



## Website Accessibility Statement

### Our approach

Our aim has always been, to provide accessible services for all our customers. We've made some great progress, but we realise there's still more to do.

Our approach to accessibility has evolved into creating innovative products and services on and off our buses. We aim to create products and services that are accessible for everyone. It's not just meeting the needs of disabled customers; everyone can benefit from new ideas and inclusive design.

### Our online services

The Metrobus website has been created by Pancentric. We want as many people as possible to be able to use this website. For example, that means you should be able to:

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

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

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

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

- the text will not reflow in a single column when you change the size of the browser window
- you cannot modify the line height or spacing of text
- most older PDF documents are not fully accessible to screen reader software
- embedded videos do not have captions in every case
- some of our online forms are difficult to navigate using just a keyboard
- you cannot skip to the main content when using a screen reader

'Speak me' is available on our website, click the icon which appears at the top of each web page. a tool bar will appear across the top of the web page.

Hover your cursor pointer over any text and Recite will read the text back to you. A small box will pop up allowing you to pause, go back to the start or stop the reading, the text being read is also highlighted a pale blue colour.

'Speak me' offers further options to make accessing our website easier. There are lots of other options in the tool bar, if you hover over the icons a small box appears telling you what you can do:

You can:

- change the size of text or the font
- change the colour of text and background to increase the
- change the language - there are over 50 options.
- remove all images from our website so only the text can be viewed.
- You can save your settings and they can be undone and the website returned to its default setting.

We also know that sometimes telephone and face-to-face is the preferred option, which is why we have a customer services team, accessible travel shops in easy to reach locations across the areas we operate in and an accessibility team at hand to help with your bus travel.

We also provide, on request, Large Print information as well as audio CD's and Braille information for anyone preferring these channels.

### **Our commitment**

Our ethos is accessible travel for all and we recognise in order to achieve this we must commit to continually improving the accessible features on our buses, training of our colleagues and the customer services we provide. An important tool for everyone is having access to high quality bus information that we provide in large print and braille as well as online.

We do this by working with disability groups and our customers in order to ensure our services are more accessible for all

For our website we will:

- Develop tools and services that have taken accessibility needs and requirements into consideration from the start.
- Make ongoing changes to continually improve our tools and services. Regularly test our tools and services with disabled people.
- Influence our suppliers – we only want to work with organisations that share our commitment to accessibility.
- Listen to our customers to find out how we can improve what we currently do, and what else we can do to make our services more accessible and easy to use.
- We welcome feedback on how we're doing and what more we can do.

### **Continuous improvement**

This is an evolving document, which will be updated as we learn more and because Pancentric's products continue to improve in response to the needs of disabled customers. We will work with Pancentric to continue to implement ideas and improvements based on the needs of our customers under a continuous improvement programme of development. We work closely with Pancentric to implement these changes to continually improve the customer experience.

### **Useful links**

To learn more about web accessibility visit:

- [w3.org/wai](http://w3.org/wai) – W3C accessibility guidelines
- [www.rnib.org.uk](http://www.rnib.org.uk) – The Royal National Institute for the Blind
- [www.legislation.gov.uk](http://www.legislation.gov.uk) – The Disability Discrimination Act 2005 (DDA)