Here are the most common digital issues people with vision disabilities encounter when using a website and Application that isn’t made accessible or coded to accommodate assistive technology. Our website and application developer uses WCAG 2.1 guidelines to make it accessible and support multiple assistive technologies. Our website and app-accessible features are below.

**1. HTML layout**

Valley Metro website and application are screen reader enabled which will help visually impaired people to navigate our website and application smoothly. Our website supports JAWS and NVDA screen readers. Valley Metro application supports Voice Over(IOS) and Talkback(Android). Some screen readers can detect and read a page's CSS. However, others rely on the unstyled HTML. This can create issues when the screen reader determines what should be read first on the page. To avoid this issue, all HTML should be structured in the same way that a printed document would be structured. So, it makes sense when read left to right, top to bottom.

**2. Text contrast**

We designed our website valleymetro.org and Valley Metro Application with accessibility guidelines (WCAG 2.1). So, we keep our text and background color contrast 4.5:1. Low contrast on text is a common accessibility issue, as people with low contrast sensitivity, such as older people, or people with color blindness may not be able to distinguish between text and background of certain colors of a low contrast ratio.  
**3. Heading structure**

We maintain our website and application heading accordingly and meaningfully. Users with visual impairments rarely read an entire web page. Instead, they scan the page for the parts that interest them most. They can scan web pages for pertinent information to use their screen reader to list headings. If the headings aren’t used properly (or at all), then the user cannot find what he/she is looking for on the page.

**4. Keyboard accessibility**

Our website is keyboard accessible. Using a mouse to navigate a website can be either difficult or even impossible for people with visual impairments. So instead, they use the keyboard to navigate. People with visual impairments can navigate a website using keyboard commands and shortcuts.

**5. Missing (or inaccurate) alt text**

We use alt text meaningfully for informative images on our website. Keep the descriptions short as screen reader users tend to navigate through content quickly.   
For decorative images, include an empty (alt=” ”) or null (alt=””) alt text in the HTML code. This will tell the screen reader to skip over the image.

**6. Missing link text**

We use link text for our web and app links. Links are crucial to navigating the web and apps, but they bring about their own set of accessibility issues. Missing link text is a common obstacle for people with visual impairments. This occurs when there is no text used to describe or present the link.

**7. Ambiguous link text**

Vague link text like “Click Here” or “More”, or just displaying the whole link itself, may make sense to sighted website users where the visual content can provide context. Still, these link texts are examples of terrible user experience for screen reader users. We use meaningful link text for our website and apps.

**8. Alternative ways**

Our website and app use a search field as an alternative way to find specific information without browsing the entire website and apps. Browsing through the website and looking for information, sometimes became a terrible experience for screen reader users.

**9. Maximum screen magnification**

Our website is capable of 200%-400% screen magnification features. For those who have low vision, this magnification feature allows them to access our website information.

**10. Contactless payment**

Our apps support Apple Pay for purchasing Valley Metro passes. This helps to do transactions smoothly instead of adding credit card information.

**11. Properly structured forms**

Most websites have form fields for users to fill out. One of the biggest issues with forms is that they often don’t have the correct labels and instructions that screen readers need to convey information about the form. Each field needs an accessible label for the screen reader to read so the user knows what to fill in. Our website and apps are designed with the correct labels for buttons and input fields.

Also, our website uses Google reCAPTCHA v3, which is great for people with visual impairment and obtaining excellent results in terms of accessibility.

**12. Video with Captions**

Our website’s all-video files support caption, which helps people with visual impairment to convey video information.