



Our Approach to web accessibility

We take our accessibility obligations seriously, and are committed to ensuring our digital services are usable for everyone who needs them.

Audience

- Content owners
- Project managers
- Designers
- Developers

Guidelines

In addition to meeting the requirements of the [Equality act 2010](#), all of our online content and services must meet AA level of the [WCAG 2.0 guidelines](#).

We ensure accessibility is planned for and considered throughout the design and development process. We evaluate our services regularly and test them to ensure they are accessible to people with a broad range of disabilities, including:

Cognitive and learning disabilities (eg dyslexia or attention deficit disorders)

- **Visual impairments** (total and partial blindness, colour blindness, poor vision)
- **Auditory disabilities** (eg deafness and impairments that may also affect language)
- **Motor skills impairments** (eg those affected by arthritis, strokes, RSI)

Accessibility testing is conducted during the design and development phases to ensure content and functionality are useful in the real world for disabled users, over and above the WCAG 2.0 guidelines.

Ongoing improvements are also made following our annual accessibility audit, consultation exercises and feedback from relevant user groups and organisations.

If you are involved in designing or developing digital content or functionality for TfL Online, your work **must** comply with our [Web accessibility standard](#).

It will undergo [Accessibility testing](#) to ensure it meets our strict acceptance criteria.

Why we do this

TfL has a duty to ensure its websites and digital products are accessible to all visitors. Designing with accessibility in mind also improves the user experience and reduces costs.

Further reading

- [Web Content Accessibility Guidelines 2.0 \(WCAG 2.0\)](#)
- [Web Accessibility Initiative, W3C](#)

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Owner: TfL Online Compliance
Department: TfL Online

Version History

Version	Date	Summary of changes
1.0	01/11/2013	First issue

Review History

Name	Title	Date	Comments
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