

Committee on the Rights of Persons with Disabilities

G3ict CRPD Progress Report on ICT Accessibility for Persons with Disabilities

2010 Initial Country Survey Results

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Agenda

- ❖ Purpose of the G3ict CRPD Progress Report on ICT Accessibility
- ❖ Methodology
- ❖ Results: global level of implementation of the ICT Accessibility provisions of the CRPD
- ❖ Results in context
- ❖ Next steps, 2011 edition

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Accessibility Rights: ICTs On Par with Physical Environment & Transportation

« To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, *to information and communications, including information and communications technologies and systems...* » (Article 9)

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Implications of Article 9

- ❖ **Based on the definition of Article 9, all sector specific accessibility dispositions cover ICT accessibility**
- ❖ **The terms “Accessibility” and “Accessible” appear respectively 9 and 17 times in the text of the Convention**
- ❖ **The term “Reasonable Accommodation” is included 7 times with equal impact on ICT applications**
- ❖ **57 times in the reporting guidelines to State sParties**

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Dispositions with Implications for ICT Accessibility and Assistive Technologies

CRPD Dispositions Applicable to ICTs	CRPD Articles	Accessibility Requirements	Reasonable Accommodation	Promoting Assistive Technologies
Non discrimination	5		✓	
E-Government	9.2.a	✓		
Media and Internet	9.1, 9.2.g	✓		
Television	30.1.b	✓		
Private Sector Services	9.2.b	✓		
Liberty and Security	14		✓	
Living independently	19			✓
Education	24	✓	✓	✓
Employment	27	✓	✓	
Political Rights	21, 29	✓		✓
Emergency services	9.1.b, 11	✓		
Culture & Leisure	30.5.c	✓		
Private sector services	9.2.b	✓		
Personal Mobility	20			✓
Rehabilitation	2			✓
Accessibility standards	9.2.a	✓	✓	✓
ICT product development	9.2.h	✓	✓	✓
International Cooperation	32	✓	✓	✓



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Additional Dispositions Related to Accessible & Assistive ICTs

- 1. General mandate to promote R&D**
- 2. ICT Products Development and Universal Design**
- 3. Reasonable accommodation defined and mandated**
- 4. Obligation for States to set accessibility standards**
- 5. Intellectual property rights**
- 6. Promoting New Media and the Internet for Persons with Disabilities**

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Why a Progress Report on ICT Accessibility?

- ❖ ICT Accessibility must be implemented by State sParties on par with other types of accessibility**
- ❖ Complex set of dispositions**
- ❖ Multiple government entities and stakeholders need to be involved in their implementation**
- ❖ No existing data collection nor statistics available to monitor progress**
- ❖ Reporting mandated by CRPD (Art. 35) “within two years after the entry into force of the present Convention for the State Party concerned”**

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Methodology: ICT Accessibility Self-Assessment Framework

- ❖ **Article by article examination of the CRPD dispositions covering ICTs by G3ict Research Committee**
- ❖ **71 data points selected to help policy makers and advocates self-assess their:**
 - ▶ **Country commitment**
 - ▶ **Ability to implement**
 - ▶ **Actual results for persons with disabilities**
- ❖ **Process allows to draw links between commitment and impact and to generate recommendations and an action plan**
- ❖ **Opportunity for multi-stakeholders consensus building and awareness raising**

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Examples of Variables Derived from CRPD Articles

Domains		CRPD Article	Question Asked
Emergencies	Art. 11	"...report on any measures taken to ensure their protection and safety including measures taken to include persons with disabilities in national emergency protocols"	Are there any disposition among Country laws, regulations and government supported programs promoting ICT accessibility, the use of assistive technologies or provisions for reasonable accommodation in the area of emergency response services?
Education	Art. 24	"...ensure that schools and materials are accessible and that individualized reasonable accommodation and support required by persons with disabilities is provided"	Are there any disposition among Country laws, regulations and government supported programs promoting ICT accessibility, the use of assistive technologies or provisions for reasonable accommodation in the areas of: primary and secondary education, or higher education?

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Survey and Progress Report Methodology

- ❖ Survey built with 57 data points selected from the Self-Assessment Framework
- ❖ Consistent with UNDP guidelines on Human Rights reporting (Structure, Process, Outcomes)
- ❖ Two questionnaires sent to:
 - ▶ **Legal and accessibility** experts in each country in cooperation with Powers Pyle Sutter & Verville, Disabled People's International & G3ict participants
 - ▶ In multiple languages
- ❖ 32 countries surveyed have a combined population of 4 billion including the USA - 2010 Index covers 75% of the population of ratifying countries (4.9 billion)

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G3ict Progress Report Clusters

Assessment of the Country Commitments

General Legal and Regulatory Framework

Policies Covering Specific Application Areas

Policies Covering Specific Technologies

Policies Covering Target Groups

Policies to Promote Accessible and Assistive ICTs

Assessment of the Country's Capacity for Implementation

Government Focus

Support of NGOs

Capacity building

Assessment of the Country's Implementation and Impact

Telecom and Media Services

Computers

Special Services

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32 Countries Surveyed – 31 with Ratification + United States

Argentina
Austria
Bangladesh
Belgium
Brazil
Burkina Faso
Canada
Chile
China
Costa Rica
Denmark
El Salvador
France
Germany
Guinea
Hungary

India
Kenya
Mali
Mexico
Morocco
Nicaragua
Portugal
Rwanda
South Africa
Spain
Thailand
Tunisia
Uganda
United Kingdom
United States
Zambia



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Key Results

- ❖ Excellent progress of the general legal and regulatory framework among ratifying countries
- ❖ ICT Accessibility taken into account in local policies and programs
- ❖ Capacity to implement limited
- ❖ Implementation and Impact uneven

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General Legal and Regulatory Framework:

Alignment with CRPD – Leg #1

- ❖ 91% have a constitutional article, law or regulation defining the rights of persons with disabilities
- ❖ 72% have a definition of "Reasonable Accommodation" included in any law or regulation regarding the Rights of Persons with Disabilities
- ❖ 56% have a definition of accessibility which includes ICTs or electronic media in the country laws or regulations

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Policies and Programs to Promote ICT Accessibility Data Points (Leg#1)

- ❖ 66% have laws, policies or programs that ensure that persons with disabilities and their representative organizations are consulted in the development and implementation of legislation in general**
- ❖ 59% provide services to the general public, including through the Internet, to provide information and services in accessible and usable formats for persons with disabilities**
- ❖ 35% define public procurement rules policy promoting accessible ICTs**

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% with Policies Covering ICT Accessibility in Specific Application Areas (Leg#1)

50%	Emergency Response Services
78%	Primary and secondary education
72%	Higher education
63%	Rehabilitation services
59%	Health Services
44%	Voting systems
44%	Judicial information & legal proceedings
34%	Independent living
59%	Reasonable accommodation at workplace
38%	Community services

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% with Policies in Place to Promote the Accessibility of the Information Infrastructure (Leg #1)

56%	Television
56%	Web sites
47%	Fixed line Telephony
47%	Wireless telephony and services
34%	Public building displays
31%	Transportation public address syst. & serv.
41%	Automated Transaction Machines or Kiosks
38%	Digital Talking Books

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Capacity to Implement Still Limited (Leg#2)

- ❖ **97% have a government body specifically dedicated to Persons with Disabilities**
- ❖ **41% define, promote and monitor accessibility standards for ICTs**
- ❖ **38% have government funds allocated to programs in support of Digital Accessibility**
- ❖ **28% have a systematic mechanism to involve DPOs working in the field of digital access to the drafting, designing, implementation and evaluation of laws and policies**
- ❖ **13% have statistics or data accessible for the general public about digital access by persons with disabilities**
- ❖ **9% have mandatory training programs (at universities, vocational schools etc.) for future professionals about digital access for persons with disabilities (Tunisia, Hungary, South Africa)**

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Assessment of Ratifying Countries Implementation and Impact (Leg#3)

50%	Have programs in place to facilitate the usage of telephony by persons with disabilities (Transcription/TDD/TTY devices, relay services, accessible public phones)
47%	Have wireless telephone handsets with accessibility features available
78%	Have closed captioning or sign language interpretation implemented by TV broadcasters
69%	Mention having government web sites which are accessible
44%	Mention having accessible web sites among the top 10 commercial and media web sites
66%	Have libraries for the blind or public libraries providing e-books services
59%	Have assistive technologies available to students with disabilities at major universities
44%	Have accessible public electronic kiosks or ATMs deployed in the country

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Lessons Learned

- ❖ **Reliability of Legs#1 and #2 can be elevated to a high level by collecting evidence and seeking independent validation (already done for several countries)**
- ❖ **Leg #3 outcome measures depend on countries' ability to accurately collect data and statistics about PWDs**
- ❖ **Framework robust and consistent with CRPD and UN recommendations issued since project inception as well as UNDP's Human Rights reporting guidelines**
- ❖ **Additional and coordinated data collection by international institutions and DPOs could significantly improve accuracy of results by providing checks and balance between Legs #1&2 and Leg #3**

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Next Steps

- ❖ **Revisit questionnaire based on first year experience**
- ❖ **Cover all data points corresponding to the United Nations guidelines for CRPD State Parties reporting**
- ❖ **Collect feedback and suggestions from G3ict Research Committee, DCAD, Committee on Disability (October 7, 2010)**
- ❖ **Seek more detailed data (i.e. % of captioned TV programs rather than Yes or No)**
- ❖ **Expand number of countries & collaborations**
- ❖ **Develop in country data validation methods by requesting references**

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G3ict Research Committee

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Committee on the Rights of Persons with Disabilities

Thank You

For Your Attention

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