

Accessibility statement

This accessibility statement applies to the website Servicemap of the City of Helsinki. The site address is <https://servicemap.hel.fi/> . This accessibility statement will be updated by the end of June 2022.

Statutory provisions applicable to the website

This website was published after 23 September 2018. The website must fulfil statutory accessibility requirements.

The objective of the city

As regards the accessibility of digital services, Helsinki aims to reach at least Level AA or above as set forth in the WCAG guidelines in so far as is reasonably practical.

Compliance status

This website meets the statutory critical accessibility requirements in accordance with Level AA of the WCAG v2.1 with the following deficiencies.

Deficiencies found

The Service Map adheres to the section set down in the Act (Act on the Provision of Digital Services):

Section 3 Scope of the Act 5) to web maps and map services; however, if a map in the service provider's digital service is intended for navigation purposes, its essential data content that guides the user shall nevertheless be offered in an alternative way, in a digital format that meets the accessibility requirements;

Statement of the reason: The Service Map user interface offers all the data, which are essential to the use of the map and presented on the map, in an alternative, accessible format.

The data are presented in the part of the user interface where the service's search box is located. The user may search for information using the precise name or address of the places, but also with the beginning of the name or, e.g., the name of the street. Using the latter method allows the user to list, for example, the places on a certain street. Visual inspection of the map is thus not necessary in order to use the service, but the map helps those users who are able to make use of it.

In the service, the map has been consciously hidden from assistive technology. The reason is that the map template contains numerous data that technically have to be a part of the page contents, so that the map can be drawn correctly and that the user can click on these objects (such data are, e.g., street names and service points on the street).

If the map is placed on the page in a completely “bare” format and it is not hidden from the screen reader application, the use of the service becomes unreasonably difficult for persons who cannot visually view the page. This is because the screen reader would then present the user with all the above-described so-called metadata related to the map template, such as clickable service units and street names. The user would very quickly be overwhelmed with such a deluge of information and using the service would be unreasonably burdensome. The map is therefore currently not disclosed to assistive technology, but the corresponding data is provided through the service’s search box.

Obtaining information in an accessible form

The following sections, visible on the map only, are hidden from assistive technologies:

- In the area view:
 - Nature conservation
 - Parking

Due to all of these deficiencies, you can request the non-accessible content from the administrator of this website.

Central Administration, Palvelukartta@hel.fi

Preparing an accessibility statement

This statement was prepared on January 17th , 2022

Assessment of accessibility

The working instruction and procedures of the City of Helsinki were followed when evaluating the accessibility of the site, with the aim of ensuring that websites are accessible in all stages of the work process.

Accessibility was evaluated by means of an audit by a third-party expert as well as self-evaluation.

Accessibility was evaluated using a programmatic accessibility auditing tool as well as by manually reviewing the site and content. Programmatic evaluations were carried out using the Lighthouse review tool in Google Chrome browser, the axe browser extension by Deque Systems Inc. and the Siteimprove browser extension.

Defects reported by the evaluation tools were reviewed and, if necessary, corrected.

The third-party expert audit was carried out by Annanpura Ltd. The audit report can be downloaded at: <https://www.hel.fi/static/liitteet-2019/Helsinki/Saavutettavuusselosteet/Palvelukartta-auditointiraportti.pdf> (in finnish)

Updating the accessibility statement

When website technology or content changes, its accessibility must be ensured through constant monitoring and periodic checks. This statement will be updated in conjunction with website changes and accessibility evaluations.

Feedback and contact information

The entity responsible for site accessibility:

Central Administration

Mirjam Heikkinen ja Henna Niemi

palvelukartta@hel.fi

Reporting non-accessible content

If a user feels that accessibility requirements have not been met, they can report the issue by e-mail to helsinki.palaute@hel.fi or through the feedback form at <https://www.hel.fi/helsinki/en/administration/participate/feedback> .

Requesting information in an accessible format

If a user feels that content on a website is not available in an accessible format, they can request for this information by e-mail at helsinki.palaute@hel.fi or through the feedback form at <https://www.hel.fi/helsinki/en/administration/participate/feedback> . The aim is to reply to the enquiry within a reasonable time frame.

Legal protection of accessibility, Enforcement procedure

If a user feels that their report or enquiry has not received a response or that the response is unsatisfactory, they can report the issue to the Regional State Administrative Agency of Southern Finland. The website of the Regional State Administrative Agency of Southern Finland explains in detail how the matter will be processed.

Regional State Administrative Agency of Southern Finland

Accessibility monitoring unit

www.saavutettavuusvaatimukset.fi

saavutettavuus@avi.fi

Telephone exchange +358 295 016 000

Open: Mon-Fri at 8:00–16:15

The City of Helsinki and accessibility

The objective of the city of Helsinki is to be an accessible city to all. Helsinki aims to ensure that all residents are able to move about and act as effortlessly as possible and that all content and services are accessible to all.

The city promotes accessibility of digital services by streamlining publishing work and organising accessibility-related training for its staff.

The accessibility level of websites is monitored constantly during their maintenance. Immediate action will be taken if deficiencies are found. The aim is to carry out the necessary amendments as quickly as possible.

The disabled and users of assistive technologies

The city provides counselling and support for the disabled and users of assistive technologies. Support is available on guidance sites announced on the city's website and through telephone counselling.

Approval of the accessibility statement

This statement was approved by January 17th , 2022

Central Administration

City of Helsinki