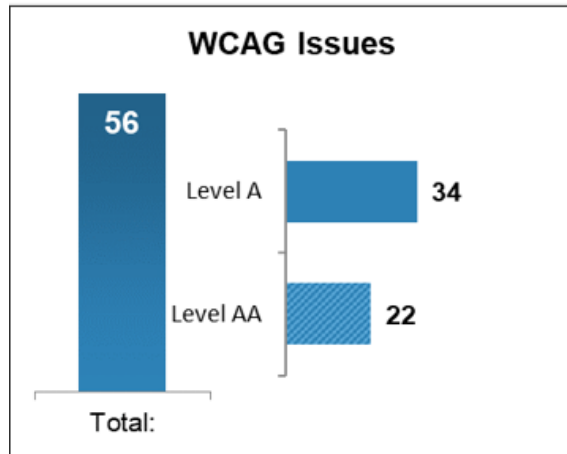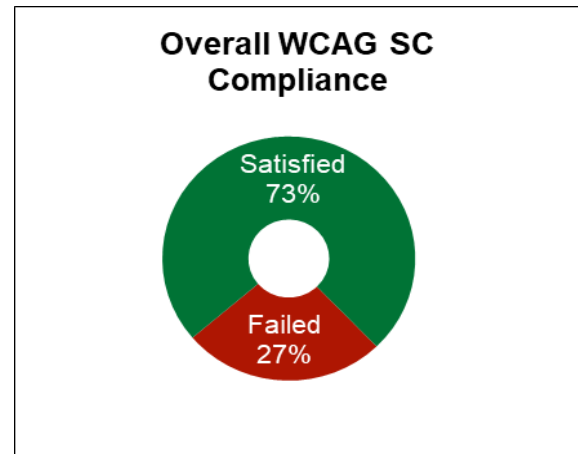

Figure 1.3.1: No of WCAG Issues

Figure 1.3.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=48), with the second highest number classified as "Critical" (n=8). No "Blocker" issues were identified (Figure 1.3.3).

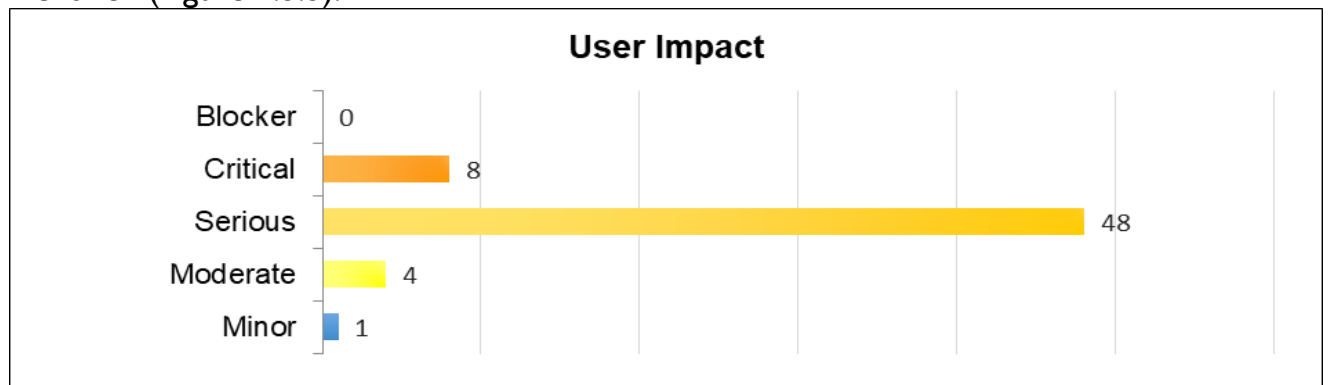**Figure 1.3.3: No. of errors by User Impact**

WCAG issues

Four success criteria, were related to 47.5% of all issues:

- Name, Role, Value - 22.9%
- Contrast (Minimum) - 9.8%
- Info and Relationships - 8.2%
- Non-text Contrast - 6.6%

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[11] https://accesscollege.ie/dare - Third level alternative admission scheme for school leavers with a disability, managed by the Irish Universities Association

The top 10 issues are listed in Figure 1.3.4.

Top 10 WCAG Issues

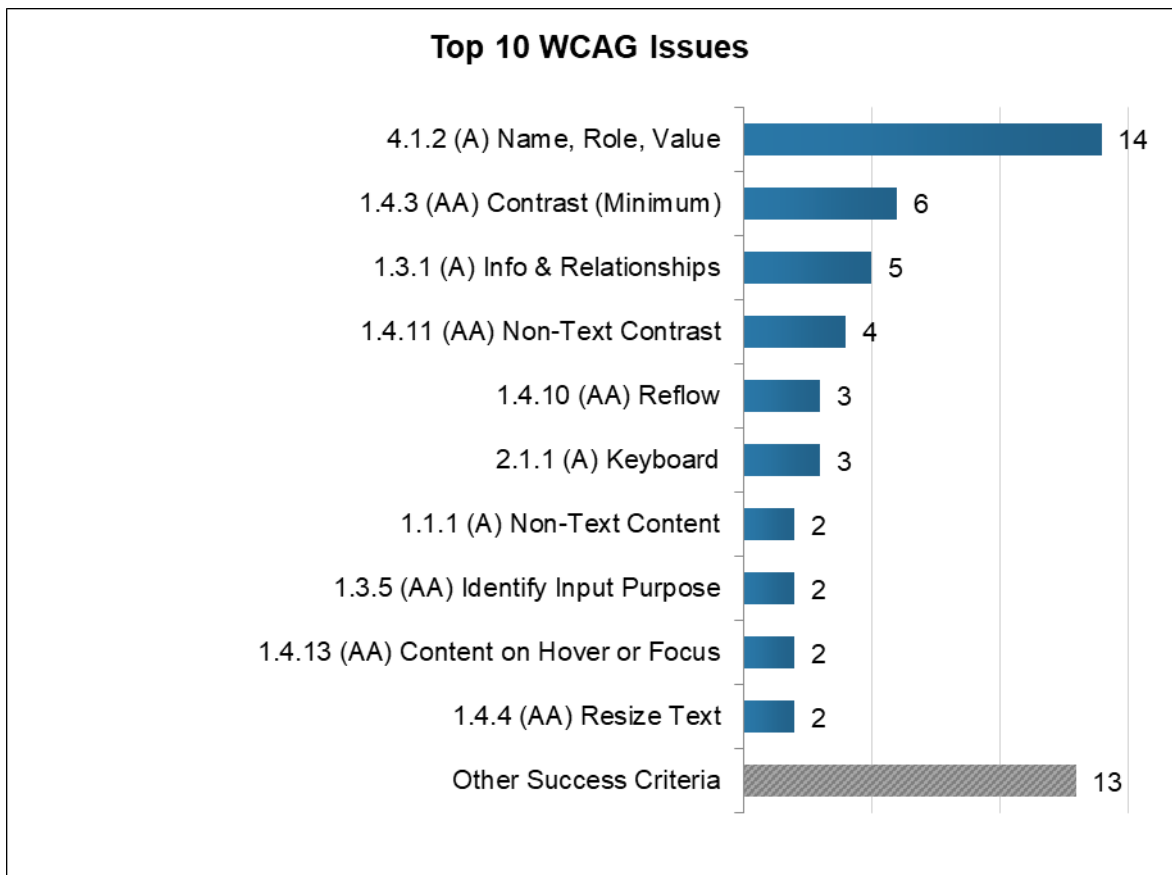| WCAG Issue	Count
4.1.2 (A) Name, Role, Value	14
1.4.3 (AA) Contrast (Minimum)	6
1.3.1 (A) Info & Relationships	5
1.4.11 (AA) Non-Text Contrast	4
1.4.10 (AA) Reflow	3
2.1.1 (A) Keyboard	3
1.1.1 (A) Non-Text Content	2
1.3.5 (AA) Identify Input Purpose	2
1.4.13 (AA) Content on Hover or Focus	2
1.4.4 (AA) Resize Text	2
Other Success Criteria	13

Figure 1.3.4: Top 10 WCAG Issues

Link to accessible table

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

4. An Garda Síochána [12]

Key findings

In total, 106 issues (106 WCAG and 0 additional EN 301 549 specific) were identified across 8 pages and 7 components assessed. (Figure 1.4.1). This equates to a compliance rate of 63% for the WCAG 2.1 SC tested (Figure 1.4.2).
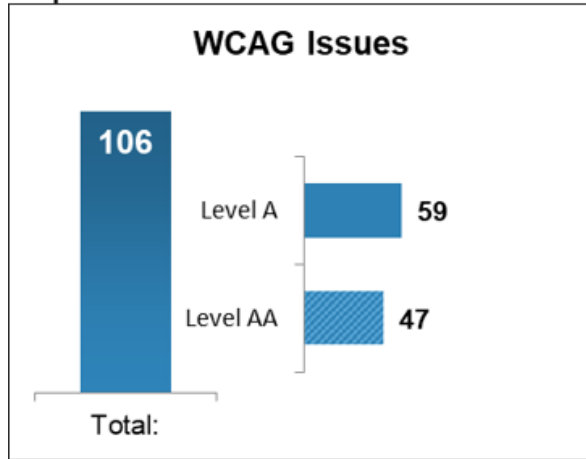

Figure 1.4.1: No of WCAG Issues

Figure 1.4.2: WCAG Compliance

The majority of errors were classified as having a "Serious" user impact (n=75), with the second highest number classified as "Critical" (n=26). No "Blocker" issues were identified (Figure 1.4.3).

Figure 1.4.3: No. of errors by User Impact

WCAG issues

Four success criteria, were related to 47.1% of all issues:

- Name, Role, Value – 16.0%
- Information and Relationships 14.1%
- Colour Contrast - 8.5%
- Non-text Contrast – 8.5%

The top 10 issues are listed in Figure 1.4.4.

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[12]   https://www.garda.ie/en/ - Ireland's National Police and security service.

Top 10 WCAG Issues

Issue	Count
4.1.2 (A) Name, Role, Value	17
1.3.1 (A) Info & Relationships	15
1.4.11 (AA) Non-Text Contrast	9
1.4.4 (AA) Resize Text	9
1.4.3 (AA) Contrast (Minimum)	8
1.1.1 (A) Non-Text Content	7
2.4.7 (AA) Focus Visible	6
1.4.1 (A) Use of Color	4
2.1.1 (A) Keyboard	4
2.4.3 (A) Focus Order	4
Other Success Criteria	23

Figure 1.4.4: Top 10 WCAG Issues

Link to accessible table

Accessibility Statement

An Garda Síochána's Accessibility Statement contains **some** of the content required under the Directive.

5. Gov.ie[13]
Key findings

In total, 27 issues (27 WCAG and 0 additional EN 301 549 specific) were identified across 8 pages and 4 components assessed. (Figure 1.5.1). This equates to a compliance rate of 85% for the WCAG 2.1 SC tested (Figure 1.5.2).

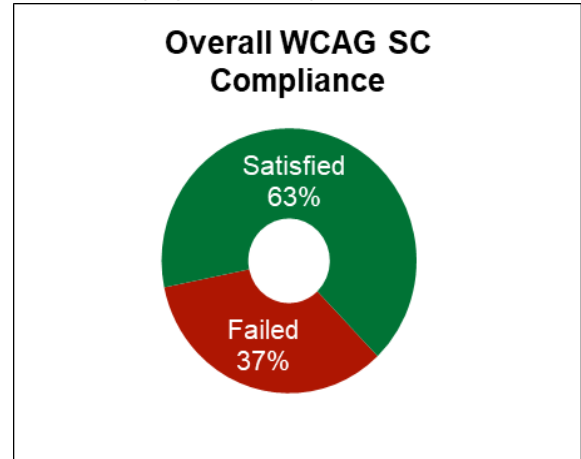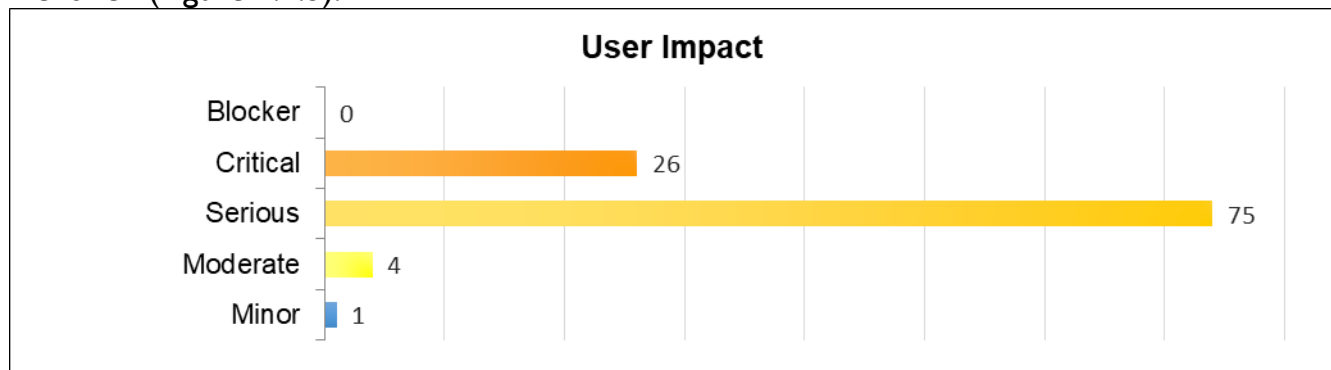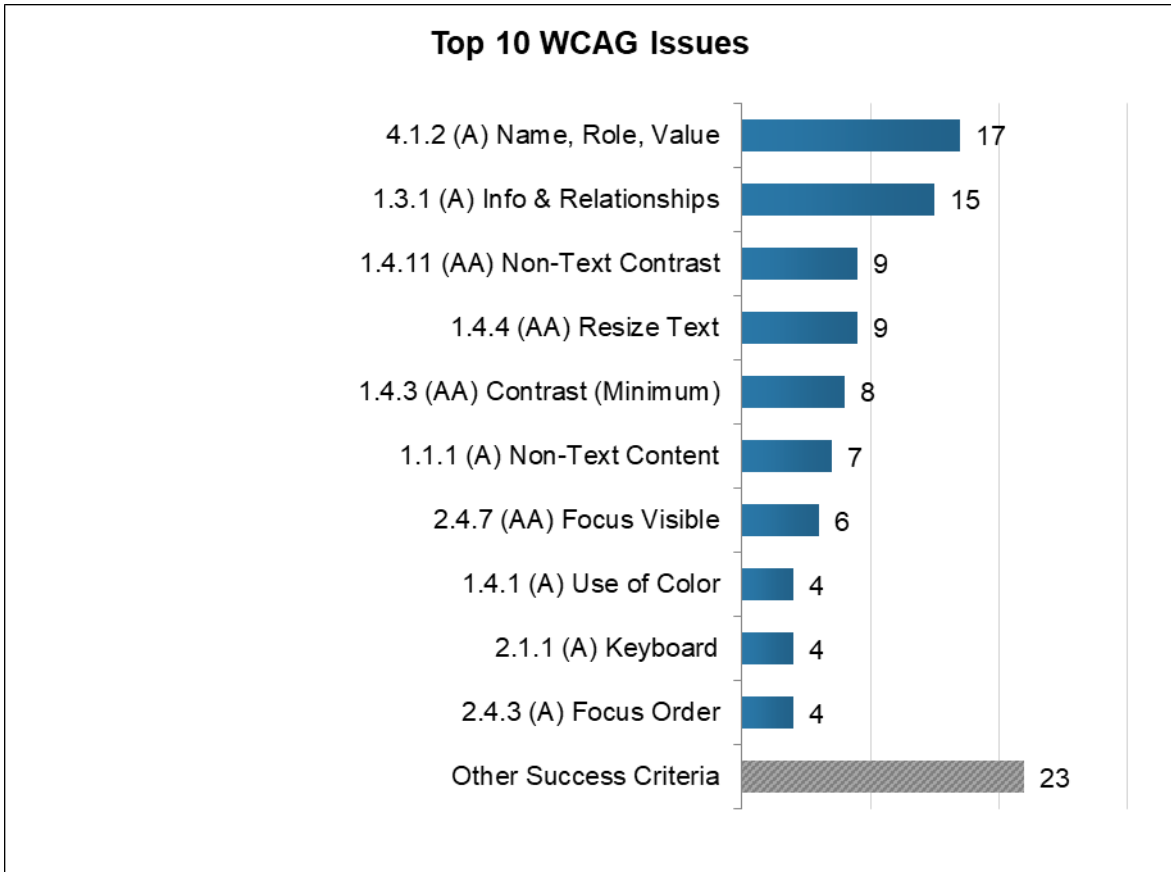

Figure 1.5.1: No. of WCAG Issues

Figure 1.5.2: WCAG Compliance

User Impact
The majority of errors were classified as having a "Serious" user impact (n=21), with the second highest number classified as "Critical" (n=5). No "Blocker" issues were identified (Figure 1.5.3).

Figure 1.5.3: No of errors by User Impact

WCAG issues
Four success criteria were related to 66.6% of all issues:
- Non-text Contrast - 29.6%
- Name, Role, Value - 14.8%
- Info and Relationships - 11.1%
- Link Purpose (In Context) - 11.1%

The top 10 issues are listed in Figure 1.5.4.

Top 10 WCAG Issues

Issue	Count
1.4.11 (AA) Non-Text Contrast	8
4.1.2 (A) Name, Role, Value	4
1.3.1 (A) Info & Relationships	3
2.4.4 (A) Link Purpose (In Context)	3
2.4.3 (A) Focus Order	2
1.1.1 (A) Non-Text Content	1
1.3.2 (A) Meaningful Sequence	1
2.4.2 (A) Page Titled	1
2.4.6 (AA) Headings and Labels	1
2.4.7 (AA) Focus Visible	1
Other Success Criteria	2

Figure 1.5.4: Top 10 WCAG Issues

Link to accessible table

Accessibility Statement
The GOV.ie's Accessibility Statement contains **some** of the content required under the Directive.

6. Higher Education Authority[14]

Key findings

In total, 72 issues (69 WCAG and 3 additional EN 301 549 specific) were identified across 7 pages and 2 components assessed (Figure 1.6.1). This equates to a compliance rate of 76% for the WCAG 2.1 SC tested (Figure 1.6.2).
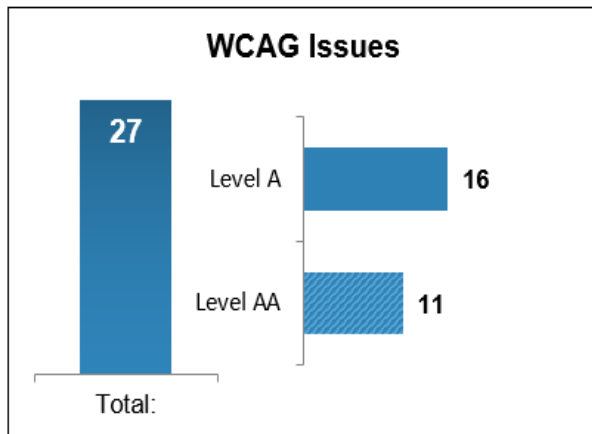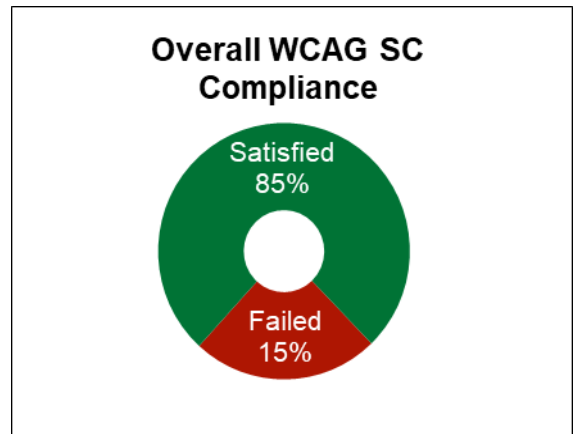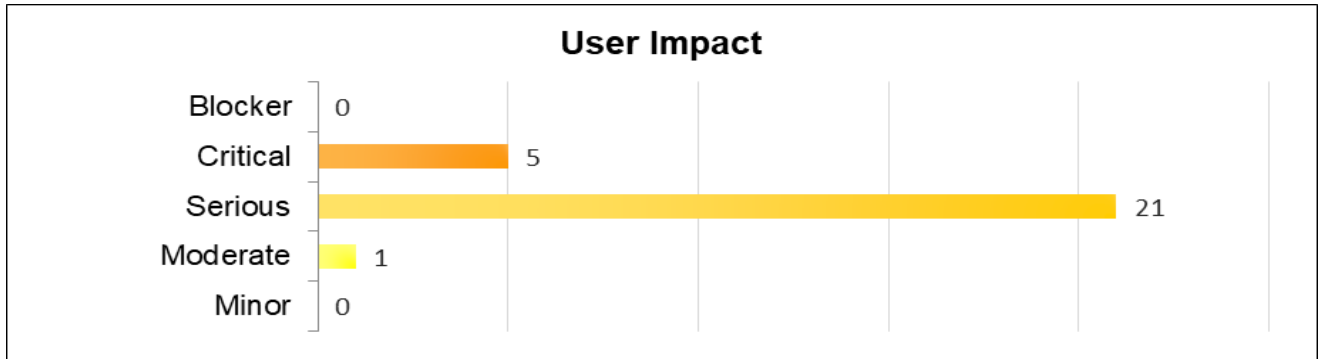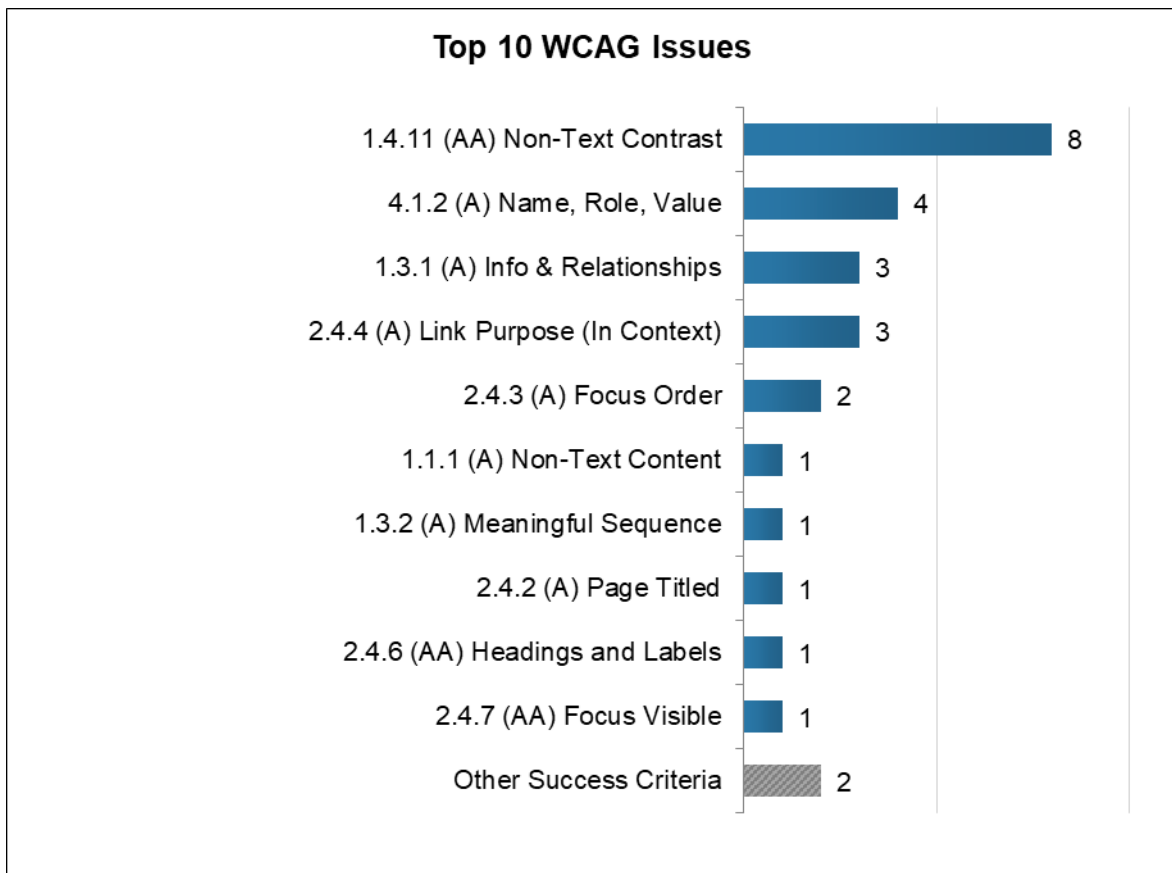

Figure 1.6.1: No. of WCAG Issues

Figure 1.6.2: 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=14). No "Blocker" issues were identified (Figure 1.6.3).

Figure 1.6.3: No. of errors by User Impact

WCAG issues

Four success criteria were related to 45.9% of all issues:

- Name, Role, Value - 19.4%
- Focus Visible - 12.5%
- Non-text Contrast – 8.0%
- Info and Relationships – 6.0%

The top 10 issues are listed in Figure 1.6.4.

Top 10 WCAG Issues

Success Criteria	Count
4.1.2 (A) Name, Role, Value	17
2.4.7 (AA) Focus Visible	9
1.3.1 (A) Info & Relationships	7
1.4.11 (AA) Non-Text Contrast	7
2.4.3 (A) Focus Order	5
2.4.4 (A) Link Purpose (In Context)	5
1.3.2 (A) Meaningful Sequence	3
1.4.3 (AA) Contrast (Minimum)	3
1.1.1 (A) Non-Text Content	2
1.4.13 (AA) Content on Hover or Focus	2
Other Success Criteria	9

Figure 1.6.4: Top 10 WCAG Issues

Link to accessible table

Accessibility Statement
The Higher Education Authority's Accessibility Statement contains **some** of the content required under the Directive.

7. Health Services Executive[15]

Key findings

In total, 52 issues (49 WCAG and 3 additional EN 301 549 specific) were identified across 9 pages and 4 components assessed. (Figure 1.7.1). This equates to a compliance rate of 77% for the WCAG 2.1 SC tested (Figure 1.7.2).
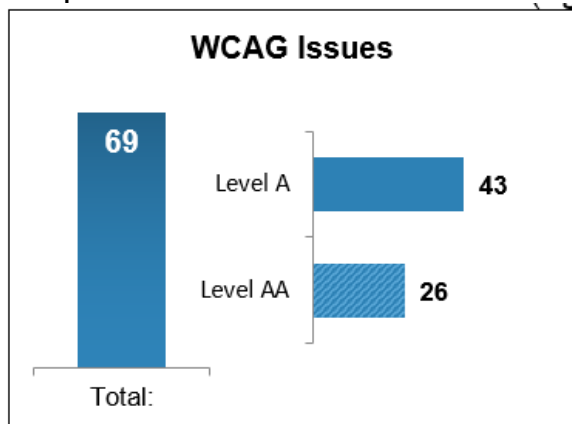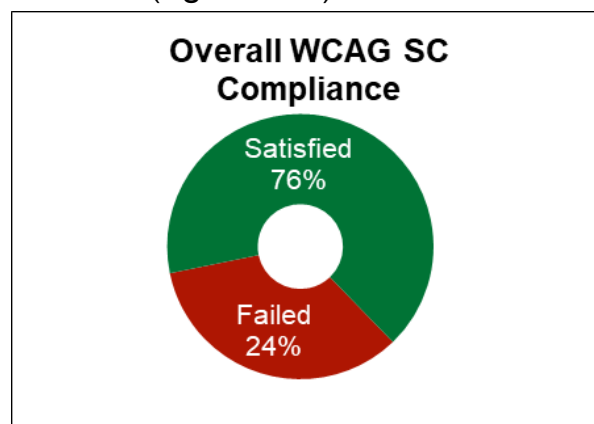

Figure 1.7.1: No. of WCAG Issues

Figure 1.7.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=42), with the second highest number classified as "Critical" (n=3). No "Blocker" issues were identified (Figure 1.7.3).
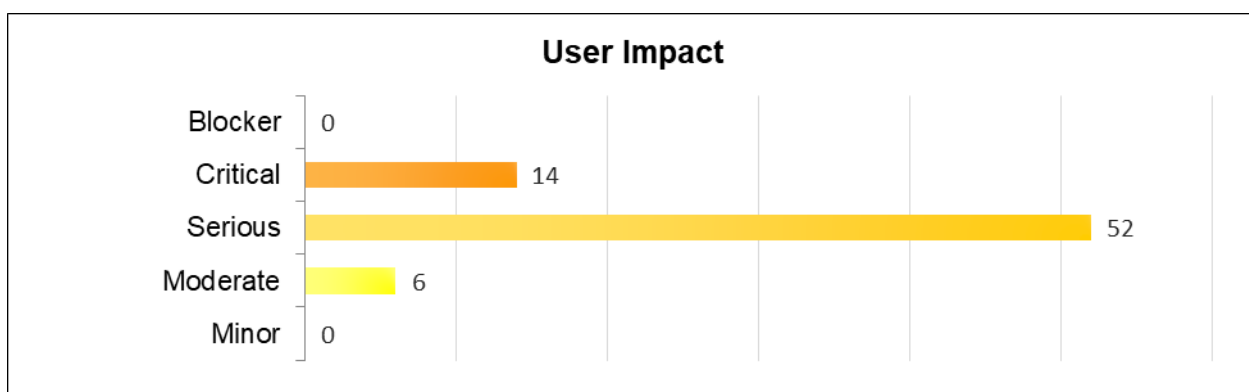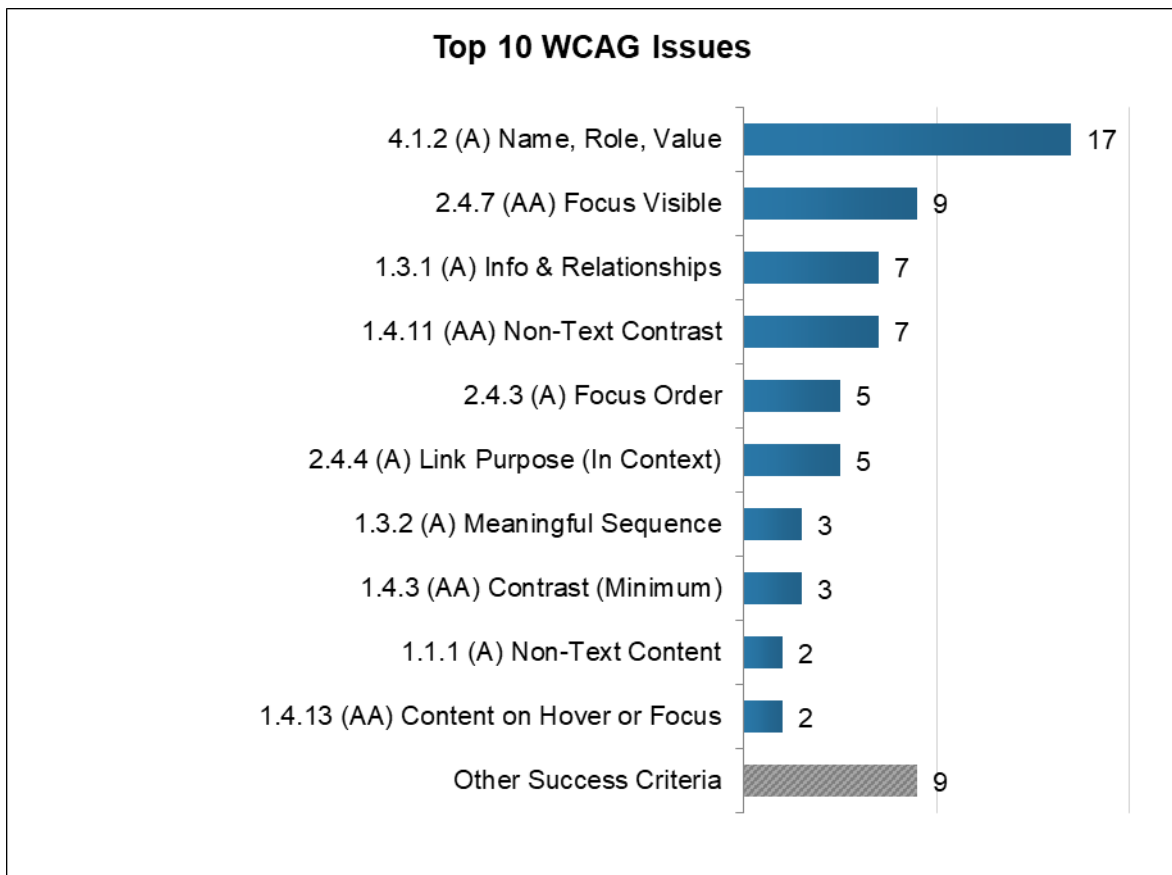

Figure 1.7.3: No. of errors by User Impact

WCAG issues

Four success criteria were related to 52.9% of all issues:

- Non-text Contrast - 17.6%
- Info and Relationships - 13.7%
- Focus Order - 11.8%
- Contrast (Minimum) - 9.8%

The top 10 issues are listed in Figure 1.7.4.

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[15] https://www.hse.ie/ - Provides public health and social care services to people living in Ireland.

Top 10 WCAG Issues

Issue	Count
1.4.11 (AA) Non-Text Contrast	10
1.3.1 (A) Info & Relationships	7
2.4.3 (A) Focus Order	6
1.4.13 (AA) Content on Hover or Focus	5
1.4.3 (AA) Contrast (Minimum)	5
1.2.3 (A) Audio Description or Media Alternative (Prerecorded)	2
1.4.1 (A) Use of Color	2
2.5.3 (A) Label in Name	2
4.1.2 (A) Name, Role, Value	2
1.1.1 (A) Non-Text Content	1
Other Success Criteria	7

Figure 1.7.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

The Higher Education Authority's Accessibility Statement contains **some** of the content required under the Directive.

8. HSE Health Promotion[16]

Key findings

In total, 37 issues (37 WCAG and 0 additional EN 301 549 specific) were identified across 9 pages and 1 component assessed. (Figure 1.8.1). This equates to a compliance rate of 79% for the WCAG 2.1 SC tested (Figure 1.8.2).
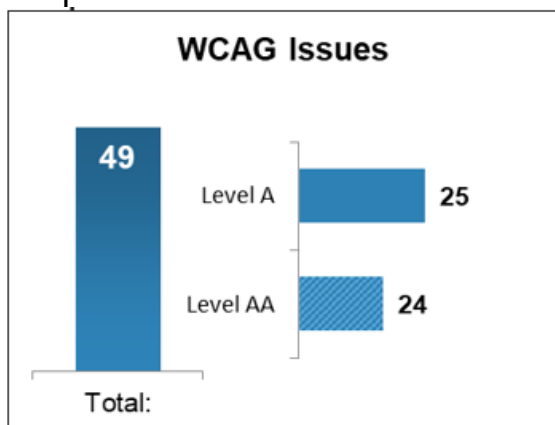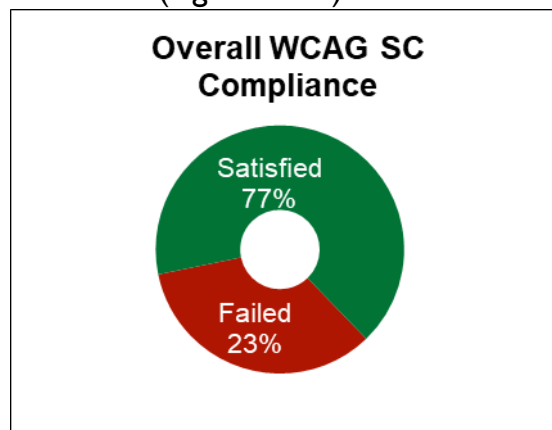
Figure 1.8.1: No. of WCAG Issues

Figure 1.8.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=31), with the second highest number classified as "Critical" (n=6). No "Blocker" issues were identified (Figure 1.8.3).
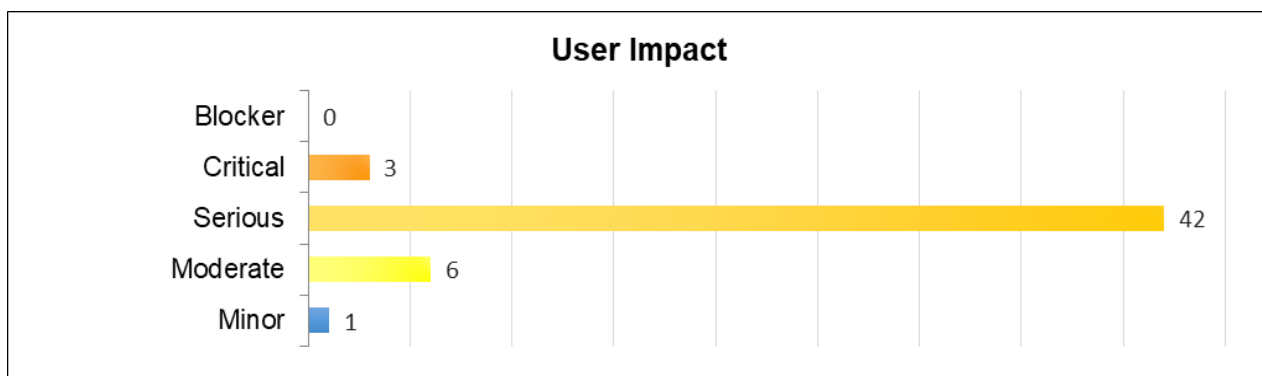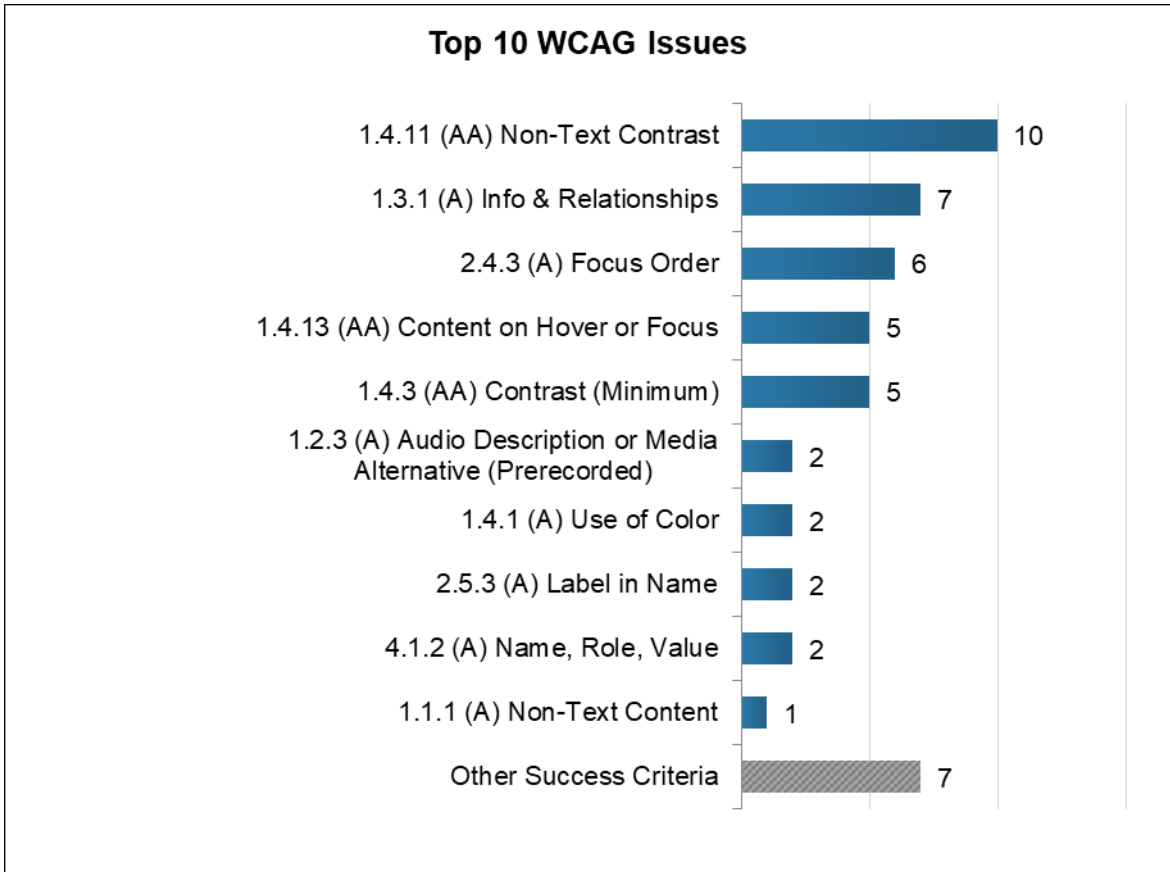
Figure 1.8.3: No. of errors by User Impact

WCAG issues

Six success criteria, were related to 70.5% of all issues:

- Language of Page – 24.3%
- Page Titled – 19.0%
- Information and Relationships – 11.0%
- Status Messages – 5.4%
- Non-text Contrast – 5.4%
- Text Alternatives – 5.4%

---

[16] https://www.healthpromotion.ie/ - An HSE Website that produces and distributes a wide variety of related resources to the public.

The top 10 issues are listed in Figure 1.8.4.
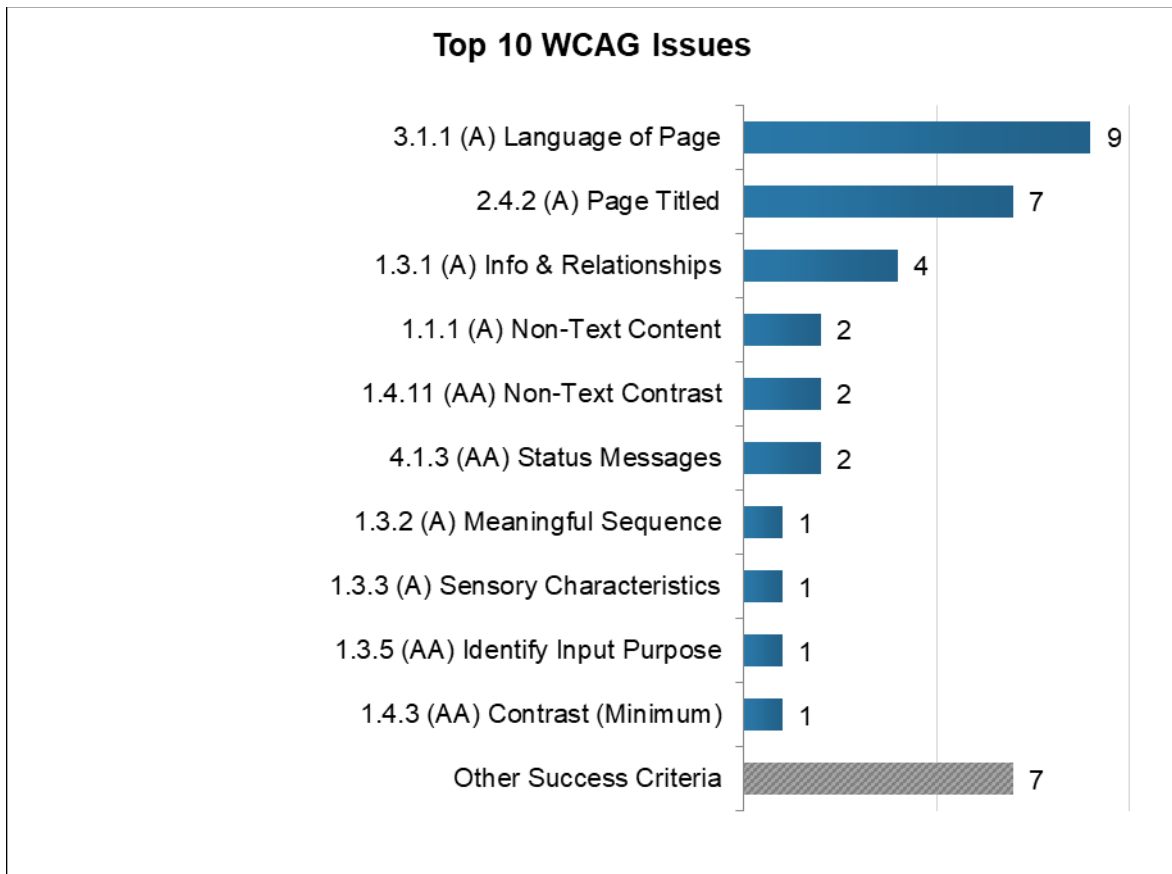
Figure 1.8.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement
The HSE Health Promotion's Accessibility Statement contains **all** the content required under the Directive.

9. Irish Rail[17]

Key findings

In total, 175 issues (175 WCAG and 0 additional EN 301 549 specific) were identified across 8 pages and 3 components assessed. (Figure 1.9.1). This equates to a compliance rate of 70% for the WCAG 2.1 SC tested (Figure 1.9.2).
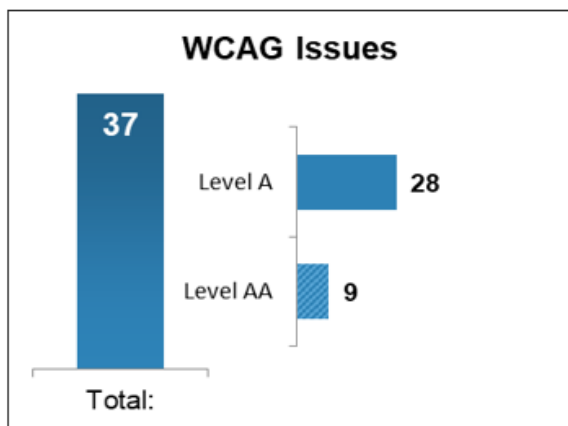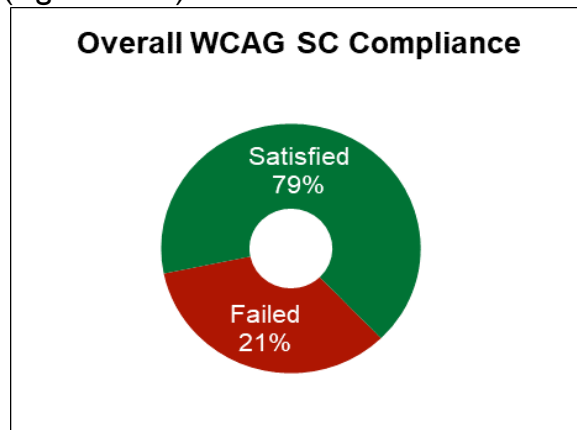

Figure 1.9.1: No. of WCAG Issues

Figure 1.9.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=127), with the second highest number classified as "Critical" (n=46). No "Blocker" issues were identified (Figure 1.9.3).
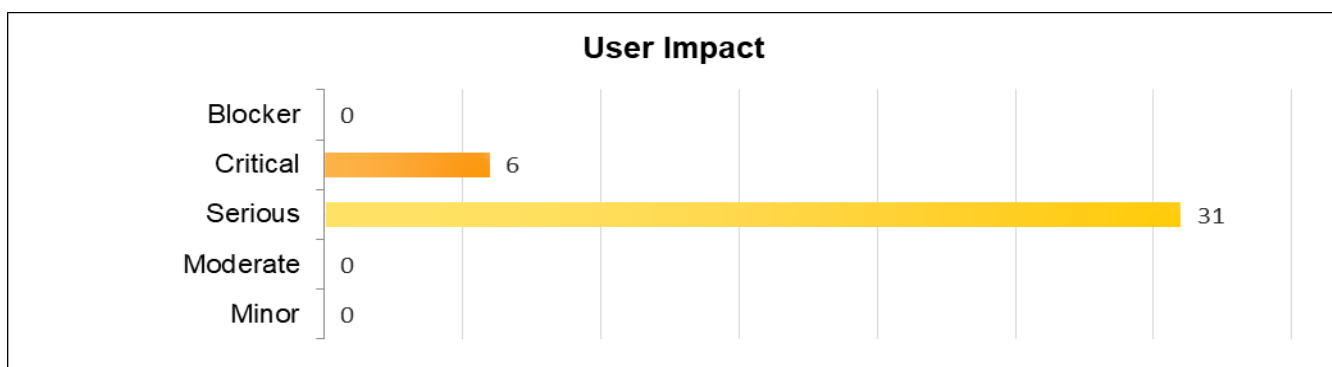

Figure 1.9.3: No. of errors by User Impact

WCAG issues

Four success criteria, were related to 62.8% of all issues:

- Contrast (Minimum) - 27.4%
- Name, Role, Value - 23.4%
- Info and Relationships - 7.4%
- Resize text - 4.6%

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[17] https://www.irishrail.ie/en-ie/ - Website to buy train tickets, reserve seats and check train times in Ireland.

The top 10 issues are listed in Figure 1.9.4.

Top 10 WCAG Issues

| WCAG Issue	Count
1.4.3 (AA) Contrast (Minimum)	48
4.1.2 (A) Name, Role, Value	41
1.3.1 (A) Info & Relationships	13
1.4.10 (AA) Reflow	8
1.4.11 (AA) Non-Text Contrast	8
1.4.4 (AA) Resize Text	8
1.3.2 (A) Meaningful Sequence	6
2.5.3 (A) Label in Name	6
2.4.3 (A) Focus Order	5
1.1.1 (A) Non-Text Content	4
Other Success Criteria	28

Figure 1.9.4: Top 10 WCAG Issues

Link to accessible table

Accessibility Statement
Irish Rail's Accessibility Statement contains **most** of the content required under the Directive.

10. JobsIreland[18]

Key findings

In total, 1128 issues (1126 WCAG and 2 additional EN 301 549 specific) were identified across 13 components and pages assessed. (Figure 1.10.1). This equates to a compliance rate of 64% for the WCAG 2.1 SC tested (Figure 1.10.2).
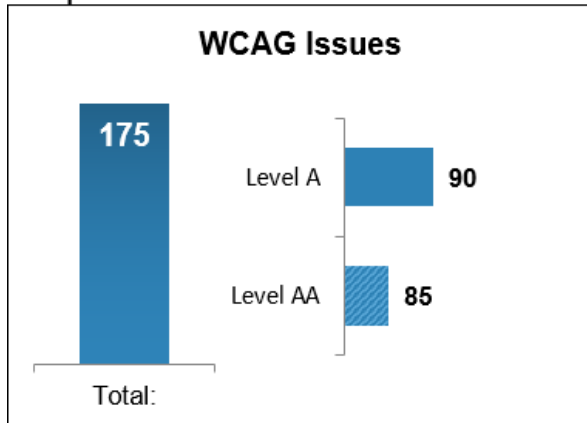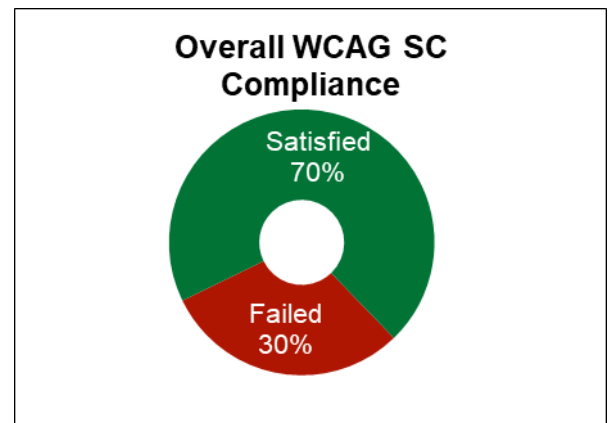

Figure 1.10.1: No. of WCAG Issues

Figure 1.10.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=975), with the second highest number classified as "Critical" (n=130). No "Blocker" issues were identified (Figure 1.10.3).
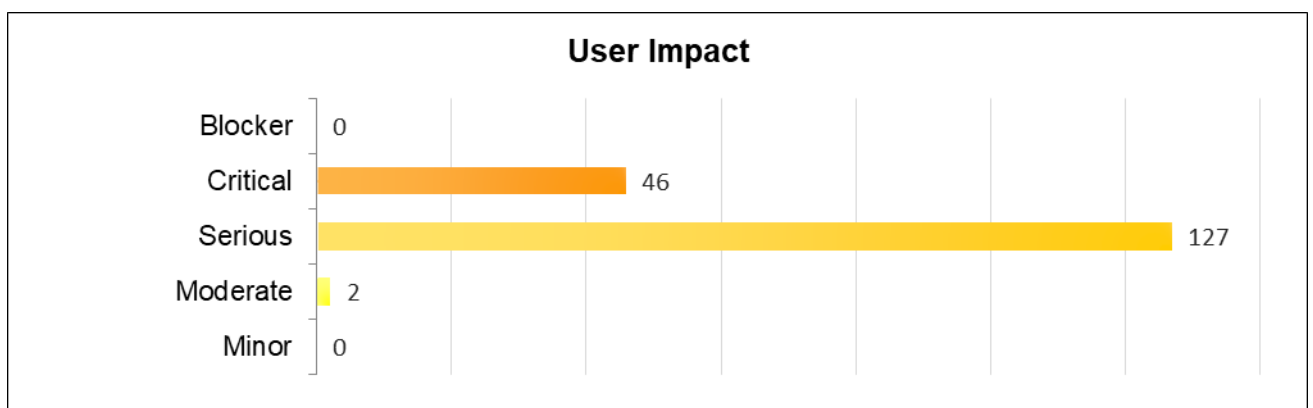

Figure 1.10.3: No of errors by User Impact

WCAG issues

Four success criteria, were related to 89.6% of all issues:

- Contrast (Minimum) – 50.6%
- Name, Role and Value – 29.3%
- Text Alternatives – 7.5%
- Information and Relationships – 2.2%

---

[18] https://jobsireland.ie/- Website that connects employees and jobseekers.

The top 10 issues are listed in Figure 1.10.4 below.

Top 10 WCAG Issues

- 1.4.3 (AA) Contrast (Minimum): 571
- 4.1.2 (A) Name, Role, Value: 330
- 1.1.1 (A) Non-Text Content: 85
- 1.3.1 (A) Info & Relationships: 24
- 4.1.1 (A) Parsing: 22
- 1.4.11 (AA) Non-Text Contrast: 19
- 2.4.7 (AA) Focus Visible: 12
- 1.4.1 (A) Use of Color: 11
- 1.4.4 (AA) Resize Text: 9
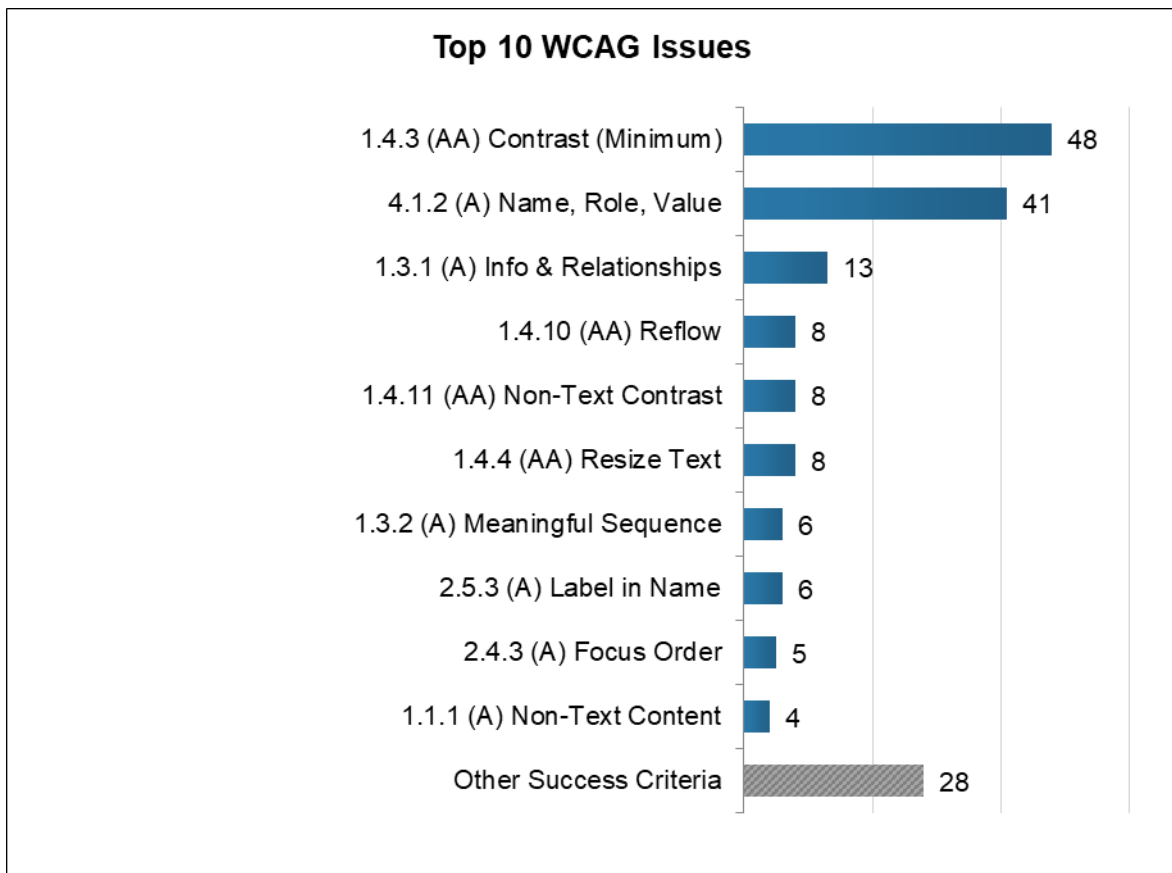- 2.1.1 (A) Keyboard: 7
- Other Success Criteria: 36

Figure 1.10.4: Top 10 WCAG Issues

Link to accessible table

Accessibility Statement

Job Ireland's Accessibility Statement contains **some** of the content required under the Directive.

11. LUAS[19]

Key findings

In total, 169 issues (167 WCAG and 2 additional EN 301 549-specific) were identified across 7 pages and 3 components assessed (Figure 1.11.1). This equates to a compliance rate of 56% for the WCAG 2.1 SC tested (Figure 1.11.2).
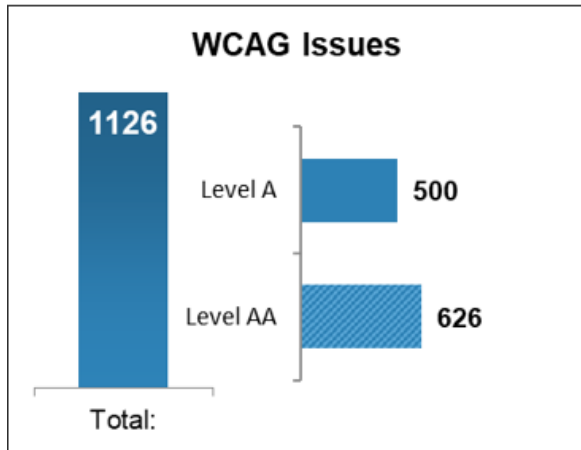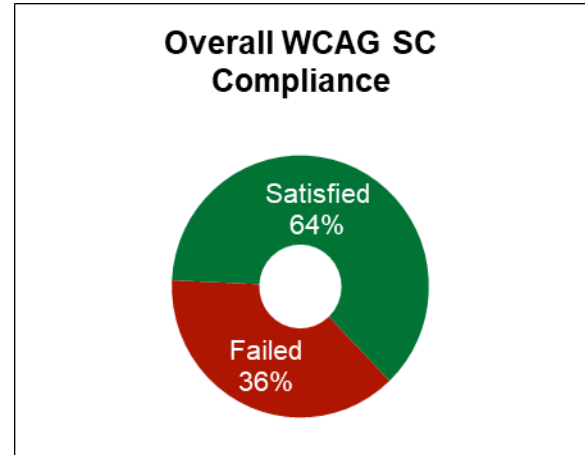

Figure 1.11.1: No. of WCAG Issues

Figure 1.11.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=100), with the second highest number classified as "Critical" (n=59). No "Blocker" issues were identified (Figure 1.11.3).

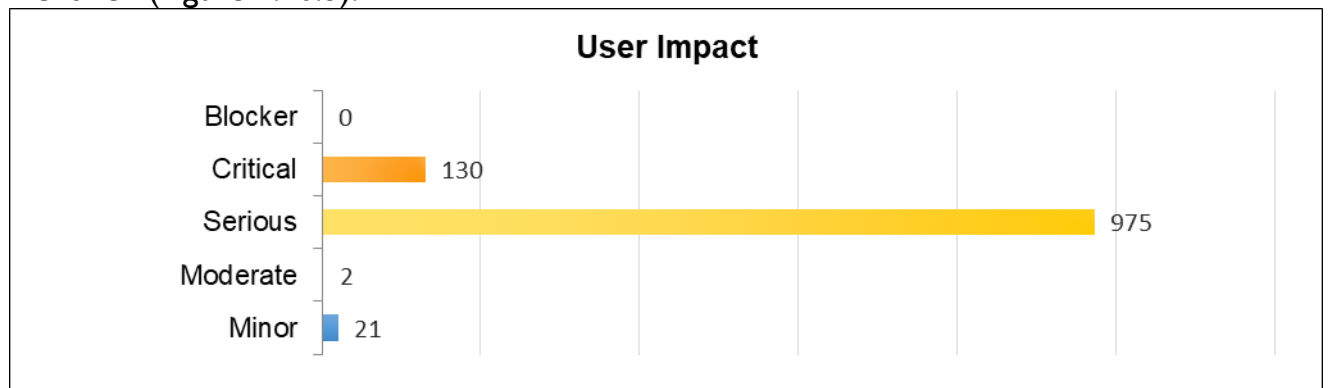**Figure 1.11.3: No of errors by User Impact**

WCAG issues

- Four success criteria were related to 62.6% of all issues:

    - Parsing - 27.8%
    - Name, Role, Value - 13.6%
    - Use of Colour - 12.4%

---

[19] https://luas.ie/ - Tram system in Ireland

- Non-text Content - 8.8%

The top 10 issues are listed in Figure 1.11.4 below.

Top 10 WCAG Issues

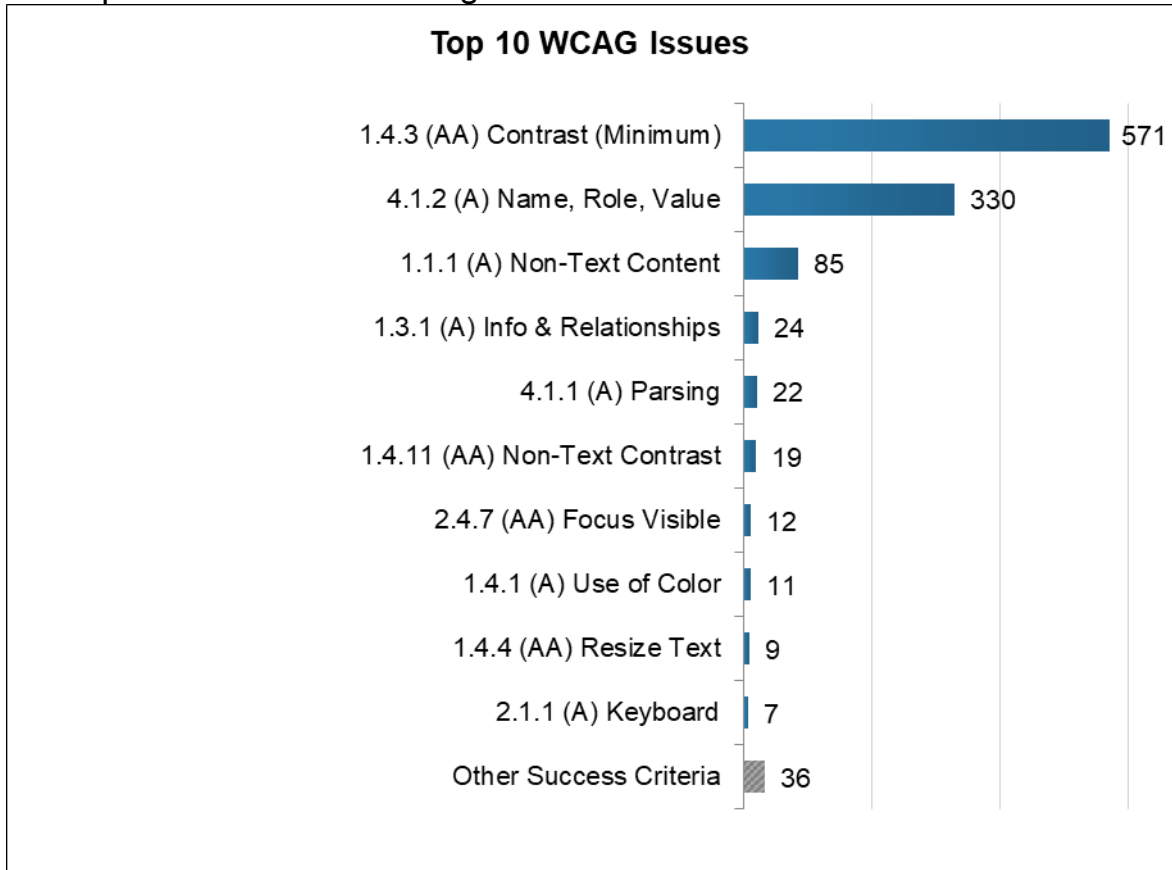| Issue	Count
4.1.1 (A) Parsing	47
4.1.2 (A) Name, Role, Value	23
1.4.1 (A) Use of Color	21
1.1.1 (A) Non-Text Content	15
1.3.1 (A) Info & Relationships	15
1.4.3 (AA) Contrast (Minimum)	11
1.4.10 (AA) Reflow	4
2.5.3 (A) Label in Name	4
1.3.2 (A) Meaningful Sequence	3
1.4.11 (AA) Non-Text Contrast	3
Other Success Criteria	21

Figure 1.11.4: Top 10 WCAG Issues

Link to accessible table

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

12. MyGovID[20]

Key Findings

In total, 167 issues (165 WCAG and 2 additional EN 301 549-specific) were identified across 13 pages and 4 components assessed (Figure 1.12.1). This equates to a compliance rate of 60% for the WCAG 2.1 SC tested (Figure 1.12.2).
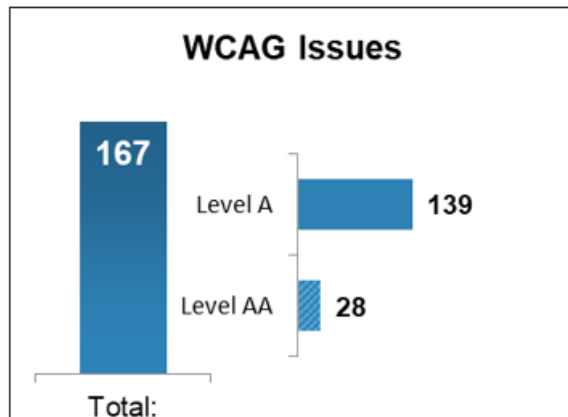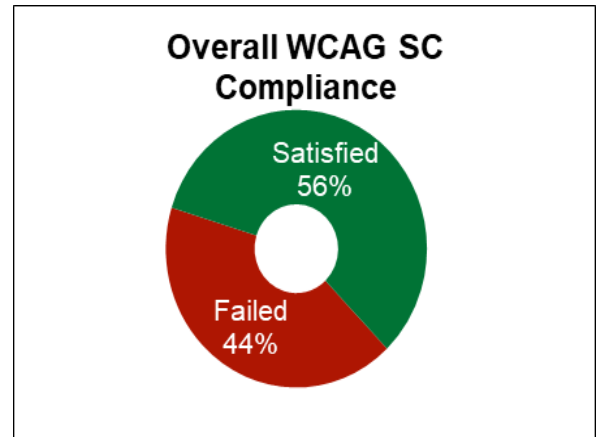

Figure 1.12.1: No. of WCAG Issues

Figure 1.12.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=95), with the second highest number classified as "Critical" (n=36). No "Blocker" issues were identified (Figure 1.12.3).
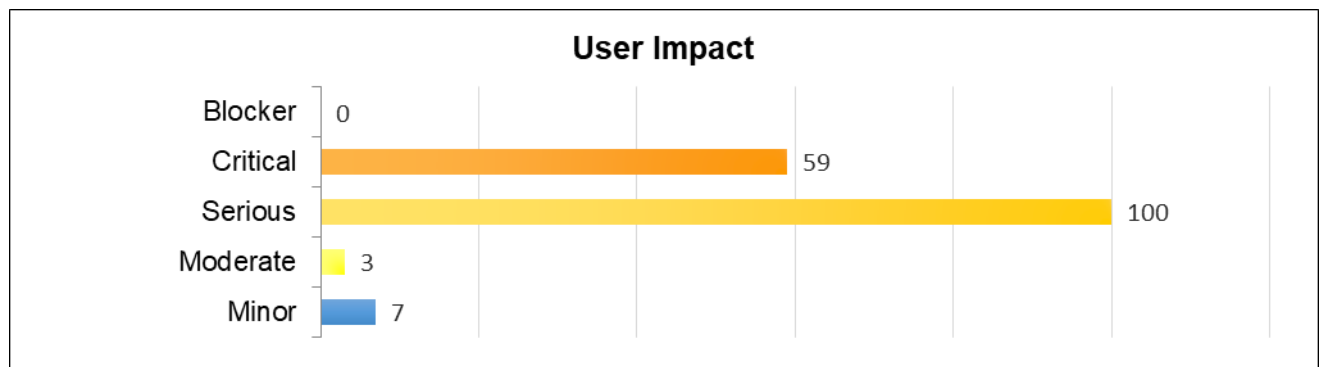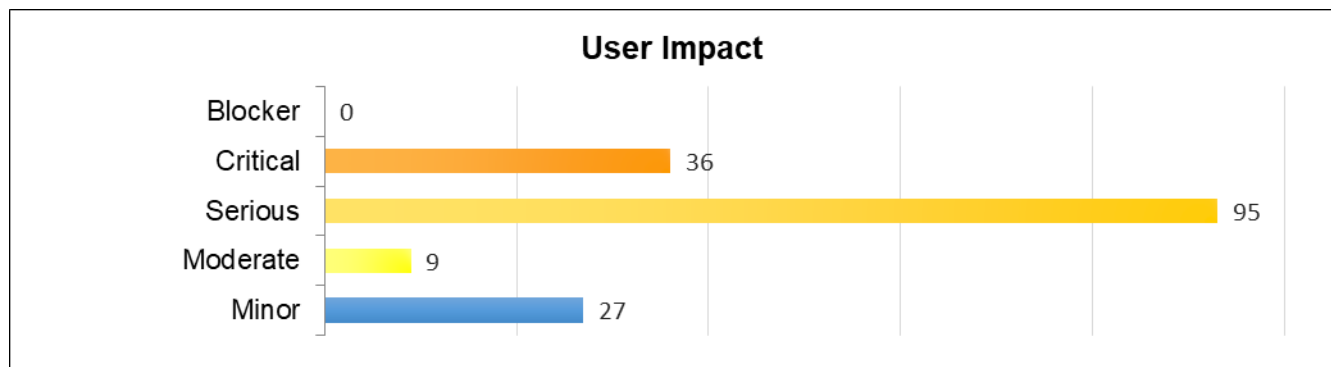

Figure 1.12.3: No of errors by User Impact

WCAG issues

- Four success criteria were related to 73.1% of all WCAG issues:

  - Parsing – 37.5%
  - Text Alternatives – 14.5%
  - Name, Role, Value – 13.3%
  - Contrast (Minimum) – 7.8%

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[20] https://www.mygovid.ie/ - Provides secure online access to many Government Services.

The top 10 issues are listed in Figure 1.12.4.

Top 10 WCAG Issues

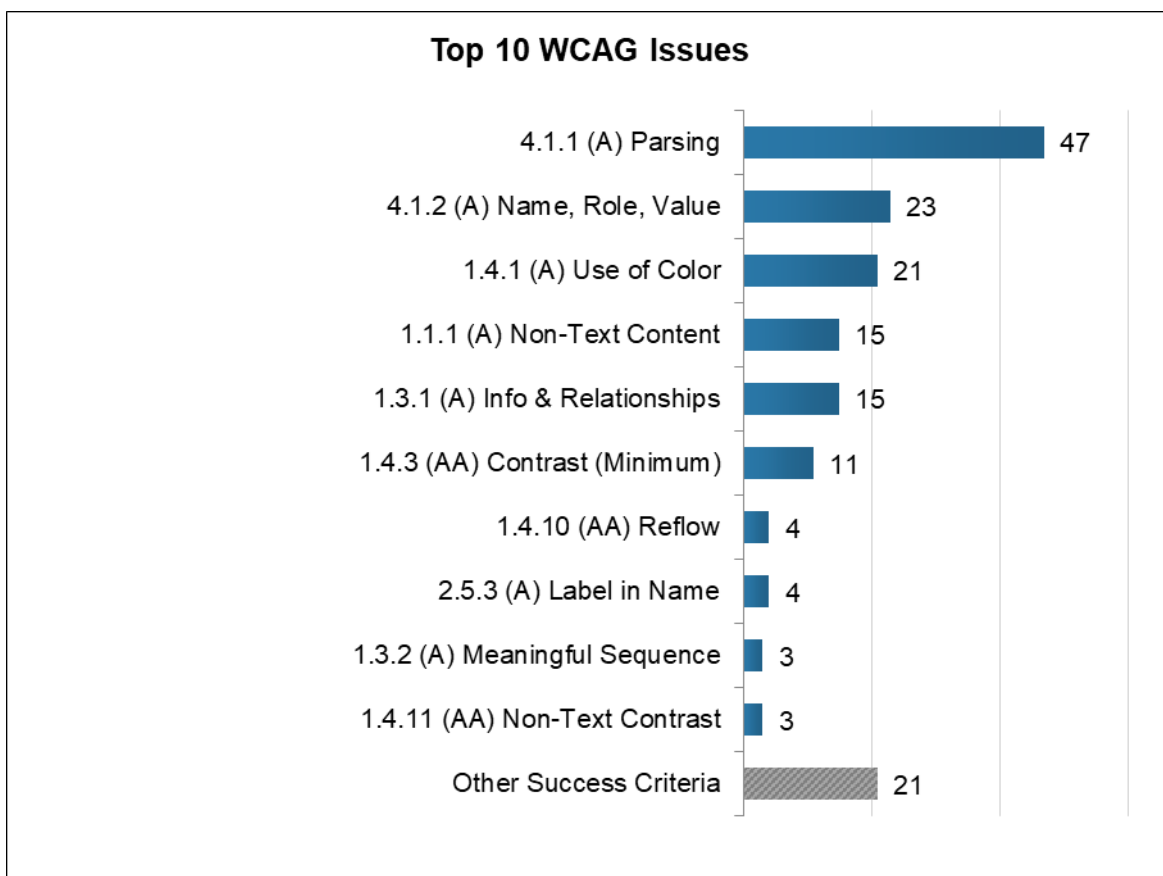| WCAG Issue	Count
4.1.1 (A) Parsing	62
1.1.1 (A) Non-Text Content	24
4.1.2 (A) Name, Role, Value	22
1.4.3 (AA) Contrast (Minimum)	13
1.4.11 (AA) Non-Text Contrast	9
1.3.1 (A) Info & Relationships	6
1.3.5 (AA) Identify Input Purpose	5
1.4.4 (AA) Resize Text	5
1.4.10 (AA) Reflow	3
1.3.3 (A) Sensory Characteristics	2
Other Success Criteria	14

Figure 1.12.4: Top 10 WCAG Issues

Link to accessible table

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

13.MyWelfare[21]

Key Findings

In total, 172 issues (172 WCAG and 0 additional EN 301 549 specific) were identified across 9 pages and 3 components assessed (Figure 1.13.1). This equates to a compliance rate of 80% for the WCAG 2.1 SC tested (Figure 1.13.2).
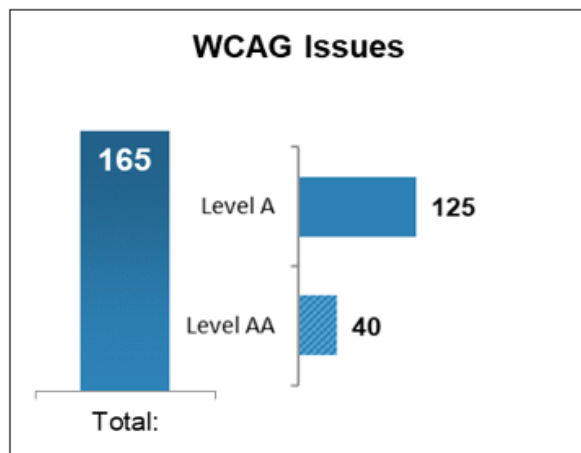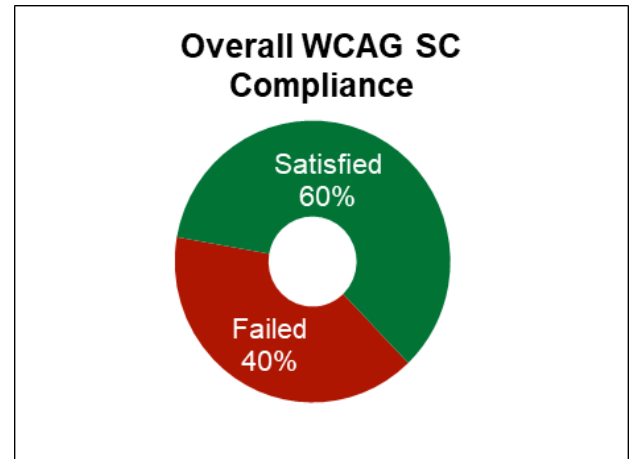

Figure 1.13.1: No. of WCAG Issues

Figure 1.13.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Critical" user impact (n=83), with the second highest number classified as "Serious" (n=80). No "Blocker" issues were identified (Figure 1.13.3).
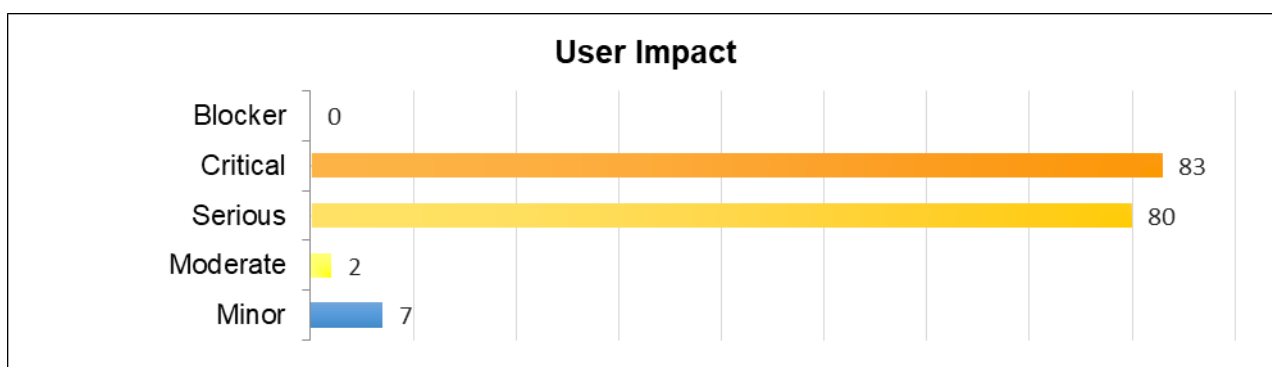
Figure 1.13.3: No. of errors by User Impact

WCAG issues

- Four success criteria, were related to 81.0% of all issues:
  - Name, Role, and Value – 56.5%
  - Parsing – 17.0%
  - Non-Text Contrast – 4.0%
  - Label in Name – 3.5%

---

[21] https://services.mywelfare.ie/ - Online access to a range of Welfare services in Ireland.

The top 10 issues are listed in Figure 1.13.4.

Top 10 WCAG Issues

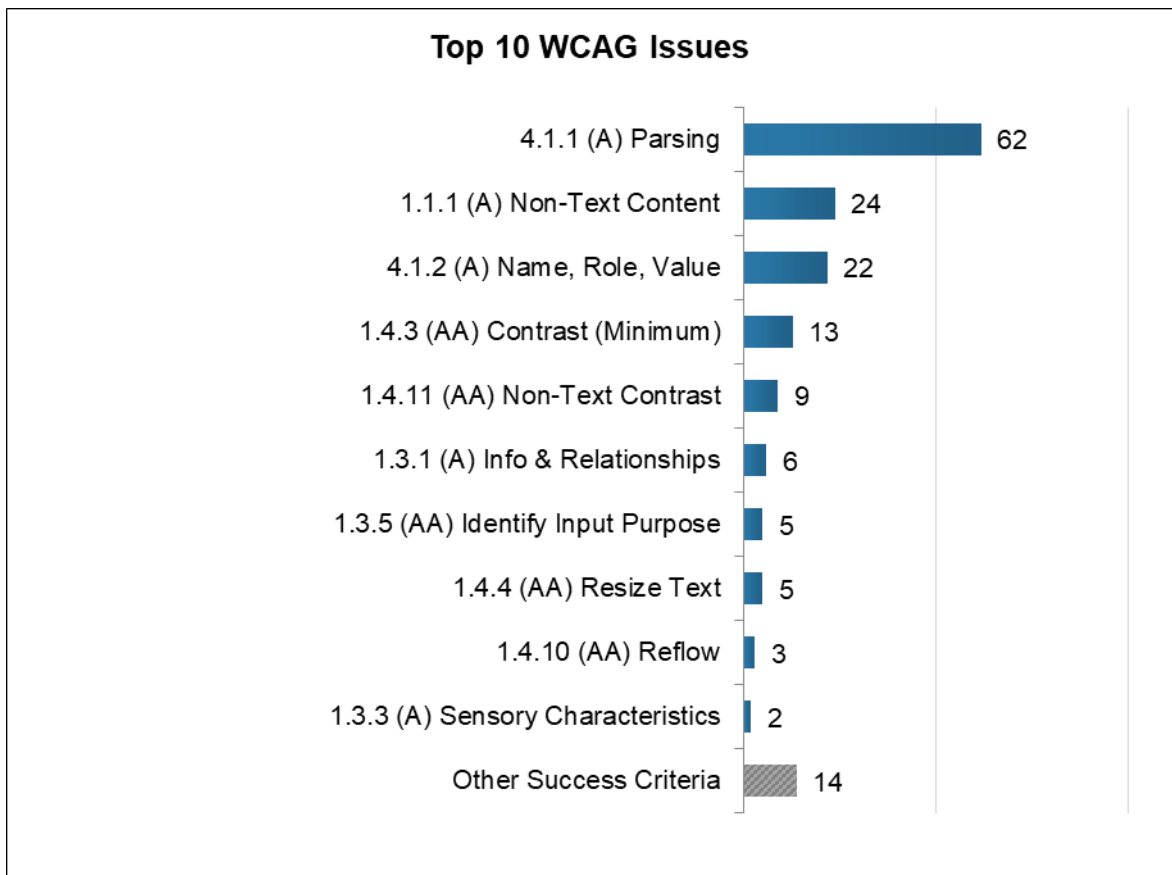| WCAG Issue	Count
4.1.2 (A) Name, Role, Value	98
4.1.1 (A) Parsing	29
1.3.1 (A) Info & Relationships	9
1.4.11 (AA) Non-Text Contrast	9
2.5.3 (A) Label in Name	6
1.4.3 (AA) Contrast (Minimum)	5
2.4.7 (AA) Focus Visible	5
2.1.1 (A) Keyboard	2
2.4.6 (AA) Headings and Labels	2
4.1.3 (AA) Status Messages	2
Other Success Criteria	5
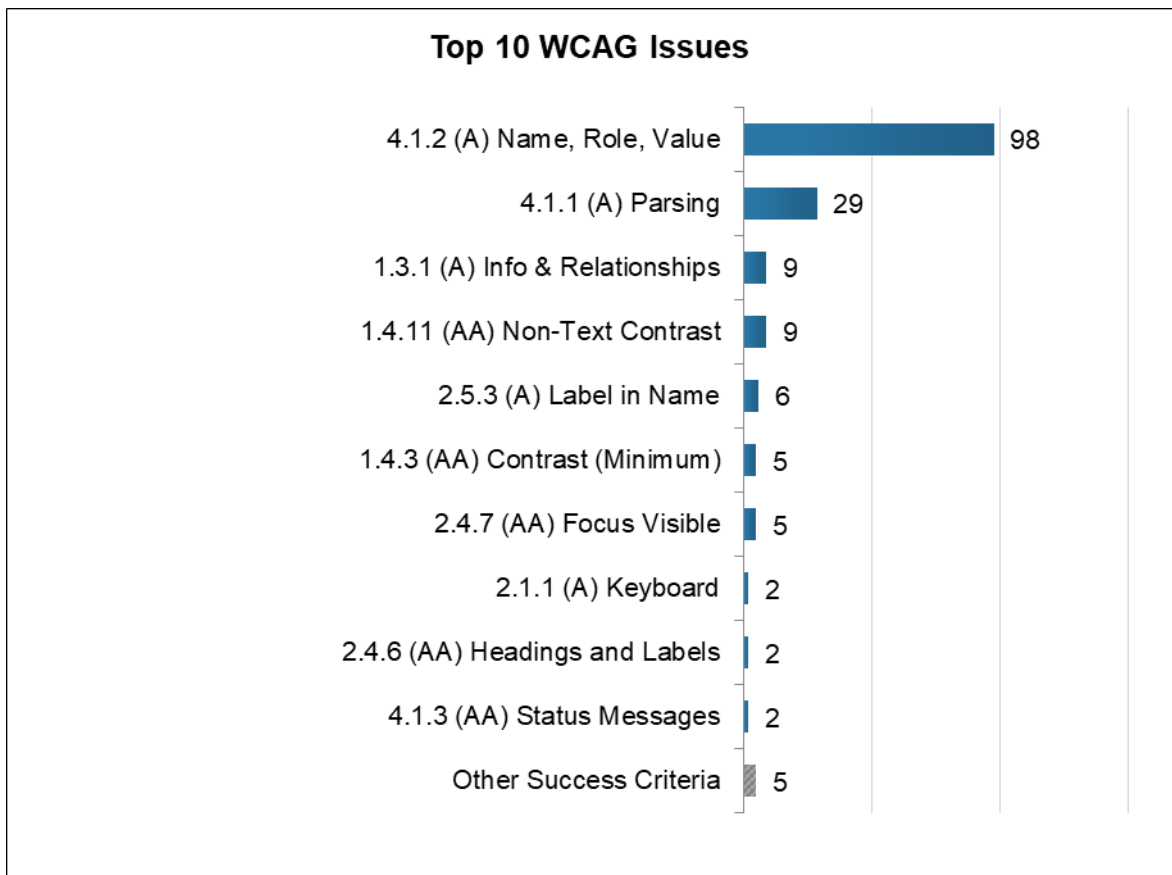
Figure 1.13.4: Top 10 WCAG Issues

Link to accessible table

Accessibility Statement

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

14. National Disability Authority[22]

Key Findings

In total, 3 issues (3 WCAG and 0 additional EN 301 549 specific) were identified across 7 pages and 4 components assessed (Figure 1.14.1). This equates to a compliance rate of 97% for the WCAG 2.1 SC tested (Figure 1.14.2).
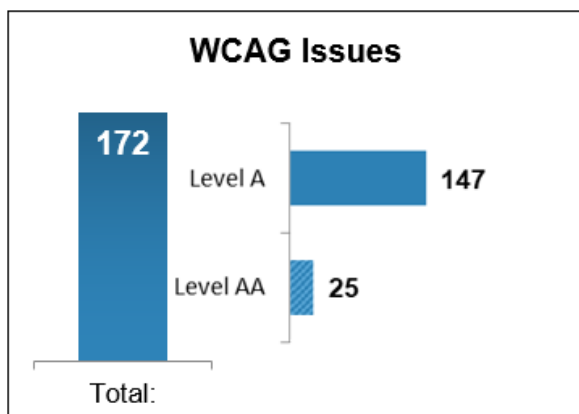

Figure 1.14.1: No. of WCAG Issues

Figure 1.14.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=2), with the second highest number classified as "Critical" (n=1). No "Blocker" issues were identified (Figure 1.14.3).
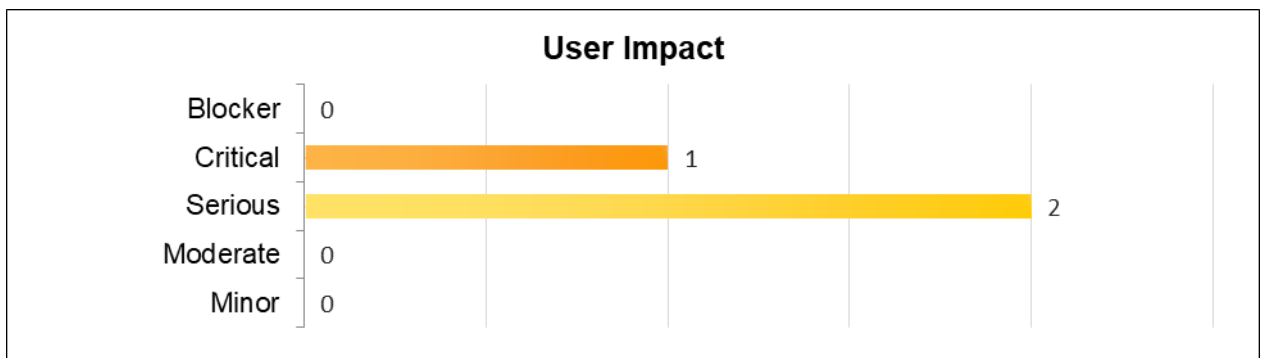
Figure 1.14.3: No of errors by User Impact

WCAG issues

- Three success criteria accounted for 100% of all issues:
  - Unique IDs - 33.3%

---

[22] https://nda.ie/ - Independent Statutory body providing evidence-based advice and research to the government on disability policy. This new website was published in early 2023.

- Custom Controls - 33.3 %
- Name, Role, Value - 33.3%

The top 10 issues are listed in Figure 1.14.4.

Top 10 WCAG Issues

Issue	Count
4.1.2 (A) Name, Role, Value	2
4.1.1 (A) Parsing	1
1.1.1 (A) Non-Text Content	0
1.2.1 (A) Audio-only and Video-only (Prerecorded)	0
1.2.2 (A) Captions (Prerecorded)	0
1.2.3 (A) Audio Description or Media Alternative (Prerecorded)	0
1.2.4 (AA) Captions (Live)	0
1.2.5 (AA) Audio Description (Prerecorded)	0
1.3.1 (A) Info & Relationships	0
1.3.2 (A) Meaningful Sequence	0
Other Success Criteria	0

Figure 1.14.4: Top 10 WCAG Issues

Link to accessible table

Accessibility Statement
The National Disability Authority's Accessibility Statement contains **all** the content required under the Directive.

15. National Gallery of Ireland[23]

Key Findings

In total, 248 issues (248 WCAG and 0 additional EN 301 549 specific) were identified across 8 pages and 5 components assessed (Figure 1.15.1). This equates to a compliance rate of 56% for the WCAG 2.1 SC tested (Figure 1.15.2).
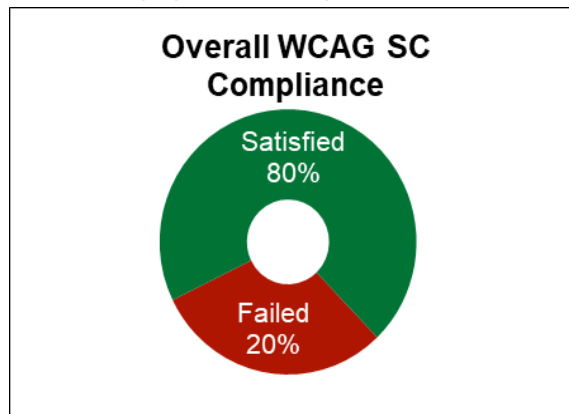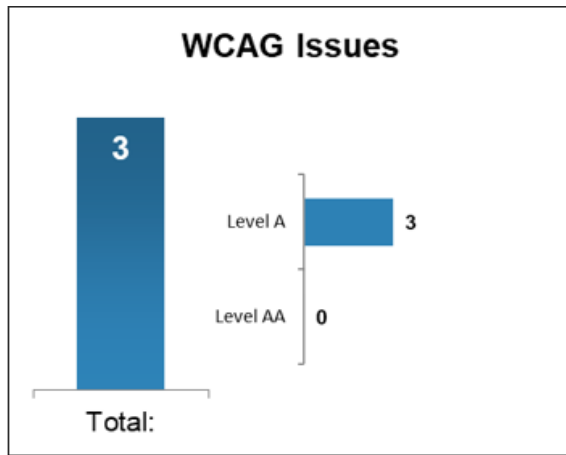

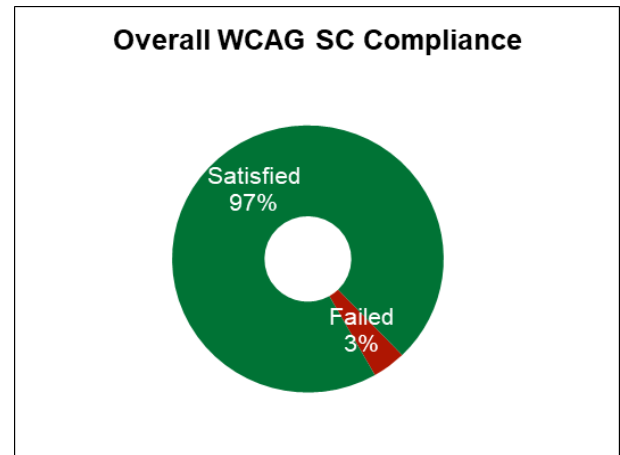Figure 1.15.1: No. of WCAG Issues

Figure 1.15.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=198), with the second highest number classified as "Critical" (n=42). No "Blocker" issues were identified (Figure 1.15.3).
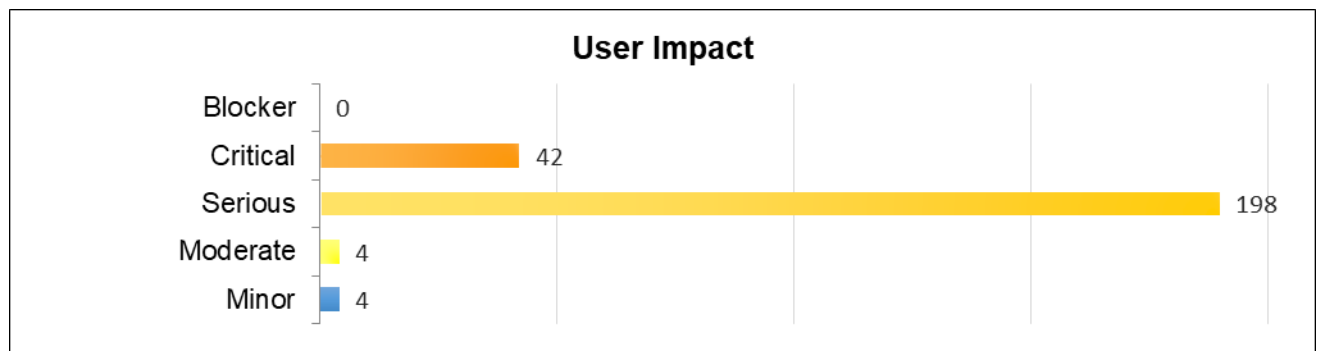
Figure 1.15.3: No. of errors by User Impact

WCAG issues

Four success criteria were related to 81.8% of all WCAG issues:

- Name, Role, Value – 62.5%
- Non-text Content – 12.9%
- Parsing – 3.6%
- Non-text Contrast – 2.8%

[23] https://www.nationalgallery.ie/ - Houses the national collection of Irish and European Art

The top 10 issues are listed in Figure 1.15.4.

Top 10 WCAG Issues

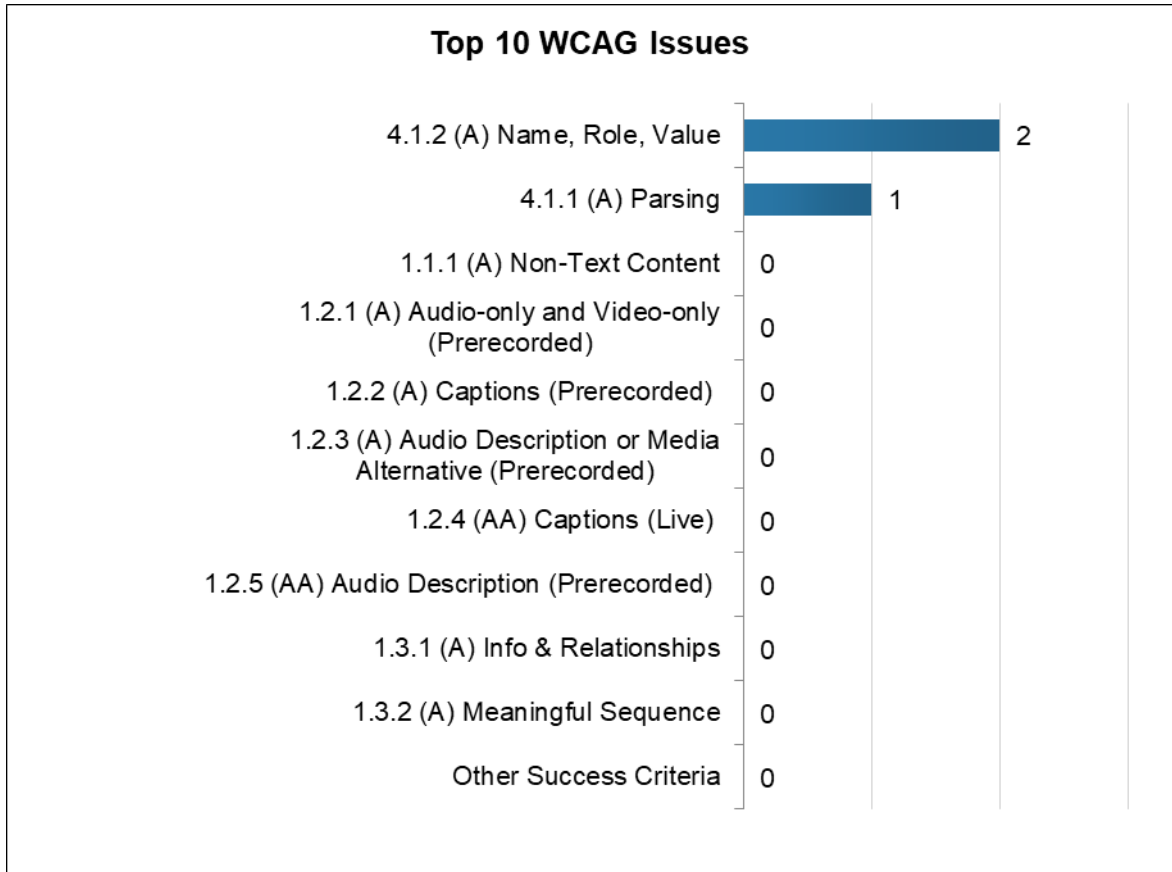| Issue	Count
4.1.2 (A) Name, Role, Value	155
1.1.1 (A) Non-Text Content	23
4.1.1 (A) Parsing	9
1.4.11 (AA) Non-Text Contrast	7
2.4.7 (AA) Focus Visible	6
1.4.4 (AA) Resize Text	5
2.1.1 (A) Keyboard	5
1.4.3 (AA) Contrast (Minimum)	4
2.4.6 (AA) Headings and Labels	4
1.4.1 (A) Use of Color	3
Other Success Criteria	27

Figure 1.15.4: Top 10 WCAG Issues

Link to accessible table

Accessibility Statement

The National Gallery of Ireland's Accessibility Statement contains **all** the content required under the Directive.

16. National Parks[24]

Key findings

In total, 93 issues (93 WCAG and 0 additional EN 301 549 specific) were identified across 3 components and 7 pages assessed. (Figure 1.16.1). This equates to a compliance rate of 85% for the WCAG 2.1 SC tested (Figure 1.16.2).
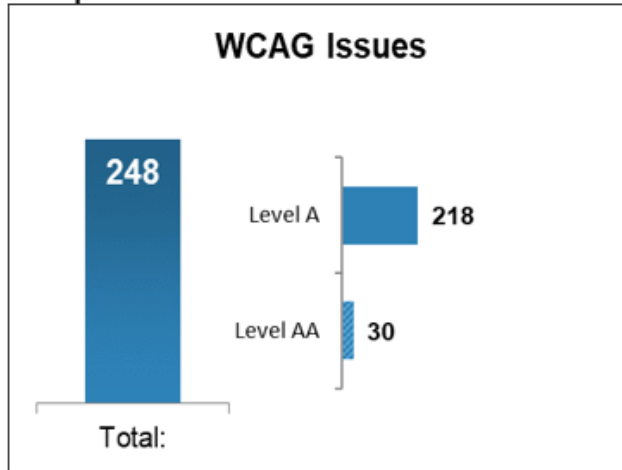

Figure 1.16.1: No. of WCAG Issues

Figure 1.16.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=53), with the second highest number classified as "Critical" (n=38). No "Blocker" issues were identified (Figure 1.16.3).
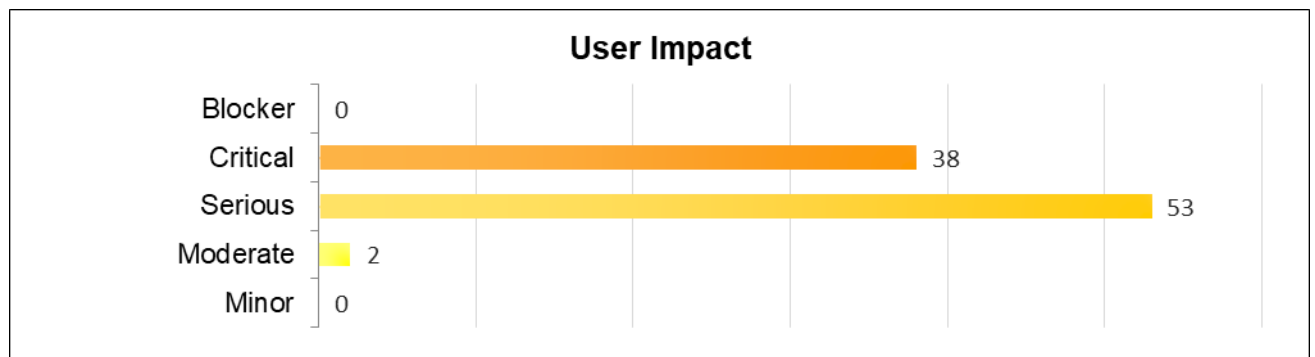
Figure 1.16.3: No. of errors by User Impact

WCAG issues

Four success criteria, were related to 69.0% of all issues:

- Custom Controls – 33.0%
- Text Alternatives – 18.0%
- Headings – 12.0%
- Focus Visible 6.0%

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[24] https://www.nationalparks.ie/ - Website that provides information on Ireland's National Parks .

The top 10 issues are listed in Figure 1.16.4.

Top 10 WCAG Issues

Success Criterion	Count
4.1.2 (A) Name, Role, Value	37
1.1.1 (A) Non-Text Content	18
1.3.1 (A) Info & Relationships	12
2.4.7 (AA) Focus Visible	6
1.4.3 (AA) Contrast (Minimum)	4
2.2.2 (A) Pause, Stop, Hide	4
2.4.1 (A) Bypass Blocks	4
2.1.1 (A) Keyboard	3
2.4.3 (A) Focus Order	3
3.1.2 (AA) Language of Parts	2
Other Success Criteria	0
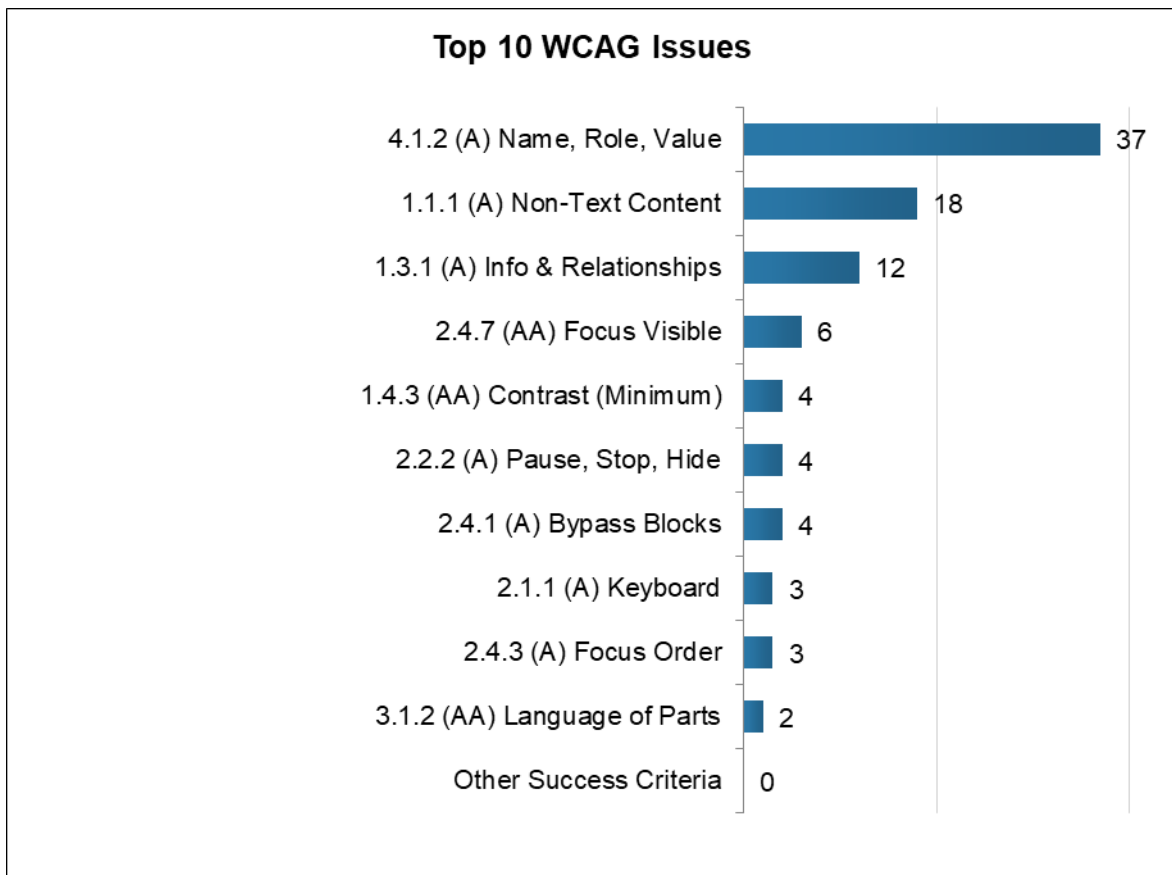
Figure 1.16.4: Top 10 WCAG Issues

Link to accessible table

Accessibility Statement

National Park's Accessibility Statement contains **most** of the content required under the Directive.

17. Register of Irish Sign Language Interpreters[25]

Key Findings

In total, 43 issues (43 WCAG and 0 additional EN 301 549 specific) were identified across pages and 10 components assessed (Figure 1.17.1). This equates to a compliance rate of 89% for the WCAG 2.1 SC tested (Figure 1.17.2).
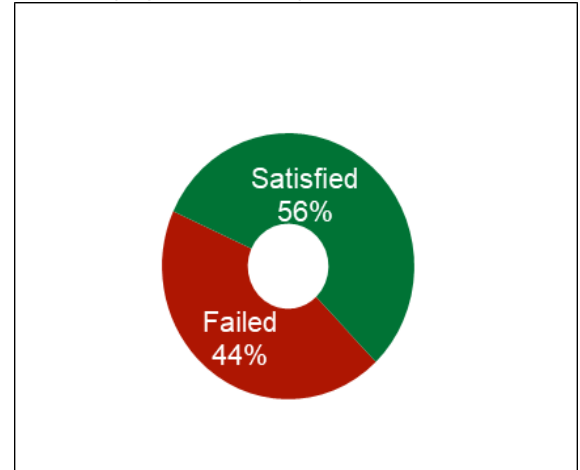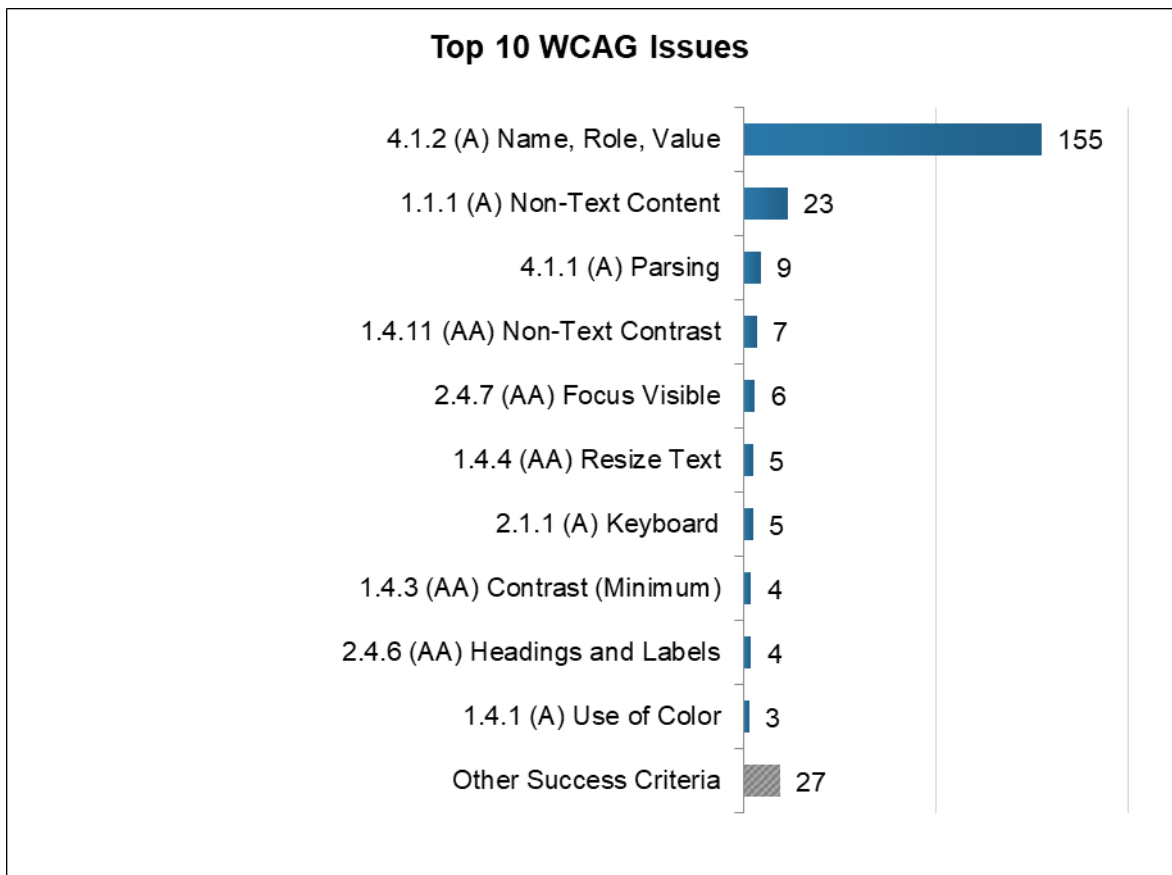

Figure 1.17.1: No. WCAG issues

Figure 1.17.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=21), with the second highest number classified as "Critical" (n=21). No "Blocker" issues were identified (Figure 1.17.3).

Figure 1.17.3: No. of errors by User Impact

WCAG issues

Three success criteria, was related to 81.4% of all issues:

- Name, Role and Value – 72%
- Identify Input Purpose – 4.7%
- Alternative Text (Input Type Images) – 4.7%

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[25] https://www.risli.ie/ -Maintaining the standards-based registration system for Irish Sign Language Interpreters.

The top 10 issues are listed in Figure 1.17.4.

Top 10 WCAG Issues

Issue	Count
4.1.2 (A) Name, Role, Value	32
1.1.1 (A) Non-Text Content	4
1.3.5 (AA) Identify Input Purpose	2
1.4.11 (AA) Non-Text Contrast	1
2.1.2 (A) No Keyboard Trap	1
2.4.2 (A) Page Titled	1
2.4.3 (A) Focus Order	1
2.4.7 (AA) Focus Visible	1
1.2.1 (A) Audio-only and Video-only (Prerecorded)	0
1.2.2 (A) Captions (Prerecorded)	0
Other Success Criteria	0

Figure 1.17.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

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

18. South East Technological University [26]

Key Findings

In total, 149 issues (149 WCAG and 0 additional EN 301 549 specific) were identified across 6 pages and 3 components assessed (Figure 1.18.1). This equates to a compliance rate of 74% for the WCAG 2.1 SC tested (Figure 1.18.2).
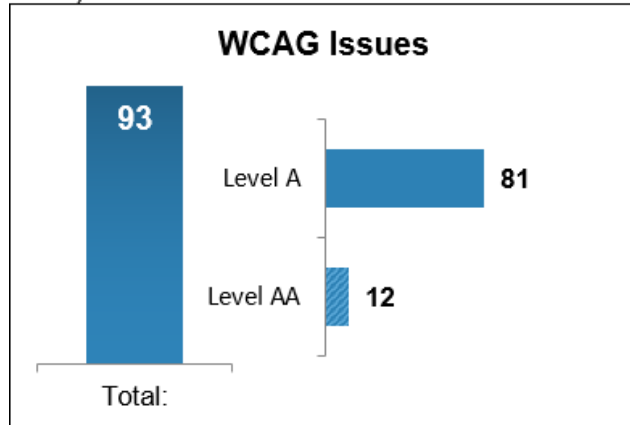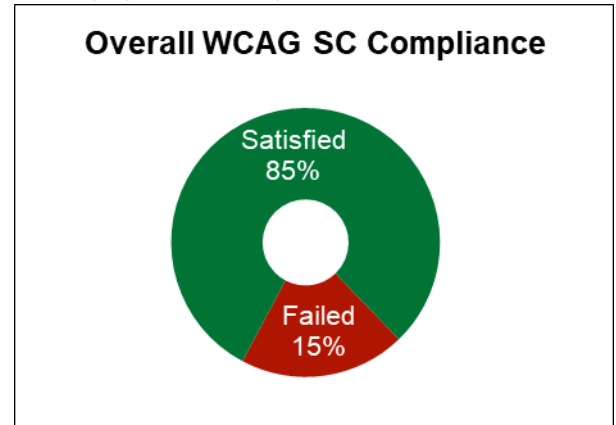

Figure 1.8.1: No. of WCAG Issues

Figure 1.18.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=127), with the second highest number classified as "Critical" (n=16). No "Blocker" issues were identified (Figure 1.18.3).

Figure 1.18.3: No. of errors by User Impact

WCAG issues

Four success criteria were related to 67.8% of all issues:

- Contrast (Minimum) - 32.9%
- Name, Role, Value - 20.8%
- Non-text Contrast - 8.7%
- Info and Relationships - 5.4%

The top 10 issues are listed in Figure 1.18.4.

Top 10 WCAG Issues

Success Criterion	Count
1.4.3 (AA) Contrast (Minimum)	49
4.1.2 (A) Name, Role, Value	31
1.4.11 (AA) Non-Text Contrast	13
1.3.1 (A) Info & Relationships	8
2.4.3 (A) Focus Order	8
2.5.3 (A) Label in Name	5
2.1.1 (A) Keyboard	4
2.4.7 (AA) Focus Visible	4
1.1.1 (A) Non-Text Content	3
1.3.2 (A) Meaningful Sequence	3
Other Success Criteria	21

Figure 1.18.4: Top 10 WCAG Issues

Link to accessible table

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

19. Tipperary County Council[27]

Key findings

In total, 73 issues (72 WCAG and 1 additional EN 301 549 specific) were identified across 7 pages and 5 components assessed. (Figure 1.19.1). This equates to a compliance rate of 79% for the WCAG 2.1 SC tested (Figure 1.19.2).
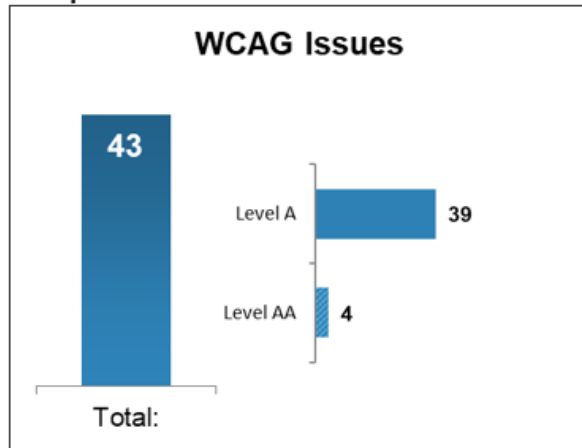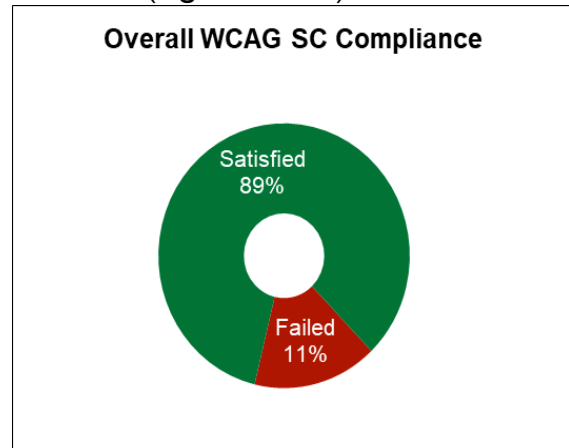

Figure 1.19.1: No. of WCAG Issues

Figure 1.19.2: 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=11). No "Blocker" issues were identified (Figure 1.19.3).
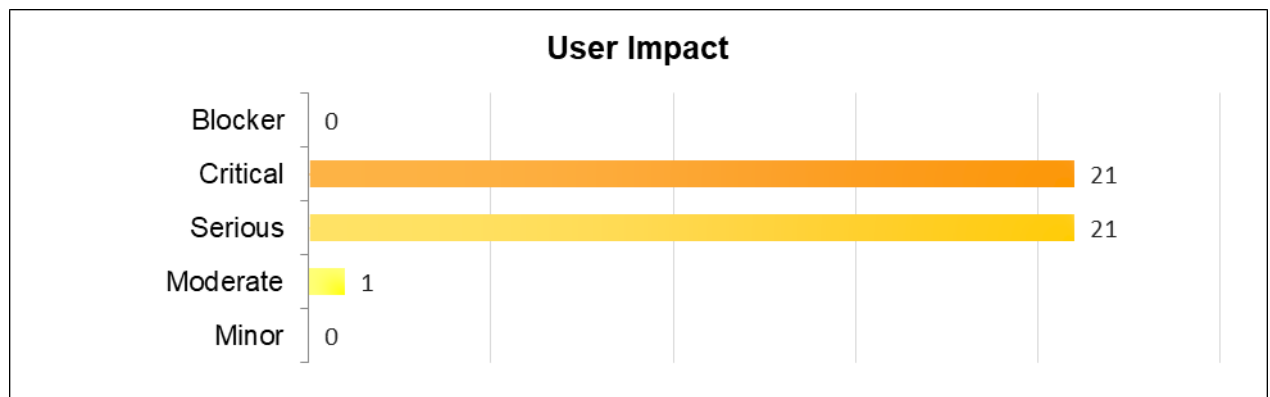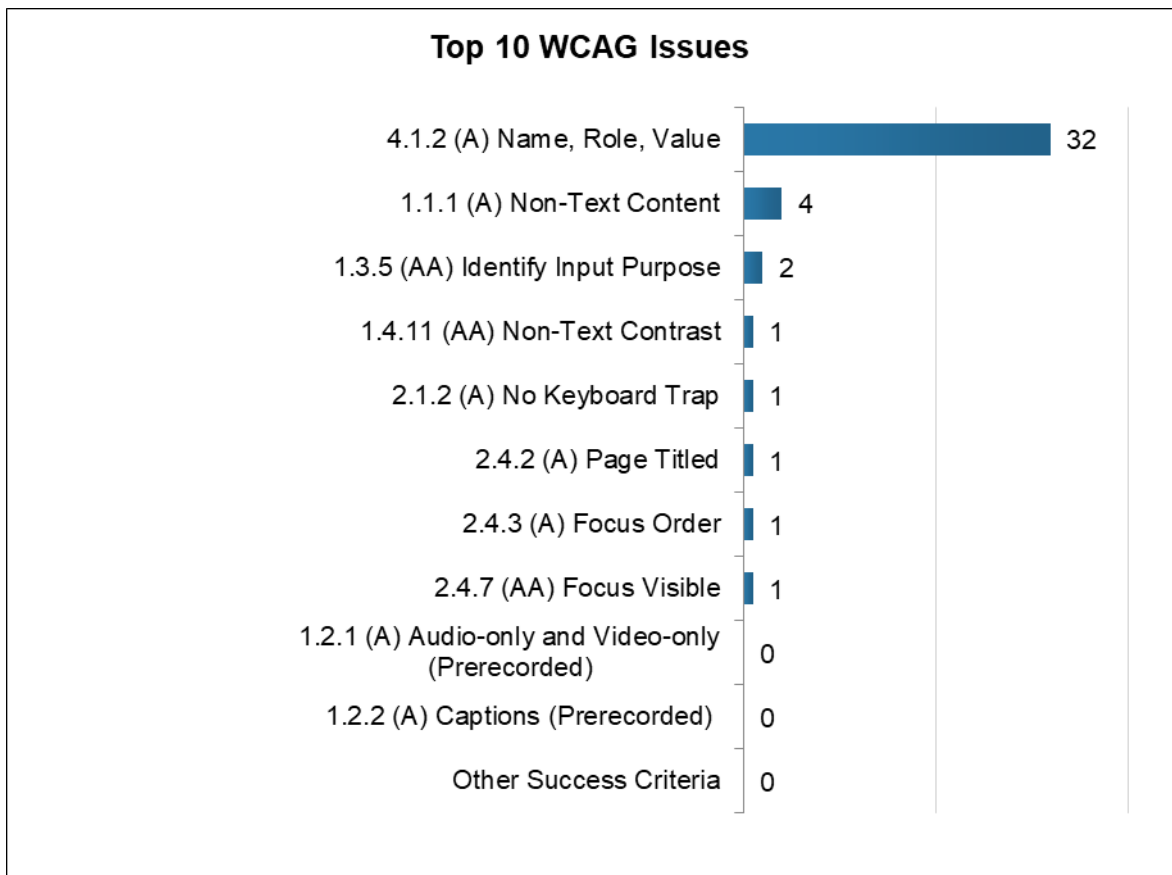

Figure 1.19.3: No. of errors by User Impact

WCAG issues

Four success criteria, were related to 75.3% of all issues:

- Colour contrast – 51.4%
- Infor and Relationships - 12.5%
- Alternative text – 5.7%
- Focus order – 5.7%

The top 10 issues are listed in Figure 1.19.4.

Top 10 WCAG Issues

Issue	Count
1.4.3 (AA) Contrast (Minimum)	37
1.3.1 (A) Info & Relationships	8
1.1.1 (A) Non-Text Content	4
2.4.3 (A) Focus Order	4
1.3.2 (A) Meaningful Sequence	2
2.4.7 (AA) Focus Visible	2
3.1.1 (A) Language of Page	2
3.2.2 (A) On Input	2
4.1.2 (A) Name, Role, Value	2
1.3.4 (AA) Orientation	1
Other Success Criteria	8
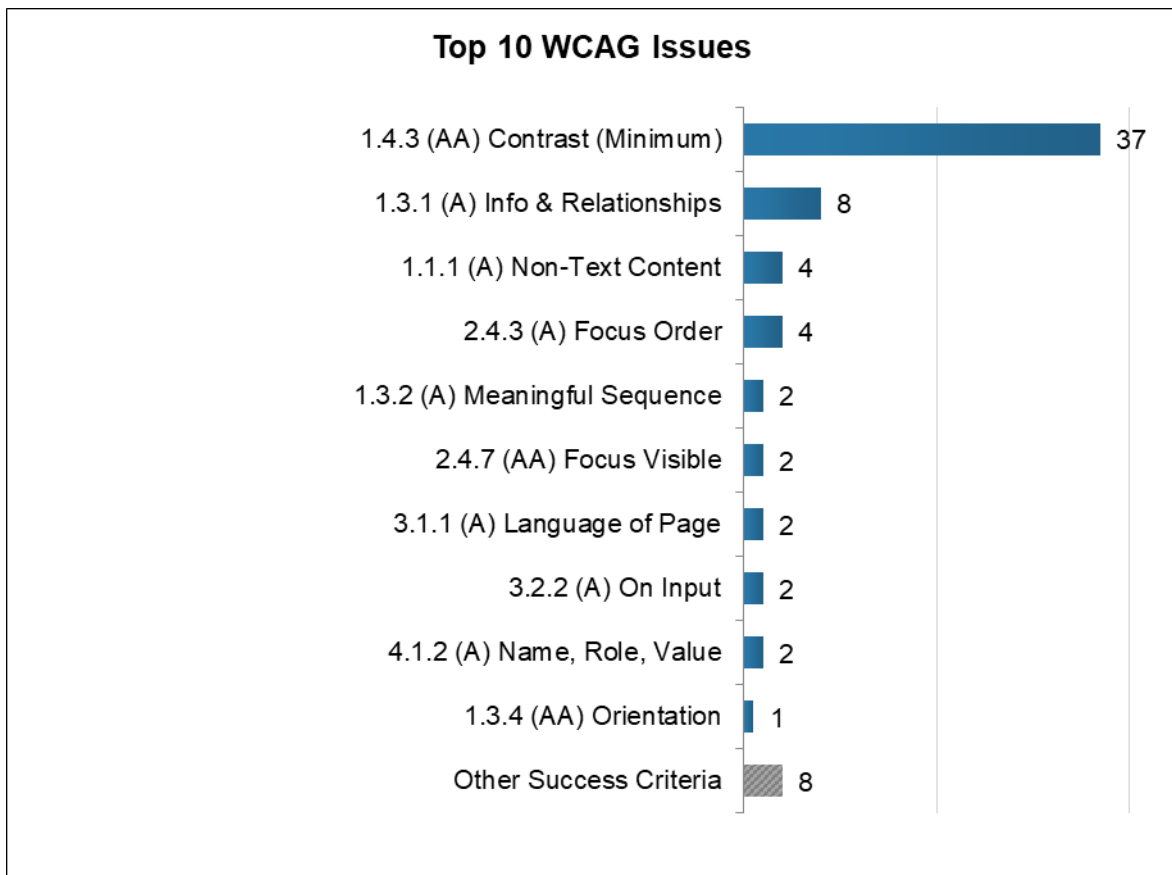
Figure 1.19.4: Top 10 WCAG Issues

Link to accessible table

Accessibility Statement
Tipperary County Council's Accessibility Statement contains **none** of the content required under the Directive.

20. UCC Canvas[28]

Key Findings

In total, 11 issues (11 WCAG and 0 additional EN 301 549 specific) were identified across 8 pages and 1 component assessed (Figure 1.20.1). This equates to a compliance rate of 91% for the WCAG 2.1 SC tested (Figure 1.20.2).
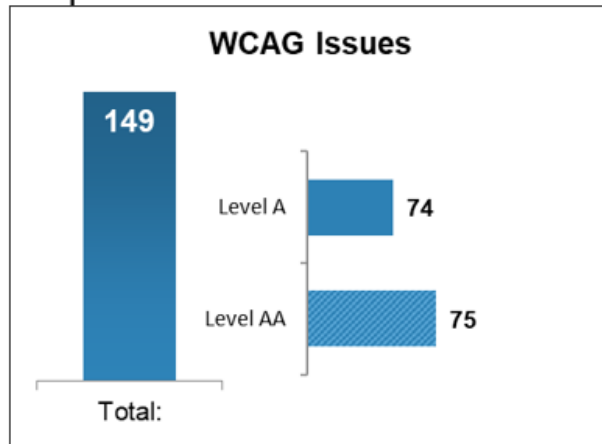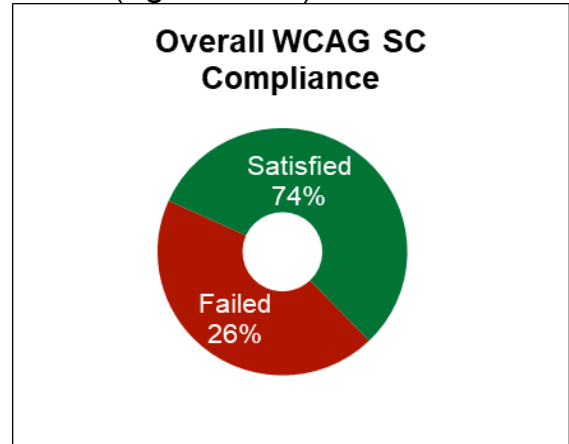

Figure 1.20.1: No. of WCAG Issues

Figure 1.20.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=5), with the second highest number classified as "Critical" (n=0). No "Blocker" issues were identified (Figure 1.20.3).
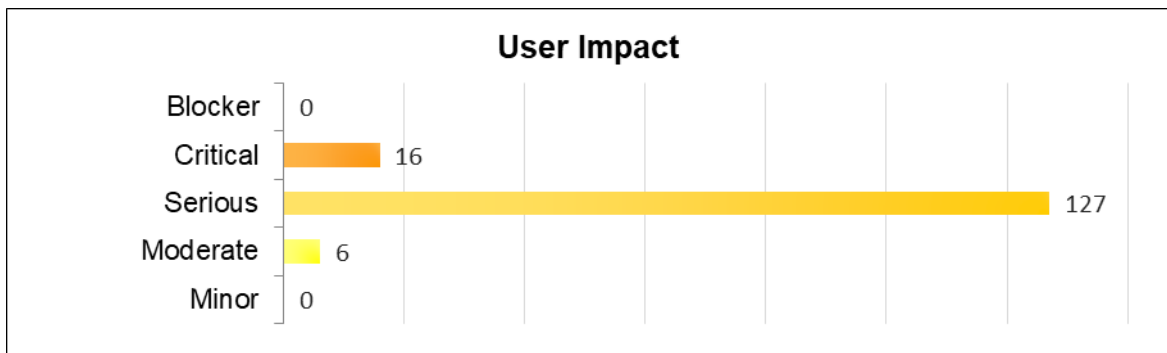

Figure 1.20.3: No. of errors by User Impact

WCAG issues

- One success criteria, Unique IDs, accounted for 27.3% of all issues.

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[28] https://ucc.instructure.com/ - Research based university in Cork.

The top 10 issues are listed in Figure 1.20.4.

Top 10 WCAG Issues

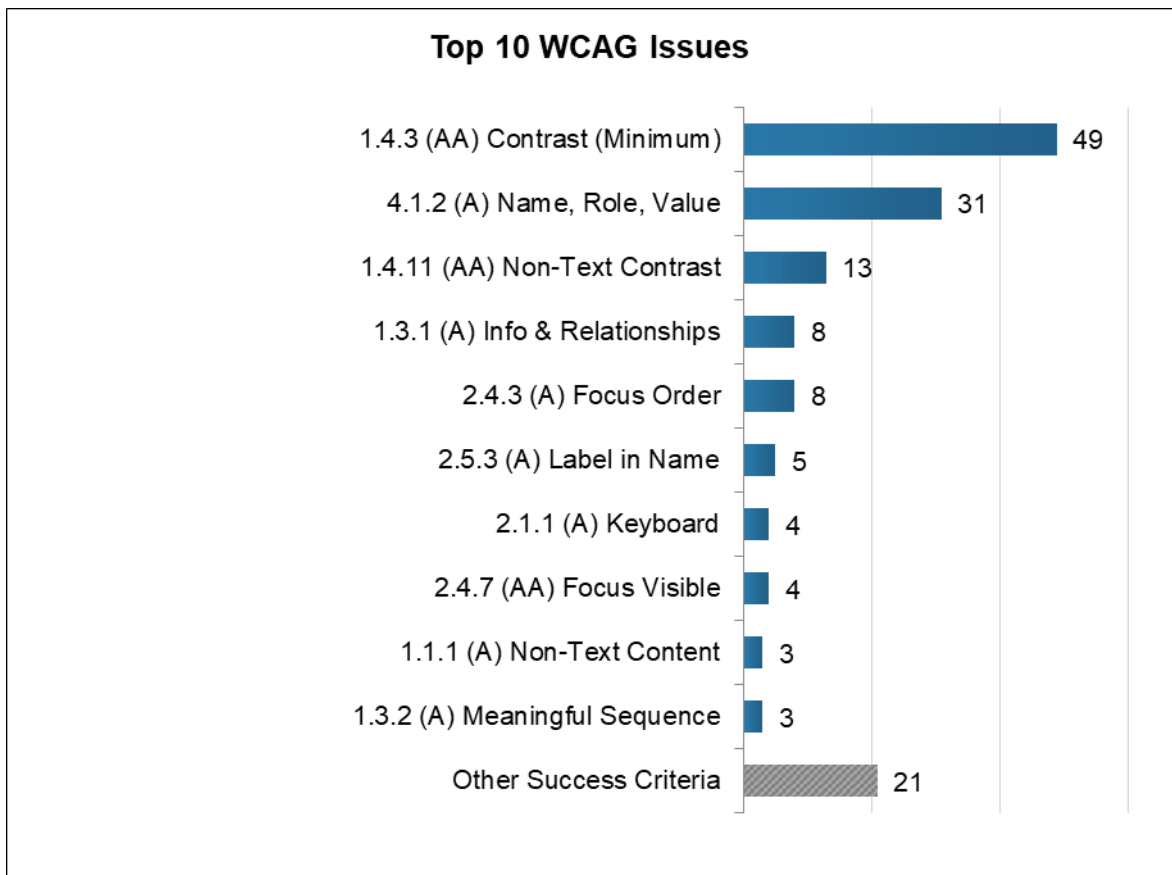| Issue	Count
4.1.1 (A) Parsing	3
1.3.1 (A) Info & Relationships	2
4.1.2 (A) Name, Role, Value	2
1.1.1 (A) Non-Text Content	1
1.4.1 (A) Use of Color	1
1.4.4 (AA) Resize Text	1
2.4.3 (A) Focus Order	1
1.2.1 (A) Audio-only and Video-only (Prerecorded)	0
1.2.2 (A) Captions (Prerecorded)	0
1.2.3 (A) Audio Description or Media Alternative (Prerecorded)	0
Other Success Criteria	0

Figure 1.20.4: Top 10 WCAG Issues

Link to accessible table

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

21. UCD Access and Lifelong Learning (ALL)[29]

Key findings

- In total, 58 issues (58 WCAG and 0 additional EN 301 549 specific) were identified across 8 pages and 2 components assessed. (Figure 1.21.1). This equates to a compliance rate of 74% for the WCAG 2.1 SC tested (Figure 1.21.2).
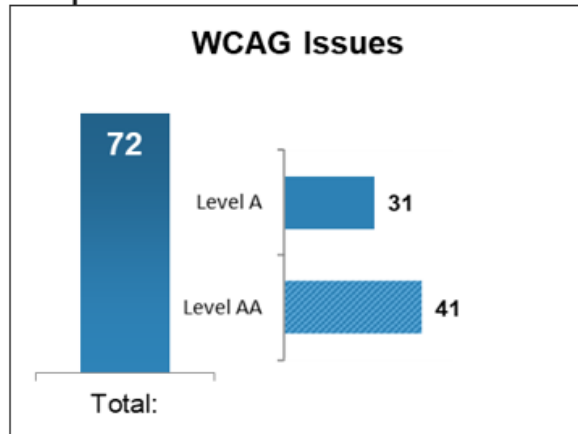
WCAG Issues

58

Level A	38
Level AA	20

Total:

Figure 1.21.1: No. of WCAG Issues

Overall WCAG SC Compliance
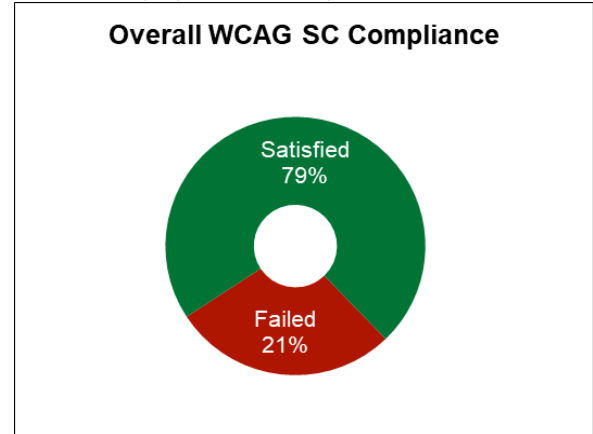
Satisfied 74%

Failed 26%

Figure 1.21.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=40), with the second highest number classified as "Critical" (n=11). No "Blocker" issues were identified (Figure 1.21.3).
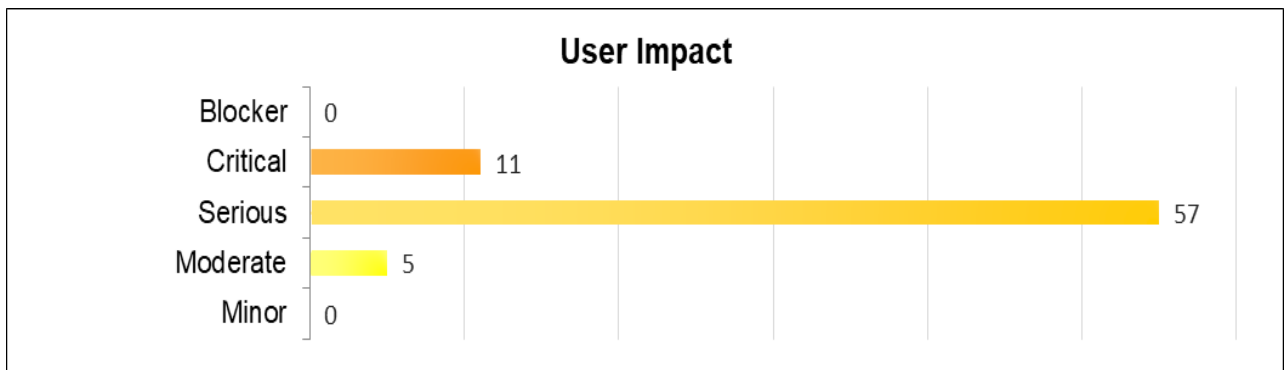
User Impact

Blocker	0
Critical	11
Serious	40
Moderate	5
Minor	2

Figure 1.21.3: No. of errors by User Impact

WCAG issues

Four success criteria were related to 55.1% of all issues:

- Info and Relationships – 17.2%
- Name, Role, Value – 13.7%
- Non-text Content – 12.1%
- Non-text Contrast – 12.1%

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[29] https://www.ucd.ie/all/ - UCD Access and Lifelong Learning website

The top 10 issues are listed in Figure 1.21.4.

Top 10 WCAG Issues

Issue	Count
1.3.1 (A) Info & Relationships	10
4.1.2 (A) Name, Role, Value	8
1.1.1 (A) Non-Text Content	7
1.4.11 (AA) Non-Text Contrast	7
1.4.3 (AA) Contrast (Minimum)	4
2.4.7 (AA) Focus Visible	3
1.3.2 (A) Meaningful Sequence	2
1.4.1 (A) Use of Color	2
1.4.13 (AA) Content on Hover or Focus	2
2.1.1 (A) Keyboard	2
Other Success Criteria	11
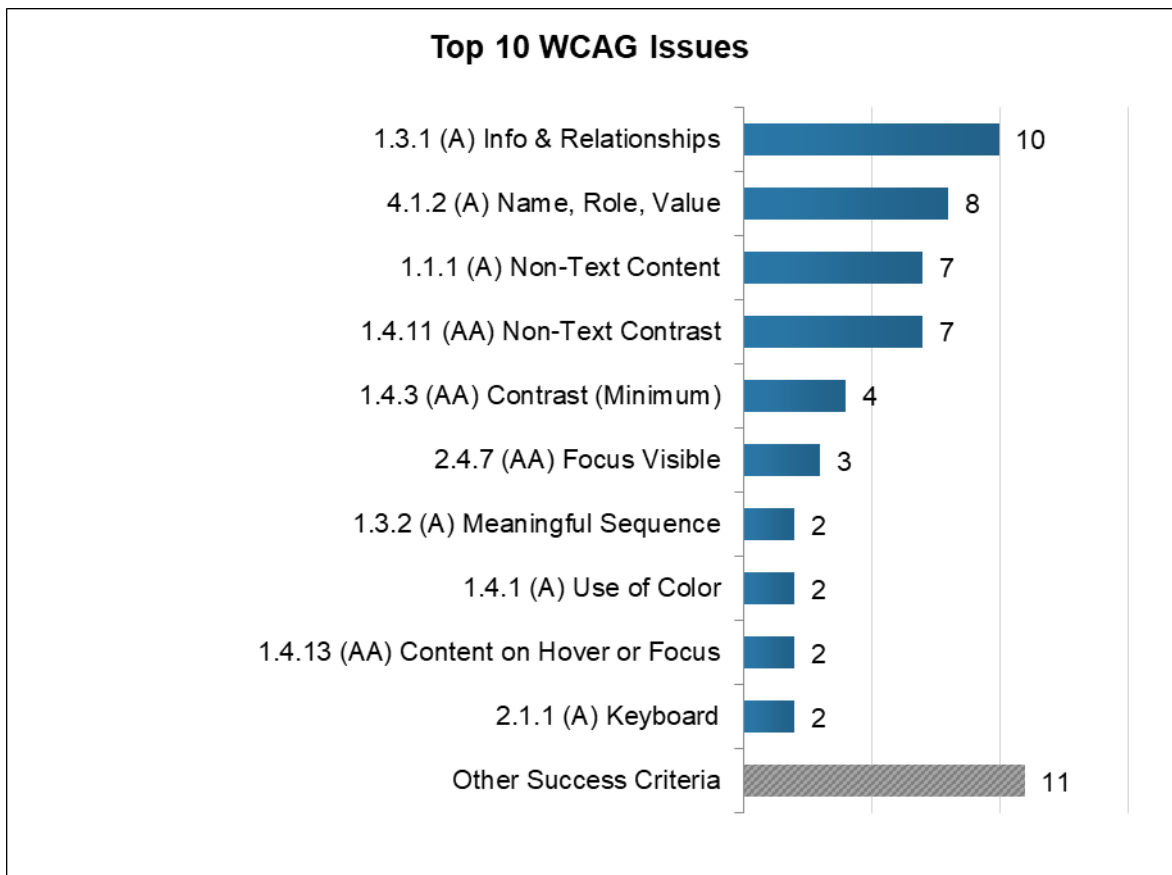
Figure 1.21.4: Top 10 WCAG Issues

Link to accessible table

Accessibility Statement

UCD Access and Lifelong Learning's Accessibility Statement contains **most** of the content required under the Directive.

2. Mobile Apps

1. An Post Android App[30]

Key findings

In total, 42 issues (42 WCAG and 0 additional EN 301 549 specific) were identified across 7 pages assessed. (Figure 2.1.1). This equates to a compliance rate of 84% for the WCAG 2.1 SC tested (Figure 2.1.2).
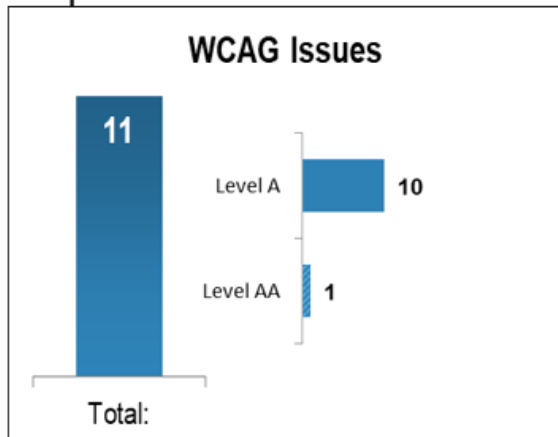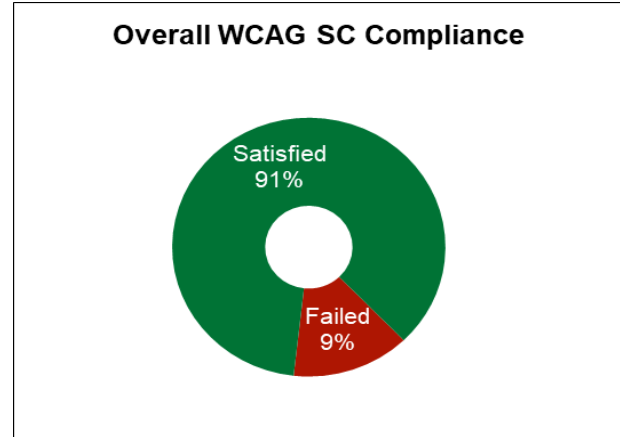

Figure 2.1.1: No. of WCAG Issues
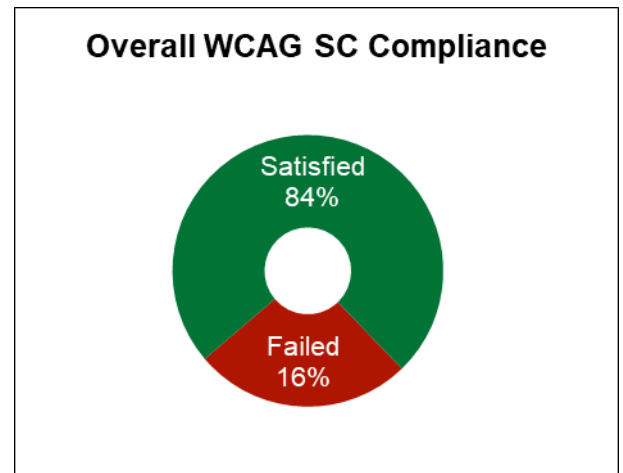
Figure 2.1.2: WCAG Compliance

User Impact

An equal number of errors were classified as having a "Serious" user impact (n=19) as were classified as "Critical" (n=19). No "Blocker" issues were identified (Figure 2.1.3).
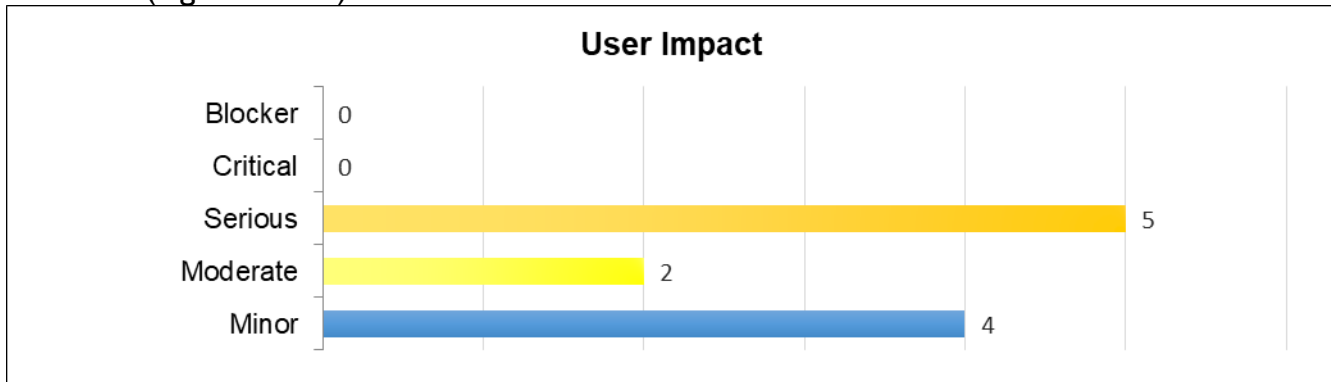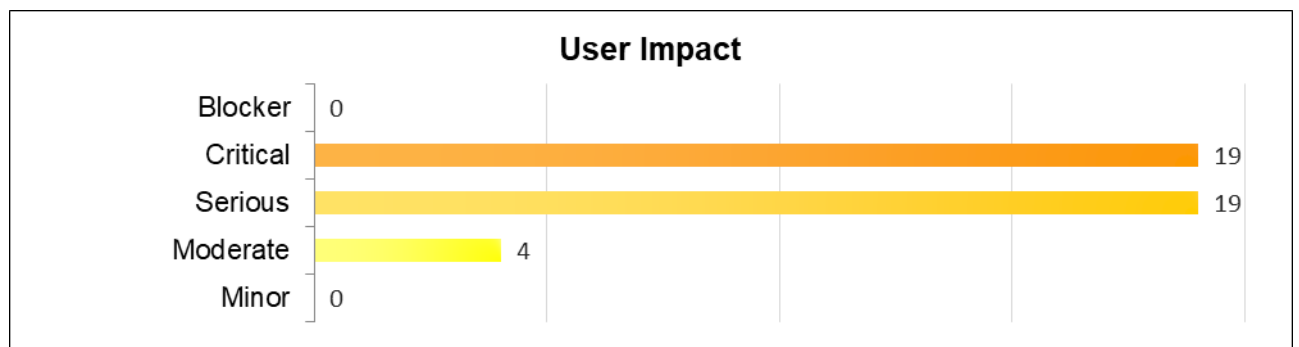

Figure 2.1.3: No. of errors by User Impact

WCAG issues

Five success criteria, were related to 66.5% of all issues:

- Keyboard Navigation – 23.8%
- Alternative Text (Informative Images) – 14.2%
- Name, Role and Value – 9.5%

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[30] https://play.google.com/store/apps/details?id=ie.anpost.app – An Android App for tracking and tracing deliveries

- Status Messages – 9.5%
- Headings – 9.5%
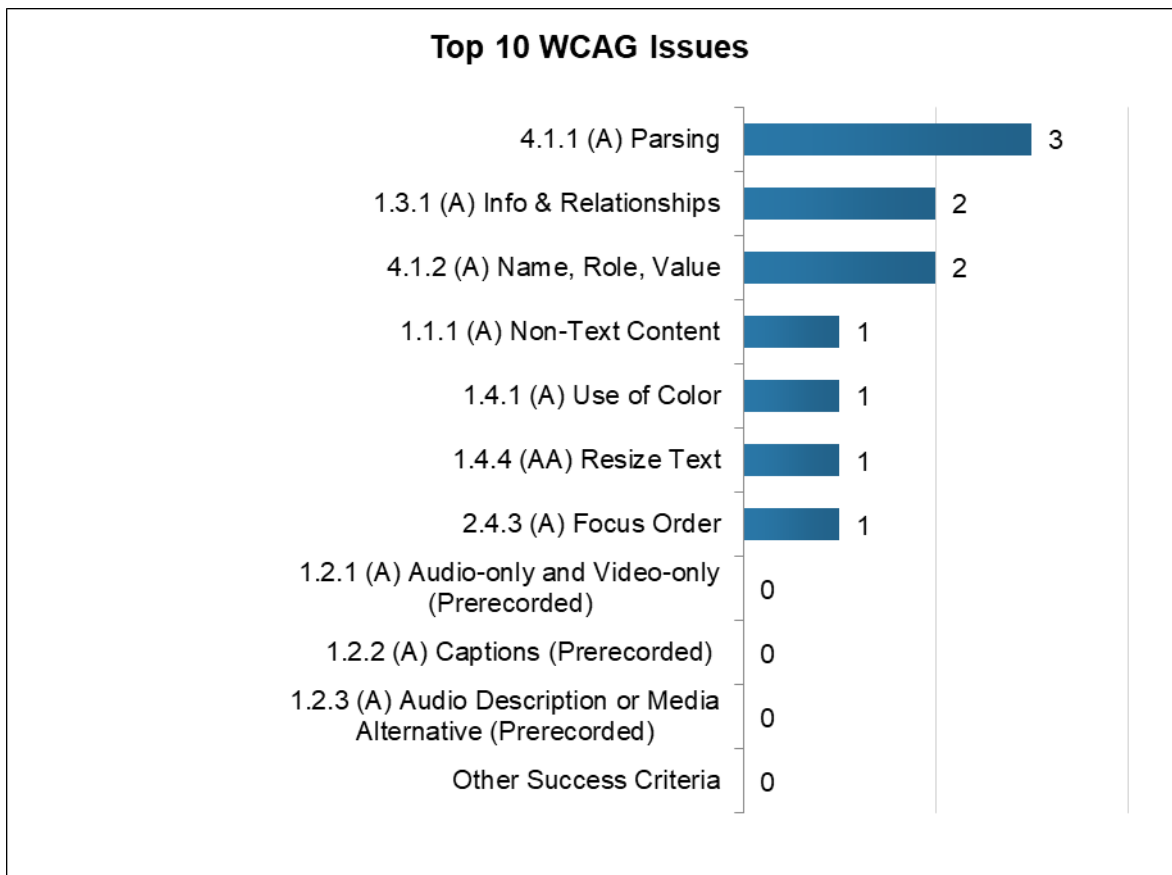
The top 10 issues are listed in Figure 2.1.4.
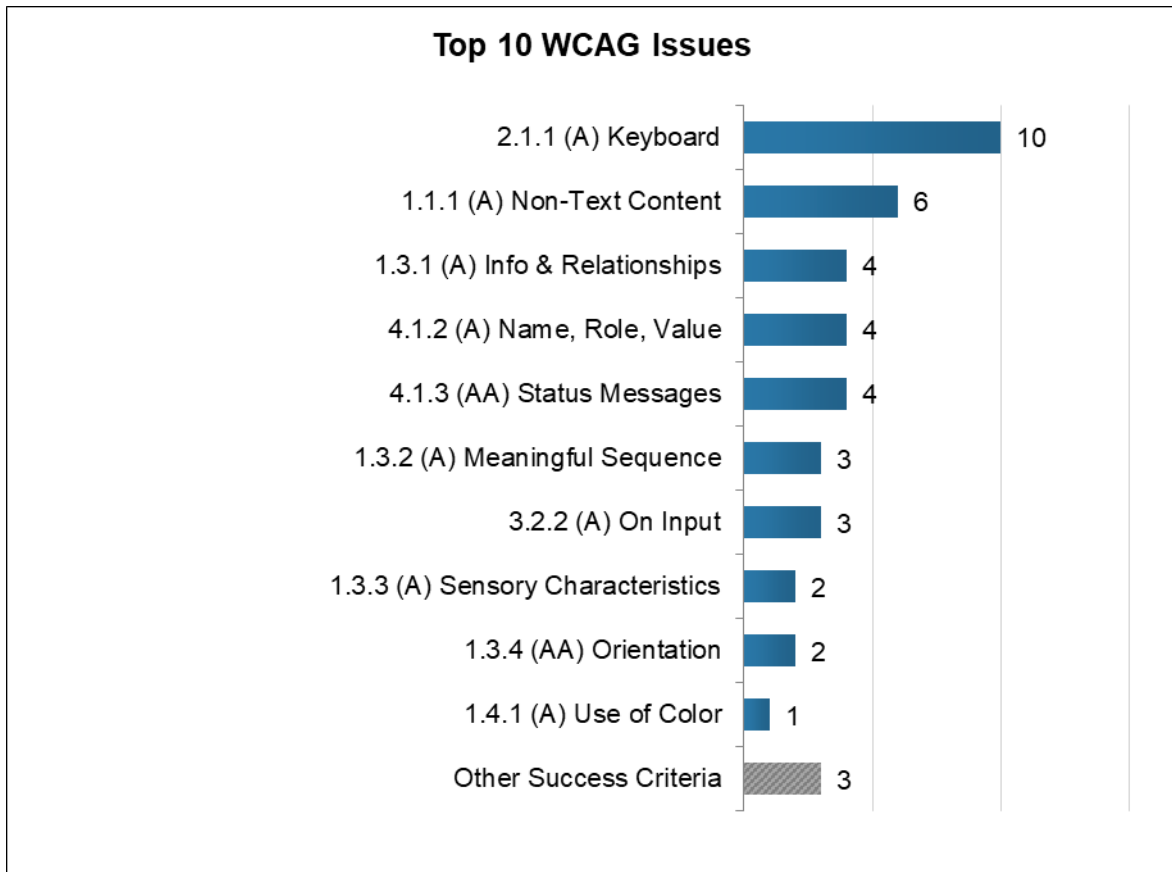
Figure 2.1.4: Top 10 WCAG Issues

Link to accessible table

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

2. An Post iOS App[31]

Key findings

- In total, 60 issues (60 WCAG and 0 additional EN 301 549 specific) were identified across 7 pages and 1 component assessed. (Figure 2.2.1). This equates to a compliance rate of 84% for the WCAG 2.1 SC tested (Figure 2.2.2).
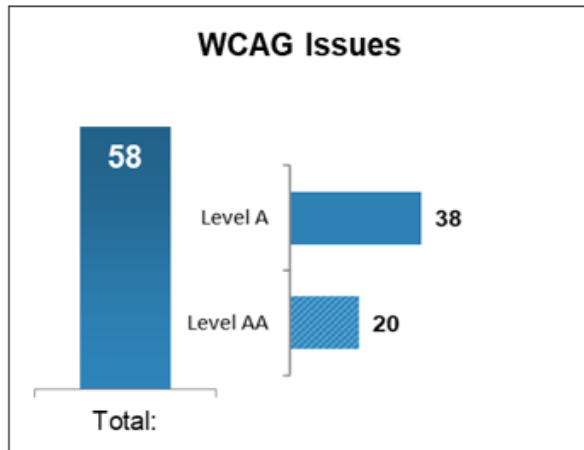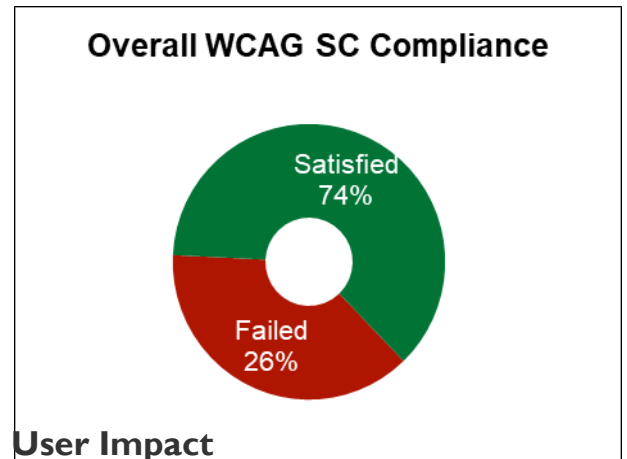

Figure 2.2.1: No. of WCAG Issues

Figure 2.2.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=43), with the second highest number classified as "Critical" (n=9). No "Blocker" issues were identified (Figure 2.2.3).
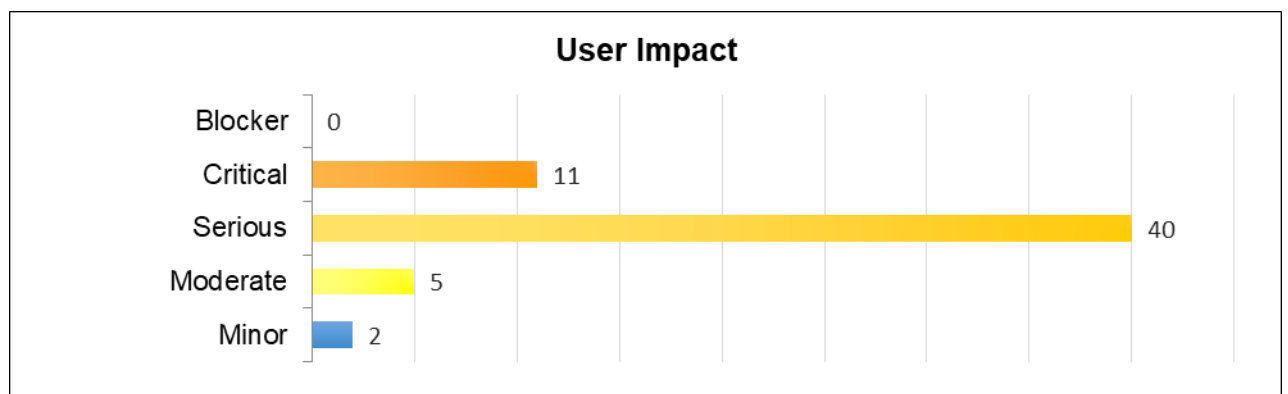

Figure 2.2.3: No. of errors by User Impact

WCAG issues

The Four success criteria were related to 68.4% of all issues:

- Meaningful Sequence - 25.0%
- Name, Role, Value - 20.0%
- Info and Relationships - 16.7%
- Non-text Content - 6.7%

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[31] https://apps.apple.com/ie/app/an-post/id399791956 - An iOS App for tracking and tracing deliveries

The top 10 issues are listed in Figure 2.2.4.
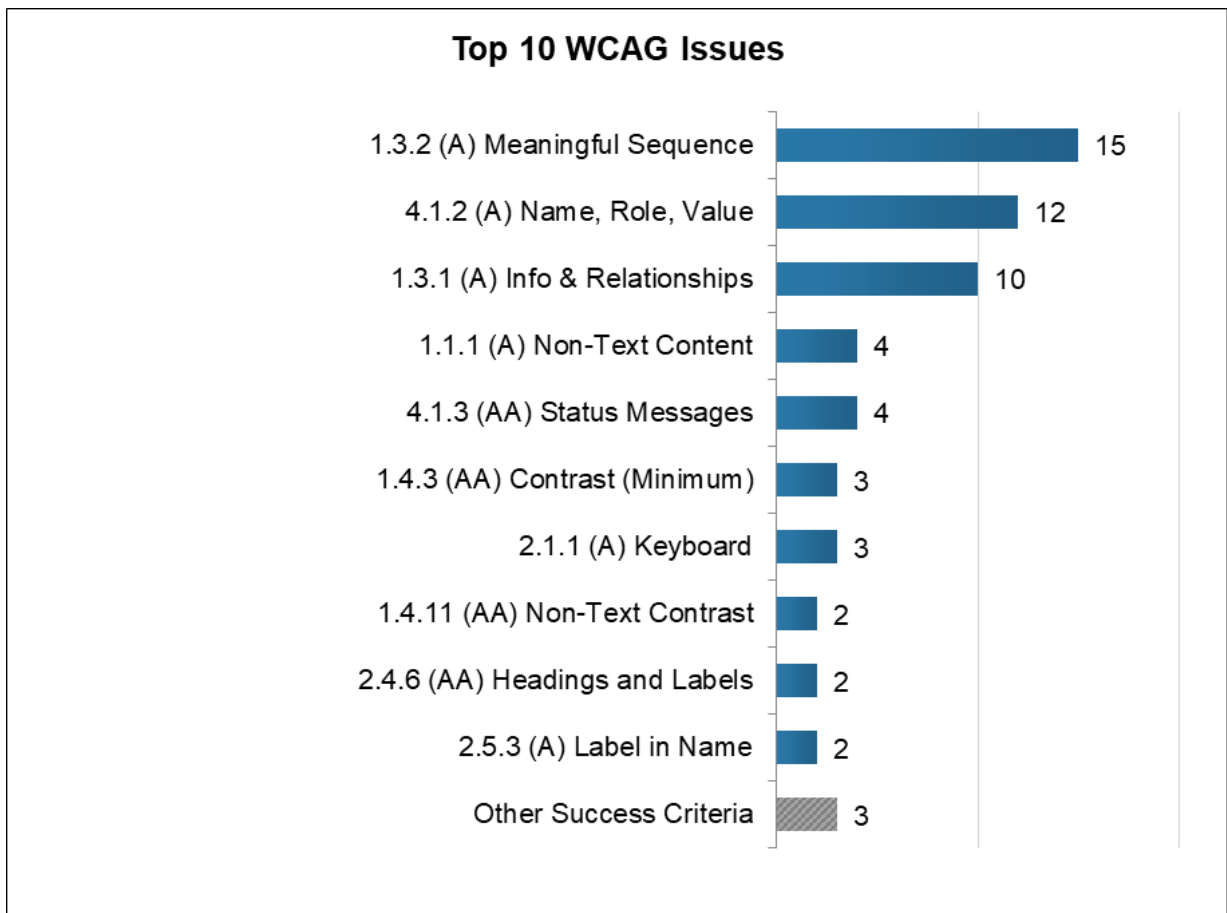
Figure 2.2.4: Top 10 WCAG Issues

Link to accessible table

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

3. Dublin Airport Authority (DAA) App (Android)[32]

Key findings

In total, 48 issues (47 WCAG and 1 additional EN 301 549 specific) were identified across 7 screens and 1 component assessed. (Figure 2.3.1). This equates to a compliance rate of 84% for the WCAG 2.1 SC tested (Figure 2.3.2).
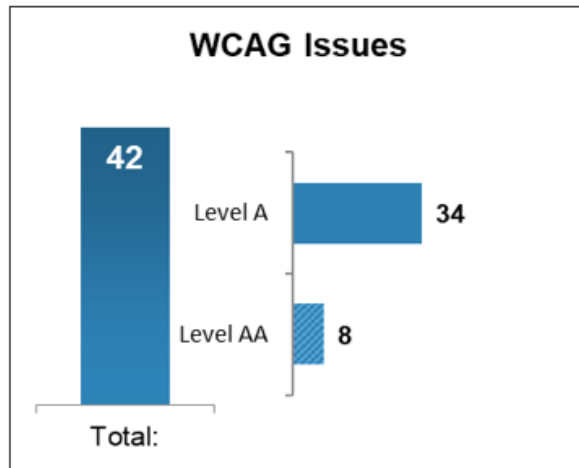
Figure 2.3.1: No. of WCAG Issues

Figure 2.3.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=27), with the second highest number classified as "Critical" (n=15). No "Blocker" issues were identified (Figure 2.3.3).

Figure 2.3.3: No. of errors by User Impact

WCAG issues

Four success criteria, were related to 70.9% of all issues:

- Contrast (Minimum) - 27.1%
- Meaningful Sequence - 16.7%
- Name, Role, Value - 16.7%
- Keyboard - 10.4%

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[32] https://play.google.com/store/apps/details?id=com.daa – An Android Dublin Airport App that provides information regarding arrival and departure of flights.

The top 10 issues are listed in Figure 2.3.4.

Top 10 WCAG Issues

| Issue	Count
1.4.3 (AA) Contrast (Minimum)	13
1.3.2 (A) Meaningful Sequence	8
4.1.2 (A) Name, Role, Value	8
2.1.1 (A) Keyboard	5
1.4.11 (AA) Non-Text Contrast	3
2.5.3 (A) Label in Name	3
1.1.1 (A) Non-Text Content	2
4.1.3 (AA) Status Messages	2
1.3.1 (A) Info & Relationships	1
1.3.4 (AA) Orientation	1
Other Success Criteria	1

Figure 2.3.4: Top 10 WCAG Issues

Link to accessible table

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

4. Garda Síochána Android App[33]

Key findings

- In total, 45 issues (45 WCAG and 0 EN 301 549 specific) were identified across 7 screens. (Figure 2.4.1). This equates to a compliance rate of 81% for the WCAG 2.1 SC tested (Figure 2.4.2).
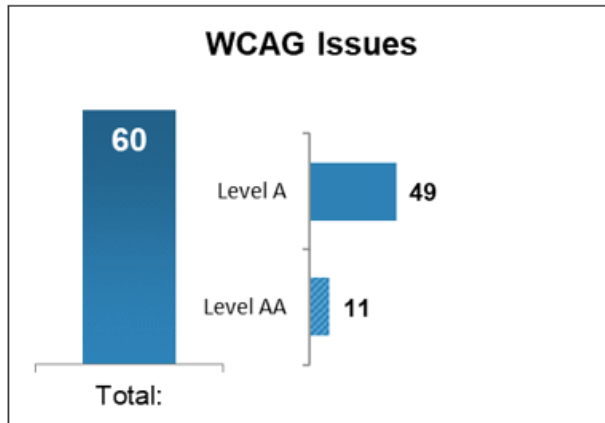

Figure 2.4.1: No. of WCAG Issues

Figure 2.4.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=21), with the second highest number classified as "Critical" (n=13). No "Blocker" issues were identified (Figure 2.4.3).

Figure 2.4.3: No. of errors by User Impact

WCAG issues

Four success criteria were related to 67.5% of all issues:

- Name, Role, Value – 26.1%
- Info and Relationships – 15.2%
- Orientation – 15.2%
- Keyboard – 11.0%

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[33]https://apps.apple.com/ie/app/an-garda-s%C3%ADoch%C3%A1na/id1640045757 - An android app property developed by Garda Siochana for recording and indexing property.

The top 10 issues are listed in Figure 2.4.4.
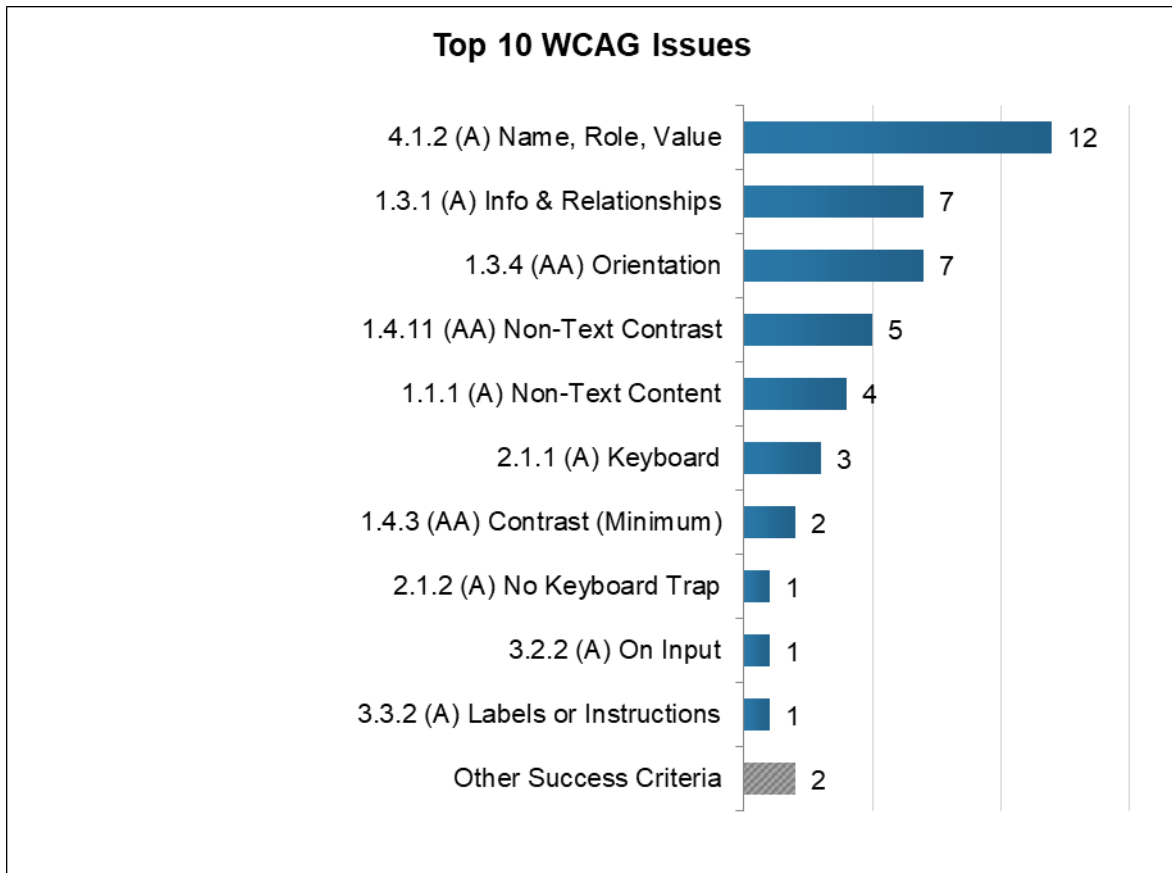
Figure 2.4.4: Top 10 WCAG Issues

[Link to accessible table](#)

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

5. Garda Síochána iOS App[34]

Key findings

- In total, 48 issues (48 WCAG and 0 EN 301 549 specific) were identified across 7 screens. (Figure 2.5.1). This equates to a compliance rate of 83% for the WCAG 2.1 SC tested (Figure 2.5.2).
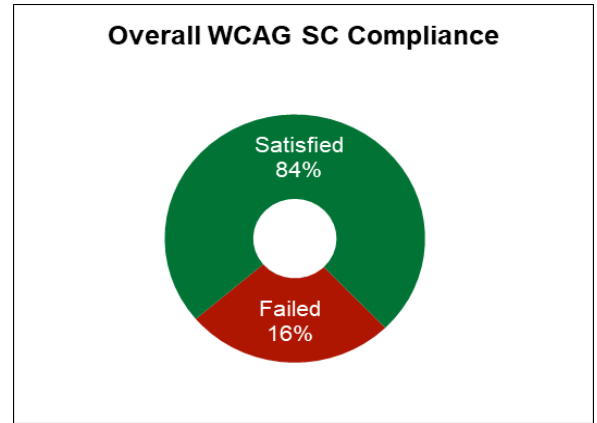

Figure 2.5.1: No. of WCAG Issues

Figure 2.5.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=24), with the second highest number classified as "Critical" (n=16). No "Blocker" issues were identified (Figure 2.5.3).
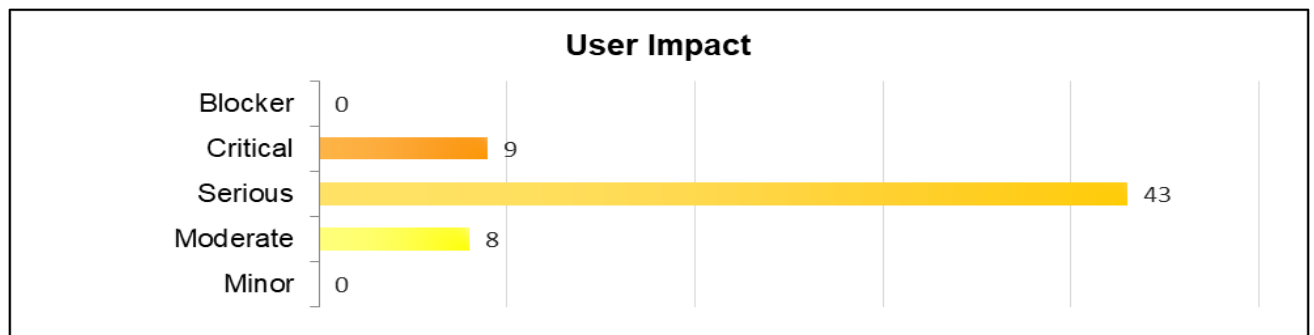

Figure 2.5.3: No. of errors by User Impact

WCAG issues

Six success criteria were related to 85.4% of all issues:

- Name, Role, Value – 27.1%
- Info and Relationships – 14.6%
- Orientation - 12.5%
- Keyboard – 10.4%

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[34] https://play.google.com/store/apps/details?id=com.irpolice - An iOS app property developed by Garda Siochana for recording and indexing property.

- Non-text Contrast – 10.4%
- Text Alternatives – 10.4%

The top 10 issues are listed in Figure 2.5.4.

Top 10 WCAG Issues

WCAG Issue	Count
4.1.2 (A) Name, Role, Value	12
1.3.1 (A) Info & Relationships	7
1.3.4 (AA) Orientation	6
1.1.1 (A) Non-Text Content	5
1.4.11 (AA) Non-Text Contrast	5
2.1.1 (A) Keyboard	5
1.4.3 (AA) Contrast (Minimum)	2
2.1.2 (A) No Keyboard Trap	1
3.2.2 (A) On Input	1
3.3.2 (A) Labels or Instructions	1
Other Success Criteria	3

Figure 2.5.4: Top 10 WCAG Issues

Link to accessible table

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

6. Heritage Ireland App Android[35]

Key findings

- In total, 17 issues (17 WCAG and 0 additional EN 301 549 specific) were identified across 6 screens and 2 components assessed. (Figure 2.6.1). This equates to a compliance rate of 88% for the WCAG 2.1 SC tested (Figure 2.6.2).
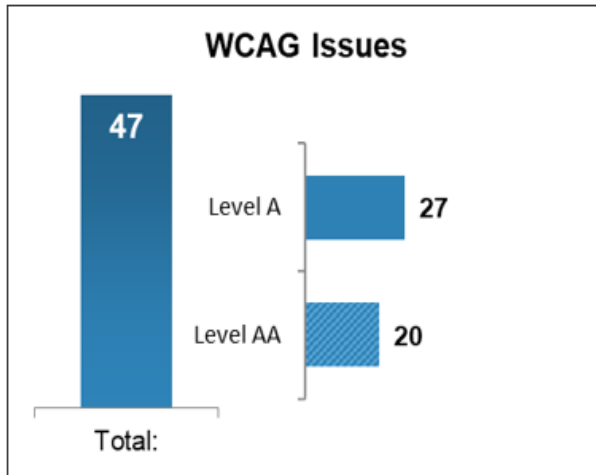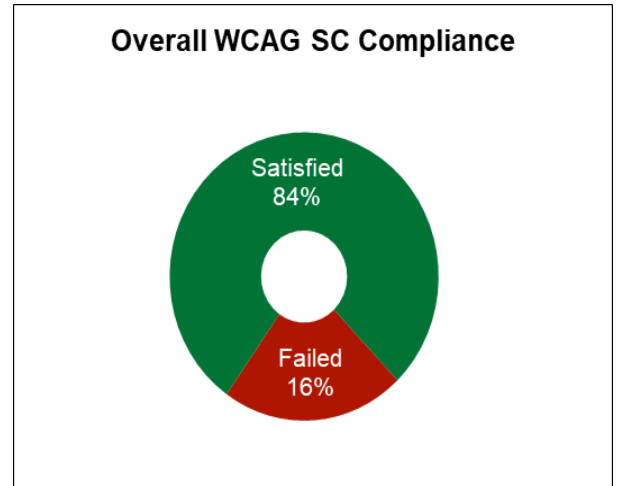

Figure 2.6.1: No. of WCAG Issues

Figure 2.6.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Critical" user impact (n=8), with the second highest number classified as "Serious" (n=6). No "Blocker" issues were identified (Figure 2.6.3).
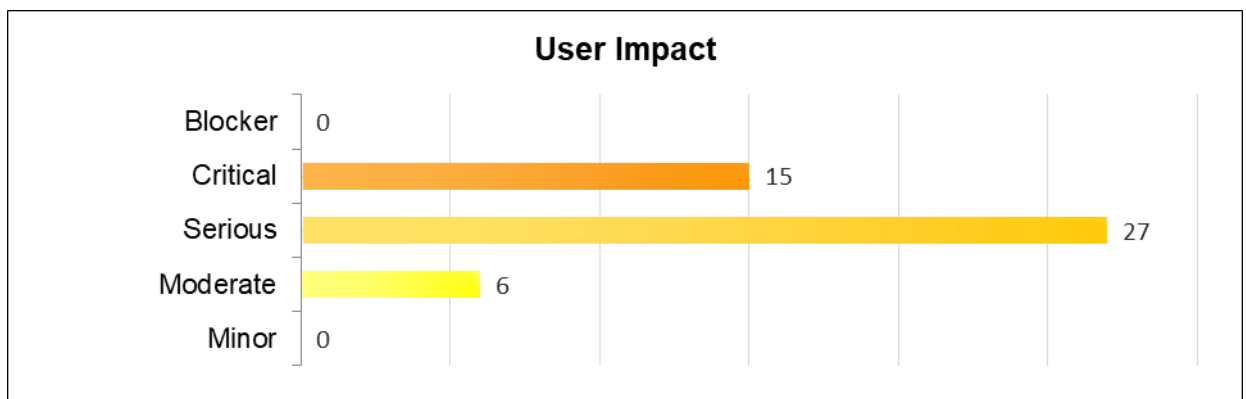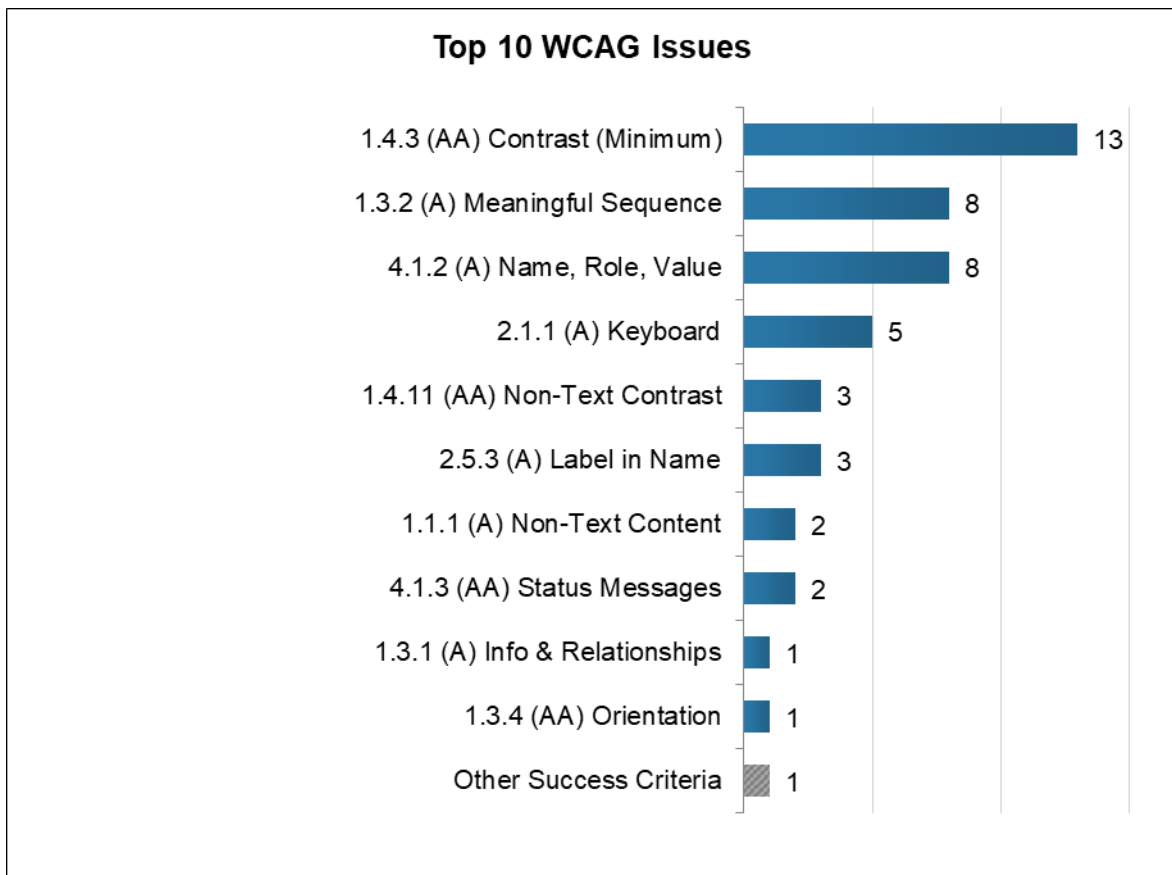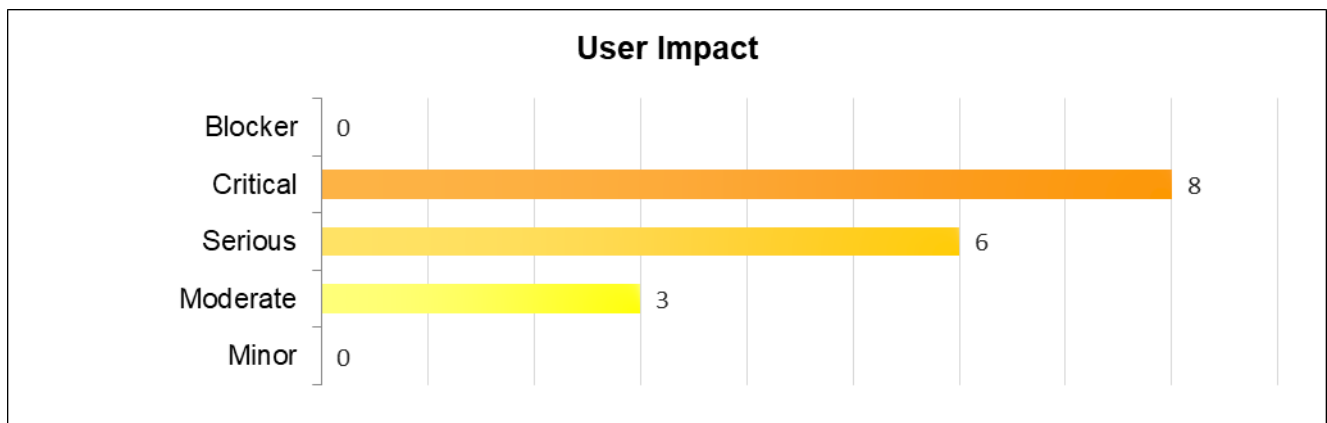

Figure 2.6.3: No. of errors by User Impact

WCAG issues

Four success criteria were related to 88.2% of all issues:

- Name, Role, Value – 35.3%
- Info and Relationships – 23.5%
- Contrast (Minimum) – 17.6%
- Text Alternatives – 11.8%

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[35] https://apps.apple.com/id/app/heritage-ireland-guide/id1587689736- An Android App that provides information on the iconic heritage attractions in Ireland

The top 10 issues are listed in Figure 2.6.4.

Top 10 WCAG Issues

Issue	Count
4.1.2 (A) Name, Role, Value	6
1.3.1 (A) Info & Relationships	4
1.4.3 (AA) Contrast (Minimum)	3
1.1.1 (A) Non-Text Content	2
1.3.4 (AA) Orientation	1
1.4.11 (AA) Non-Text Contrast	1
1.2.1 (A) Audio-only and Video-only (Prerecorded)	0
1.2.2 (A) Captions (Prerecorded)	0
1.2.3 (A) Audio Description or Media Alternative (Prerecorded)	0
1.2.4 (AA) Captions (Live)	0
Other Success Criteria	0
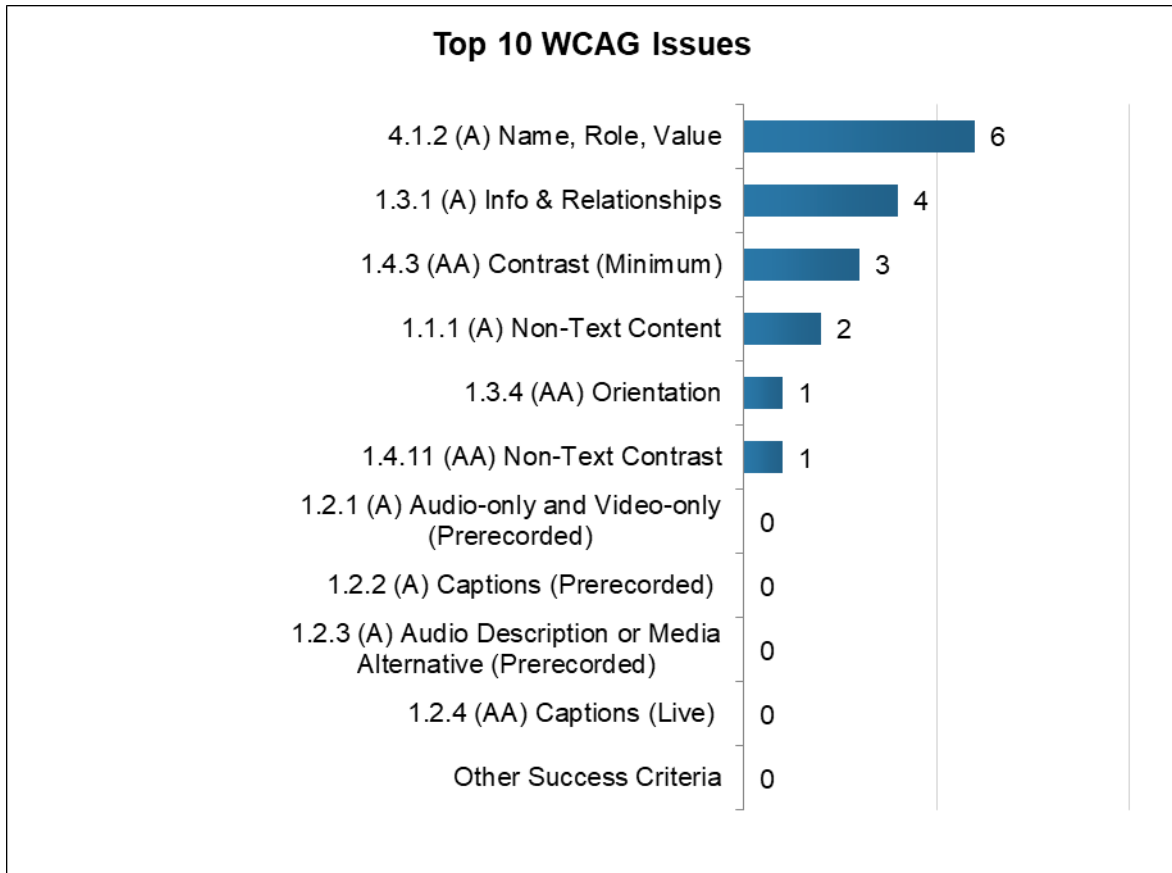
Figure 2.6.4: Top 10 WCAG Issues

Link to accessible table

Accessibility Statement
The Heritage Ireland Guide's Accessibility Statement contains **some** of the content required under the Directive.

7. Heritage Ireland App iOS[36]

Key findings

- In total, 37 issues (37 WCAG and 0 additional EN 301 549 specific) were identified across 6 screens and 2 components assessed. (Figure 2.7.1). This equates to a compliance rate of 93 % for the WCAG 2.1 SC tested (Figure 2.7.2).
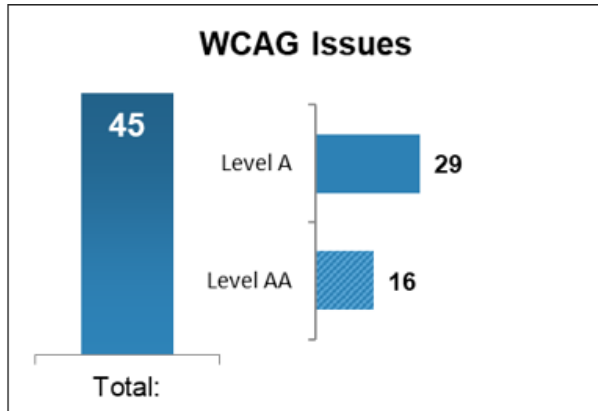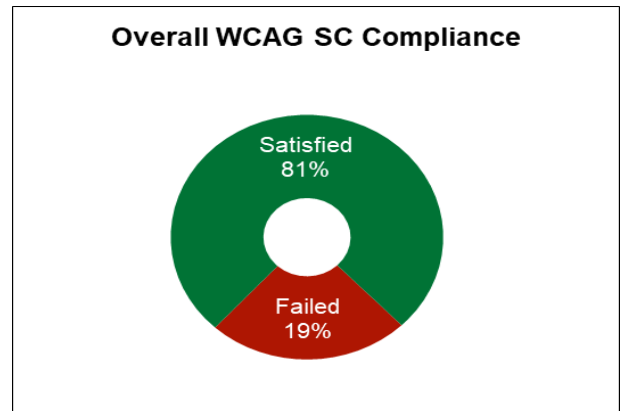
Figure 2.7.1: No. of WCAG Issues

Figure 2.7.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Critical" user impact (n=22), with the second highest number classified as "Serious" (n=12). No "Blocker" issues were identified (Figure 2.7.3).
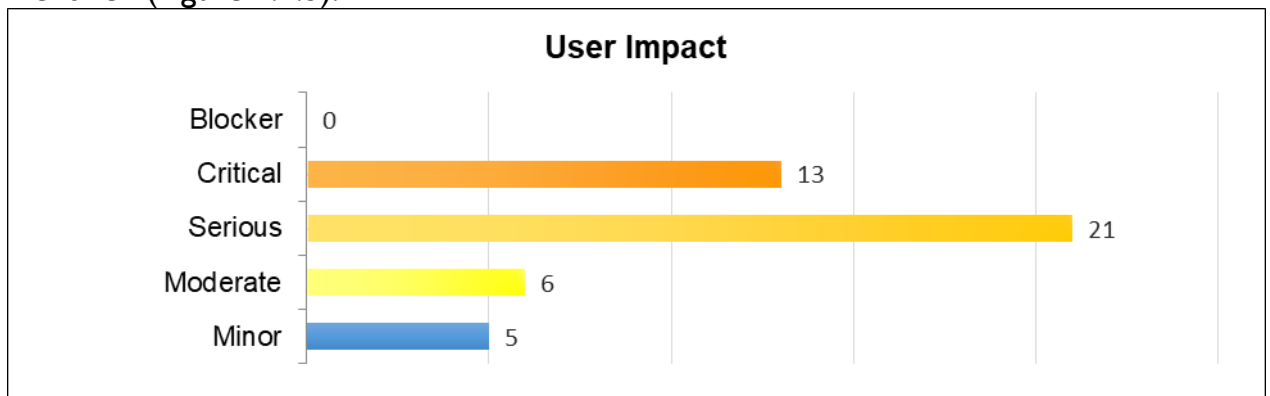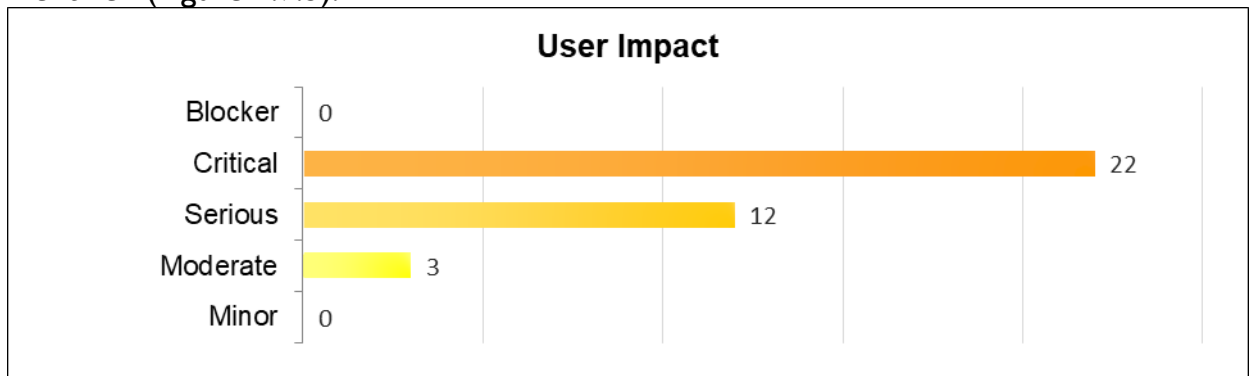
Figure 2.7.3: No. of errors by User Impact

WCAG issues

Five success criteria were related to 97.2% of all issues:

- Name, Role, Value – 43.2%
- Keyboard Navigation – 35.1%
- Info and Relationships – 8.1%
- Text Alternatives – 5.4%
- Contrast (Minimum) – 5.4%

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[36] https://play.google.com/store/apps/details?id=ie.heritageireland.android&hl=en_NZ&gl=US - An iOS App with information on the iconic heritage attractions in Ireland.

The top 10 issues are listed in Figure 2.7.4.
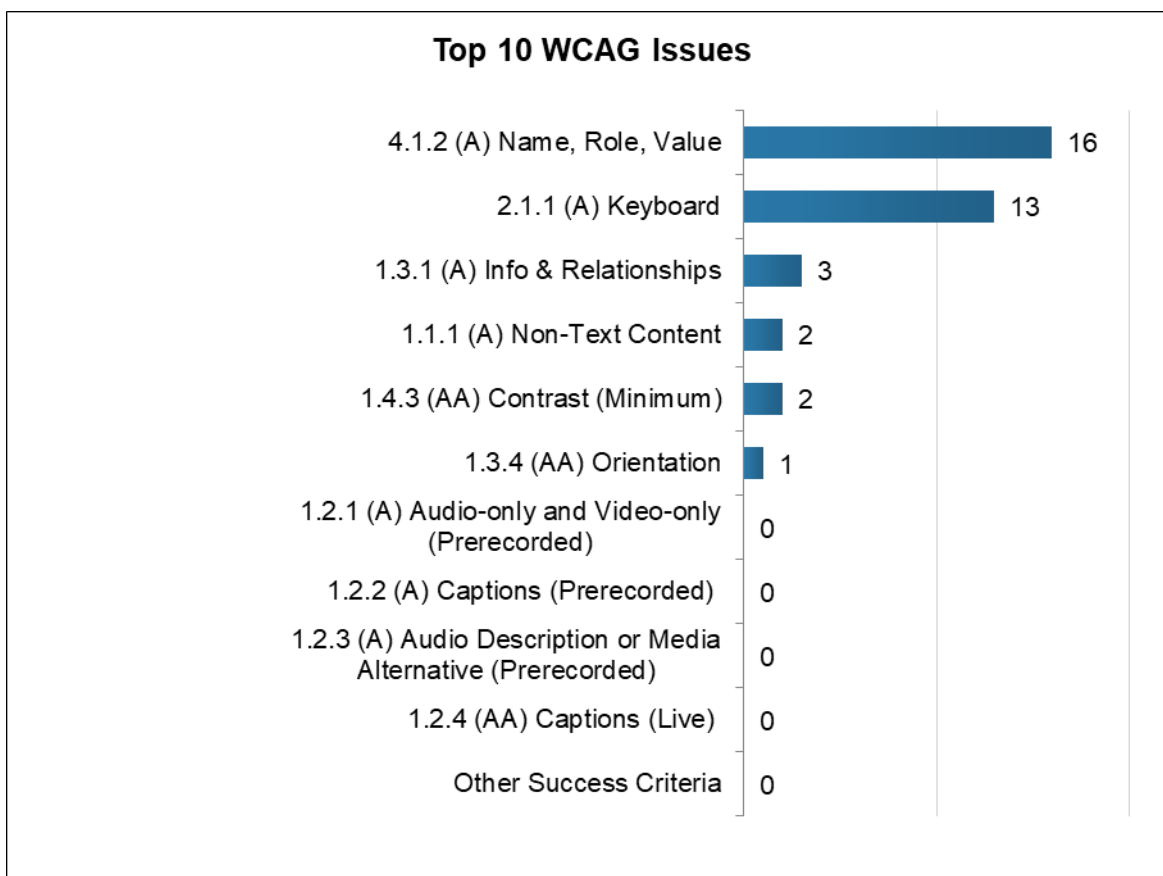
Figure 2.7.4: Top 10 WCAG Issues

[Link to accessible table](#)

Accessibility Statement

The Heritage Ireland Guide's Accessibility Statement contains **some** of the content required under the Directive.

8.Met Éireann Android[37]

Key findings

- In total, 48 issues (47 WCAG and 1 additional EN 301 549 specific) were identified across 4 pages and 3 components assessed. (Figure 2.8.1). This equates to a compliance rate of 77% for the WCAG 2.1 SC tested (Figure 2.8.2).

Figure 2.8.1: No. of WCAG Issues
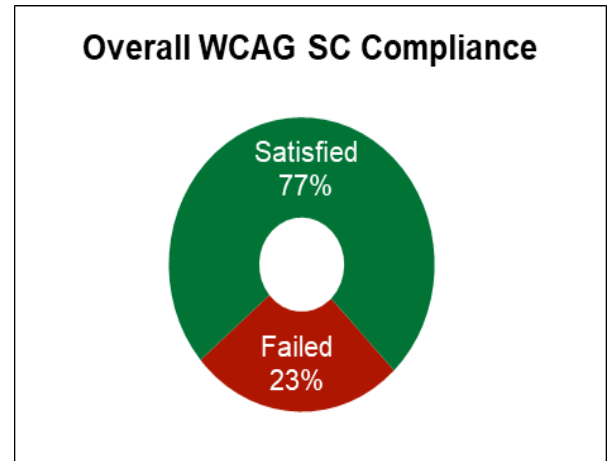
Figure 2.8.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=22), with the second highest number classified as "Critical" (n=16). No "Blocker" issues were identified (Figure 2.8.3).
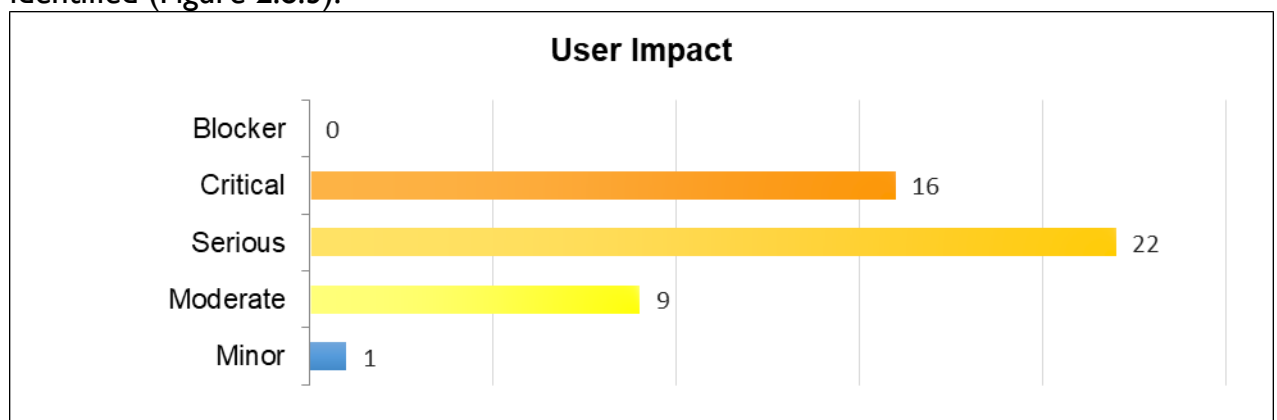
Figure 2.8.3: No. of errors by User Impact

WCAG issues

Four success criteria were related to 60.4% of all issues:

- o Name, Role, Value - 22.9%
- o Non-text Content - 12.5%
- o Info and Relationships - 12.5%
- o Meaningful Sequence - 12.5%

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[37] https://play.google.com/store/apps/details?id=net.fusio.meteireann&hl=en&gl=US An Android App that provides the detailed weather forecast of a location.

The top 10 issues are listed in Figure 2.8.4.
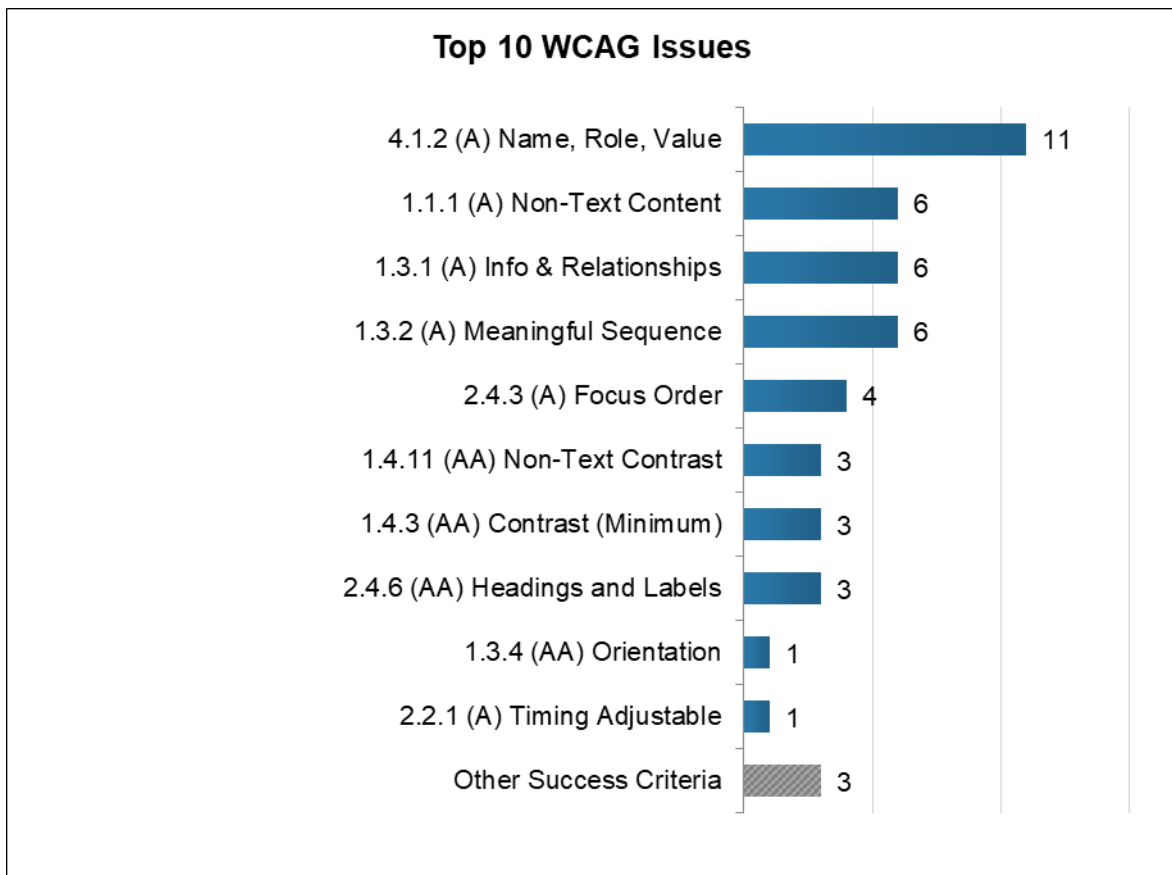
Figure 2.8.4: Top 10 WCAG Issues

Link to accessible table

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

9. Met Éireann iOS App[38]

Key findings

- In total, 55 issues (54 WCAG and 1 EN 301 549 specific) were identified across 7 pages. (Figure 2.9.1). This equates to a compliance rate of 77% for the WCAG 2.1 SC tested (Figure 2.9.2).
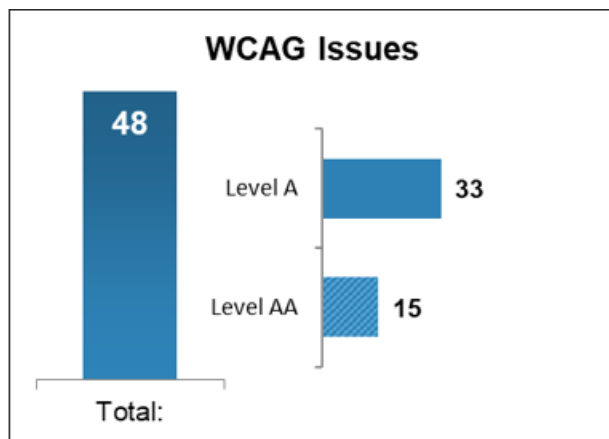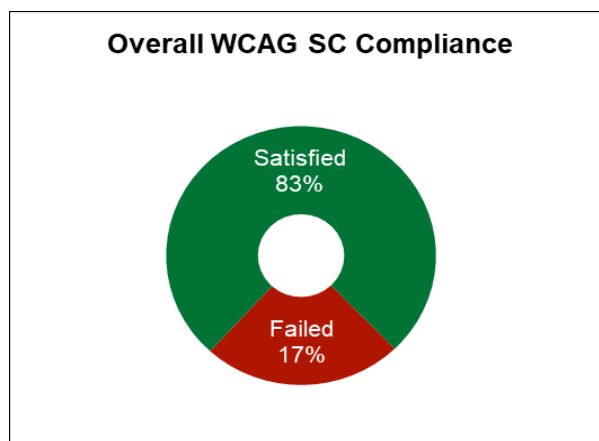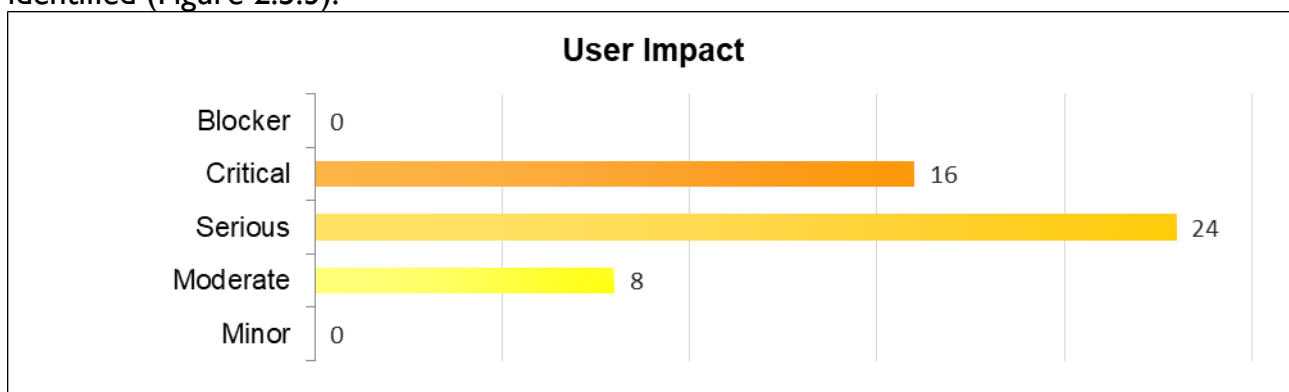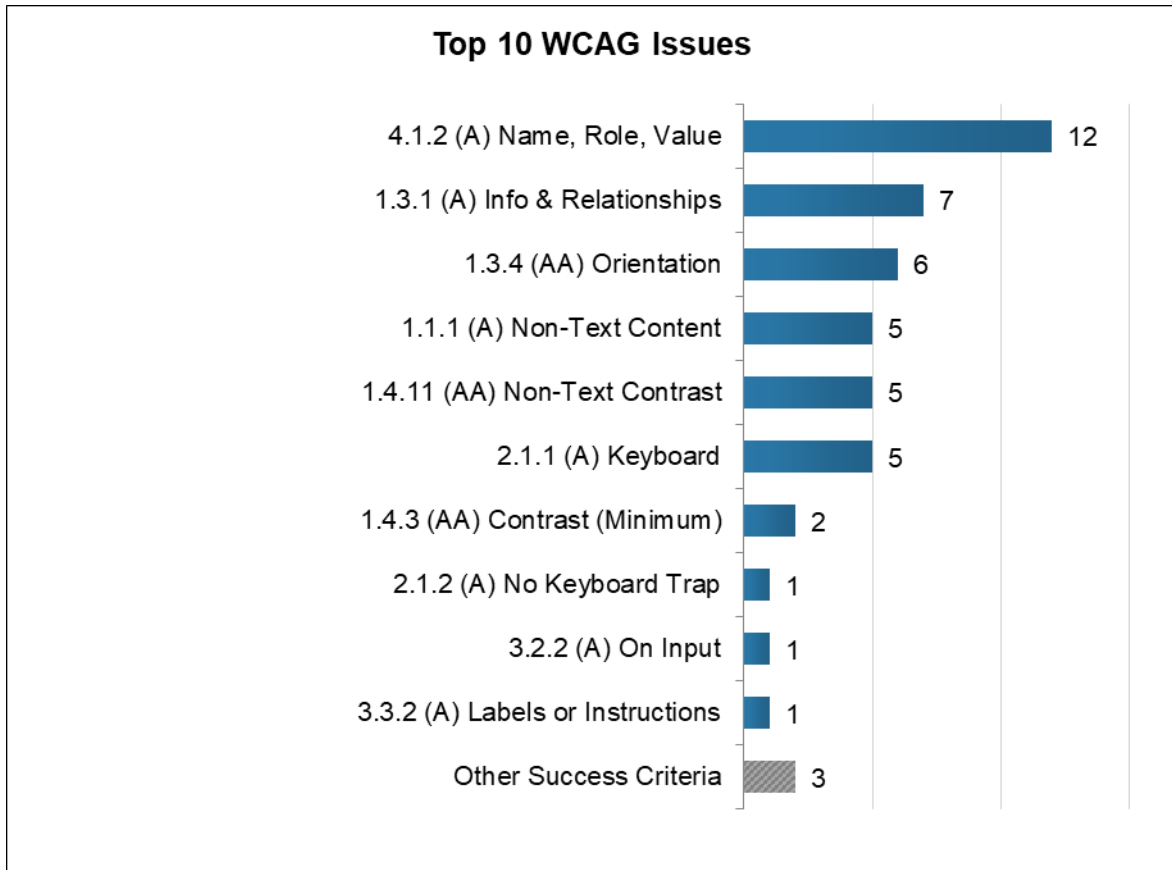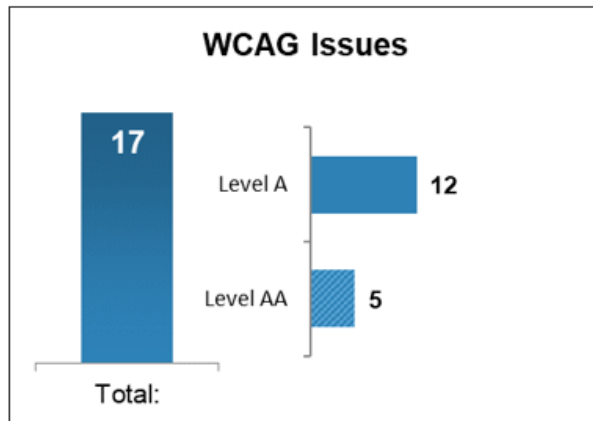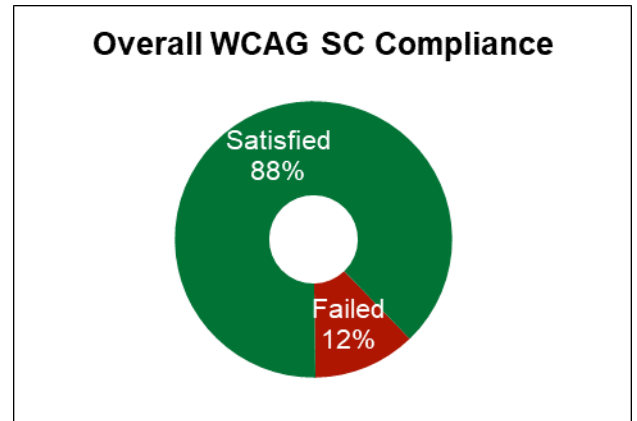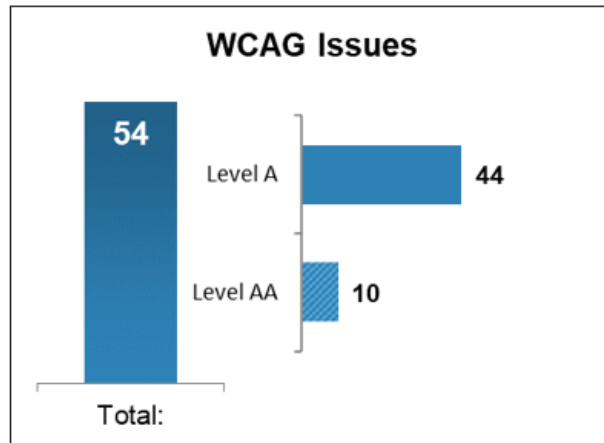

Figure 2.9.1: No. of WCAG Issues
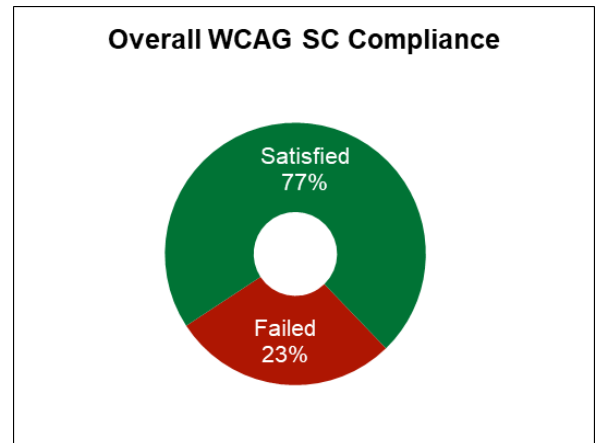
Figure 2.9.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=27), with the second highest number classified as "Blocker" (n=14). No "Blocker" issues were identified (Figure 2.9.3).
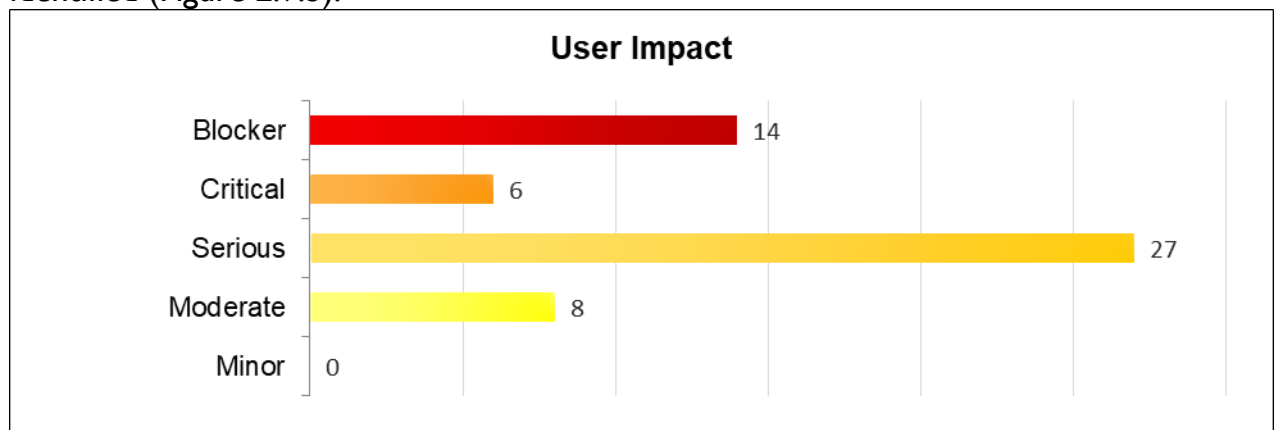
Figure 2.9.3: No. of errors by User Impact

WCAG issues

- Four success criteria were related to 61.8% of all issues:
  - Non-text Content - 18.2%
  - Meaningful Sequence - 18.2%
  - Info and Relationships - 12.7%
  - Keyboard - 12.7%

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[38] https://apps.apple.com/ie/app/met-%C3%A9ireann-weather-ireland/id592109880 -An iOS App that provides the detailed weather forecast of a location.

The top 10 issues are listed in Figure 2.9.4.
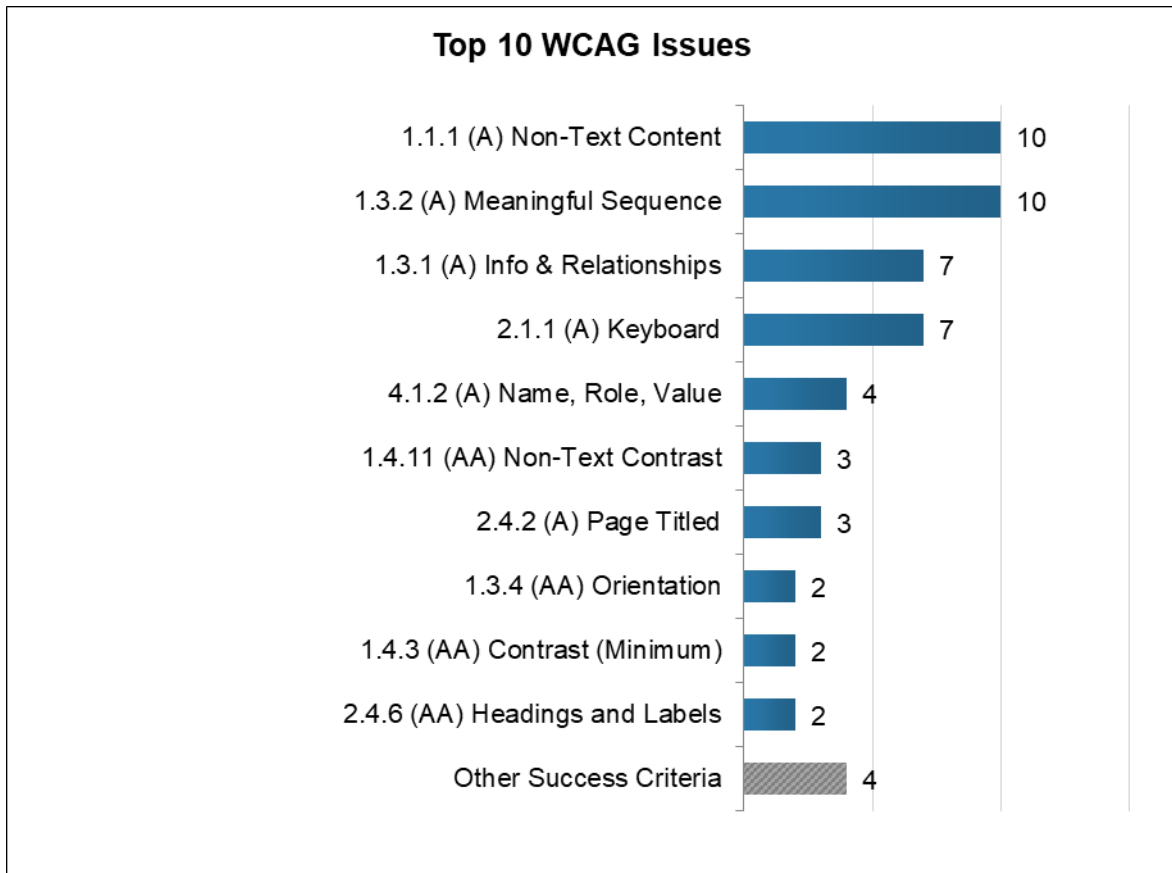
Top 10 WCAG Issues

Issue	Count
1.1.1 (A) Non-Text Content	10
1.3.2 (A) Meaningful Sequence	10
1.3.1 (A) Info & Relationships	7
2.1.1 (A) Keyboard	7
4.1.2 (A) Name, Role, Value	4
1.4.11 (AA) Non-Text Contrast	3
2.4.2 (A) Page Titled	3
1.3.4 (AA) Orientation	2
1.4.3 (AA) Contrast (Minimum)	2
2.4.6 (AA) Headings and Labels	2
Other Success Criteria	4

Figure 2.9.4: Top 10 WCAG Issues

Link to accessible table

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

10. TFI Live Android App[39]

Key findings

- In total, 20 issues (20 WCAG and 0 additional EN 301 549 specific) were identified across 12 pages assessed. (Figure 2.10.1). This equates to a compliance rate of 84% for the WCAG 2.1 SC tested (Figure 2.10.2).
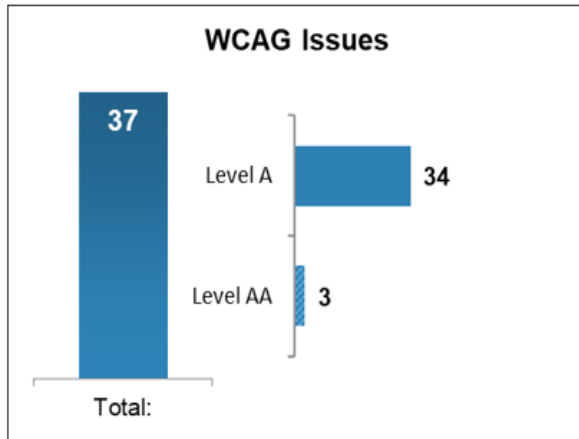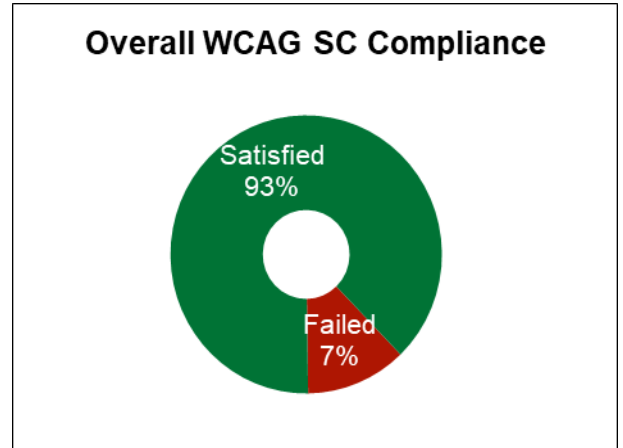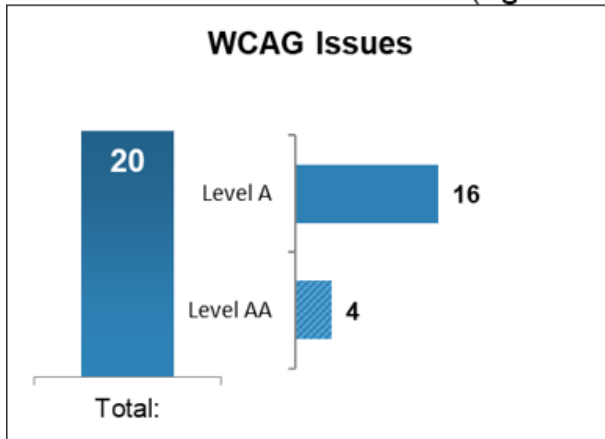

Figure 2.10.1: No. of WCAG Issues
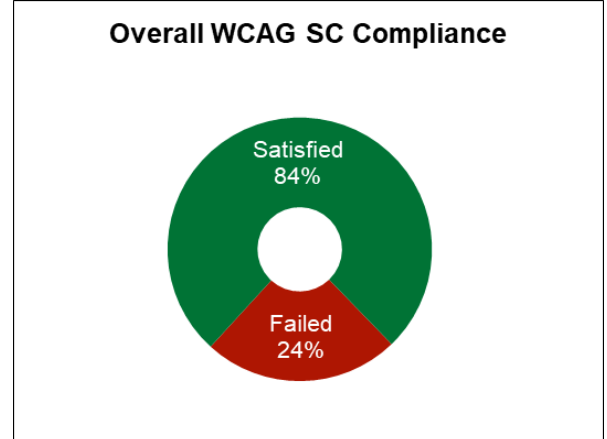
Figure 2.10.2: WCAG Compliance

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=6). No "Blocker" issues were identified (Figure 2.10.3).
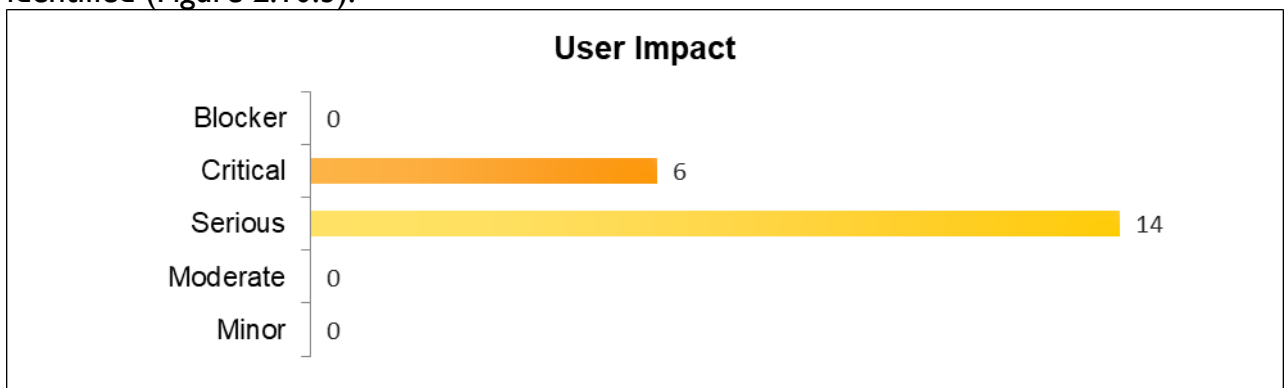
Figure 2.10.3: No. of errors by User Impact

WCAG issues

Four success criteria, were related to 60.0% of all issues:

- Information and Relationship – 20.0%
- Keyboard Navigation – 15.0%
- Name, Role, Value – 15.0%
- Reading Order – 10.0%

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[39] https://play.google.com/store/apps/details?id=com.trapezegroup.TFILive.nta&hl=en&gl=US -An Android App that allows access to Live real time information regarding departure and journey planning information across the Transport for Ireland (TFI) network

The top 10 issues are listed in Figure 2.10.4.
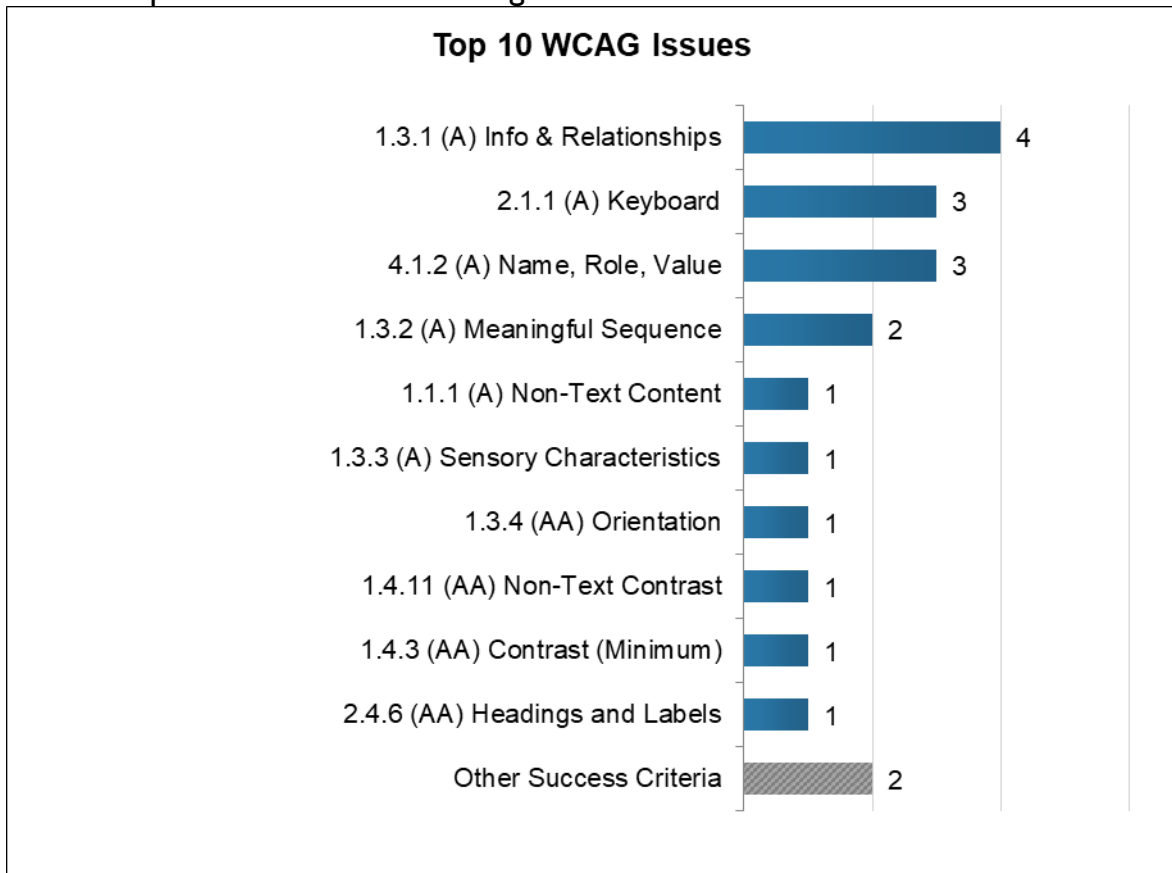
Top 10 WCAG Issues

- 1.3.1 (A) Info & Relationships — 4
- 2.1.1 (A) Keyboard — 3
- 4.1.2 (A) Name, Role, Value — 3
- 1.3.2 (A) Meaningful Sequence — 2
- 1.1.1 (A) Non-Text Content — 1
- 1.3.3 (A) Sensory Characteristics — 1
- 1.3.4 (AA) Orientation — 1
- 1.4.11 (AA) Non-Text Contrast — 1
- 1.4.3 (AA) Contrast (Minimum) — 1
- 2.4.6 (AA) Headings and Labels — 1
- Other Success Criteria — 2

Figure 2.10.4: Top 10 WCAG Issues

Link to accessible table

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

11. TFI Live iOS App[40]

Key findings

- In total, 33 issues (32 WCAG and 1 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 87% for the WCAG 2.1 SC tested (Figure 2.11.2).
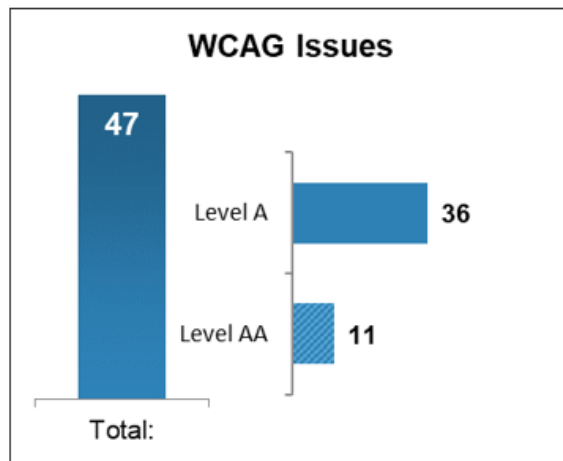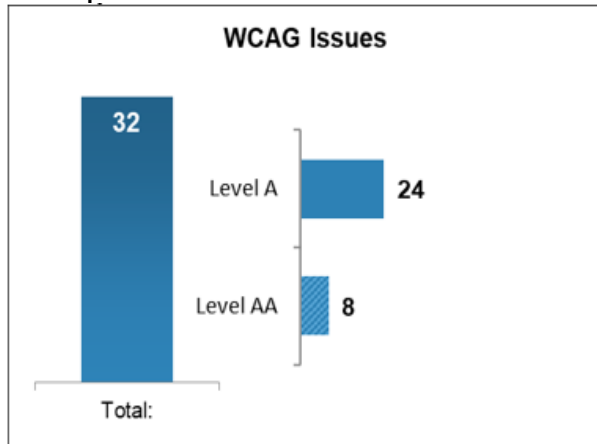

Figure 2.11.1: No. of WCAG Issues
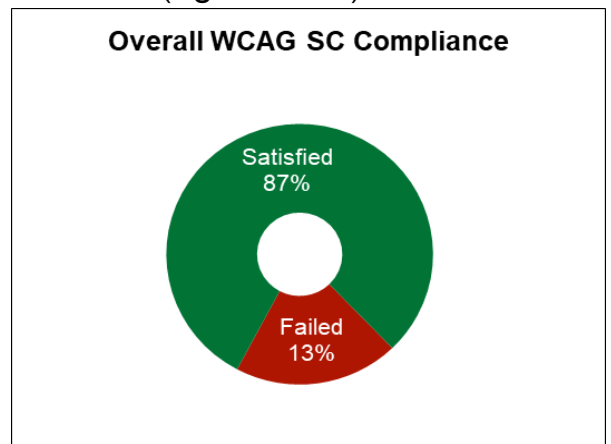
Figure 2.11.2: WCAG Compliance

User Impact

The majority of errors were classified as having a "Serious" user impact (n=17), with the second highest number classified as "Critical" (n=13). No "Blocker" issues were identified (Figure 2.11.3).
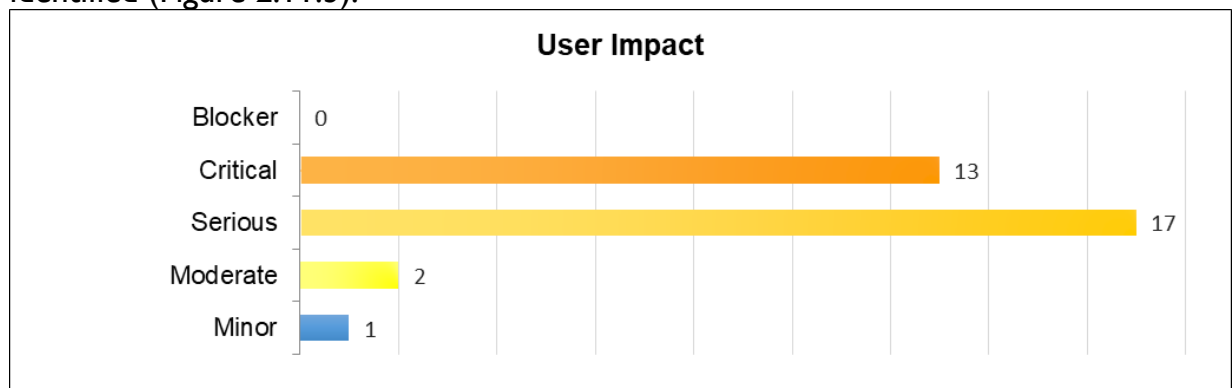
Figure 2.11.3: No. of errors by User Impact

WCAG issues

Four success criteria, were related to 69.5% of all issues:

- Keyboard – 24.2%
- Meaningful Sequence – 24.2%
- Name, Role, and Value – 12.1%
- Contrast (Minimum) - 9%

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[40]https://apps.apple.com/ie/app/tfi-live/id1581820088- An iOS App that allows access to Live real time information regarding departure and journey planning information across the Transport for Ireland (TFI) network

The top 10 issues are listed in Figure 2.11.4.
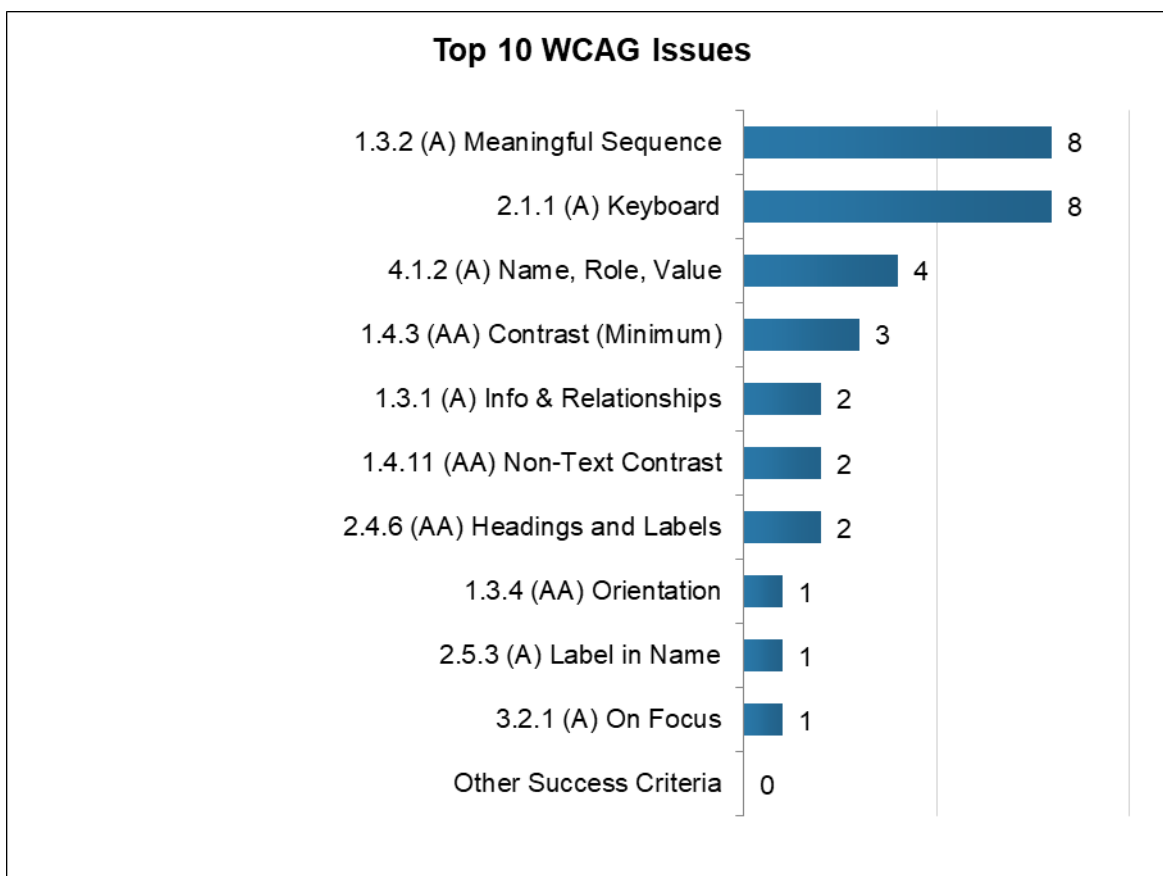
Figure 2.11.4: Top 10 WCAG Issues

Link to accessible table

Accessibility Statement

The Accessibility Statement on the website states it is committed to making the Leap Top- up app accessible. It does not contain other information required for this app.

3. Simplified reviews

Simplified Reviews use automated testing to test 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.[41]

The tool NDA used to conduct Simplified Reviews for the 2023 monitoring period is based on the open-source Axe testing engine.[42] 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.[43] 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 WCAG 2.1 AA is achieved when ALL success criteria are met. Therefore an Accessibility Score of 100% does not equate to full compliance with 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 WCAG 2.1 AA.

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

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[41] http://euwad.nda.ie

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

[43] 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 233 websites. The monitoring results presented here are based on a snapshot of data taken on 11th November 2023. The maximum number of pages that could potentially be scanned was reduced to 400 pages per site for the 2023 monitoring period, in comparison to 1,000 in the 2022 monitoring period.

An average of 285 pages were tested per site. The average number of errors identified per site was 5,209. Overall, 22.77% of pages were found to have errors. This is slightly down from on 23.5% from the average number of errors found in the 2022 monitoring period. It is also necessary to consider the impact of these errors on end-users. This is accounted for through the Accessibility Score which 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
AGV pages tested	285
% of pages with no errors	22.77%
AVG errors per site	5,209
AVG critical errors per site	1,310
AVG serious errors per site	3,340
AVG moderate errors per site	0
AVG minor errors per site	559
AVG errors per page	24

Pages and types of error	Errors
AVG Accessibility Score	31.27

User impact

The majority of errors identified (3,340) were classified as "Serious". While a relatively small number of Critical errors (1,310) were identified, the number of Minor errors (559) was lower (Figure 3.1). This compares favourably with the 2022 monitoring period, where the number of critical errors was greater than the number of minor errors (2,396 versus 1,930). This may result from some public bodies subject to monitoring across both periods following NDA's advice to prioritising the remediation of critical errors.
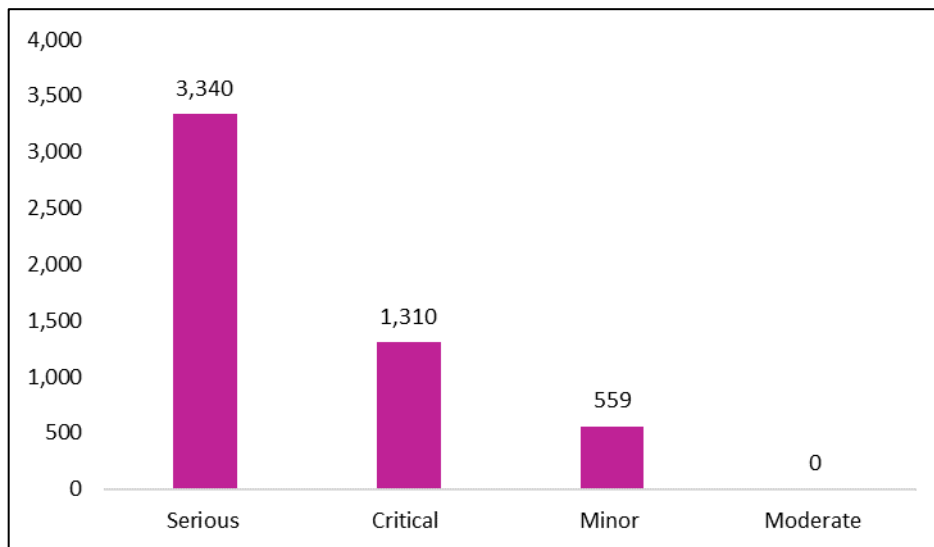
Figure 3.1: Average errors by severity level – all websites

Types of errors

The most common error identified on the majority of sites (137) related to PDFs (Figure 3.2).

Colour Contrast accounts for the highest number of errors for 40 websites.

Parsing is associated with how pages are coded, and if HTML is coded correctly. The error "Name, Role, Value" is frequently associated with how interactive elements are coded on pages such as search forms, application forms, cookie banners and other interactive widgets. Both these category of errors accounted for the most frequent errors found on 17 and 13 websites respectively.
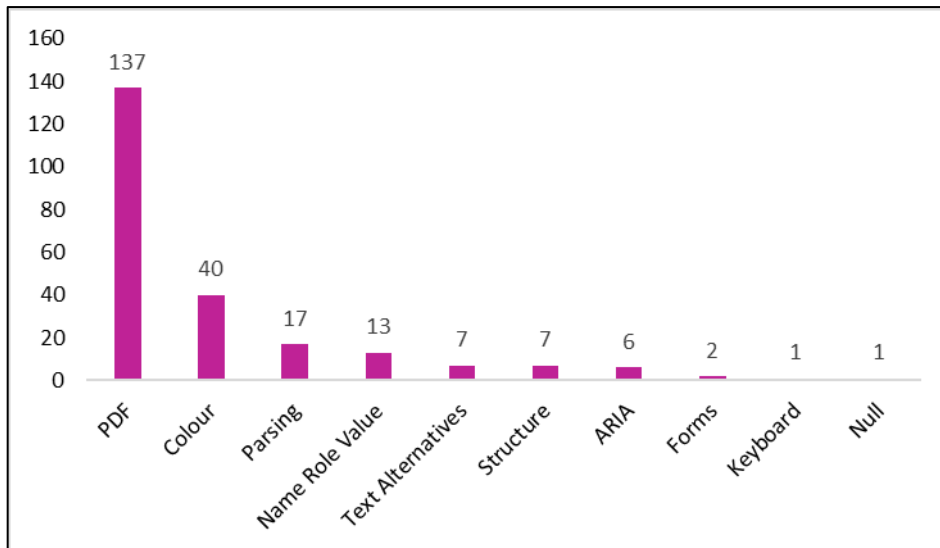
Figure 3.2: WCAG 2.1 Success Criteria with most issues found – all sites

Average errors per page

For the third monitoring period in succession, a large majority of websites reviewed (167) 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.
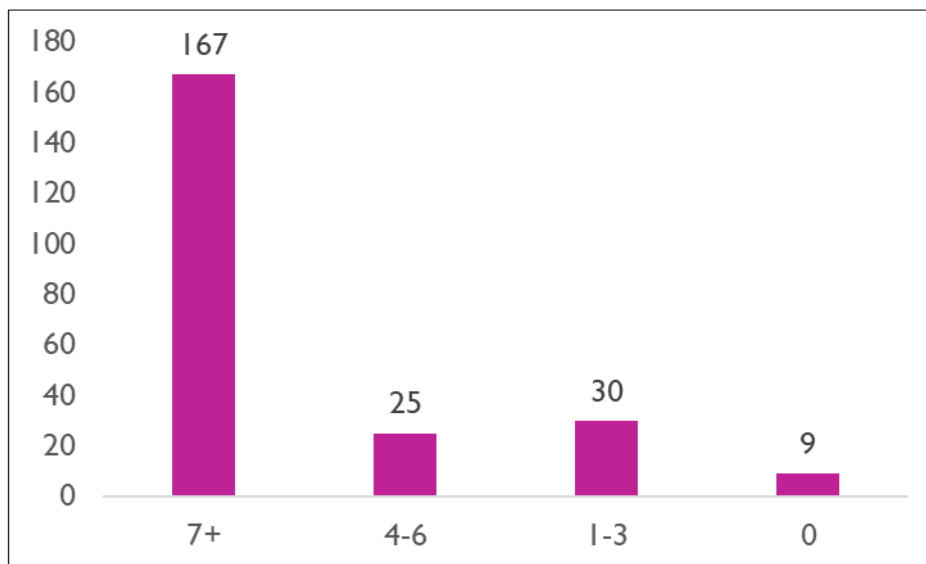
Figure 3.3: Average errors per page – all websites

Accessibility scores

Only 8.2% of websites attained an Accessibility Score of 90% or higher, a slight increase from the 2022 monitoring period (7.5%). In contrast, 34.6% of websites had an Accessibility Score of 10% or less, which represents a slight increase over the 2022 monitoring period (28%).
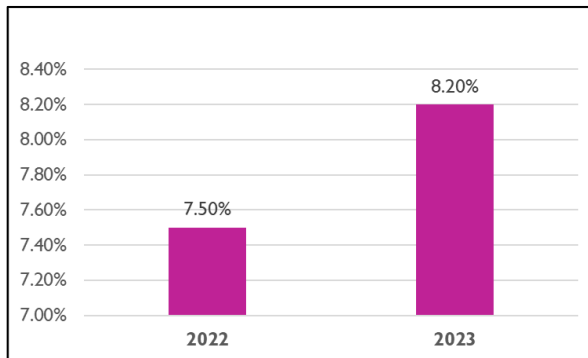
Figure 3.3.4: Sites with Score of 90% or higher
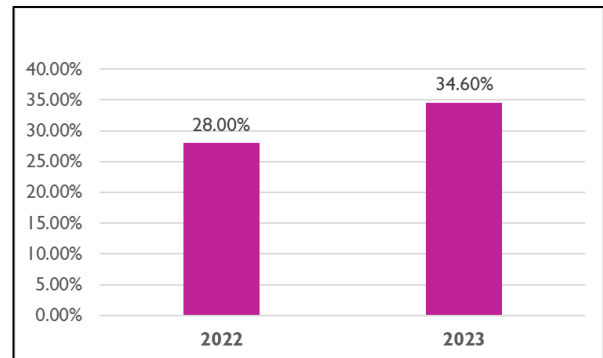
Figure 3.3.5: Sites with Score of 10% or less

See Annex 5 for the Accessibility Score of all 231 sites subject to monitoring (Simplified Review) in 2022.

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

- PDFs published by Government departments on GOV.ie
- Local Authorities
- Transport Service Providers
- Higher education institutions

1. PDFs published by Government departments on GOV.ie

The accessibility of PDFs is the largest issue identified during Simplified Reviews. The majority of Government Departments' web presence is on GOV.ie, managed by the Office of the Government Chief Information Officer (OGCIO). While the HTML pages on GOV.ie demonstrate a high level of compliance with the Directive, the PDFs it hosts are largely inaccessible.

NDA conducted a review of the top ten most frequently accessed PDFs for each Department on GOV.ie.[44]

A total of 13,985 errors were detected for the 160 PDFs reviewed, resulting in an average of 874 errors per PDF. The highest number of issues detected was 2166 on the Department of Environment Climate and Communications PDFs. The lowest number of issues detected was 175 for the Department of Transport PDFs. Figure 3.1.1 presents details by department. No improvement in the number of errors was detected over the 2022 monitoring period.
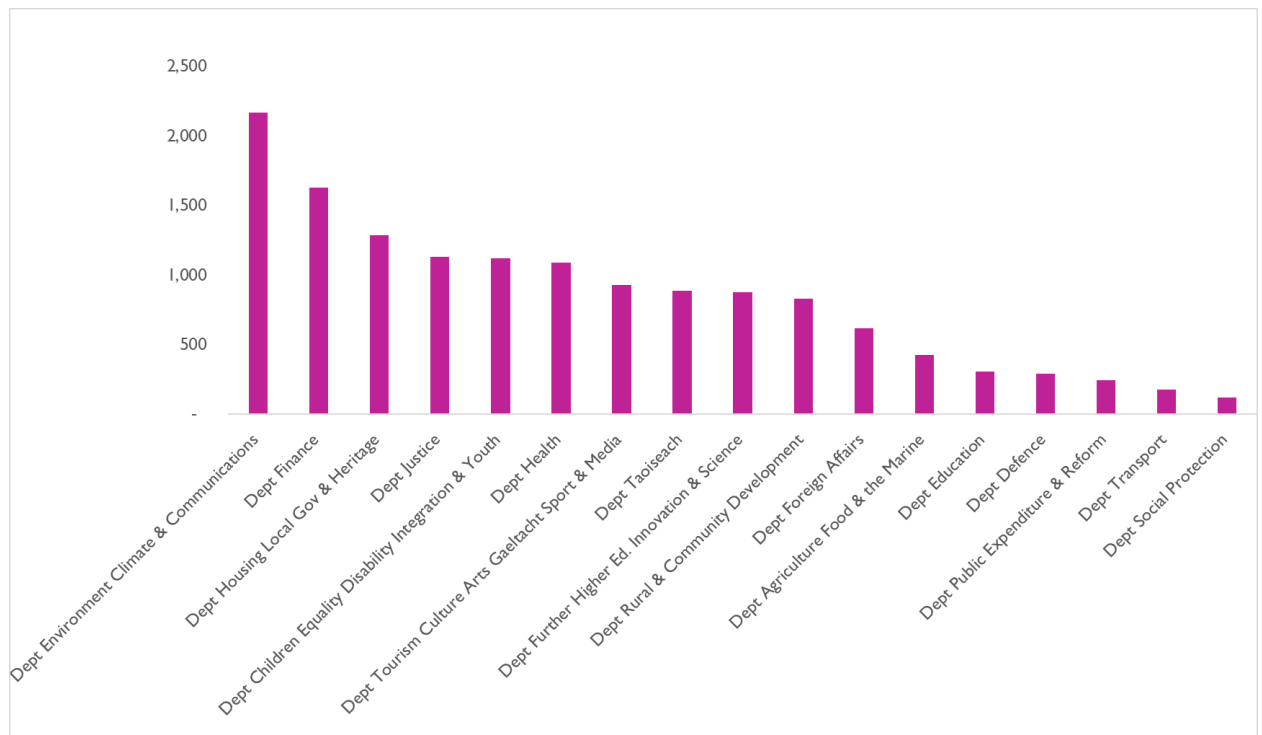
Figure 3.1.1: Average errors per site – PDFs published by government departments

See accessible table in Annex 5

Applying the Accessibility Score to each Department's PDFs shows an average score of 14.2%. This compares to 31.2% as the average Accessibility Score for all sites subject to review, and an Accessibility Score of 98.56% for the HTML-only pages for

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44 Data provided by the Office of Government Chief Information Officer

the GOV.ie website, managed by the OGCIO. Details of the accessibility scores for individual departments are presented in Figure 3.1.2.
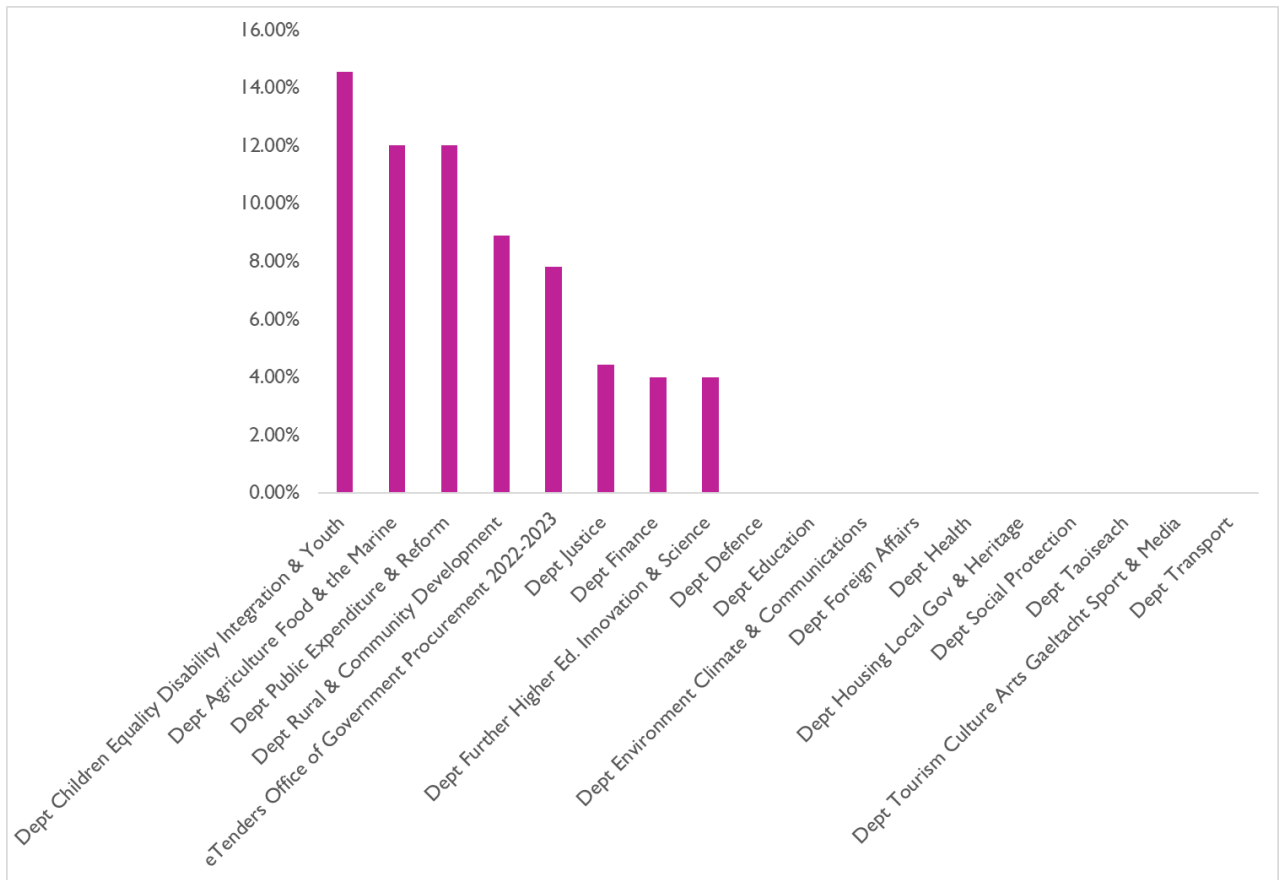
Figure 3.1.2: Accessibility Scores by Department

See accessible table in Annex 5

2. 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 slightly higher than that of all other websites reviewed (5,431 versus 5,209). 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. Figure 3.21. The average Accessibility Score for Local Authorities (47%) is higher than for all sites (31.2%) Figure 3.2.2.
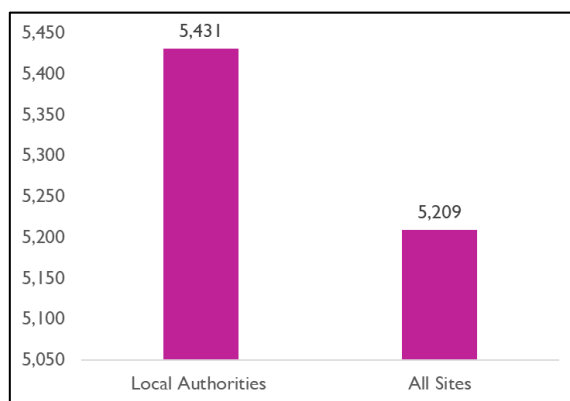
Figure 3.2.1: AVG number of errors

Figure 3.2.2: 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 3.2.3.

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[45] Leitrim Country Council website was not scanned due to security measures in place on their site.
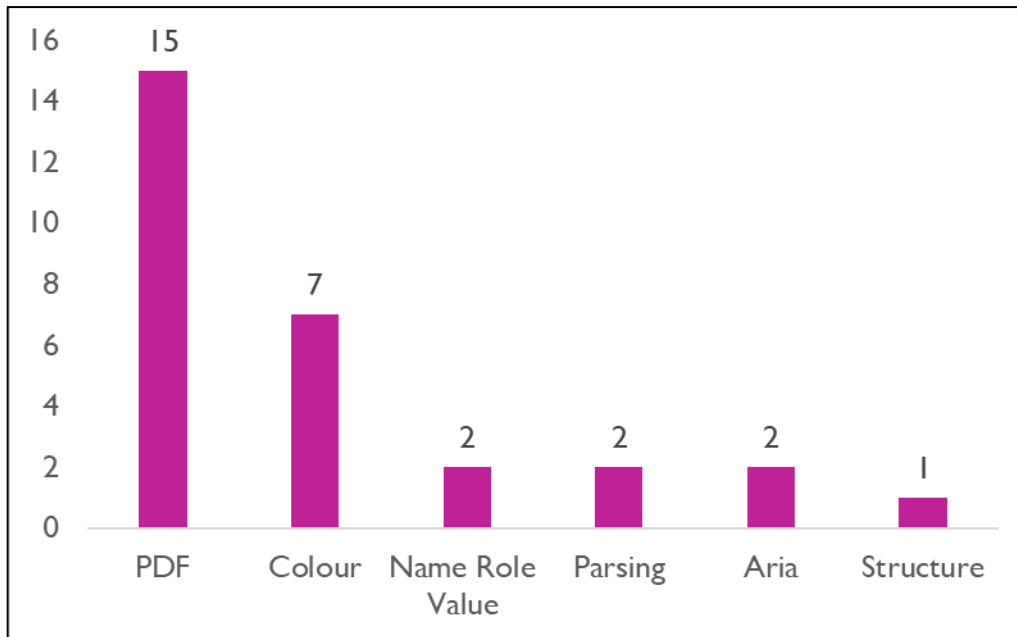
Figure 3.2.3: Frequency of occurrences of main errors – Local Authorities

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.

There are positive developments among Local Authorities during this monitoring period. The Mayo County Council website, which was subject to In-depth review in 2022, had made significant improvements to the accessibility of their website by following recommendations made in the review results. Tipperary County Council has implemented a new website using the LocalGov Drupal platform.[46] While the review found a relatively large number of errors, most of these relate to issues with how the site was implemented, such as colour contrast, and not with the code base being used. Tipperary's use of the Drupal code base seems to be a positive move in terms of utilising an open source and accessible platform for a Local Authority website.

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[46] https://localgovdrupal.org/

Errors and Accessibility Score per site – Local Authorities

There was a very large variance in the number of errors across all Local Authority websites reviewed. While Wicklow County Council is a clear outlier in terms of the number of errors identified for the second monitoring period in a row, it is useful to consider that large scale automated scanning can capture multiple instances of an error on a page or across hundreds of pages. It is also necessary therefore to consider the impact of these errors on end-users. This is accounted for through the Accessibility Score which assigns a weighting to the seriousness of the user impact for each error. Figure 3.2.4 presents the number of errors per site by local authority area.
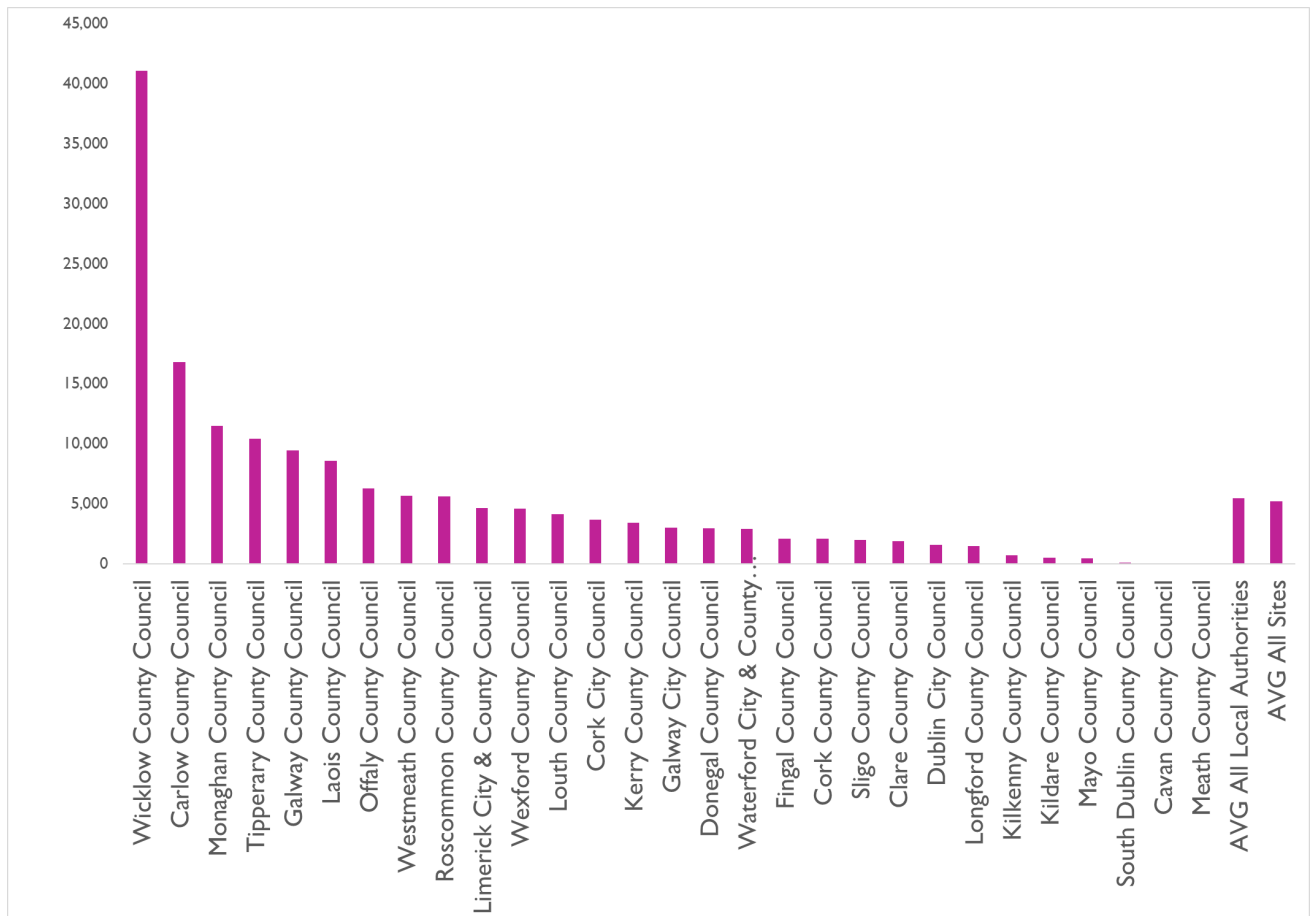
Figure 3.2.4: Total Number of Errors per site – Local Authorities

See accessible table in Annex 5

It is clear that some Local Authorities continue to use their monitoring data to make significant improvements. Six Local Authorities have achieved an Accessibility of 90% or more. Figure 3.2.5 presents the accessibility score by local authority area.
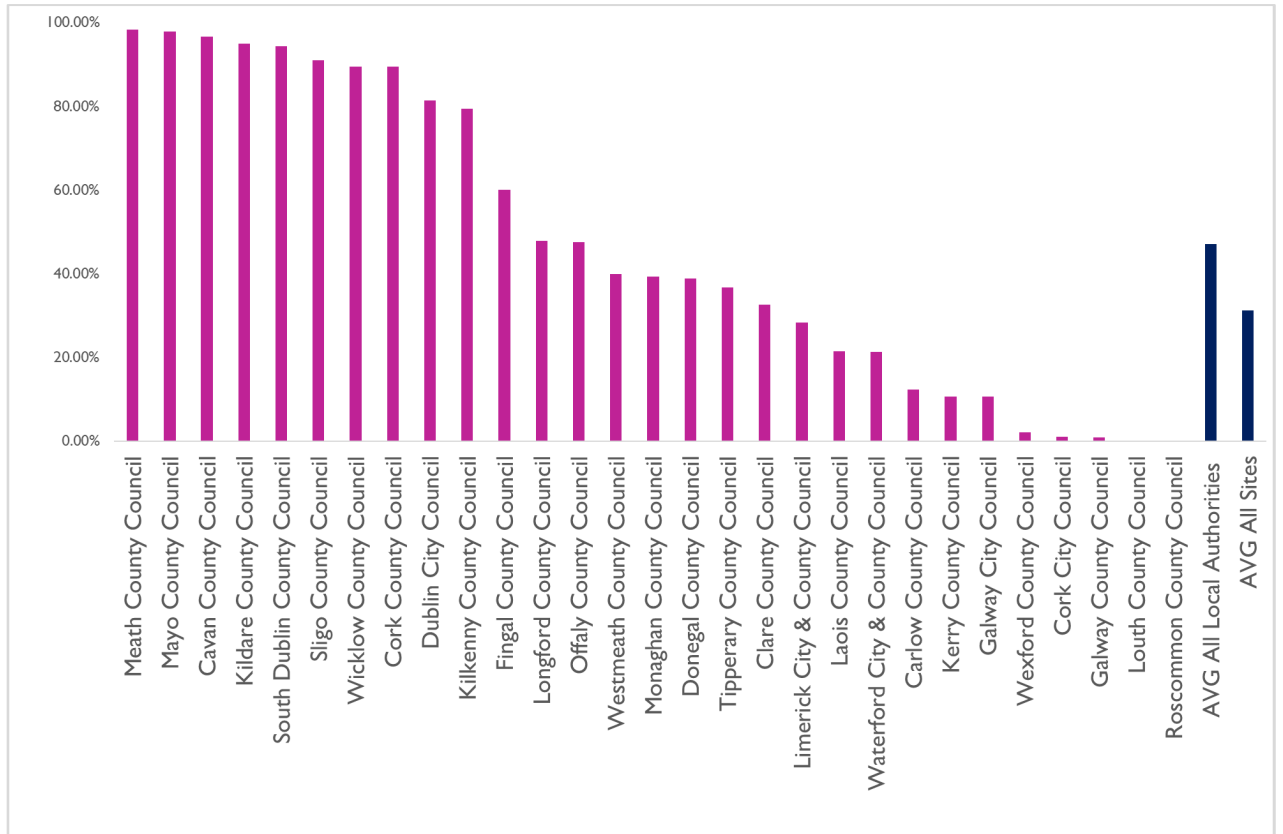
Figure 3.2.5: Average accessibility scores – Local Authorities

See accessible table in Annex 5

3. 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 five 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 3.3.1). The average Accessibility Score for transport providers (33%) was slightly higher than the average accessibility score for All Sites (31.3%) (Figure 3.3.2).
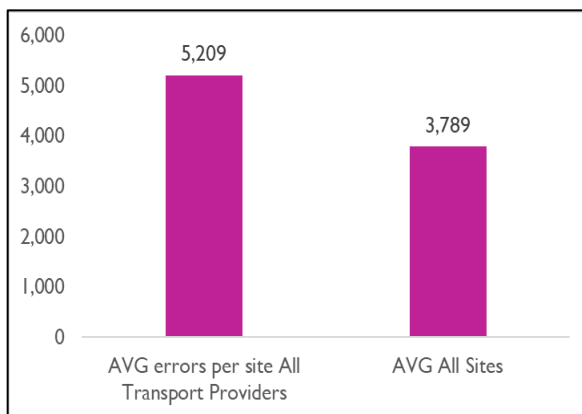
Figure 3.3.1: Average errors per site
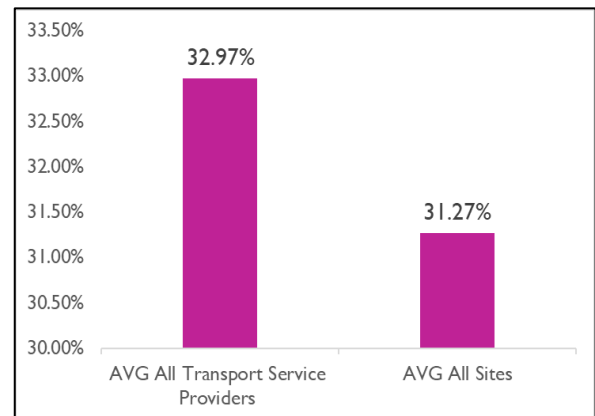
Figure 3.3.2: Average accessibility score

Types of errors - Transport Service Providers

There is a large variance across the most common errors identified for each transport service providers' websites. Most common errors identified are ARIA, Text Alternatives, Colour and PDF (figure 3.3.3).[47] Only one website, Dublin Bus had no errors detected (hence the category of 'null' for most frequent errors in Figure 3.3.3). In contrast, this site's 2022 review results had the highest number of errors of all sites in this category (10,402).   This demonstrates the most significant improvement of all websites subject to Simplified Review over the 2022 and 2023 monitoring periods – from 10,402 errors to zero!
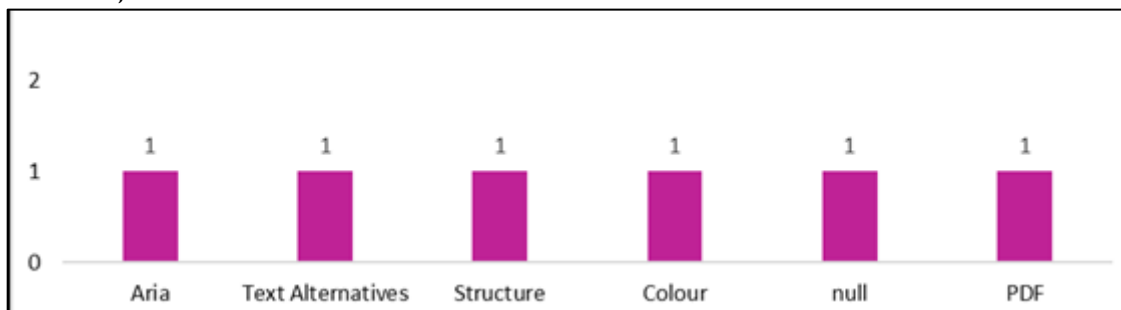
Figure 3.3.3: Frequency of main errors – transport service providers

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[47] 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

Errors and Accessibility Scores per site – Transport Service Providers
Figure 3.3.4 presents the number of errors per site of transport service providers.
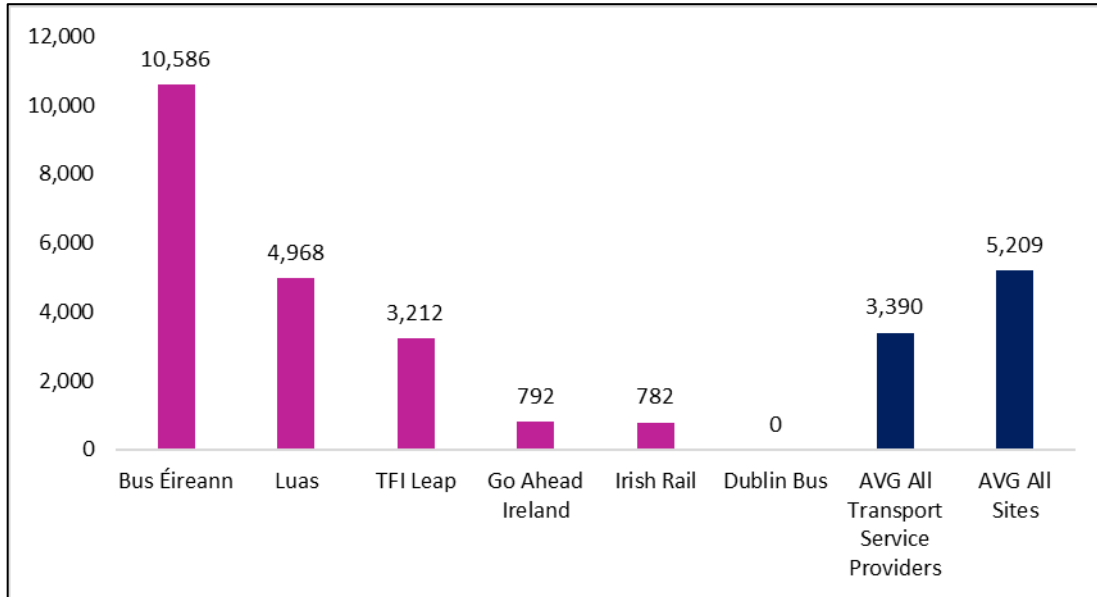
Figure 3.3.4: Total number of errors per site – transport service providers

The very low Accessibility Score of four of the six Transport Service Providers websites reviewed is associated with the large number of errors related to interactive elements on these websites (Figure 3.3.5). 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.
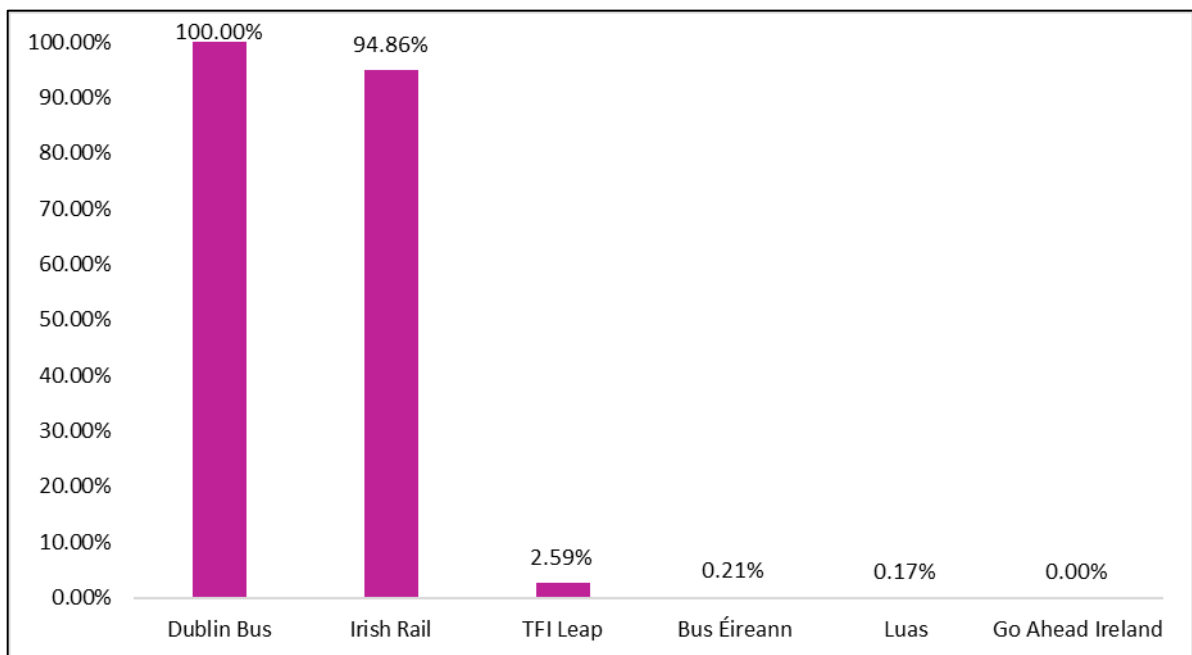
Figure 3.3.5: Average Accessibility Scores – transport service providers

4. Higher Education Institutions

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

Errors and user impact

The average number of errors on HEI websites was higher than that of All Sites reviewed (Figure 3.41). The average Accessibility Score for HEIs (32.39%) was slightly higher than that for All Sites (32.3%) (Figure 3.4.2).
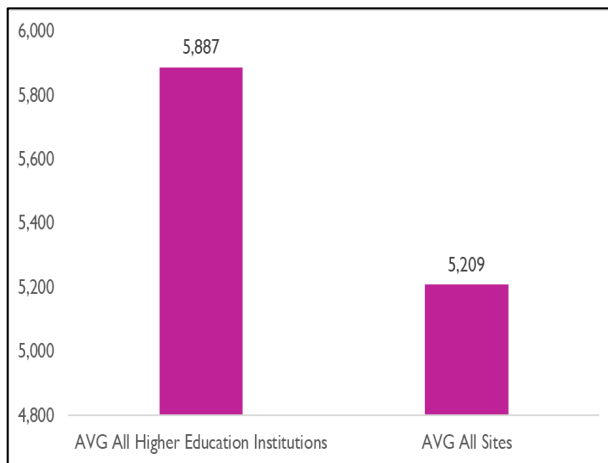
Figure 3.4.1: AVG Number of Errors Score
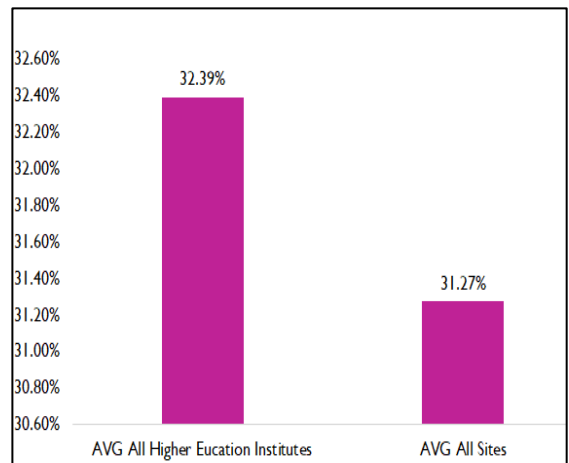
Figure 3.4.2: AVG Accessibility

Types of errors - Higher Education Institutions

PDFs accounted for the highest number of errors on a majority of HEI websites (Figure 3.4.3).
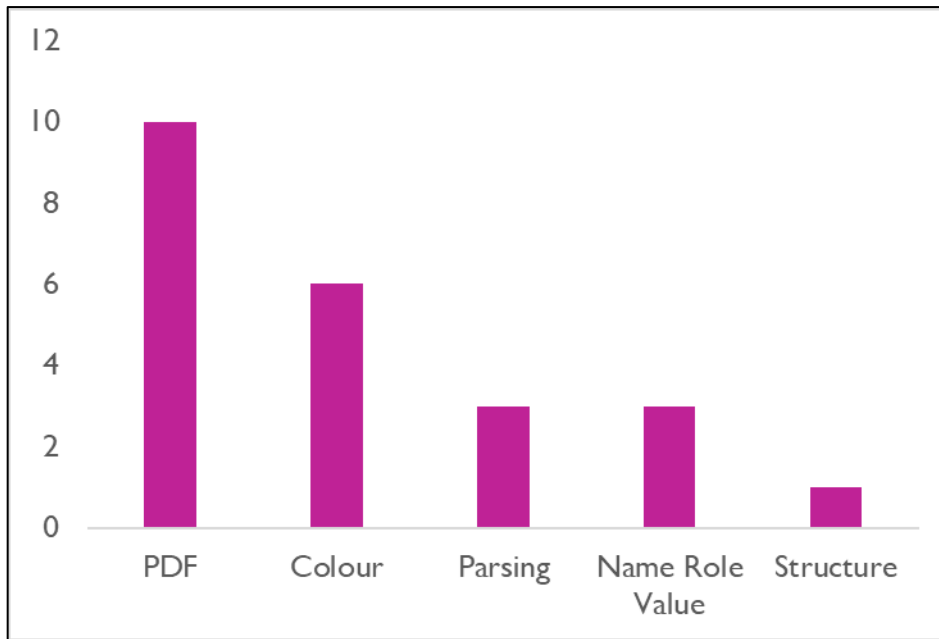
Figure 3.4.3: Frequency of occurrence of main errors – Higher Education Institutions

Errors and Accessibility Score per site – Higher Education Institutions
There was a very large variance in the number of errors across all HEI websites. Unlike the other HEIs in this report, this was the first monitoring period during which the Institute of Public Administration was subject to monitoring and its website had the highest number of errors recorded in this category. HEI's such as University College Dublin (UCD) and South East Technological University (SETU) continue to undertake projects to rationalise the number of sites and hence improve the accessibility of their consolidated websites. (See both the UCD ALL and SETU In-depth reviews in Chapter 1).
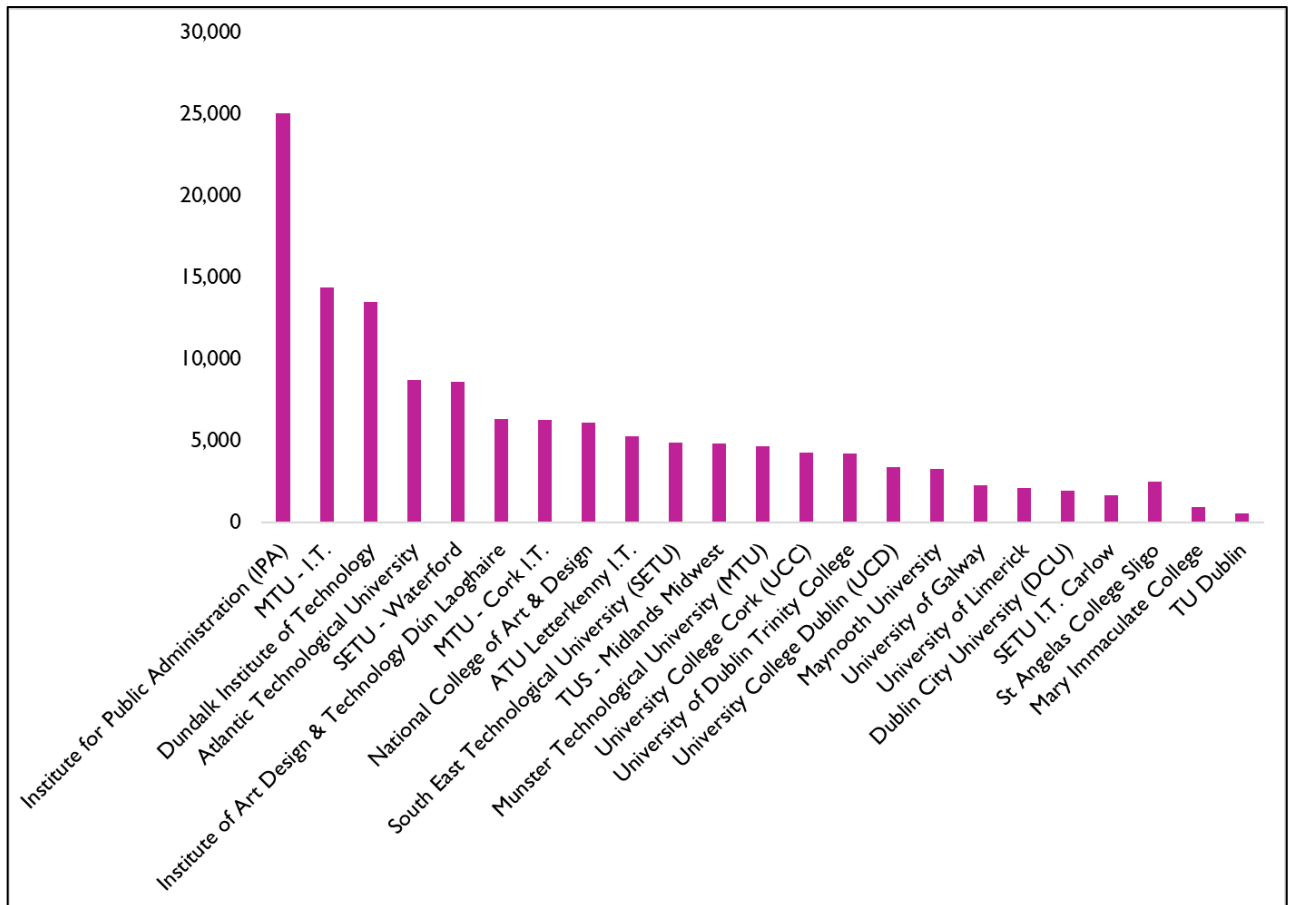
Figure 3.4.4: Total number of errors per site – Higher Education Institutions

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 a lot of errors that should be addressed as part of routine and ongoing development and maintenance of their websites. 2023 was the first year the Institute of Public Administration was subject to monitoring and have work to do to address the large number of errors detected, many of which will be relatively easy to fix. NDA's reviewers note that the IPA website uses an overlay. Accessibility overlays are controversial tools whose vendors claim improve compliance. NDA does not recommend the use of overlays.[48] As the results above show, the overlay does little to improve the website's compliance. NDA will support the IPA to improve its compliance through guidance and advice.

Figure 3.4.5 presents the accessibility scores by HEI.

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[48] Read the European Commission's statement on overlays: https://commission.europa.eu/resources-partners/europa-web-guide/design-content-and-development/accessibility/testing-early-and-regularly/accessibility-overlays_en

Read the European disability Forums and the International Association of Accessibiltiy Professionals article on overlays: https://www.edf-feph.org/accessibility-overlays-dont-guarantee-compliance-with-european-legislation/
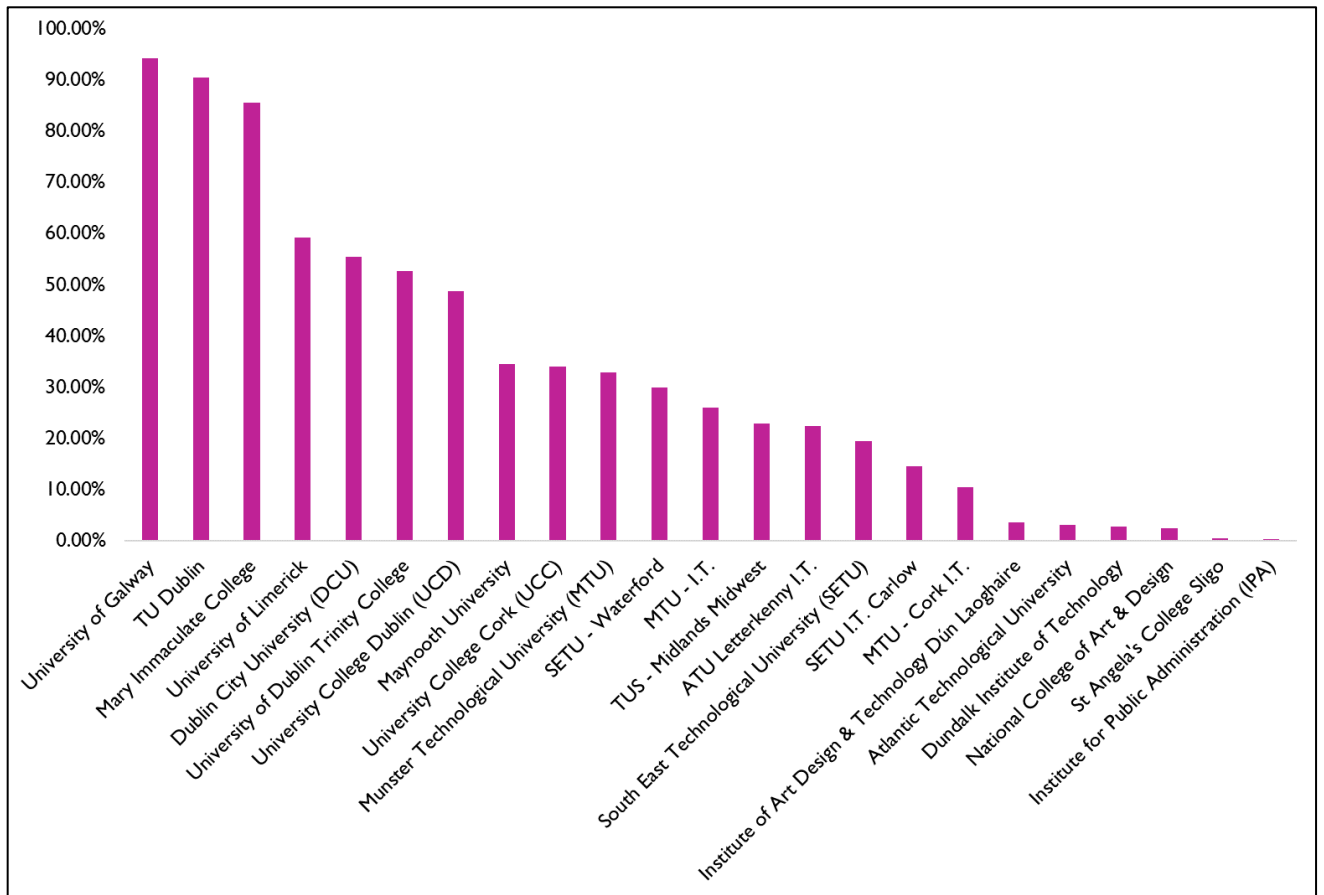
Figure 3.4.5: Accessibility Scores – Higher Education Institutes

See accessible table in Annex 5

4. Conclusion

This report presents monitoring data for Ireland for the 2023 monitoring period. In 2024 NDA will engage with public bodies who were subject to monitoring early in the year to provide them with their monitoring results and support them to make improvements throughout the year. NDA encourages public bodies to make a real effort to improve compliance during 2024. Our monitoring activities in 2024 report will track those public bodies that have improved compliance over the period and highlight this in our 2024 monitoring report.

The WAD team learned some valuable lessons from our counterparts in other Member States at the WADEX meeting. We will explore how these can be used to improve the effectiveness and efficiency of our monitoring activities in 2024.

NDA is due to submit a three year monitoring report to the European Commission at the end of 2024. The public sector in Ireland has an opportunity to demonstrate real commitment to accessibility and make real progress in improving compliance with the EU Web Accessibility Directive through building their capacity and improving the accessibility of their websites and mobile apps for persons with disabilities. The NDA will continue to be available to provide advice and guidance to these bodies as requested and appropriate and will continue with our information sharing through our webinar series in conjunction with the Irish Computer Society..

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

Bus Connects

Table 1.1.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	20
1.4.3	Contrast (Minimum)	18
1.4.4	Resize Text	7
4.1.1	Parsing	7
1.4.11	Non-Text Contrast	4
1.1.1	Non-Text Content	3
1.4.10	Reflow	2
1.3.1	Info & Relationships	1
1.4.5	Images of Text	1
2.1.1	Keyboard	1
	Other Success Criteria	5

Citizens Information

Table 1.2.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	9
1.4.10	Reflow	5
1.4.11	Non-Text Contrast	3
1.4.4	Resize Text	2
2.4.3	Focus Order	2
2.4.7	Focus Visible	2
4.1.2	Name, Role, Value	2
1.1.1	Non-Text Content	1
1.4.12	Text Spacing	1

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	1
	Other Success Criteria	3

DARE
Table 1.3.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	14
1.4.3	Contrast (Minimum)	6
1.3.1	Info & Relationships	5
1.4.11	Non-Text Contrast	4
1.4.10	Reflow	3
2.1.1	Keyboard	3
1.1.1	Non-Text Content	2
1.3.5	Identify Input Purpose	2
1.4.13	Content on Hover or Focus	2
1.4.4	Resize Text	2
	Other Success Criteria	13

Garda
Table 1.4.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	17
1.3.1	Info & Relationships	15
1.4.11	Non-Text Contrast	9
1.4.4	Resize Text	9
1.4.3	Contrast (Minimum)	8
1.1.1	Non-Text Content	7
2.4.7	Focus Visible	6
1.4.1	Use of Color	4

Success Criteria	Description	Occurrences
2.1.1	Keyboard	4
2.4.3	Focus Order	4
	Other Success Criteria	22

Gov.ie
Table 1.5.4

Success Criteria	Description	Occurrences
1.4.11	Non-Text Contrast	8
4.1.2	Name, Role, Value	4
1.3.1	Info & Relationships	3
2.4.4	Link Purpose (In Context)	3
2.4.3	Focus Order	2
1.1.1	Non-Text Content	1
1.3.2	Meaningful Sequence	1
2.4.2	Page Titled	1
2.4.6	Headings and Labels	1
2.4.7	Focus Visible	1
	Other Success Criteria	2

Higher Education Authority
Table 1.6.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	17
2.4.7	Focus Visible	9
1.3.1	Info & Relationships	7
1.4.11	Non-Text Contrast	7
2.4.3	Focus Order	5
2.4.4	Link Purpose (In Context)	5
1.3.2	Meaningful Sequence	3

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	3
1.1.1	Non-Text Content	2
1.4.13	Content on Hover or Focus	2
	Other Success Criteria	9

Health Service Executive
Table 1.7.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.4.11	Non-Text Contrast	10
1.3.1	Info & Relationships	7
2.4.3	Focus Order	6
1.4.13	Content on Hover or Focus	5
1.4.3	Contrast (Minimum)	5
1.2.3	Audio Description or Media Alternative (Prerecorded)	2
1.4.1	Use of Color	2
2.5.3	Label in Name	2
4.1.2	Name, Role, Value	2
1.1.1	Non-Text Content	1
	Other Success Criteria	7

HSE Health Promotion
Table 1.8.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
3.1.1	Language of Page	9
2.4.2	Page Titled	7
1.3.1	Info & Relationships	4
1.1.1	Non-Text Content	2
1.4.11	Non-Text Contrast	2
4.1.3	Status Messages	2

Success Criteria	Description	Occurrences
1.3.2	Meaningful Sequence	1
1.3.3	Sensory Characteristics	1
1.3.5	Identify Input Purpose	1
1.4.3	Contrast (Minimum)	1
	Other Success Criteria	7

Irish Rail
Table 1.9.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	48
4.1.2	Name, Role, Value	41
1.3.1	Info & Relationships	13
1.4.10	Reflow	8
1.4.11	Non-Text Contrast	8
1.4.4	Resize Text	8
1.3.2	Meaningful Sequence	6
2.5.3	Label in Name	6
2.4.3	Focus Order	5
1.1.1	Non-Text Content	4
	Other Success Criteria	28

Jobs Ireland
Table 1.10.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	571
4.1.2	Name, Role, Value	330
1.1.1	Non-Text Content	85
1.3.1	Info & Relationships	24
4.1.1	Parsing	22

Success Criteria	Description	Occurrences
1.4.11	Non-Text Contrast	19
2.4.7	Focus Visible	12
1.4.1	Use of Color	11
1.4.4	Resize Text	9
2.1.1	Keyboard	7
	Other Success Criteria	34

LUAS
Table 1.11.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.1	Parsing	47
4.1.2	Name, Role, Value	23
1.4.1	Use of Color	21
1.1.1	Non-Text Content	15
1.3.1	Info & Relationships	15
1.4.3	Contrast (Minimum)	11
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
	Other Success Criteria	21

MyGovID
Table 1.12.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.1	Parsing	62
1.1.1	Non-Text Content	24
4.1.2	Name, Role, Value	22
1.4.3	Contrast (Minimum)	13

Success Criteria	Description	Occurrences
1.4.11	Non-Text Contrast	9
1.3.1	Info & Relationships	6
1.3.5	Identify Input Purpose	5
1.4.4	Resize Text	5
1.4.10	Reflow	3
1.3.3	Sensory Characteristics	2
	Other Success Criteria	14

My Welfare
Table 1.13.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	98
4.1.1	Parsing	29
1.3.1	Info & Relationships	9
1.4.11	Non-Text Contrast	9
2.5.3	Label in Name	6
1.4.3	Contrast (Minimum)	5
2.4.7	Focus Visible	5
2.1.1	Keyboard	2
2.4.6	Headings and Labels	2
4.1.3	Status Messages	2
	Other Success Criteria	5

National Disability Authority
Table 1.14.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	2
4.1.1	Parsing	1
1.1.1	Non-Text Content	0

Success Criteria	Description	Occurrences
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
1.3.1	Info & Relationships	0
1.3.2	Meaningful Sequence	0
	Other Success Criteria	0

National Gallery of Ireland
Table 1.15.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	155
1.1.1	Non-Text Content	23
4.1.1	Parsing	9
1.4.11	Non-Text Contrast	7
2.4.7	Focus Visible	6
1.4.4	Resize Text	5
2.1.1	Keyboard	5
1.4.3	Contrast (Minimum)	4
2.4.6	Headings and Labels	4
1.4.1	Use of Color	3
	Other Success Criteria	19

National Parks
Table 1.16.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	37
1.1.1	Non-Text Content	18
1.3.1	Info & Relationships	12
2.4.7	Focus Visible	6
1.4.3	Contrast (Minimum)	4
2.2.2	Pause, Stop, Hide	4
2.4.1	Bypass Blocks	4
2.1.1	Keyboard	3
2.4.3	Focus Order	3
3.1.2	Language of Parts	2
	Other Success Criteria	0

RISLI
Table 1.17.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	32
1.1.1	Non-Text Content	4
1.3.5	Identify Input Purpose	2
1.4.11	Non-Text Contrast	1
2.1.2	No Keyboard Trap	1
2.4.2	Page Titled	1
2.4.3	Focus Order	1
2.4.7	Focus Visible	1
1.2.1	Audio-only and Video-only (Prerecorded)	0
1.2.2	Captions (Prerecorded)	0
	Other Success Criteria	0

SETU
Table 1.18.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	49
4.1.2	Name, Role, Value	31
1.4.11	Non-Text Contrast	13
1.3.1	Info & Relationships	8
2.4.3	Focus Order	8
2.5.3	Label in Name	5
2.1.1	Keyboard	4
2.4.7	Focus Visible	4
1.1.1	Non-Text Content	3
1.3.2	Meaningful Sequence	3
	Other Success Criteria	21

Tipperary County Council
Table 1.19.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	37
1.3.1	Info & Relationships	8
1.1.1	Non-Text Content	4
2.4.3	Focus Order	4
1.3.2	Meaningful Sequence	2
2.4.7	Focus Visible	2
3.1.1	Language of Page	2
3.2.2	On Input	2
4.1.2	Name, Role, Value	2
1.3.4	Orientation	1
	Other Success Criteria	4

UCC Canvas
Table 1.20.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.1	Parsing	3
1.3.1	Info & Relationships	2
4.1.2	Name, Role, Value	2
1.1.1	Non-Text Content	1
1.4.1	Use of Color	1
1.4.4	Resize Text	1
2.4.3	Focus Order	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

UCD All
Table 1.21.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	10
4.1.2	Name, Role, Value	8
1.1.1	Non-Text Content	7
1.4.11	Non-Text Contrast	7
1.4.3	Contrast (Minimum)	4
2.4.7	Focus Visible	3
1.3.2	Meaningful Sequence	2
1.4.1	Use of Color	2
1.4.13	Content on Hover or Focus	2
2.1.1	Keyboard	2
	Other Success Criteria	11

5.2 Mobile Apps

An Post android App
Table 2.1.4 Top 10 WCAG Issues

Success Criteria	Description	Occurrences
2.1.1	Keyboard	10
1.1.1	Non-Text Content	6
1.3.1	Info & Relationships	4
4.1.2	Name, Role, Value	4
4.1.3	Status Messages	4
1.3.2	Meaningful Sequence	3
3.2.2	On Input	3
1.3.3	Sensory Characteristics	2
1.3.4	Orientation	2
1.4.1	Use of Color	1
	Other Success Criteria	3

An Post iOS App
Table Table2.2.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.3.2	Meaningful Sequence	15
4.1.2	Name, Role, Value	12
1.3.1	Info & Relationships	10
1.1.1	Non-Text Content	4
4.1.3	Status Messages	4
1.4.3	Contrast (Minimum)	3
2.1.1	Keyboard	3
1.4.11	Non-Text Contrast	2
2.4.6	Headings and Labels	2
2.5.3	Label in Name	2
	Other Success Criteria	3

DAA Android App
Table 2.3.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	13
1.3.2	Meaningful Sequence	8
4.1.2	Name, Role, Value	8
2.1.1	Keyboard	5
1.4.11	Non-Text Contrast	3
2.5.3	Label in Name	3
1.1.1	Non-Text Content	2
4.1.3	Status Messages	2
1.3.1	Info & Relationships	1
1.3.4	Orientation	1
	Other Success Criteria	1

Garda Síochána Android App
Table 2.4.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	12
1.3.1	Info & Relationships	7
1.3.4	Orientation	7
1.4.11	Non-Text Contrast	5
1.1.1	Non-Text Content	4
2.1.1	Keyboard	3
1.4.3	Contrast (Minimum)	2
2.1.2	No Keyboard Trap	1
3.2.2	On Input	1
3.3.2	Labels or Instructions	1
	Other Success Criteria	2

Garda Síochána iOS App
Table 2.5.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	12
1.3.1	Info & Relationships	7
1.3.4	Orientation	6
1.1.1	Non-Text Content	5
1.4.11	Non-Text Contrast	5
2.1.1	Keyboard	5
1.4.3	Contrast (Minimum)	2
2.1.2	No Keyboard Trap	1
3.2.2	On Input	1
3.3.2	Labels or Instructions	1
	Other Success Criteria	2

Heritage Ireland Android App
Table 2.6.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	6
1.3.1	Info & Relationships	4
1.4.3	Contrast (Minimum)	3
1.1.1	Non-Text Content	2
1.3.4	Orientation	1
1.4.11	Non-Text Contrast	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
	Other Success Criteria	0

Heritage Ireland iOS App
Table 2.7.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	16
2.1.1	Keyboard	13
1.3.1	Info & Relationships	3
1.1.1	Non-Text Content	2
1.4.3	Contrast (Minimum)	2
1.3.4	Orientation	1
1.2.1	Audio-only and Video-only (Prerecorded)	0

Success Criteria	Description	Occurrences
1.2.2	Captions (Prerecorded)	0
1.2.3	Audio Description or Media Alternative (Prerecorded)	0
1.2.4	Captions (Live)	0
	Other Success Criteria	0

Met Éireann Android App
Table 2.8.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	11
1.1.1	Non-Text Content	6
1.3.1	Info & Relationships	6
1.3.2	Meaningful Sequence	6
2.4.3	Focus Order	4
1.4.11	Non-Text Contrast	3
1.4.3	Contrast (Minimum)	3
2.4.6	Headings and Labels	3
1.3.4	Orientation	1
2.2.1	Timing Adjustable	1
	Other Success Criteria	3

Met Éireann iOS App.
Table 2.9.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.1.1	Non-Text Content	10
1.3.2	Meaningful Sequence	10
1.3.1	Info & Relationships	7
2.1.1	Keyboard	7

Success Criteria	Description	Occurrences
4.1.2	Name, Role, Value	4
1.4.11	Non-Text Contrast	3
2.4.2	Page Titled	3
1.3.4	Orientation	2
1.4.3	Contrast (Minimum)	2
2.4.6	Headings and Labels	2
	Other Success Criteria	4

TFI Live Android App
Table 2.10.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.3.1	Info & Relationships	4
2.1.1	Keyboard	3
4.1.2	Name, Role, Value	3
1.3.2	Meaningful Sequence	2
1.1.1	Non-Text Content	1
1.3.3	Sensory Characteristics	1
1.3.4	Orientation	1
1.4.11	Non-Text Contrast	1
1.4.3	Contrast (Minimum)	1
2.4.6	Headings and Labels	1
	Other Success Criteria	2

TFI Live iOS App
Table 2.11.4: Top 10 WCAG Issues

Success Criteria	Description	Occurrences
1.3.2	Meaningful Sequence	8
2.1.1	Keyboard	8
4.1.2	Name, Role, Value	4

Success Criteria	Description	Occurrences
1.4.3	Contrast (Minimum)	3
1.3.1	Info & Relationships	2
1.4.11	Non-Text Contrast	2
2.4.6	Headings and Labels	2
1.3.4	Orientation	1
2.5.3	Label in Name	1
3.2.1	On Focus	1
	Other Success Criteria	0

5.3 Simplified Reviews – Accessibility Scores All Sites

Name of Public Body	Accessibility Score
Adoption Authority of Ireland (AAI)	29.38
AHEAD	70.41
An Bord Pleanála	68.72
An Coimisinéir Teanga	26.17
An Garda Síochana	0.76
An Post	90.45
Arts Council	0.31
Atlantic Technological University	2.97
ATU Letterkenny I.T.	22.32
Beaumont Hospital	54.87
Birth Information & Tracing	36.47
BowelScreen	0
BreastCheck	6.38
Bus Connects	1.39
Bus Éireann	0.21
Carlow County Council	12.35
Cavan County Council	96.69
Central Bank	0.75
Central Statistics Office (CSO)	0
CervicalCheck	0
Charities Regulator	0.21
Chester Beatty Library	23.41
Citizens Information	40
City Edge Project	25.38
Clare County Council	32.59
Clonburris	0
Coillte	26.59
Coimisiún na Meán	32.73

Name of Public Body	Accessibility Score
Commission for Communications Regulation (ComReg)	88.55
Commission for Railway Regulation	33.16
Commission for Regulation of Utilities	38.66
Commission to Inquire into Child Abuse (CICA)	29.54
Community National Schools	5.43
Competition and Consumer Protection Commission	89.38
Cork City Council	0.92
Cork County Council	89.45
Courts Service of Ireland	35.15
daa PLC	0.28
Data Protection Commission	36.06
Decision Support Service	80.79
Department of Foreign Affairs	37.15
Dept Agriculture Food & the Marine PDFs	12
Dept Children Equality Disability Integration & Youth PDFs	14.55
Dept Defence PDFs	0
Dept Education PDFs	0
Dept Enterprise, Trade & Employment	88.69
Dept Environment Climate & Communications PDFs	0
Dept Finance PDFs	4
Dept Foreign Affairs PDFs	0
Dept Further Higher Ed. Innovation & Science PDFs	4
Dept Health PDFs	0
Dept Housing Local Gov & Heritage PDFs	0
Dept Justice PDFs	4.44
Dept Public Expenditure & Reform PDFs	12
Dept Rural & Community Development PDFs	8.89
Dept Social Protection - welfare.ie	98.99
Dept Social Protection PDFs	0

Name of Public Body	Accessibility Score
Dept Taoiseach PDFs	0
Dept Tourism Culture Arts Gaeltacht Sport & Media PDFs	0
Dept Transport PDFs	0
Diabetic Retina Screen	0
Director of Public Prosecutions	55.95
Donegal County Council	38.78
Dublin Bus	100
Dublin Castle (OPW)	0.1
Dublin City Council	81.37
Dublin City University (DCU)	55.43
Dundalk Institute of Technology	2.68
Eastern and Midland Regional Assembly	0.62
Educational & Training Boards Ireland	18.05
EirGrid Plc	12.81
Electricity Supply Board (ESB)	2.26
Employability BITC (Dublin)	26.12
Employability Clare	35.56
Employability Cork	37.33
Employability Dublin South	42.5
Employability Galway	0
Employability Kildare (KCSE)	0
Employability Limerick	39.31
Employability Louth	37.14
Employability Meath (JobMatters)	38.71
Employability Midlands	0
Employability North Dublin	67.86
Employability North Tipperary	40
Employability North West	3.81
Employability Services Kilkenny Carlow	41.58

Name of Public Body	Accessibility Score
Employability Waterford	0
Employability West Cork	29.47
Employability Wexford	36.25
Employability Wicklow	94.78
Enterprise Ireland	33.39
Environmental Protection Agency	94.79
Ervia	10.14
ETB Cavan and Monaghan	50.15
ETB City of Dublin	24.25
ETB Cork	1.4
ETB Donegal	60.05
ETB Dublin Dún Laoghaire	1.76
ETB Galway and Roscommon	21.55
ETB Kerry	53.33
ETB Kildare and Wicklow	52.28
ETB Kilkenny and Carlow	19.43
ETB Laois and Offaly	16.04
ETB Limerick Clare	0.2
ETB Longford Westmeath	11.57
ETB Louth & Meath	21.46
ETB Mayo Sligo & Leitrim 2022	1.63
ETB Tipperary	20.72
ETB Waterford & Wexford	18.82
eTenders Office of Government Procurement	7.82
Fáilte Ireland	61.11
Farmleigh House and Estate (OPW)	0
Financial Services & Pensions Ombudsman	14.55
Fingal County Council	60.05
Fís Éireann (Screen Ireland)	41.52

Name of Public Body	Accessibility Score
Flooding.ie (OPW)	0
Galway City Council	10.59
Galway County Council	0.78
Gas Networks Ireland	12.47
Generation Apprenticeship	0
Go Ahead Ireland	0
Gov.ie	98.56
Health & Safety Authority	37.95
Health Research Board	47.85
Heritage Council	21.88
Heritage Ireland (OPW)	0.1
Higher Education Authority	58.69
Houses of the Oireachtas html	93.06
Housing Agency	1.54
HSE	70.88
HSE - COVID information	52.63
HSE Health and Wellbeing	0
Institute for Public Administration (IPA)	0.2
Institute of Art Design & Technology Dún Laoghaire	3.56
International Protection Appeals Tribunal	59.95
International Protection Office	1.41
Irish Human Rights & Equality Ccommission	24.88
Irish Rail 2022-2022	94.86
Irish Research Council	2.96
Irish Water	46.65
Kerry County Council	10.63
Kildare County Council	94.97
Kilkenny County Council	79.45
Labour Court	18.29

Name of Public Body	Accessibility Score
Laois County Council	21.47
Leopardstown Park Hospital	14.59
Libraries Ireland	4.07
Limerick City & County Council	28.26
Local Enterprise Offices (LEOs)	35.13
Local Government Management Agency (LGMA)	29.46
Longford County Council	47.77
Louth County Council	0
Luas	0.17
MABS	35.09
Mary Immaculate College	85.56
Maynooth University	34.52
Mayo County Council	97.84
Meath County Council	98.25
Mental Health Commission	42.05
MerrionStreet.ie	39.9
Met Éireann	28.91
Monaghan County Council	39.2
MTU - Cork I.T.	10.36
MTU - I.T. Tralee	25.97
Munster Technological University (MTU)	32.89
mymedicalcard.ie	0
National Advocacy Service	33.48
National College of Art & Design	2.3
National Screening Service	20
National Shared Services Office	79.75
National Transport Authority	3.59
NDA	87.48
Northern & Western Regional Assembly	22.66

Name of Public Body	Accessibility Score
Offaly County Council	47.52
Office of the Attorney General	44.8
Office of the Comptroller & Auditor General	54.9
Office of the Information Commissioner	29.43
Office of the Revenue Commissioners	92.65
Ombudsman	53.27
Ombudsman for Children's Office	31.2
Optimising Power @ Work (OPW)	4.76
Personal Injuries Assessment Board	1.35
Pobal	17.33
Policing Authority	13.03
RCSI Hospital Group	99.22
Register of Irish Sign Language Interpreters	52.5
Road Safety Authority (RSA)	1.54
Roscommon County Council	0
Royal Victoria Eye & Ear Hospital	60.24
Safefood	40.55
SETU - Waterford	29.92
SETU I.T. Carlow	14.43
Sign Language Interpreting Service	3.04
Skillnet Ireland	3.73
Sligo County Council	90.94
Solas	1.88
Someone Like Me Art Competition	50
South Dublin County Council	94.4
South East Technological University (SETU)	19.4
Southern Regional Assembly	0.4
Sport Ireland	0.61
Spunout	37.59

Name of Public Body	Accessibility Score
St Angelas College Sligo	0.43
St James Hospital	37.29
Student Universal Support Ireland (SUSI)	84.45
Supporting SMEs	39.11
Sustainable Energy Authority of Ireland	41.18
Tailte Éireann	94.09
Teagasc	69.67
TFI Leap	2.59
Tipperary County Council	36.7
Transport for Ireland	0
TU Dublin	90.45
TUS - Midlands Midwest	22.89
TUSLA	31.76
TV Licence	33.33
University College Cork (UCC)	33.97
University College Dublin (UCD)	48.62
University of Dublin Trinity College	52.68
University of Galway	94.21
University of Limerick	59.16
VHI	0
Water Advisory Body	10.13
Water Safety Ireland	18.56
Waterford City & County Council	21.32
Waterways Ireland	4.13
Westmeath County Council	39.9
Wexford County Council	2.04
Wicklow County Council	89.52
Workplace Relations Commission (WRC)	33.89
World Heritage Ireland	44.88

Table 3.3.1: Average errors per site – PDF's published by government departments

Government Department	Average Errors per site
Dept Environment Climate & Communications PDFs	2,166
Dept Finance PDFs	1,629
Dept Housing Local Gov & Heritage PDFs	1,285
Dept Justice PDFs	1,128
Dept Children Equality Disability Integration & Youth PDFs	1,119
Dept Health PDFs	1,089
Dept Tourism Culture Arts Gaeltacht Sport & Media PDFs	925
Dept Taoiseach PDFs	888
Dept Further Higher Ed. Innovation & Science PDFs	876
Dept Rural & Community Development PDFs	828
Dept Foreign Affairs PDFs	616
Dept Agriculture Food & the Marine PDFs	425
Dept Education PDFs	303
Dept Defence PDFs	291
Dept Public Expenditure & Reform PDFs	242
Dept Transport PDFs	175
AVG All Government Department	**874**
AVG All Sites	**5,209**

Table 3.1.2: Accessibility Score – PDF's published by government departments

Government Department	Accessibility Score
Dept Social Protection - welfare.ie	98.99%
Dept Enterprise, Trade & Employment	88.69%
Department of Foreign Affairs	37.15%
Dept Children Equality Disability Integration & Youth PDFs	14.55%
Dept Agriculture Food & the Marine PDFs	12.00%
Dept Public Expenditure & Reform PDFs	12.00%
Dept Rural & Community Development PDFs	8.89%
Dept Justice PDFs	4.44%

Dept Finance PDFs	4.00%
Dept Further Higher Ed. Innovation & Science PDFs	4.00%
Dept Defence PDFs	0.00%
Dept Education PDFs	0.00%
Dept Environment Climate & Communications	0.00%
Dept Foreign Affairs PDFs	0.00%
Dept Health PDFs	0.00%
Dept Housing Local Gov & Heritage PDFs	0.00%
Dept Social Protection PDFs	0.00%
Dept Taoiseach PDFs	0.00%
Dept Tourism Culture Arts Gaeltacht Sport & Media PDFs	0.00%
Dept Transport PDFs	0.00%
AVG All Government Department	**14.24%**
AVG All Sites	**31.27%**

Table 3.2.1: Total Number of Errors per site – Local Authorities

Local Authority	Average errors per site
Wicklow County Council	41,075
Carlow County Council	16,782
Monaghan County Council	11,486
Tipperary County Council	10,391
Galway County Council	9,450
Laois County Council	8,562
Offaly County Council	6,292
Westmeath County Council	5,661
Roscommon County Council	5,590
Limerick City & County Council	4,651
Wexford County Council	4,572
Louth County Council	4,130
Cork City Council	3,689
Kerry County Council	3,420
Galway City Council	2,979
Donegal County Council	2,944
Waterford City & County Council	2,918
Fingal County Council	2,104
Cork County Council	2,100
Sligo County Council	1,987
Clare County Council	1,855
Dublin City Council	1,556
Longford County Council	1,484

Kilkenny County Council	699
Kildare County Council	513
Mayo County Council	435
South Dublin County Council	91
Cavan County Council	42
Meath County Council	37
AVG All Local Authorities	**5,431**
AVG All Sites	**5,209**

Table 3.2.2: Average accessibility scores – Local Authorities

Local Authority	Accessibility Score
Meath County Council	98.25%
Mayo County Council	97.84%
Cavan County Council	96.69%
Kildare County Council	94.97%
South Dublin County Council	94.40%
Sligo County Council	90.94%
Wicklow County Council	89.52%
Cork County Council	89.45%
Dublin City Council	81.37%
Kilkenny County Council	79.45%
Fingal County Council	60.05%
Longford County Council	47.77%
Offaly County Council	47.52%
Westmeath County Council	39.90%
Monaghan County Council	39.20%
Donegal County Council	38.78%
Tipperary County Council	36.70%
Clare County Council	32.59%
Limerick City & County Council	28.26%
Laois County Council	21.47%
Waterford City & County Council	21.32%
Carlow County Council	12.35%
Kerry County Council	10.63%
Galway City Council	10.59%
Wexford County Council	2.04%
Cork City Council	0.92%
Galway County Council	0.78%
Louth County Council	0.00%

Roscommon County Council	0.00%
AVG All Local Authorities	**47.03%**
AVG All Sites	**31.27%**

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

Higher Education Institute	Errors per site
Institute for Public Administration (IPA)	25,027
MTU - I.T.	14,334
Dundalk Institute of Technology	13,462
Atlantic Technological University	8,703
SETU - Waterford	8,601
Institute of Art Design & Technology Dún Laoghaire	6,304
MTU - Cork I.T.	6,279
National College of Art & Design	6,087
ATU Letterkenny I.T.	5,243
South East Technological University (SETU)	4,860
TUS - Midlands Midwest	4,844
Munster Technological University (MTU)	4,671
University College Cork (UCC)	4,254
University of Dublin Trinity College	4,205
University College Dublin (UCD)	3,375
Maynooth University	3,251
University of Galway	2,260
University of Limerick	2,085
Dublin City University (DCU)	1,943
SETU I.T. Carlow	1,655
St Angela's College Sligo	2,512
Mary Immaculate College	930
TU Dublin	522
AVG All Higher Education Institutions	**5,887**
AVG All Sites	**5,209**

Table 3.3.2: Accessibility Scores – Higher Education Institutes

Higher Education Institute	Accessibility Score
University of Galway	94.21%
TU Dublin	90.45%
Mary Immaculate College	85.56%
University of Limerick	59.16%
Dublin City University (DCU)	55.43%
University of Dublin Trinity College	52.68%

University College Dublin (UCD)	48.62%
Maynooth University	34.52%
University College Cork (UCC)	33.97%
Munster Technological University (MTU)	32.89%
SETU - Waterford	29.92%
MTU - I.T.	25.97%
TUS - Midlands Midwest	22.89%
ATU Letterkenny I.T.	22.32%
South East Technological University (SETU)	19.40%
SETU I.T. Carlow	14.43%
MTU - Cork I.T.	10.36%
Institute of Art Design & Technology Dún Laoghaire	3.56%
Atlantic Technological University	2.97%
Dundalk Institute of Technology	2.68%
National College of Art & Design	2.30%
St Angela's College Sligo	0.43%
Institute for Public Administration (IPA)	0.20%
AVG All Higher Education Institutes	**32.39%**
AVG All Sites	**31.27%**