# Making transportation accessible to all.

Overview.

Via Transportation, Inc. (Via) works with many public agencies that offer paratransit services, health care providers, and municipal transit authorities, and aims to support the needs of all riders, including riders with a wide range of disabilities, such as blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, and any combination of these or other accessibility challenges.

Via strives to comply with the highest accessibility standards for all of our websites and digital applications. We are focused on designing and delivering experiences that meet the needs of all riders, at every step of their journey — from booking a ride, to using the app, to accessing their vehicle.
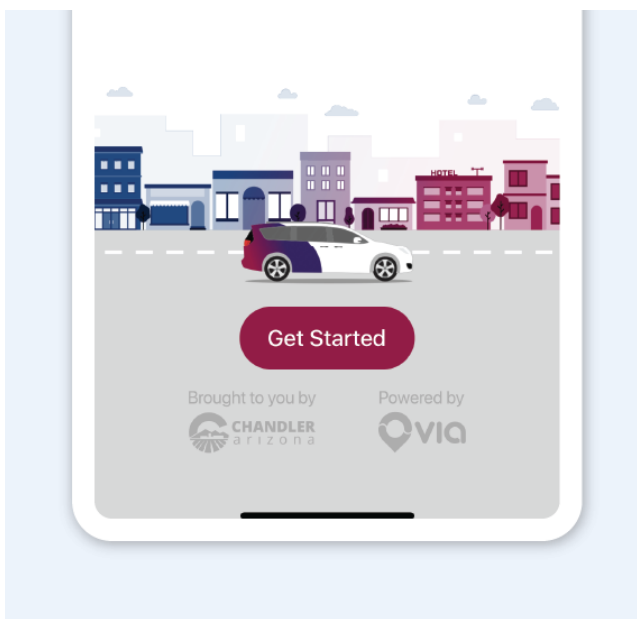
WCAG compliance.

We have partnered with eSSENTIAL Accessibility (eA), a third-party accessibility audit company, to align all of our product features and versions to the highest standards of compliance and experience according to the standards of the Web Content Accessibility Guidelines (WCAG).

eA conducts accessibility assessments of Via's software products, which include a combination of manual and automated testing techniques and live testing by users with disabilities, to identify and communicate to Via any areas for improvement.

The feedback that Via receives from this iterative process is used by the Via team to implement changes, which are then reviewed by eA and validated by an official statement.

Real-time rider feedback.

Via also independently reviews its websites and applications to proactively make improvements. The company works with various user groups across the globe to collect feedback on an ongoing basis through individuals and larger focus groups. This input and identified user needs are built into the product roadmap.
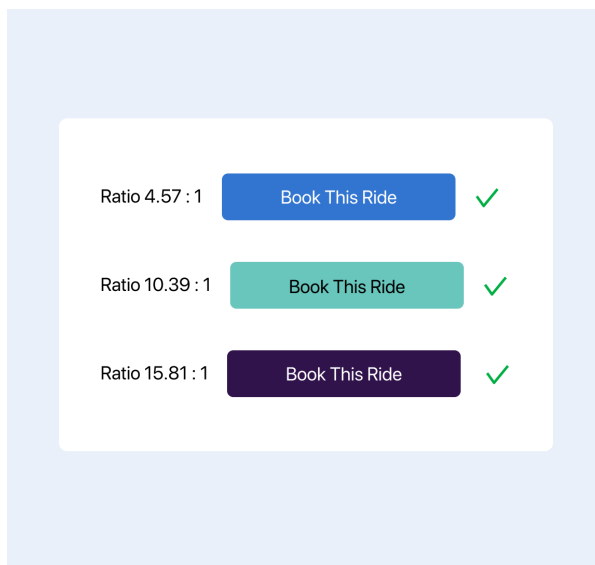
Via's Rider App has been downloaded over a million times, and consistently receives glowing reviews. With a 4.8 out of 5.0 star rating, it is the only mobile booking app that has consistently demonstrated an exceptional user experience for public transit providers around the world.
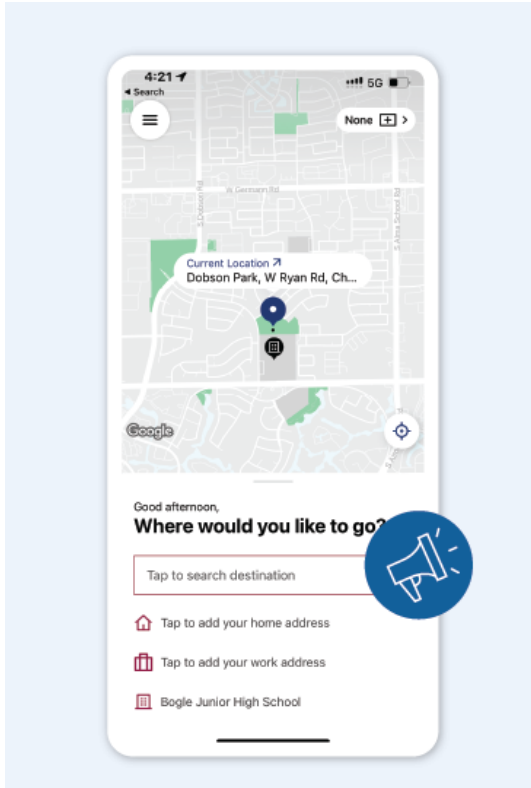
Accessibility in practice.

Via's Rider App includes several accessibility features to accommodate riders with various disabilities, including visual and/or hearing impairments. Via's Rider App is also compatible with built-in accessibility features for phone devices.

Accessibility color contrast for all devices[1]:

- Via's rider-facing digital properties are customized based on individual partners' branding criteria and logo. During app development, the Via team encourages partners to choose colors that conform to WCAG 2.1 A and AA requirements.

- Via's designers and developers have received formal training from eA on color contrast guidelines to be able to recommend colors to partners that meet WCAG 2.1 A and AA's color contrast standards.

Ratio 4.57 : 1   Book This Ride   ✓

Ratio 10.39 : 1   Book This Ride   ✓

Ratio 15.81 : 1   Book This Ride   ✓

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Compatible with accessibility features for iOS (Apple) devices:

- **VoiceOver compatibility:** a gesture-based screen reader that allows visually impaired users to navigate apps by hearing a description of on-screen content

- **Adaptive font size:** feature compatible with assistive technologies to increase the font size, making text more accessible to users with visual impairments

- **Switch control compatibility:** assistive technology that allows users to seamlessly select accessibility features of their choice, like select switches, a joystick, or other adaptive devices to control what's on their screen without touching it.

Compatible with accessibility features for Android devices:

- **TalkBack compatibility**: a screen reader that uses spoken feedback to describe a user's actions and to tell users about alerts and notifications

- **Adaptive font size and contrast**: features feature compatible with assistive technologies to adjust text size and color contrast to make the screen more accessible to users with visual impairments

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User friendly technology.

Via has a track record of driving strong user adoption of its technologies in microtransit and paratransit services. Before Via assumed responsibility for Hampton Roads Transit's paratransit service, all bookings were required to be scheduled over the phone. Today, as a result of Via's outreach and education efforts, more than 25% of HRT's paratransit rides are booked through Via's app and web portal.

Assessment statements.

Via has received a Conformance Statement for its Rider Microtransit Android application (black and white version), which fully conforms to WCAG 2.1AA standards.

Via has received a Conformance Statement for its Rider Microtransit iOS application (black and white version), which fully conforms to WCAG 2.1AA standards.

Via continues to prioritize and make any appropriate remedial changes necessary to ensure its applications remain accessible to all, including dedicated resources to provide assistance to riders with disabilities, and live customer support agents who can book rides.

Via remains in ongoing partnership with eA in order to facilitate the accessibility of the services of Via's subsidiaries to all individuals with disabilities.

[1] Because Via launches and manages hundreds of customized apps, we submit a generic black and white representative app for eA's assessment.