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Convention on the Rights of Persons with Disabilities 2010 ICT Accessibility Progress Report

G3ict

Global Initiative for Inclusive Information and Communication Technologies

Survey conducted in collaboration with Disabled Peoples' International

Convention on the Rights of Persons with Disabilities 2010 ICT Accessibility Progress Report

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About G3ict

G3ict – the Global Initiative for Inclusive Information and Communication Technologies – is an Advocacy Initiative of the United Nations Global Alliance for ICT and Development, launched in December 2006 in cooperation with the Secretariat for the Convention on the Rights of Persons with Disabilities at UNDESA. Its mission is to facilitate and support the implementation of the dispositions of the Convention on the Rights of Persons with Disabilities promoting digital accessibility and assistive technologies. Participating organizations include industry, academia, the public sector and organizations representing persons with disabilities. G3ict relies on an international network of ICT accessibility experts to develop practical tools, evaluation methods and benchmarks for States Parties, Disabled Persons Organizations (DPOs) and corporations. Since inception, G3ict has organized or contributed to more than 80 awareness-raising and capacity building programs for policy makers in cooperation with international organizations such as the International Telecommunication Union (ITU), UNESCO, UNITAR, UNESCAP, and the World Bank. G3ict programs are also co-hosted by governments, universities and foundations around the world including the China Disabled Persons Federation, the Centre for Internet and Society (India), the Government of Ecuador, the Government of the State of São Paulo, Techshare, Politecnico di Milano, and the George Washington University. G3ict co-produces with ITU the *e-Accessibility Policy Toolkit for Persons with Disabilities* (http://www.e-accessibilitytoolkit.org) which is widely used around the world by policy makers involved in the implementation of the CRPD.

G3ict is supported by financial contributions from corporations and foundations including IBM, Microsoft, AT&T, Time Warner Cable, Samsung, TecAccess, Deque Systems, Internet Speech, Air France, Dominic Foundation, FondazioneRosselli Americas, the Hans Foundation, and the Mozilla Foundation; and contributions of experts by the National Disability Authority of Ireland, the World Blind Union, the United States National Council on Disability, and the Centre for Internet and Society. For additional information on G3ict, see Annex I of this report or visit http://www.g3ict.org

The survey for the 2010 G3ict CRPD Progress Report was conducted in cooperation with Disabled Peoples' International and its National Assemblies.

About DPI

Disabled Peoples' International (DPI) is a dynamic grassroots global organization headquartered in Canada, with five Regional Development Offices in Africa, Asia, Europe, Latin America and North America and Caribbean, operating in three official languages: English, French and Spanish. Established in 1981 and granted ECOSOC (United Nations Economic and Social Council) status shortly thereafter, DPI has 134 National Assemblies (country organizations) of persons with disabilities worldwide.

Since its inception, DPI has collaborated with the United Nations (UN), civil society, governments and disability-related organizations to produce and disseminate information on disability worldwide. DPI supports persons with disabilities around the world in their efforts to realize their human rights. We do this by promoting the full participation of persons with disabilities in all aspect of their community and by encouraging the equalization of opportunities and thereby, outcomes for persons with disabilities For additional information on DPI, visit http://www.dpi.org

Research Note

The 2010 G3ict CRPD Progress Report represents the first compilation and analysis of a global survey. As with any first edition of a global survey, this piece of research is under continuous improvement. Any potential errors in the transcription or transposition of the survey data are those of the author.

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Foreword

On December 4, 2006, a few days prior to the adoption by the United Nations General Assembly of the Convention on the Rights of Persons with Disabilities (CRPD), disability advocates, industry leaders and international institutions met to form G3ict and determine which steps it should take to promote the dispositions of the new Convention on the accessibility of Information and Communication Technologies (ICT). While no one at the time could predict how quickly the CRPD would be adopted, the need to measure progress in implementing those dispositions and to provide ICT accessibility benchmarks to international organizations and in-country disability advocates was clearly established.

As a first step, in 2008 and 2009, the G3ict Research Committee developed the "ICT Accessibility Self-Assessment Framework" derived from the dispositions of the CRPD. This framework was instrumental in developing the methodology of the survey which served to collect the data presented in this report. It includes measurement of a country commitment to ICT accessibility, its capacity to implement and actual outcomes for persons with disabilities.

Collecting data for an independent survey remained a challenge, however. In the spring of 2009, a very positive development occurred when Disabled Peoples' International (DPI) and G3ict entered into a cooperation agreement to conduct the data collection. Thanks to DPI's network, many disability advocates with intimate knowledge of their respective countries accessibility policies and practices made invaluable contributions. Two questionnaires were submitted in each country, in four different languages: One for legal experts and one for accessibility experts. Data collection took place during the fall of 2009 and the first half of 2010. Out of the 56 ratifying countries which were selected, 33 responded with both questionnaires. Data was computed in the summer of 2010.

A summary of the results of the survey was presented at the meeting of the Dynamic Coalition on Accessibility and Disability at the Internet Governance Forum (IGF) in Vilnius, Lithuania (September 2010) and at the UN Committee on the Rights of Persons with Disabilities Day of General Discussion on "The Right to Accessibility" in Geneva (October 7, 2010). Both venues provided strong encouragements to expand our analysis via cross tabulations and to publish a complete report. With 99 ratifications completed as of the publication of this report, it was also suggested that we pursue this research program and conduct a similar survey in 2011.

Our sincere appreciation goes to the G3ict Research Committee members for setting the direction and methodology of the Self-Assessment Framework and of this survey, to the International Telecommunication Union (ITU), the Office of the High Commissioner on Human Rights (OHCHR) and the United States National Council on Disability for their early participation and input, to John Kemp for his invaluable support in getting this effort off the ground, to IBM's Frances West and Anne-Rivers Forcke for their commitment to this research work, to DPI for its most effective support to conduct the field survey, to the many respondents around the world for their time and expertise, to our team of volunteers from Georgia State University and to Francesca Cesa Bianchi and Viviana Montenegro who completed the arduous task of collecting and compiling the data while Elsa Studer provided the analysis for this report. Finally, we are especially grateful to Martin Gould, Chair of the G3ict Research Committee, who brought invaluable leadership to design the ICT Accessibility Self-Assessment Framework and this survey and volunteered countless hours to analyze its data and review this report.

Axel Leblois, Executive Director, G3ict

List of Abbreviations

ANSI	American National Standards Institute
Art.	Article
AT/ATs	Assistive Technologies
ATMs	Automated Teller Machine
BPKs	Bangladesh Prodibandi Kalian Comity
CRPD	Convention on the Rights of Persons with Disabilities
DPI	Disabled Peoples' International
DPO/DPOs	Disabled Persons Organization(s)
DCAD	Dynamic Coalition on Accessibility and Disability
ETSI	European Telecommunications Standards Institute
GAID	Global Alliance for ICT and Development
HDI	Human Development Index
ICT/ICTs	Information and Communication Technologies
INRIA	Institut National de Recherche en Informatique et en Automatique
IHEs	Institutions of Higher Education
ILO	International Labor Organization
ISO	International Organization for Standardization
ITU	International Telecommunication Union
NGO/NGOs	Non-Governmental Organization(s)
OHCHR	Office of the High Commissioner for Human Rights
PwD(s)	Person(s) with Disability(ies)
RERCs	Rehabilitation Engineering Research Centers
TEITAC	Telecommunications and Electronic and Information Technology Advisory Committee
TTY/TDD	Teletypewriter/Telecommunication Device for the Deaf
UD	Universal Design
UN	United Nations
UNDP	United Nations Development Programme
UNESCAP	United Nations Economic and Social Commission for Asia and the Pacific
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNITAR	United Nations Institute for Training and Research

The Convention on the Rights of Persons with Disabilities

Digital Accessibility: What is at Stake?

This is the age of information. More specifically, technology has more than ever put information at the center of economic and social development. Information is a global resource of unlimited potential for all. Countries do not create information for their own benefit alone, but for the benefit of their citizens, as part of the legitimate and routine discharge of governments' duties. Information is generated with public money by public servants paid out of public funds.

Concurrently, an estimated 650 million persons live with disabilities worldwide, whose ability to enjoy fundamental freedoms and full participation to society is increasingly dependent upon their interaction with multiple and pervasive Information and Communication Technologies (ICTs) interfaces and applications in their daily lives such as mobile phones, Automated Teller Machines (ATMs), Web sites, television, electronic forms, digital books, computers or voting machines, many of which are not accessible. The number of persons who are excluded from access to ICTs is increasing exponentially.

Adopted on 13 December 2006 by the United Nations General Assembly, the Convention on the Rights of Persons with Disabilities (CRPD) creates the first universal legal policy framework for States to promote the accessibility of ICT and Assistive Technologies (AT). A major milestone for all persons living with disabilities around the world, it is the 8th Universal Convention on Human Rights and the first of this millennium.

Furthermore, the Convention defines for the first time, in the context of a comprehensive international legal instrument, the rights of all "*persons with disabilities who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others*" (Art. 1). An estimated 650 million people meet this definition, two thirds of whom live in developing countries.

The CRPD and Digital Accessibility

A very innovative component of the CRPD relates to dispositions concerning ICTs both from a digital accessibility and AT standpoint. Indeed, Article 9 defines ICT accessibility as an integral part of Accessibility Rights, on par with accessibility to the physical environment and to transportation. This has immense consequences because many ICT interfaces are inaccessible today.

Depicted as a fundamental right of persons with disabilities in the preamble of the CRPD, the right to accessibility covers information and communication together with education, health, environment, etc. enabling persons with disabilities to fully enjoy all human rights and fundamental freedoms. It includes the right to seek, receive and impart information and ideas concerning human, civil, social, political, and economic issues in an equitable way.

As of April 2011, 147 countries have signed the CPRD and 99 have ratified it. The CRPD Progress Report on ICT Accessibility first edition (2010) includes 32 ratifying countries and the United States as a benchmark country.

Mission and Focus of G3ict in Relation to CRPD ICT Provisions

A key feature of G3ict's work has been the development of a suite of best practice knowledge, curriculum and benchmarking tools aligned with the CRPD and its Article 9. These deliverables can be effectively used by ratifying States and the UN Committee on the Rights of Persons with Disabilities to address the general mandate of ICT accessibility rights, as well as the specific requirements of the CRPD regarding information, and accessible ICTs and ATs. In this regard, G3ict deliverables include:

- The present CRPD Progress Report on ICT Accessibility for Persons with Disabilities.
- The ICT Accessibility Self-Assessment Framework based on the CRPD, and developed by the G3ict's Research Committee. The Self-Assessment Framework enables ratifying States – as well as States planning to ratify the CRPD – to evaluate their own progress toward domestic conformity with the CRPD's ICT accessibility requirements. Self-assessment may facilitate advocacy and needed improvement on many levels by encouraging cooperation among concerned actors within States. The Self-Assessment Framework is available for free download at: *http://bit.ly/9OBCCB*
- An online e-Accessibility Policy Toolkit for Persons with Disabilities in collaboration with the International Telecommunication Union (ITU) and the support of the World Blind Union and the National Disability Authority of Ireland. The Toolkit is designed for policy makers from all sectors of government, as well as for advocacy organizations and private sector operators seeking references on ICT accessibility solutions, standards, good practices and policies. The *e-Accessibility Policy Toolkit for Persons with Disabilities* is available at: *http://www.e-accessibilitytoolkit.org*
- Capacity building programs for States Parties' policy makers and industry focusing on the following topics:
  - Developing an accessible information infrastructure;
  - Establishing programs to promote accessible ICT products and services such as awareness raising of solutions, standardization or public procurement activities; and
  - Making Assistive Technologies and services available to persons with disabilities via specific channels, such as schools and universities, workplaces and rehabilitation centers.

Those tools seem particularly relevant in the context of the guidelines issued by the UN Committee on the Rights of Persons with Disabilities for States Parties reporting under Article 35, paragraph 1, of the Convention on the Rights of Persons with Disabilities, which specifies that "*States Parties, regarding Article 9 should report on the identification and elimination of obstacles and barriers to accessibility including from both within the public and the private sector, and national accessibility plans established with clear targets and deadlines.*"[1]

Purpose of a CRPD Progress Report on Digital Accessibility

One fundamental goal of States that have ratified the CRPD is to take ownership of their compliance obligations under the treaty that they have signed. Through the G3ict Self-Assessment Framework and the CRPD Progress Report, ratifying States – as well as States planning to ratify the CRPD – and local stakeholders could take the initiative to evaluate their own progress toward domestic conformity with relevant provisions of the CRPD's treaty standards. This process can be a very constructive way to discover problem areas in extant methods of CRPD implementation.

In other terms, the G3ict CRPD Progress Report offers States and international organizations monitoring the progress of the implementation of the CRPD a unique benchmarking tool that collects data on country level laws, policies, and programs pertaining to accessible and assistive ICTs around the globe. In this way, the report operates as a 'dashboard' allowing a State to succinctly gauge the status - alone, and in relation to other ratifying States – of its progress with key accessibility rights elements of the CRPD.

In addition, the CRPD Progress Report meets the requirement of Article 35, paragraph 1 of the CRPD, according to which *"Each State Party shall submit to the Committee, through the Secretary-General of the United Nations, a comprehensive report on measures taken to give effect to its obligations under the present Convention and on the progress made in that regard, within two years after the entry into force of the present Convention for the State Party concerned."*

[1] Guidelines on Treaty-Specific Documents to Be Submitted by States Parties under Article 35, Paragraph 1 of the Convention on the Rights of Persons with Disabilities (CRPD/c/2/3)

What Does the CRPD Progress Report Measure and Reflect?

The CRPD Progress Report identifies the degree to which each of the dispositions of the CRPD on ICTs and ATs are actually enacted in local laws, policies and regulations and their impact. It includes data points relative to the status of ICT and AT accessibility for each country surveyed. Data is collected and presented within the following clusters of data points:

- State Party CRPD legal and programmatic commitments;
- State Party capacity for implementation;
- Assessment of the State's implementation and actual results for persons with disabilities.

By drawing links between States' commitments and implementation/impact on persons with disabilities and comparing data from various countries including from other international statistical sources, significant findings, benchmarks and recommendations may be derived from the CRPD Progress Report for policy makers and international institutions.

Results may be used by ratifying countries in order to improve their compliance with the CRPD. For example, governments may use the results to improve the consultation and participation process of Non-Governmental Organizations (NGOs) to the development and implementation of legislation. States could also use CRPD results to request targeted training and support from their Institutions of Higher Education (IHEs). Those IHEs could provide training to government entities on critical ICT and AT issues in which the country was deemed to be out-of-compliance.

The data may also be used by international bodies as a baseline against which those bodies can estimate or judge, in part, the adequacy and focus of their own CRPD responsibilities and commitments. International organizations can use the data to foster international cooperation and monitor existing needs for ICT and AT accessibility in communities. For example, UNESCO, in its role of providing technical assistance, may use the data to identify policies and programs required by the CRPD and determine how to best engage its Member States in the implementation of those policies.

On a regional level, NGOs and Disabled Persons Organizations (DPOs) can also use the data to gauge the lack of CRPD compliance by governments in order to raise the awareness of the challenges and opportunities of ICTs and ATs for persons with disabilities and facilitate the sharing of lessons learned, good practices, tools and products. Results could also help DPOs and NGOs to determine which actions need to be taken to facilitate the implementation of the CRPD. Examples include the Bangladeshi DPO Prodibandi Kallyan Somity (BPKs), which *"produces mobility aide and devices and make them available at affordable costs"* and NGOs in Chile, which *"provide free computer software for blind persons and/or persons with reduced mobility."*[2]

The CRPD and the 2010 Progress Report

The Convention on the Rights of Persons with Disabilities was adopted on 13 December 2006 by the United Nations.

As of April 2011, 147 countries have signed the CPRD and 99 have ratified it.

The CRPD Progress Report on ICT Accessibility first edition (2010) includes 32 ratifying countries and the United States as a benchmark country.

Those 32 countries represent 59 percent of the world population and 82 percent of the ratifying States population is surveyed in the present CRPD Progress Report.

[2] Quotes from respondents to questionnaires of present survey.

Methodology

ICT Accessibility Self-Assessment Framework

There were three general steps used in the methodological approach relied on for the development of the ICT Self-Assessment Framework:

- The G3ict's Research Committee reviewed the CRPD to identify all provisions that included the terms: Communications, technology, information or information services, accommodation, and access, accessible, and accessibility since Article 9 includes ICTs in its definition of accessibility. Once identified, the Committee created an exhaustive listing which included these provisions redrafted as "self-assessment" items (N=50 items) and which also called for an evidentiary justification for the score given for every item. This is referred to as **Leg #1 of the Self-Assessment Framework.**
- Next, the Research Committee created a second measurement scoring Framework (N=11 items), which the Committee determined to represent the basic capacity of a country to implement the ICT and AT provisions of the CRPD. This is referred to as **Leg #2 of the Self-Assessment Framework.**
- Finally, the Research Committee created a third measurement scoring Framework (N=10 items), which the Committee determined to represent the systemic and/or individual impact(s) of a country's fulfillment of the ICT and AT provisions of the CRPD. This is referred to as the **Leg #3 of the Self-Assessment Framework.**

The basic activity for countries to use the Self-Assessment includes the following tasks:

Identify the country commitments: This activity requires identifying the political commitments made with respect to the national laws, policies, programs and plans of action that are relevant to the ICT provisions under analysis; and, the formal status of the country's government legal and policy regime in relation to those ICT commitments. [Leg #1].

Identify the capacity/infrastructure for implementation: This activity involves examining the country's capacity to implement the ICT provisions under analysis, including the digital/technology resources available, financial resources available, the human resources available and other factors – such as business, social, and cultural – that may limit or expand implementation capacity. [Leg #2].

Assess the country's implementation and impact: This activity requires the development and application of institutional measures to ensure that legal and policy changes are implemented in actual practice. In particular, it looks at the (a) availability, accessibility, and affordability of ICTs and AT, (b) availability, accessibility and quality of information and information services, and (c) impact of 'a' and 'b' on the lives of persons with disabilities. [Leg #3].

"The ICT Accessibility Self-Assessment Framework is a highly-effective tool – clear, concise, efficient and flexible. The assessment questions themselves can become action statements, giving organizations from all sectors of society a window on their own role and the impact they can have affecting ICT accessibility. Perhaps most importantly, because the Self-Assessment Framework is built on the global, cross-sectoral knowledge base of best practices and expert guidance, it facilitates participation by organizations from all sectors in the discourse and decision-making process to ensure the inclusiveness of ICTs for persons with disabilities in their country."

A.R. Forche, Project Executive, IBM Research Human Ability and Accessibility Center

Draw links between commitment and implementation/impact: This activity involves comparing the country's commitments to the CRPD with the actual implementation and impact found by the Self-assessment. The purpose of linking the implementation and impact to specific legal and policy obligations is to identify the results, which the country should focus on. This also involves linking the country's capacity to implement the CRPD obligations and identifying the main obstacles the country will have in meeting those obligations. What CRPD commitments have not been achieved by the country? What capacity factors are related to those unfulfilled gaps?

Generate recommendations and the action plan: This activity involves using the results of the above analysis to work with multiple stakeholders on developing proposals for legal, policy and program changes. It involves generating strategies and recommendations for preparing a plan of action to work with legislators, regulators and civil society for improvement of its public laws, policies and programs, as well as for necessary private sector changes.

Digital Accessibility Inclusion Index

As previously mentioned, the G3ict's Research Committee reviewed the CRPD to identify all provisions that included the terms: Communications, technology, information or information services, accommodation, and access, accessible, and accessibility because Article 9 includes ICTs in its definition of accessibility. Through its analysis, G3ict identified 17 instances of the word "access" or "accessible" or "accessibility" and seven instances of the words "reasonable accommodation" in the text of the CRPD. So in effect, almost half of the non-procedurals of CRPD articles contain dispositions, which imply some form of ICT accessibility obligation.

Furthermore, in October 2009, the United Nations Secretary-General issued guidelines on the treaty-specific reporting document to be submitted by States Parties under Article 35, paragraph 1, CRPD (CRPD/c/2/3). G3ict identified 52 instances of the word "*access*" or "*accessible*" or "*accessibility*" and five instances of the words *"reasonable accommodation"* in the text of the Guidelines CRPD/c/2/3.[3]

Once identified, the Committee created an exhaustive listing which included the above provisions redrafted as "audit" items (N=50 items out of which it selected 35 items as variable components for the Index) and which also called for an evidentiary justification for the score given for every item. This has been referred to as the Leg #1 audit tool.

Next, the Committee created a second measurement scoring tool (N= 11 items), which it perceived to be directly related to the ICT provisions of the CRPD identified for the Leg #1 assessment, and which were perceived as representing the basic capacity of a country to implement the ICT provisions of the CRPD. This has been referred to as the Leg # 2 audit tool. Finally, a third measurement scoring tool (N= 10 items) was created in order to represent the systemic and/or individual impact(s) of a country's fulfillment of the ICT provisions of the CRPD. This has been referred to as the Leg #3 audit tool.

The variables and items in the Index are a subset of those items contained in the three (3) assessment tools described previously. Its methodology is based on 11 variables aggregated from 57 data points measuring: (1) Country commitment to a Digital Accessibility Agenda, (2) Capacity to implement it, and (3) Actual implementation and results.

The Committee used the variables and items in the Index to create questionnaires. The questionnaires sent to the States Parties were constructed with the 57 data points selected from the larger Self-Assessment Framework. The structure, process and outcomes of the questionnaire or survey framework were made in a way to be consistent with the United Nations Development Program guidelines on Human Rights reporting.

[3] For a detailed presentation of the CRPD articles and guidelines applicable to ICTs, please refer to Annex II.

Two sets of questionnaires were completed by more than 70 local correspondents in 33 countries. These countries were 32 ratifying countries, namely 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, Yemen and Zambia, as well as the United States, which has signed, but not yet ratified the CRPD. The 33 countries surveyed have a combined population of 4 billion, meaning that the 2010 Index covers 75 percent of the population of ratifying countries (4.9 billion).

Data collection for the first edition of the G3ict Progress Report on ICT Accessibility has been implemented in cooperation with Powers Pyle Sutter & Verville, Disabled Peoples' International (DPI), Georgia State University, G3ict participants and various local Disabled Persons Organizations and experts in countries where DPI did not have representation. Two questionnaires, translated in multiple languages, were sent to legal and accessibility experts in each country.

It was suggested to States Parties to rely on in-country local assessment teams to complete a formal questionnaire review, in most cases with the assistance of a local lawyer or expert with a mastery of the country's laws, or preferably someone with experience working on issues involving persons with disabilities – e.g., representative DPO leaders. Indeed, an in-country assessment team ensures a good deal of objectivity in the results by its reliance on an evidence-base to justify answers to the questionnaire.

What is the Rationale for Producing an Overall CRPD Progress Report?

The CRPD Progress Report goes one step further than a basic ranking Index by showing States Parties their current situation and enabling them to take appropriate measures in order to comply with their obligations under the CRPD. In fact, the Progress Report allows States to draw links between commitment and impact and to generate recommendations, as well as an action plan for participating countries. It can be the most constructive way to discover problem areas in extant methods of CRPD implementation while engaging relevant stakeholders in the improvement process.

The CRPD Progress Report also represents an opportunity for building consensus among all stakeholders and raising awareness. The results and reports can be used to mobilize concerned actors within States to work together to promote the CRPD agenda, especially if various governmental agencies, DPOs and NGOs contribute to the process. In this way, it may facilitate advocacy and needed improvement on many levels by encouraging cooperation among concerned actors within States.

The CPRD Progress Report offers States and international organizations monitoring the progress of the implementation of the CRPD a unique benchmarking tool that collects data on country level laws, policies, and programs pertaining to accessible and assistive ICTs around the globe.

2010 CRPD Progress Report Results

This chapter presents the overall results captured by the two sets of surveys sent to the 33 countries. These results provide an overall view of the commitments and implementation assumed by the surveyed countries in relation to the CRPD. In order to have a better understanding of the results obtained, data have also been analyzed through cross-tabulations. The cross-tabulated results make it possible to draw links between the level of implementation and compliance of a ratifying country with its geographical, level of human development and economical situation. This chapter first depicts and analyzes the overall results obtained through the survey. The second part of this chapter develops the results obtained through cross-tabulations.

Overall Results

The first assessment tool (Leg #1) measures the countries' commitment to the CRPD Digital Accessibility Agenda. It is based on 5 variables and 35 data points[4]:

- General Legal and Regulatory Framework (11 data points)
- Policies Covering ICT Accessibility in Specific Areas (10 data points)
- Policies Covering Information Infrastructure (8 data points)
- Policies Covering Specific Target Groups (3 data points)
- Policies to Promote Accessible and Assistive ICTs (3 data points)

The overall results concerning Leg #1 framework are as follows:

General Legal and Regulatory Framework

- 91% have a constitutional article, law, or regulation defining the rights of persons with disabilities.
- 73% have a definition of *"Reasonable Accommodation"* included in any law or regulation regarding the rights of persons with disabilities.
- 58% have a definition of accessibility, which includes ICTs or electronic media in the country laws or regulations.
- 64% have laws, policies or programs that promote access for persons with disabilities to information and communications technologies and systems, including the Internet.
- 67% have laws, policies or programs that ensure that government communications to the public using ICTs are provided in accessible formats, alternative means of communication, sign language or Braille.
- 36% have laws, policies or programs that define public procurement rules policy promoting accessible ICTs.
- 58% have laws, policies or programs that facilitate access by persons with disabilities to quality mobility aids, devices, assistive technologies and forms of live assistance and intermediaries, including by making them available at affordable costs.

[4] To consult the detailed table of data points, please refer to Annex II.

- 67% 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.
- 61% provide services to the general public, including through the Internet, to provide information and services in accessible and usable formats for persons with disabilities.
- 55% have a designated focal point within the government for matters relating to the CRPD and a framework for implementing and monitoring the CRPD implementation of legislation in general.
- 39% have laws, policies or programs that promote awareness-raising and training programs about the CRPD.

General Legal and Regulatory Framework (Figure 1)

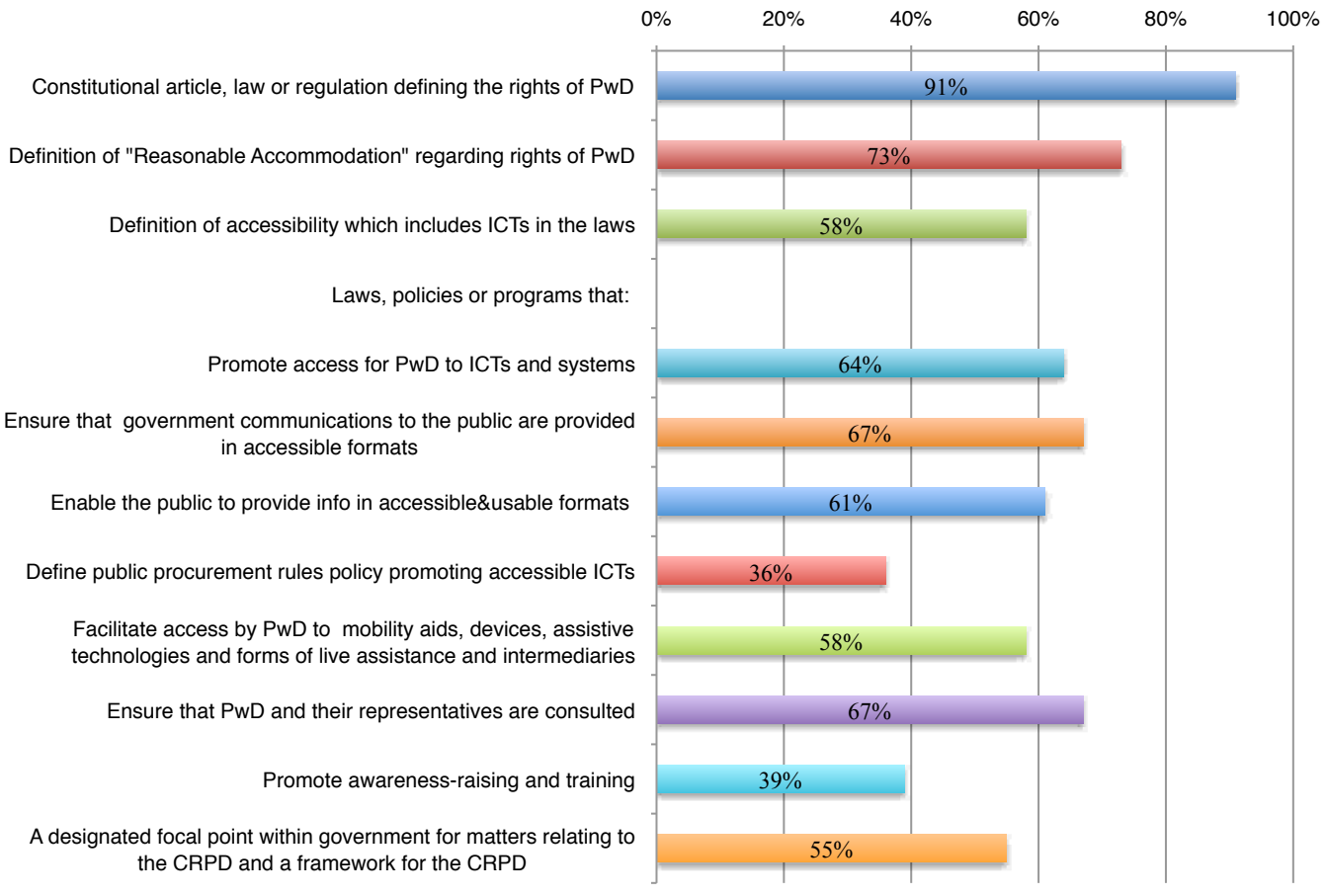


Figure 1 depicts the overall results concerning the ratifying countries' general and regulatory framework.

% of Ratifying Countries with Policies Covering ICT Accessibility in Specific Areas

- 79% Primary and secondary education
- 73% Higher education
- 64% Rehabilitation services
- 61% Health services
- 58% Reasonable accommodation at work
- 48% Emergency services
- 45% Voting systems
- 45% Judicial information & legal proceedings
- 36% Community services
- 33% Independent living

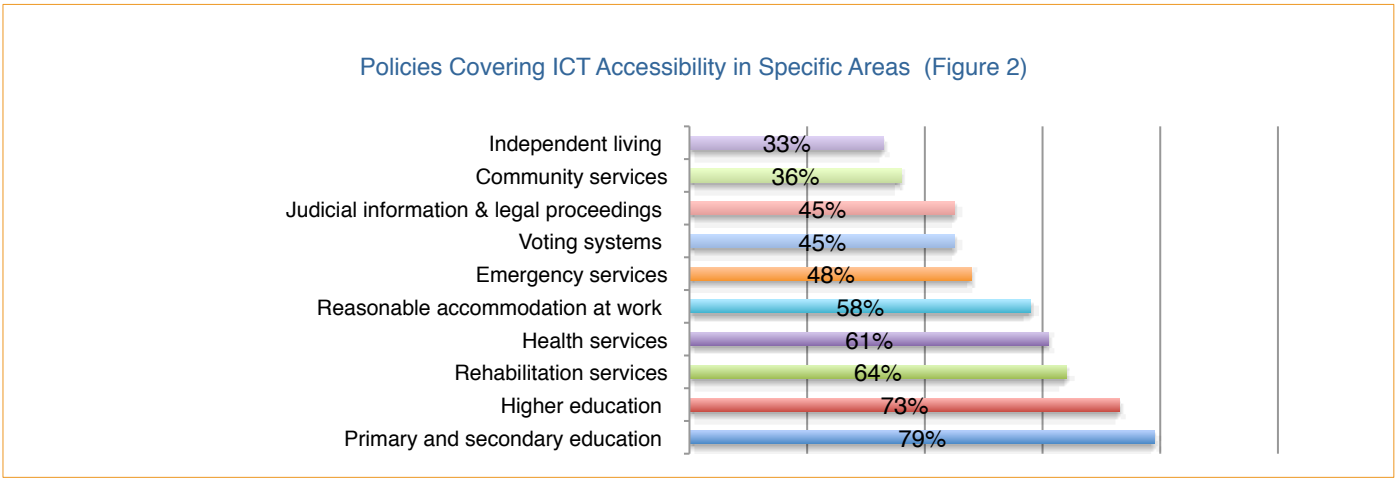


Figure 2 depicts the percentage of ratifying countries with policies covering ICT accessibility in specific areas.

% of Ratifying Countries with Policies Covering Information Infrastructure

- 58% Television
- 58% Web sites
- 48% Fixed telephony
- 48% Mobile telephony
- 39% ATMs and electronic kiosks
- 36% Digital talking books
- 36% Public building displays
- 30% Transportation public address systems

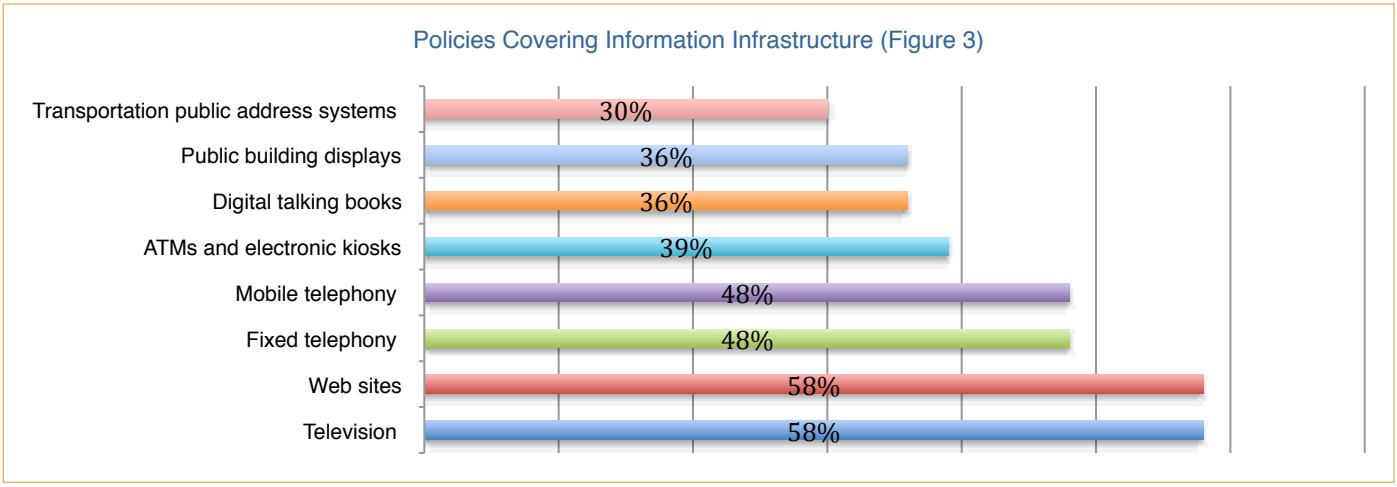


Figure 3 depicts the percentage of ratifying countries with policies covering information infrastructure.

% of Ratifying Countries with Policies Covering Specific Target Groups

- 61% Children
- 39% Women
- 24% Elderly Persons

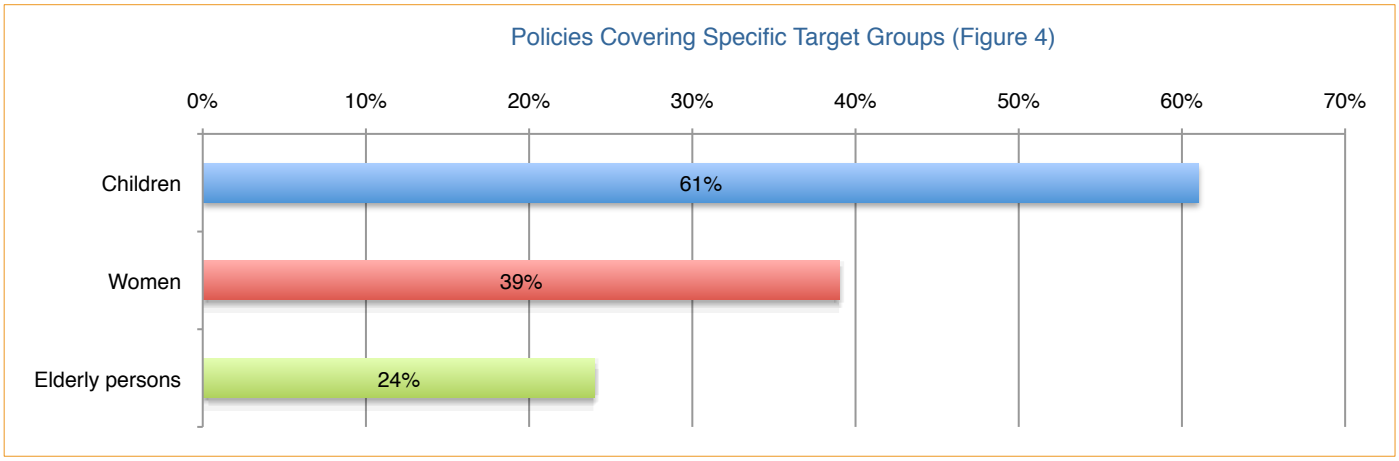


Figure 4 depicts the percentage of ratifying countries with policies covering specific target groups.

% of Ratifying Countries with Policies to Promote Accessible and Assistive ICTs

- 48% undertake or promote research and development of universally designed goods, promote their availability or use, and promote Universal Design (UD).
- 36% promote the incorporation of accessibility features at an early stage of new product development.
- 42% define, promote and monitor accessibility standards for ICTs.

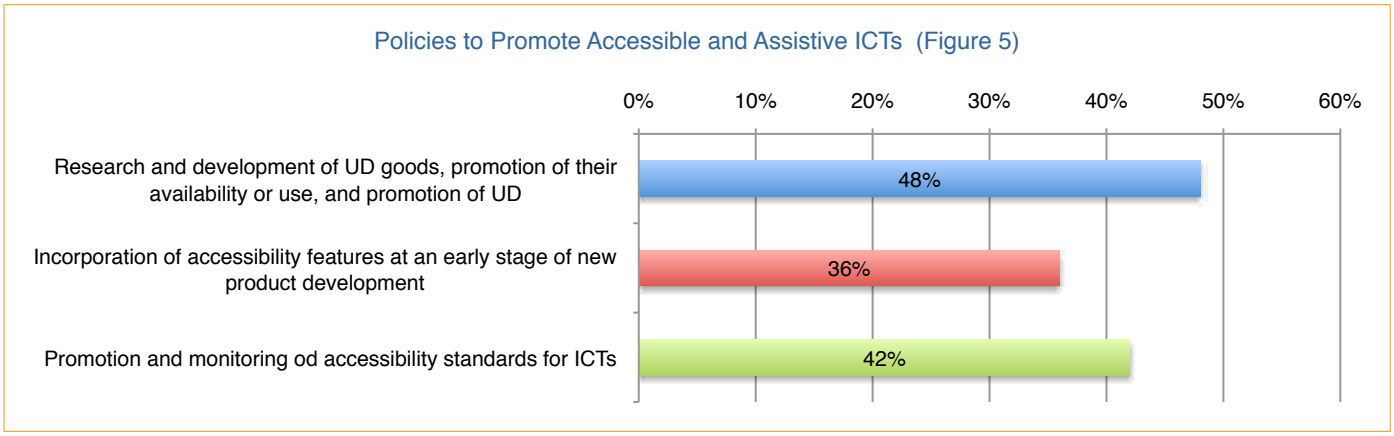


Figure 5 depicts the percentage of ratifying countries with policies to promote accessible and assistive ICTs.

The second tool (Leg #2) assesses the capacity of countries to implement their Digital Accessibility Agenda. It is based on 3 variables and 11 data points:

1. Government Focus (5 data points)
2. Support of Disabled Persons Organizations (DPOs) and Non-Governmental Organizations (NGOs) (3 data points)
3. Capacity Building (3 data points)

The overall results for Leg #2 are as follows:

% of Ratifying Countries with Government Focus

- 97% have a government body specifically dedicated to persons with disabilities.
- 79% have a government body specifically dedicated to ICTs.
- 39% have a government fund allocated to programs in support of digital accessibility.
- 27% have a systematic review mechanism (regular report of progress, etc.) by the government of the existing legislation and/or policies concerning digital access.
- 15% have statistics or data accessible for the general public about digital access by persons with disabilities

Government Focus (Figure 6)

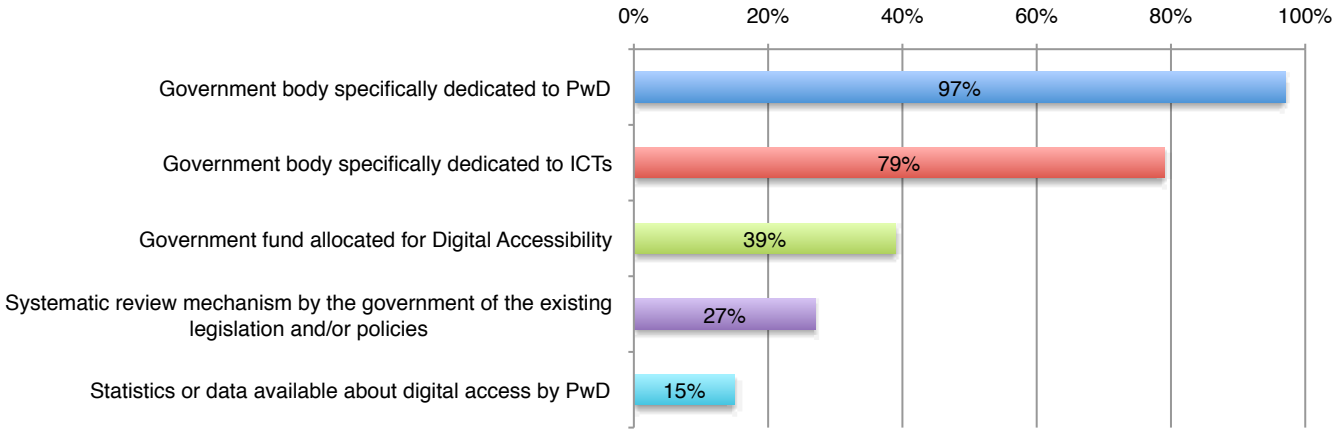


Figure 6 depicts the percentage of ratifying countries with government focus in the field of digital accessibility.

Support of Disabled Persons Organizations (DPOs) and Non-Governmental Organization (NGOs)

- 30% have a systematic mechanism to involve the DPOs working in the field of digital access to the drafting, designing, implementation and evaluation of laws and policies.
- 33% have a forum for the active cooperation between NGOs working in the field of digital access and the Country.
- 27% 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.

Support of DPOs and NGOs (Figure 7)

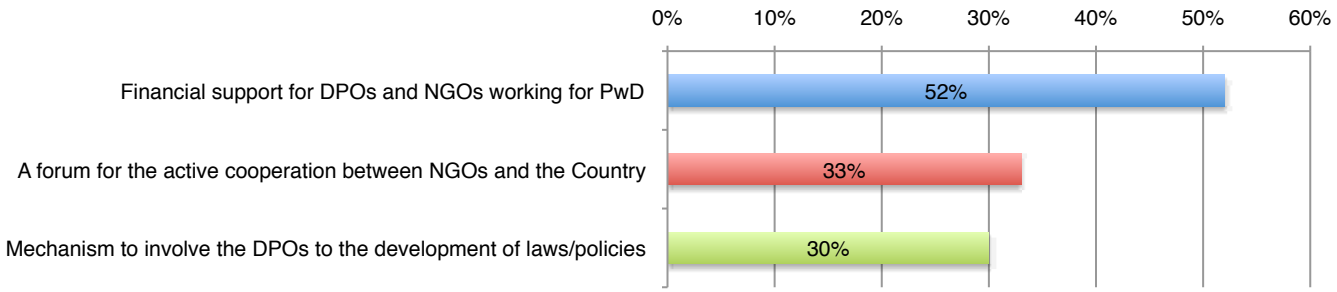


Figure 7 depicts the overall results concerning support of DPOs and NGOs working for persons with disabilities.

% of Ratifying Countries with Capacity Building

- 12% have mandatory training programs (at universities, vocational schools, etc.) for future professionals about digital access for persons with disabilities (Tunisia, Hungary, South Africa and Yemen).
- 64% have held nationwide conferences and other awareness raising information programs, projects, in the field of digital access for persons with disabilities from the year 2007 or 2008.
- 67% participate to the work of international standards development organizations related to digital accessibility.

Capacity Building (Figure 8)

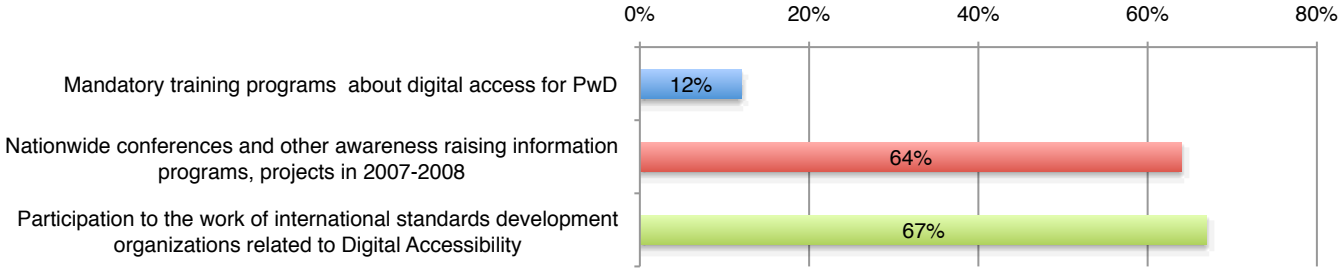


Figure 8 depicts percentage of ratifying countries with capacity building.

The third tool (Leg #3) identifies the actual implementation and results. It is based on 3 variables and 11 data points:

1. Accessible Telecom and Media Services (5 data points)
2. Accessibility Features for Computers (3 data points)
3. Specific ICT Products and Services (3 data points)

The overall results for Leg #3 are as follows:

% of Ratifying Countries with Accessible Telecom and Media Services

- 52% have programs in place to facilitate the usage of telephony by persons with disabilities (transcription, TDD/TTY devices, relay services, accessible public phones).
- 48% have wireless handsets with accessible features.
- 79% have closed captioning or sign language interpretation implemented by TV broadcasters.
- 67% mention having accessible government Web sites.
- 45% mention having accessible Web sites among the top 10 commercial and media Web sites.

Accessible Telecom and Media Services (Figure 9)

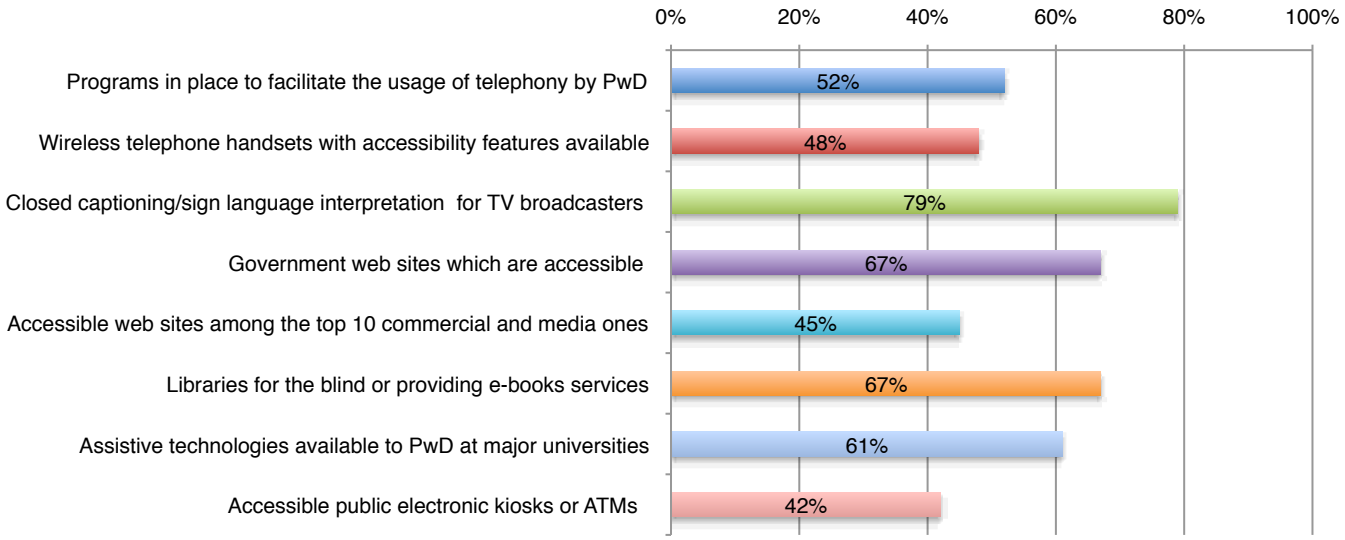


Figure 9 depicts percentage of ratifying countries with accessible telecom and media services.

% of Ratifying Countries with availability of Accessibility Features for Computers

- 82% have a Personal Computer operating system used most frequently in the country official language, which supports text to speech and voice recognition capabilities.
- 76% have screen readers available in the country.
- 79% have alternative input devices (head-trackers, joy sticks, etc.) available in the country.

Accessibility of Features for Computers (Figure 10)

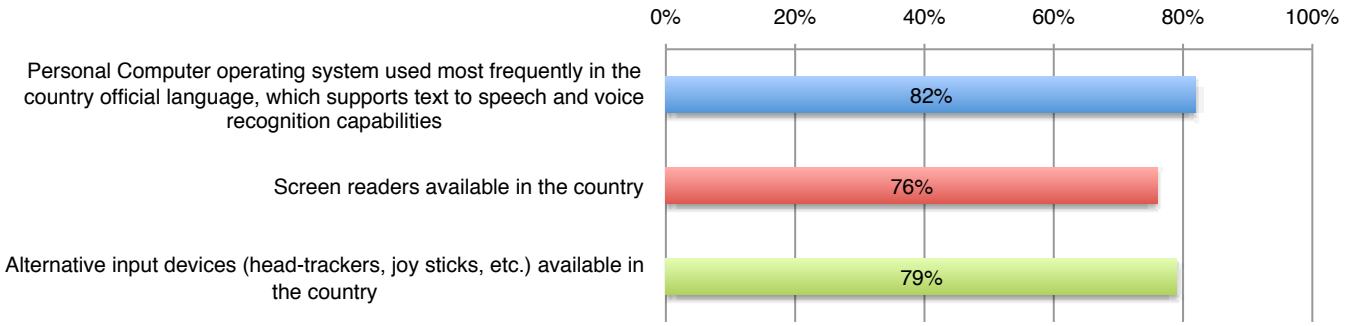


Figure 10 depicts the overall results concerning computer services for persons with disabilities.

% of Ratifying Countries with Specific ICT Products and Services for persons with disabilities

- 67% have libraries for the blind or public libraries providing e-books services.
- 61% have Assistive Technologies available to students with disabilities at major universities.
- 42% have accessible ATMs or electronic kiosks deployed.

Specific ICT Products and Services (Figure 11)

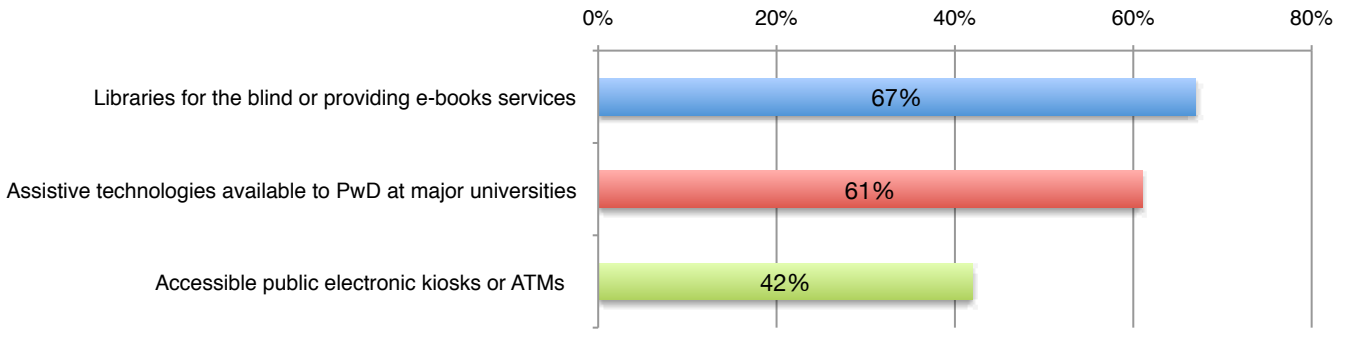


Figure 11 depicts the percentage of ratifying countries with specific ICT products and services for persons with disabilities.

Analysis and Discussion

Results concerning general legal and regulatory framework among ratifying countries (Figure #1) are encouraging. Indeed, 91 percent have a constitutional article, law, or regulation defining the rights of persons with disabilities, which is a remarkable alignment with CRPD dispositions. Furthermore, 73 percent have a definition of *"Reasonable Accommodation"* included in any law or regulation regarding the rights of persons with disabilities and 58 percent have a definition of accessibility which includes ICTs or electronic media in the country laws or regulations while few countries had any a few years ago.

Overall, these figures are a positive sign that accessibility rights are becoming a recognized concept and that Article 9 is understood by policy makers around the world. In a general sense, the results also suggest that ICT and AT accessibility is considered in local policies and programs, and that a majority of surveyed States Parties provide information services in accessible and usable formats for persons with disabilities.

The results depicted in Figure #6 show that almost all of the surveyed countries have a government body specifically dedicated to persons with disabilities and almost two-thirds have a government body specifically dedicated to ICTs. While these results are encouraging, the data reflected in Figure #6 also suggest that the capacity to implement policies and programs is still limited: 39 percent of countries have a government fund allocated to programs in support of digital accessibility and 27 percent have a system review mechanism of the existing legislation and/or policies concerning digital access.

In addition, support and involvement of DPOs and NGOs in the development of ICT accessibility policies and programs remain generally relatively weak: 30 percent of the surveyed countries have a forum for the active cooperation between DPOs and NGOs and the government and 30 percent have a systematic mechanism to involve these organizations in the drafting, designing, implementation and evaluation of laws and policies (see Figure #7). Efforts still need to be made in terms of capacity building: While 64 percent affirm having any nationwide conferences and other information programs, projects, from the year 2007 or 2008, only 12 percent mention having mandatory training programs for future professionals about digital access for persons with disabilities.

Results regarding the assessment of the countries' implementation and impact appear generally uneven. Indeed, although related policies and programs have been adopted, actual availability, accessibility, and affordability of ICTs and ATs and information services remain uneven. While 67 percent of the surveyed States Parties mention having Web sites which are accessible, only 45 percent have accessible Web sites among the top 10 commercial and media Web sites. Furthermore, 52 percent only have programs in place to facilitate the usage of telephony by persons with disabilities and 42 percent have accessible public electronic kiosks or ATMs.

In general, actual implementation of accessibility for specific areas of technology is either consistent or slightly lagging behind the countries' commitments reported in the same areas. One notable exception is the percentage of countries – 79 percent – which have closed captioning or sign language interpretation implemented by TV broadcasters, while 58 percent only report having laws or regulations on accessible television. One possible explanation, based on anecdotal evidence, is that public broadcasters do initiate such programs in many countries to fulfill their mission of public service. G3ict will further analyze this pattern in cooperation with the World Broadcasting Union.

Cross-tabulated Results [5]

The overall results presented above have been cross-tabulated by geographic region, level of human development and income economies in order to present an additional analytical view of the commitments and implementation of the CRPD by surveyed countries. This chapter presents cross-tabulations of the overall survey results.[6]

[5] To consult detailed graphs of the cross-tabulated results, please refer to Annex III.

[6] Following indices have been used for the cross-tabulation analysis:

- Classification of geographical regions provided by the United Nations Statistics Division – Detailed information available at http://unstats.un.org/unsd/methods/m49/m49regin.htm
- Human Development Index (HDI) – 2010 Rankings produced by UNDP. Detailed information about the International Human Development Indicators available at http://hdr.undp.org/en/statistics
- World Bank Economy Classification. Classification was done as follows: High-Income economies are $12,196 or more, Upper-middle-economies are from $3,496 to $12,195, Lower-middle-income economies are from $996 to $3,945 and low-income economies are $995 or less. Detailed information available at http://bit.ly/cgOu7t

Assessment of the Ratifying Countries' Commitments (Leg #1)

The cross-tabulated results concerning the assessment of the ratifying countries' commitments are as follows:

	Americas	Europe	Africa	Asia
General Legal and Regulatory Framework	48%	54%	73%	62%
Policies Covering Specific ICT Application Areas	51%	64%	51%	48%
Policies Covering Information Infrastructure	43%	46%	44%	43%
Policies Covering Specific Target Groups	26%	37%	53%	53%
Policies to Promote Accessible and Assistive ICTs	30%	44%	50%	47%
	Very High Human Development Countries	**High Human Development Countries**	**Medium Human Development Countries**	**Low Human Development Countries**
General Legal and Regulatory Framework	59%	58%	55%	69%
Policies Covering Specific ICT Application Areas	69%	44%	49%	44%
Policies Covering Information Infrastructure	49%	52%	38%	38%
Policies Covering Specific Target Groups	36%	33%	48%	48%
Policies to Promote Accessible and Assistive ICTs	45%	33%	38%	52%
	High-income economies	**Upper-middle-income economies**	**Lower-middle-income economies**	**Low-income economies**
Total General Legal and Regulatory Framework	59%	62%	58%	65%
Policies Covering Specific ICT Application Areas	69%	43%	53%	43%
Policies Covering Information Infrastructure	49%	52%	41%	34%
Policies Covering Specific Target Groups	36%	33%	50%	46%
Policies to Promote Accessible and Assistive ICTs	45%	44%	33%	46%

Table 1 depicts the percentage of the ratifying countries' commitments.

If 89 percent of the low human development countries ensure that persons with disabilities and their representatives are consulted in the development implementation of legislation in general, only 45 percent of the very high human development countries ensure such consultation.

The results depicted in Table #1, and the related results presented in Annex V, show a good degree of compliance of surveyed countries with their obligation of establishing a general legal and regulatory framework concerning digital accessibility. Percentages of countries that have a constitutional article, law or regulations defining the rights of persons with disabilities are: 100 percent in the Americas, Africa and Asia and 67 percent in Europe (countries such as Denmark did not have such legislation as of the date of this survey despite having disability policies and programs in place since many years). Low Human Development Countries have generally equally and sometimes more implemented their obligation in this regard. This might be explained by the high level of DPOs involvement in policy development processes among all categories of lower income countries compared to developed countries: If 89 percent of the low human development countries ensure that persons with disabilities and their representatives are consulted in the development implementation of legislation in general, only 45 percent of the very high human development countries ensure such consultation.

In terms of policies covering specific areas, education appears to be a primary concern. Percentages of policies covering ICT accessibility primary and secondary education are: 89 percent in the Americas and Europe, 70 percent in Africa and 60 percent in Asia. The countries' respondents to the survey also emphasized this concern: The South African respondent mentioned that, *"ICT and digital accessibility are central components of primary and secondary education,"*[7] The Costa Rican respondent mentioned that the Costa Rican government established *"the Centro Nacional de Recursos, an institution that depends on the Ministry of Education and seeks to meet the requirements for students, professors and professional with special needs."* Brazil adopted *"the National Education Act, which indicates the need for inclusive education and the use of Assistive Technologies and passed the 6571/2008 law, which specifies some technical aids to be provided for promoting equal access to education."*

Consistent with the prevalence of mobile telephony as a primary ICT tool among lower-middle-income economies, those countries seem to give importance to wireless telephony and services: 75 percent of the lower-middle-income economies have adopted policies covering this area versus 18 percent of the high-income economies. In addition, 75 percent of the lower-middle-economies have wireless telephone handsets with accessibility features available versus 55 percent for high-income economies. These figures emphasize the importance of mobile devices for digital accessibility: Used around the world, mobile telephony is becoming the most widespread and universal information technology tool and will be therefore the platform of choice for ATs due to its considerable economies of scale, its versatility and its capacity of breaking isolation for persons with disabilities, seniors and illiterate persons.

However, general results concerning policies covering information infrastructure still prove that there are significant gaps in this regard. This was observed by the Rwandan respondent who mentioned that, *"only NGOs seem to be concerned, (*there are*) some texts, but only about persons with disabilities, and not digital accessibility and significant gaps still need to be filled."*

[7] Quotes from respondents to questionnaires of present survey.

Assessment of the Ratifying Countries' Capacity for Implementation (Leg #2)

The cross-tabulated results concerning the assessment of the ratifying countries' capacity for implementation are as follows:

	Americas	Europe	Africa	Asia
Government Focus	38%	56%	58%	64%
Support of DPOs and NGOs	33%	26%	40%	67%
Capacity building	48%	33%	53%	60%
	Very High Human Development Countries	**High Human Development Countries**	**Medium Human Development Countries**	**Low Human Development Countries**
Government Focus	53%	47%	40%	62%
Support of DPOs and NGOs	33%	33%	29%	56%
Capacity building	39%	56%	57%	44%
	High-income economies	**Upper-middle-income economies**	**Lower-middle-income economies**	**Low-income economies**
Government Focus	53%	40%	55%	58%
Support of DPOs and NGOs	33%	28%	42%	50%
Capacity building	39%	56%	63%	38%

Table 2 depicts the percentage of the ratifying countries' capacity for implementation.

While the results presented earlier, and the related results depicted in Annex V, indicate that the capacity to implement is still limited, it is important to emphasize that almost all countries seem to have instituted a government body specifically dedicated to persons with disabilities: 89 percent in the Americas and 100 percent in Europe, Africa and Asia. Regarding governments focus (see Table #2) in the field of digital accessibility, it can be observed that lower-middle-income economies and low-income economies represent the highest results. Indeed, 50 percent of the low-income-economies, 43 percent of the lower-middle income economies, 33 percent of the upper-middle-income economies and 36 percent of the high-income economies define, promote and monitor accessibility standards for ICTs. In addition, 50 percent of the lower-middle-income economies and 30 percent of the low-income economies versus 45 percent of the high-income economies and 17 percent of the upper-middle income economies have a government fund for digital accessibility.

These observations are also confirmed by the level of human development: 56 percent of the low human development countries and 43 percent of the medium human development countries have a government fund for digital accessibility versus 45 percent of the very high human development countries and 33 percent of the high human development countries. As stated above, this might be explained by the support given to DPOs and NGOs (see Table #2). Indeed, 50 percent of the low-income economies versus 27 percent of the high-income economies mention having a systematic mechanism to involve the DPOs working in the field of digital access to the drafting, designing, implementation and evaluation of laws and policies. This is confirmed by the cross-tabulated results by the level of human development results: 56 percent of low human development countries versus 27 percent of the very high human development countries involve the DPOs working in the field of digital access to the drafting, designing, implementation and evaluation of laws and policies.

This point was also emphasized in the survey: The Brazilian respondent mentioned that, *"the government has several funds for the development of Assistive Technology by NGOs and DPOs."* The Chilean respondent stated that, *"NGOs can submit their project to a national fund, El Fondo Nacional de la Discapacidad, to get financial support if chosen."* The South African respondent observed that, "*a number of organizations for persons with disabilities are affiliated to international organizations of persons with disabilities and promoted in the Constitution Act, consequently they adhere, promote and distribute assistive devices which are universally designed."* On another hand, the Danish respondent affirmed that, *"NGOs have financial challenges when participating in this work. Many people need to get refunds for their work and travelling expenses."*

The support of DPOs is particularly important knowing that their involvement creates more space for general awareness and capacity building. As an example, we could mention the Indian respondent who said that, *"a few meetings have been organized by NGOs and other interest groups in this area"* and the respondent from Kenya who stated that, *"general awareness is done through road shows by DPOs and NGOs."*

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

The cross-tabulated results concerning the assessment of the ratifying countries' implementation and impact are as follows:

	Americas	Europe	Africa	Asia
Accessible Telecom and Media Services	62%	71%	42%	56%
Accessible Features for Computers	81%	100%	63%	67%
Specific ICT Products and Services	56%	78%	37%	60%
	Very High Human Development Countries	**High Human Development Countries**	**Medium Human Development Countries**	**Low Human Development Countries**
Accessible Telecom and Media Services	75%	57%	63%	36%
Accessible Features for Computers	100%	94%	81%	41%
Specific ICT Products and Services	82%	56%	57%	26%
	High-income economies	**Upper-middle-income economies**	**Lower-middle-income economies**	**Low-income economies**
Accessible Telecom and Media Services	75%	57%	65%	30%
Accessible Features for Computers	100%	94%	75%	42%
Specific ICT Products and Services	82%	61%	54%	21%

Table 3 depicts the percentage of the ratifying countries' implementation and impact.

As mentioned earlier, implementation and impact results are still uneven. The results depicted above, and the related results presented in Annex V, seem to be correlated to the level of human development. In terms of special services provided to persons with disabilities (Table #3), 91 percent of the very high human development countries, 83 percent of the high human development countries, 57 percent of the medium human development countries and 33 percent of the low human development countries have libraries for the blind. In addition, 100 percent of the very high human development countries, 67 percent of the high human development countries, 57 percent of the medium human development countries and 33 percent of the low human development countries affirm having government Web sites that are accessible. Income per capita also appears to be a clear factor in this regard. For example, 25 percent of the lower income economies have Assistive Technologies available at major universities versus an average of 82 percent for high-income-economies. The difference between high-income economies and low-income economies can also be observed in the results concerning computer services. Indeed, 100 percent of the high-income economies, 83 percent of the middle-income economies, 75 percent of the lower-middle-income economies and 50 percent of the low-income economies have alternative input devices available (head-trackers, joy sticks, etc.).

The lack of implementation was also emphasized by the respondents to the questionnaires: France mentioned that, *"laws exist, but they are weakly implemented due to a lack of means and personnel";* Rwanda observed that, *"there are policies covering digital accessibility in emergency responses services, primary and secondary education and higher education, but they are not implemented";* Uganda commented that, "*there is mention about accessibility to information, but no implementation mechanism";* and Brazil stated that, *"the main problem is the difficulty for law enforcement. One exception is the commitment to the affirmative action for employment of persons with disabilities – after some 500 inspections that resulted in substantial fines, most businesses have implemented special programs for training employees with disabilities."*

One of the reasons for the lack of implementation appears to be the costs of the programs put in place, which make them inaccessible for majority of the population. Canada and Chilean representatives affirmed that there are *"screen readers and alternative input devices, but they are too costly."* The Thai respondent mentioned that, although there are some assistive technologies for health services, they are too costly to be used. The United States also mentioned that there were screen readers and alternative input, but they are *"on the expensive side."* Interestingly, no mention was made in any of the commentaries of Open Source solutions' availability.

Several countries mentioned that most of the programs regarding digital accessibility are only coming from the private sector. Portugal mentioned having a *"special device on mobile for deaf persons developed by a private enterprise";* South Africa observed that, "*however most of these (programs) are available from private institutions at a very high cost and there is no specific government intervention in this area*"; France mentioned that, *"fixed and wireless telephony is still uneven and remain an initiative from private operators";* India indicated that, *"there are a few private collections and libraries, but nothing which is run by the government";* and Mexico mentioned that, *"in some part of the country, there is transportation to assist disabled persons, but it is a service provided by the private sector."*

Implications For Stakeholders

As a result of the analysis of the overall survey and cross-tabulations presented in the previous chapter, there are some key implications that can be drawn. This chapter now presents those implications in relation to the role of key stakeholders.

Ratifying Countries

It is suggested to decision makers to continue to give effect to the rights guaranteed by the CRPD in domestic law, according to their respective constitutional and legal systems. While overall progress in legislation is encouraging, much work remains to be done to issue specific regulations and initiate programs in order to carry out and implement laws. It is also in the best interest of regulatory authorities to support international standards and good practices as they enable their respective countries to be competitive in the global economy.

Since the scope of the CRPD addresses a broad range of sectors or application areas, it is crucial that corresponding ministerial departments, as well as public procurement agencies be engaged in the process. Disability rights and accessibility objectives should be mainstreamed in all areas of government to the greatest extent possible. Local regulations and ordinances also need to be conformed to the CRPD and implementation coordinated with local government codes. To achieve such progress, the involvement of organizations of persons with disabilities is essential. It is highly recommended that States Parties analyze any policy or institutional gap in this area.

As mentioned earlier, economic constraints are a major factor in the implementation of the CRPD. The Assistive Technologies industry has therefore a crucial role to play. As a matter of fact, it is suggested to governments to take a more holistic and coordinated approach to sourcing solutions and supporting research and development of ATs. No innovation can reach the market without AT enterprises: These can contribute more to innovation and contribute to lower costs with smarter government supporting research and development, funding and adequate public procurement policies.

UN Committee on the Rights of Persons with Disabilities

The UN Committee on the Rights of Persons with Disabilities has a very structured approach focused on monitoring country reporting following the CRPD and United Nations reporting guidelines. Its recent initiatives to form a dedicated sub-committee on accessibility and to start documenting priorities in specific areas of accesibility constitute great progress. It is hoped that it can continue fostering constructive dialogue with States and international organizations to improve implementation in specific areas of ICT accessibility and ATs. It is also suggested that the UN Committee continues to raise awareness and outreach within the international community on ICT accessibility issues. Indeed, the present report should result from a common effort and it is only with the participation of all ratifying countries that monitoring bodies will have an accurate view of the CRPD implementation.

UNDESA AND OHCHR

The Secretariat for the CRPD at UNDESA has led one of the most successful campaigns in recent history in engaging Member States to sign and ratify the CRPD. It is now in a position to further promote the awareness ot the CRPD while the Office of the High Commissioner on Human Rights (OHCHR) monitors its implementation including by organizing the support required for the UN Committee on the Rights of Persons with Disabilities to fulfill its mission. Both organizations have supported initiatives on ICT accessibility. The Secretariat for the CRPD at UNDESA, in cooperation with the World Bank, organized in June 2010 an Expert Group Meeting which documented key areas of opportunities in the field of acessibility. The OHCHR organized the General Discussion Day on "The Right to Accessibility" for the session of the UN Committee on the Rights of Persons with Disabilities on October 7, 2010.

An area which UNDESA could focus on to further the implementation of the CRPD by States Parties would be to promote good practices and institutional reforms to ensure that persons with disabilities are involved in in-country level policy making for disability matters. Based on the results contained in this report, the G3ict Research Committee considers the lack of participation of DPOs to policy making in many countries as the most detrimental obstacle to the effective promotion of the rights of persons with disabilities around the world.

Other United Nations Affiliated Organizations

Several other United Nations agencies play an important role in disability and accessibility policies and programs. Their combined reach and resources could further promote the implementation of the Digital Accessibility Agenda of the CRPD. Ares of opportunities include a greater coordination of knowledge resources, pilot projects, and joint awareness-raising and capacity building programs aimed at policy makers whose roles is critical to the implementation of the ICT accessibility dispositions of the CRPD:

- The **International Telecommunication Union** serves 142 Telecommunications Regulatory Authorities around the world, as well as ICT ministries, service providers, industry and, in quite a few cases, broadcasters. In each country, ITU membership includes decision makers who can act upon the accessibility of information infrastructure and services. The ITU has been a champion of ICT accessibility for many years and its programs very helpful in promoting ICT accessibility beyond telecommunications. Its standardization work covers a number of ICT accessibility areas. ITU also helped develop and promote, in cooperation with G3ict, the *e-Accessibility Policy Toolkit for Persons with Disabilities*. ITU is in a great position to promote ICT accessibility among telecom regulators overseeing large components of the information infrastructure of States Parties.
- **UNESCO**'s charter covers aspects of ICT accessibility policy making in the fields of education, culture and information dissemination. UNESCO can further promote the ICT accessibility dispositions of the CRPD among ministries of education, culture, information, and departments covering knowledge dissemination. All participate in UNESCO's programs and in its regular international meetings. UNESCO developed several programs specifically dedicated to accessibility. It organized in cooperation with G3ict a Consultative Meeting: "Mainstreaming ICTs for Persons with Disabilities to Access Information and Knowledge" in February 2010 followed by the publication of key findings.
- The **International Labor Organization** charter covers workplace accessibility and equal employment opportunity, which are important aspects of the dispositions of the CRPD in relation to ICT accessibility. The ILO membership includes all relevant stakeholders: Member States, Employers and Trade Unions. The ILO maintains a very active department dedicated to disability. It has formed a worldwide network of large employers dedicated to promoting the employment of persons with disabilities which can be a good vehicle to promote ICT accessibility and assistive technologies in the workplace.

- The **World Health Organization** offers resources and connects ministries of Health and Human Services of Member States around the world. In most countries, those also oversee rehabilitation services and services for persons with disabilities. WHO covers many aspects of disability policies and programs. WHO will issue the "World Report on Disability and Rehabilitation" on 9 June 2011. Mandated by the World Health Assembly resolution 58.23, jointly published with the World Bank, the "World Report" will summarize the best available scientific evidence on disability and make recommendations for action to support the implementation of the CRPD.
- The **World Bank** equally plays an important role in capacity building, funding projects and providing support to governments and their constituents in matter of ICT accessibility. Several of its initiatives are combined with those of other agencies such as WHO and UNDESA (see above).
- **UNESCAP**, the United Nations Economic and Social Commission for Asia Pacific, has been a precursor in the field of ICT accessibility, prior to the CRPD being adopted by the United Nations General Assembly. In the Biwako Millennium Framework (BMF), which is the main policy guideline on disability in Asia and the Pacific, and Biwako plus Five, ESCAP Members and Associate Members have designated ICT accessibility as one of the seven priority areas and have been endeavoring to enhance ICT accessibility for persons with disabilities.

It is suggested that the **Inter-Agency Support Group**, which was initiated by the Secretariat for the CRPD and includes most UN agencies involved in disability matters, explores opportunities for greater cooperation in the field of ICT accessibility and Assistive Technologies which could benefit Member States, addressing in particular some of the issues identified in the present report.

DPOs, NGOs and Civil Society

As seen earlier, DPOs and NGOs play a fundamental role in the implementation of the CRPD and the main weakness of country policies around the world is the lack of involvement of DPOs in decision-making processes. Such organizations need to be more involved and consulted, as their engagement is one key factor for mainstreaming success and indispensable to close current and potential accessibility gaps in ICT. Additionally, civil society initiatives provide another vehicle for policy. They can promote outreach, education and training for all aspects of the CRPD and serve as one of the many conduits to the community of persons with disabilities for the CRPD's implementation activities occurring in the country.

Civil society could also try to collaborate with the private sector. The recently published G3ict White Paper on *« Accessibility, Innovation and Sustainability at AT&T»* documents the benefits of such type of collaboration. This case study describes how AT&T has integrated accessibility into its activities, from product development, human resources and talent retention to recruitment, marketing and customer service[8]. Another example of a civil society initiative was the collaboration of two NGOs and a private sector business: The International Center for Disability Resources on the Internet, the Internet Society Disability and Special Needs Chapter, and HiSoftware. A free online Web accessibility checker was developed and posted online to aid in the evaluation of whether or not a Web site is designed according to both U.S. and international technical standards for accessibility. In several countries, mobile service providers have partnered with DPOs to serve their constituents such as SFR in France. In Italy, a DPO, Sim-Patia is at the center of the first deployment in the world of cloud-based ATs, along side with LucyTech, Microsoft and 23 Italian local governments. The DAISY Consortium is also a great example of a grassroots standardization effort by libraries for the blind from around the world, ultimately endorsed by a number of institutions and Microsoft, so that anyone can create an e-book for blind readers.

Private Sector

Figures suggest that involvement from the ICT industry makes sense since promoting the implementation of the CRPD means expanding usage and market opportunities. However, accessible ICT and service needs for persons with disabilities cannot be met if the ICT industry and the private sector do not incorporate accessible design in their product development cycles and have no incentive to do so. Whereas corporations, such as IBM and AT&T, have historically mainstreamed accessibility in their ICT development processes, such practices are not widespread.

Accessibility is a complex, multi-faceted discipline, one that can only be successfully implemented with the full participation and engagement of a number of business functions in large organizations and buy-in from senior leadership. Therefore, both the private sector and the governments could collaborate with consumer stakeholders to ensure that there are no barriers to accessible ICT, notably by promoting Universal Design and making accessibility courses compulsory among computer science programs, similarly to what has been now implemented at many schools of architecture for the accessibility of the built environment.

[8] To download an electronic version of the publication, please consult: *http://bit.ly/ieaf3T*

Increased efforts towards harmonization of international ICT standards in the accessibility arena led by ISO, W3C and ITU have had a very positive impact. However, as the present report demonstrates, 58 percent of ratifying countries do not monitor ICT accessibility standards. More efforts to promote standardization are needed since the CRPD stipulates that States Parties must develop national accessibility standards. However, without international harmonization, market fragmentation could severely limit economies of scale, competition and lower costs. Both the global growth of ICT and consumer electronic markets and the universal acknowledgement that innovation is the foundation of the global economy will hopefully help promote the globalization of accessibility standards. According to the Japan/U.S./EU Trilateral IT Electronics Associations, compliance with international standards helps to "*promote technology diffusion, production efficiency, product compatibility, interoperability, enhanced competition, consumer choice, and lower costs.*"[9]

Finally, involvement of private sector is particularly needed in three areas:

- **Mobile telephony**: Because in many countries wireless service providers are in a unique position to channel mobile based AT solutions, mobile service providers need particularly to be reached out.
- **Television**: 79 percent of the surveyed countries have a closed captioning or sign language interpretation implemented by TV broadcasters, quite often by public broadcasting companies and less so by commercial broadcasters. In addition, anecdotal evidence suggests that the percentage of programs actually covered remains low in many countries. And video description for the blind is only available in a few countries. Governments, in collaboration with the private sector, need to keep on following this path, especially as the transition to digital television allows for many more creative solutions to offer accessibility solutions.
- **Web accessibility**: This is a critical aspect of ICT accessibility as many more indispensable services and information resources are only available via Web sites, including e-government. The private sector is an essential partner to achieve States Parties ICT accessibility objectives since a number of essential commercial services are delivered over the Internet.

Academia

As emphasized above, 78 percent of the countries surveyed do have some form of ICT accessibility policies or AT programs in place for education. Universities and schools around the world are therefore at the forefront of AT research and implementation and an indispensable partner in any significant AT policy or program. The examples listed hereafter show that universities are already contributing to digital accessibility: Several Rehabilitation Engineering Research Centers (RERCs) in the United States have conducted significant programs in the field of ICT accessibility; the California State University at Northridge (CSUN) has played a leading role in promoting Assistive Technologies to large audiences; the University of Nice Sophia-Antipolis in France, with INRIA, has helped initiate and still hosts W3C accessibility team members; the University of Chongqing in China has partnered with municipalities and industry to develop accessibility kiosks "compassion pavilions" and the University of Tokyo explores the use of mobile phones in the classroom.

However, past experience also shows that many innovations developed by universities are not productized and do not reach market nor benefit persons with disabilities. This seems to indicate that a more effective involvement of the private sector with academia is required in the field of AT and ICT accessibility in many countries. Public funding models emphasizing the ability of projects to lead to applied solutions in cooperation with the private sector would help solve this issue. It would also make it easier to attract venture capital investments in Assistive Technologies.

[9] *e-Accessibility Policy Toolkit for Persons with Disabilities (Developing Policy, Step 3)* http://www.e-accessibilitytoolkit.org

Lessons Learned

This CRPD Progress Report is innovative and unique in the sense that it is the first tool which provides ratifying countries with data on country level laws, policies, and programs pertaining to digital accessibility to assess their progress toward domestic conformity with the CRPD's requirements.

The lessons learned through this first edition are as follows:

- The framework of the CRPD Progress Report is robust and consistent with the CRPD and United Nations recommendations issued since the project inception, as well as the United Nations Development Program's Human Rights reporting guidelines. It is recommended that in-country assessment responding teams be formed to ensure objectivity and a neutral and holistic perspective of the country's situation. In fact, without a proper justification, the assignment of a score is largely meaningless. As it has already been done for several countries for the current report, the reliability of Legs #1 and #2 can be elevated to a higher level in the future by collecting more supporting data and references and seeking independent validation.
- Outcome measures observed for Leg #3 depend on countries' ability to accurately collect data and statistics about persons with disabilities. Several countries' respondents to this survey were not able to obtain correct data about their country's implementation, which gives a biased perspective of the situation. In this perspective, additional and coordinated data collection by international institutions and DPOs could significantly improve the accuracy of the results by providing checks and balances between Legs #1 and 2 and Leg #3. This would give a more accurate perspective of the actual implementation of the dispositions of the CRPD relative to ICT accessibility and Assistive Technologies and would help generate individual recommendations according to the countries' actual needs.

Next Steps

The following steps will be taken for the 2011 edition of the CRPD Progress Report:

The questionnaires sent to States Parties will be revisited in order to include the results and feedbacks received during the first year of the experience. Feedback and suggestions were also collected from the G3ict Research Committee, the Dynamic Coalition on Accessibility and Disability (DCAD) and members of the UN Committee on the Rights of Persons with Disabilities (held on October 7, 2010) and other organizations. Furthermore, questionnaires should cover all ICT accessibility data points corresponding to the United Nations reporting guidelines.

More detailed data will be sought for the next edition of the CRPD Progress Report. For example, questions will ask for percentages rather than a Yes or a No. In addition, methods of data validation must be developed in the countries by requesting references and evidences. This would give a guarantee that the answers are accurate and objective and will provide a better overview of the CRPD implementation.

The number of participating countries and collaborations with international or regional organizations will be expanded for the second edition of this report. We hope to reach out to more ratifying countries and get their participation for next year. Although the current number of surveyed countries is significant, we will be able to have a realistic analysis only with the participation of all States Parties.

The number of participating countries and collaborations with international or regional organizations will be expanded for the second edition of this report. We seek to reach out to more ratifying countries and get their participation for next year (...) as we will be able to have a realistic analysis only with the participation of all States Parties.

ANNEX I: About G3ict - The Global Initiative for Inclusive Information and Communication Technologies

G3ict was launched in December 2006 as a flagship advocacy initiative of GAID, the United Nations Global Alliance for ICT and Development, in cooperation with the Secretariat for the Convention on the Rights of Persons with Disabilities (CRPD) at UNDESA. G3ict is a nonprofit multi-stakeholder organization dedicated to facilitating the implementation around the world of the ICT accessibility agenda defined by the CRPD. Its activities are supported by a global network of ICT accessibility experts, policy makers, public sector institutions, ICT industries and the private sector, international standards development organizations, associations of persons with disabilities, and academia. Participating international institutions include the International Telecommunication Union (ITU), the United Nations Education, Cultural and Scientific Organization (UNESCO), the United Nations Institute for Training and Research (UNITAR), the United Nations Economic and Social Commission for Asia Pacific (UNESCAP), the World Bank, the European Commission, and the Global Partnership for Disability and Development.

Funding and logistic support of G3ict's capacity building programs for States Parties to the CRPD is provided since inception by private sector donors, foundations and international institutions among which the Mozilla Foundation, the Dominic Foundation, the World Blind Union, the National Disability Authority of Ireland, Fondazione Rosselli Americas, Politecnico di Milano, George Washington University, the Centre for Internet and Society (India), the China Disabled Persons Federation, several national and local host governments, IBM, Microsoft, AT&T, Time Warner Cable, Deque Systems, TecAccess, Samsung, Air France, W2i - the Wireless Internet Institute, Internet Speech.

G3ict is chaired by His Excellency Ambassador Luis Gallegos, past chair of the United Nations Ad hoc Preparatory Committee of the CRPD, and is led by its Executive Director, Axel Leblois, who served for over 20 years as president and CEO of several corporations in the ICT industry.
To accomplish its mission, G3ict implements the following set of priorities:

1. Raise awareness on effective public policies, private sector initiatives, and standardization references. It reached 5,500+ ICT accessibility stakeholders through more than 80 conferences, seminars, outreach activities, and publications as of April 2011;
2. Facilitate the sharing of solutions and good practices through a Web-based platform *http//:www.g3ict.org* including an electronic newsletter, worldwide databases on country achievements, companies ICT accessibility policies, and case studies, books and white papers from leading authors and institutions on specific areas of technology or public policy of interest to Member States; the *e-Accessibility Policy Toolkit for Persons with Disabilities*, published in cooperation with the ITU *http//:www.e-accessibilitytoolkit.org*
3. Foster harmonization and standardization by facilitating on-going discussions with the participation of ITU, ISO, ETSI, ANSI, TEITAC and other leading Standards Development Organizations via forums and Web-based activities;
4. Support policy makers with capacity building programs and benchmarking tools in close cooperation with international development organizations such as the ITU, UNESCO, UNESCAP, the World Bank and UNITAR.

ANNEX II: CRPD Articles Applicable to ICTs

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 and Leisure	30.5.c	✓		
Personal mobility	20			✓
Rehabilitation	2			✓
Accessibility standards	9.2.a	✓	✓	✓
ICT product development	9.2.h	✓	✓	✓
International cooperation	32	✓	✓	✓
Statistics and data	31	✓	✓	✓

ANNEX III: Questionnaires Sent To Legal Experts

DIGITAL ACCESSIBILITY AND INCLUSION INDEX
Panel of Experts on Disability Laws and Regulations – Questionnaire
Country: Expert:

1. **General Legal and Regulatory Framework on Disabilities and Accessibility**

Does your Country have:

a. A constitutional article, law or regulation defining the rights of persons with disabilities?

☐ YES ☐ NO

Comments:

b. A definition of "Reasonable Accommodation" included in any law or regulation regarding the Rights of Persons with Disabilities?

☐ YES ☐ NO

Comments:

c. A definition of accessibility, which includes ICTs or electronic media in the country laws or regulations?

☐ YES ☐ NO

Comments:

2. **Policies and Programs**

Does your country have laws, policies or programs that:

a. Promote access for persons with disabilities to information and communications technologies and systems, including the Internet?

☐ YES ☐ NO

Comments:

Does your country have laws, policies or programs that (cont'd):

b. Ensure that government communications to the public using ICTs are provided in accessible formats, alternative means of communication, sign language or Braille?

☐ YES ☐ NO

Comments:

c. Provide services to the general public, including through the Internet, to provide information and services in accessible and usable formats for persons with disabilities?

☐ YES ☐ NO

Comments:

d. Define public procurement rules policy promoting accessible ICTs?

☐ YES ☐ NO

Comments:

e. Facilitate access by persons with disabilities to quality mobility aids, devices, assistive technologies and forms of live assistance and intermediaries, including by making them available at affordable cost?

☐ YES ☐ NO

Comments:

3. Dispositions regarding the Implementation of the Convention on the Rights of Persons with Disabilities

Does your country have:

a. A designated focal point within government for matters relating to the CRPD and a framework for implementing and monitoring the CRPD?

☐ YES ☐ NO

Comments:

b. 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?

☐ YES ☐ NO

Comments:

c. Laws, policies or programs that promote awareness-raising and training

☐ YES ☐ NO

Comments:

4. Policies to Promote Accessible and Assistive ICTs

Does the Country through its laws, regulations, policies or programs:

a. Undertake or promote research and development of universally designed (UD) goods, promote their availability or use, and promote UD?

☐ YES ☐ NO

Comments:

b. Promote the incorporation of accessibility features at an early stage of new product development?

☐ YES ☐ NO

Comments:

c. Define, promote an monitor accessibility standards for ICTs?

☐ YES ☐ NO

Comments:

5. Government Focus

Is there in the Country:

a. A government body specifically dedicated to Persons with Disabilities?

☐ YES ☐ NO

Comments:

b. A government body specifically dedicated to Information and Communication Technologies?

☐ YES ☐ NO

Comments:

c. Any government fund allocated to programs in support of digital accessibility?

☐ YES ☐ NO

Comments:

Thank you for participating to this important data collection effort. The G3ict Research Committee would like to convey its sincere appreciation for your valuable contribution.

ANNEX IV: Questionnaires Sent To Accessibility Experts

DIGITAL ACCESSIBILITY AND INCLUSION INDEX
Panel of Experts on Accessibility – Questionnaire
Country: Expert:

1. **Policies Covering Digital Accessibility in Specific Application Areas**

Are there any disposition among Country laws, regulations or government supported programs promoting digital accessibility, the use of assistive technologies or provisions for reasonable accommodation in the following areas:

a. Emergency Response Services
☐ YES ☐ NO
Comments:

b. Primary and secondary education
☐ YES ☐ NO
Comments:

c. Higher education
☐ YES ☐ NO
Comments:

d. Rehabilitation services
☐ YES ☐ NO
Comments:

e. Health Services
☐ YES ☐ NO
Comments:

f. Voting systems
☐ YES ☐ NO
Comments:

g. Judicial information and legal proceedings
☐ YES ☐ NO
Comments:

h. Independent living
☐ YES ☐ NO
Comments:

i. Reasonable accommodation for the workplace
☐ YES ☐ NO
Comments:

j. Community services

☐ YES ☐ NO

Comments:

2. Policies Covering Accessibility for Specific ICT Product or Services

Are there any disposition among Country laws, regulations and government supported programs promoting digital accessibility, the use of assistive technologies or provisions for reasonable accommodation in the following areas of ICT product or services:

a. Television

☐ YES ☐ NO

Comments:

b. Web sites

☐ YES ☐ NO

Comments:

c. Fixed line Telephony

☐ YES ☐ NO

Comments:

d. Wireless telephony and services

☐ YES ☐ NO

Comments:

e. Public building displays

☐ YES ☐ NO

Comments:

f. Transportation public address systems and services

☐ YES ☐ NO

Comments:

g. Automated Transaction Machines or Kiosks

☐ YES ☐ NO

Comments:

h. Digital Talking Books

☐ YES ☐ NO

Comments:

3. Policies Covering Digital Accessibility for Specific Target Groups

Are there any disposition among Country laws, regulations and government supported programs promoting digital accessibility or the use of assistive technologies for the following categories of Persons with Disabilities:

a. Children

☐ YES ☐ NO

Comments:

b. Women

☐ YES ☐ NO

b. Women

☐ YES ☐ NO

b. Women

☐ YES ☐ NO

b. Women

☐ YES ☐ NO

Comments:

c. Elderly persons

☐ YES ☐ NO

Comments:

4. Support of NGOs

Is there in the Country:

a. Financial support for DPOs and NGOs working in the field of digital accessibility for persons with disabilities?

☐ YES ☐ NO

Comments:

b. A forum for the active cooperation between NGOs working in the field of digital accessibility?

☐ YES ☐ NO

Comments:

c. A systematic mechanism to involve the DPOs (persons with disabilities) working in the field of digital accessibility to the drafting, designing, implementation and evaluation of laws and policies?

☐ YES ☐ NO

Comments:

5. Capacity building

Please specify:

a. Are there any mandatory training programs (at universities, vocational schools etc.) for future professionals about digital access for persons with disabilities?

☐ YES ☐ NO

Comments:

b. Have there been any nationwide conferences and other awareness raising information programs, projects, in the field of digital access for persons with disabilities from the year 2007 or 2008?

☐ YES ☐ NO

Comments:

c. Does the Country participate to the work of international standards development organizations related to digital accessibility?

☐ YES ☐ NO

Comments:

a. Programs in place to facilitate the usage of telephony by persons with disabilities (Transcription/TDD/TTY devices, relay services, accessible public phones)

☐ YES ☐ NO

Comments:

b. Wireless telephone handsets with accessibility features available?

☐ YES ☐ NO

Comments:

c. Closed captioning or sign language interpretation implemented by TV broadcasters?

☐ YES ☐ NO

Comments:

d. Government web sites, which are accessible?

☐ YES ☐ NO

Comments:

e. Accessible web sites among the top 10 commercial and media web sites?

☐ YES ☐ NO

Comments:

Computers

f. Does the Personal Computer operating system used most frequently in the country official language support text to speech and voice recognition capabilities?

☐ YES ☐ NO

Comments:

g. Are screen readers available in the country?

☐ YES ☐ NO

Comments:

h. Are alternative input devices (head-trackers, joy sticks, etc.) available in the country?

☐ YES ☐ NO

Comments:

Special Services

i. Are there libraries for the blind or public libraries providing e-books services?

☐ YES ☐ NO

Comments:

j. Are assistive technologies available to students with disabilities at major universities?

☐ YES ☐ NO

Comments:

k. Are there accessible public electronic kiosks or ATMs deployed in the country?

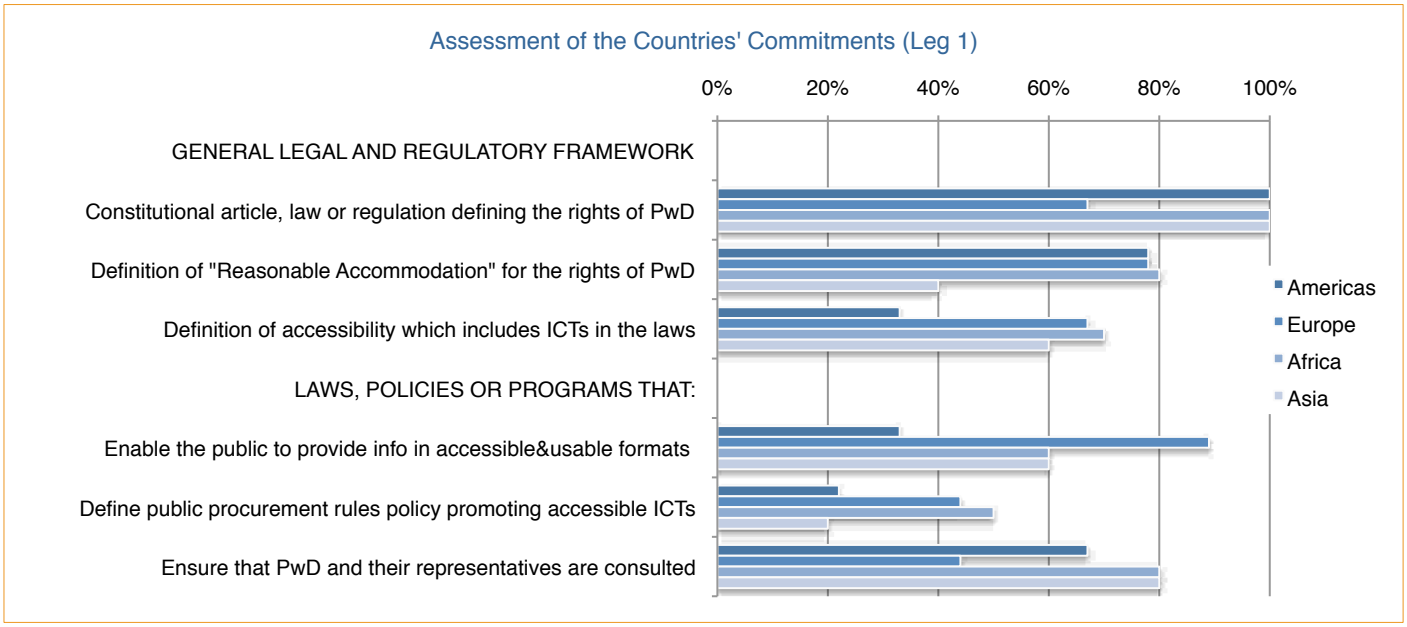
☐ YES ☐ NO

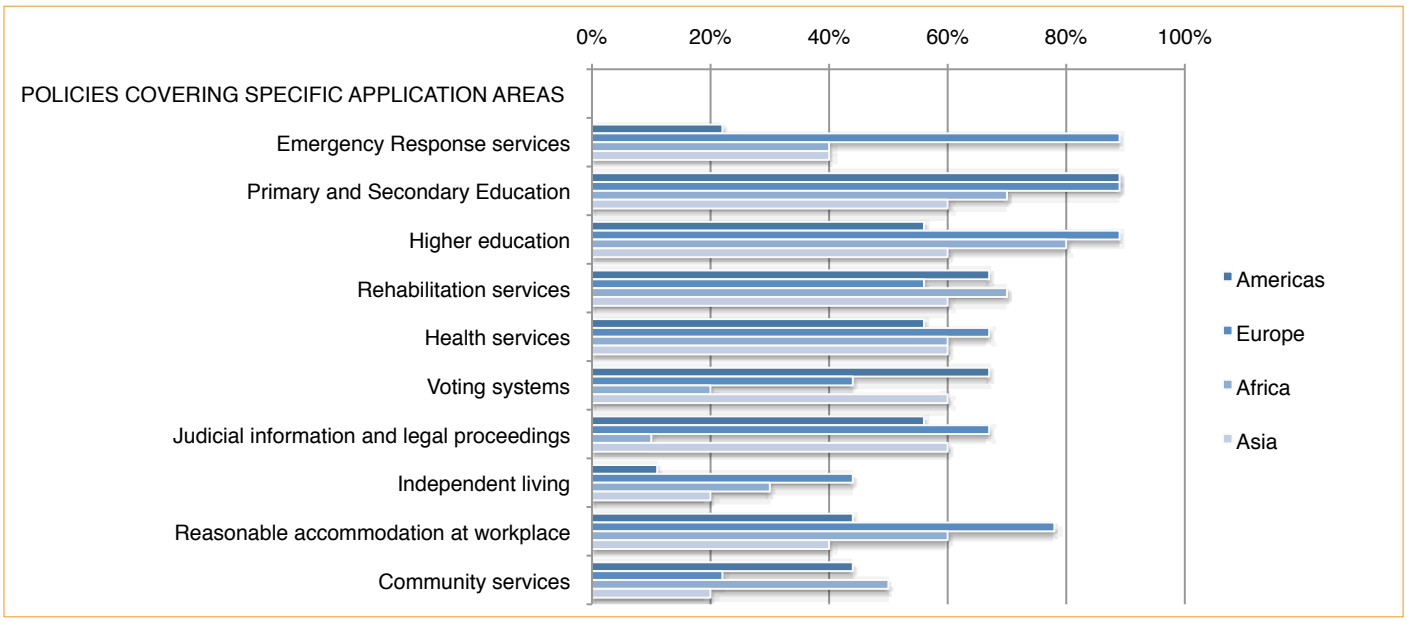
Comments:

Thank you for participating to this important data collection effort. The G3ict Research Committee would like to convey its sincere appreciation for your valuable contribution.

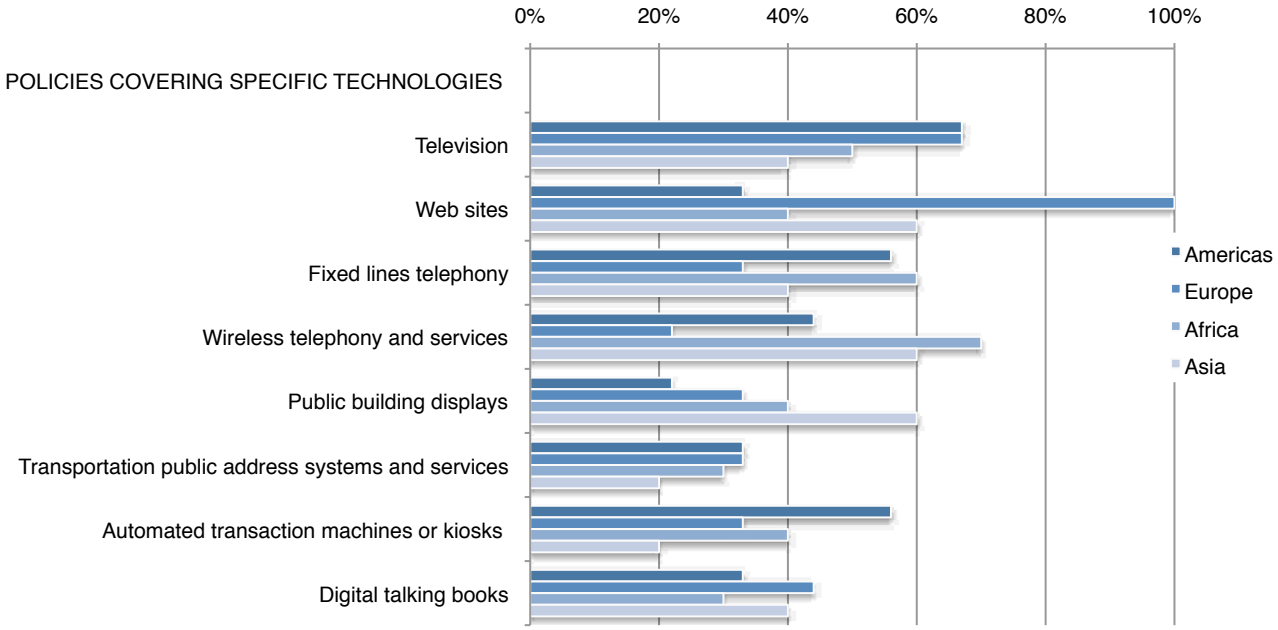
ANNEX V: Detailed Cross-Tabulated Results

Cross-tabulated Results by Geographic Region

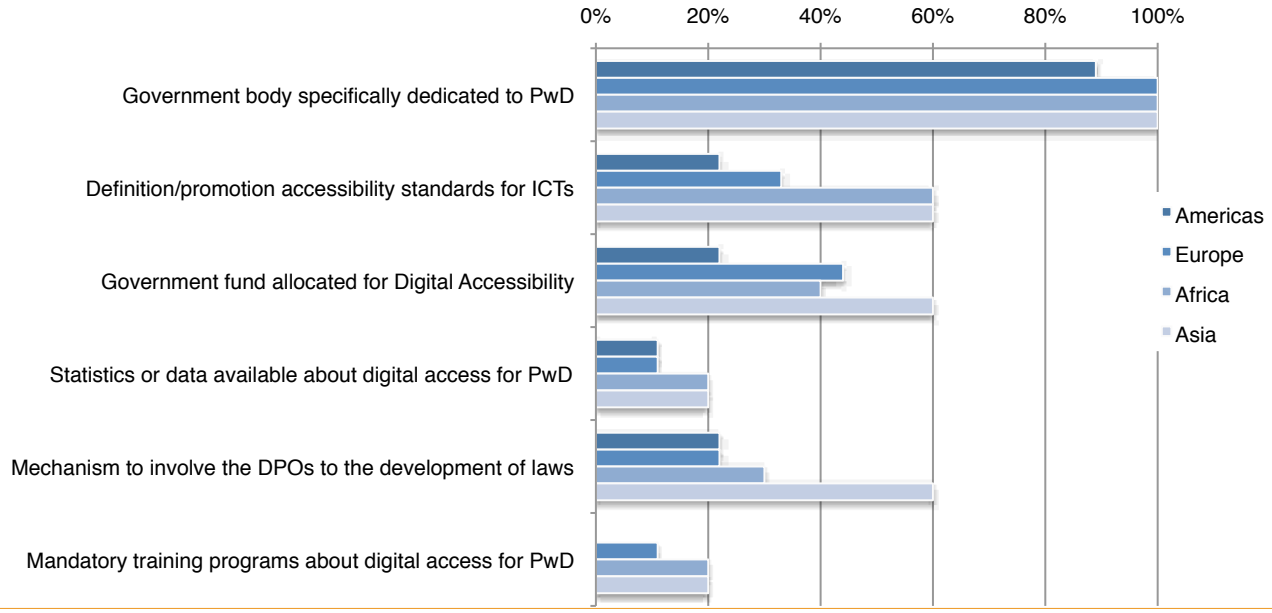




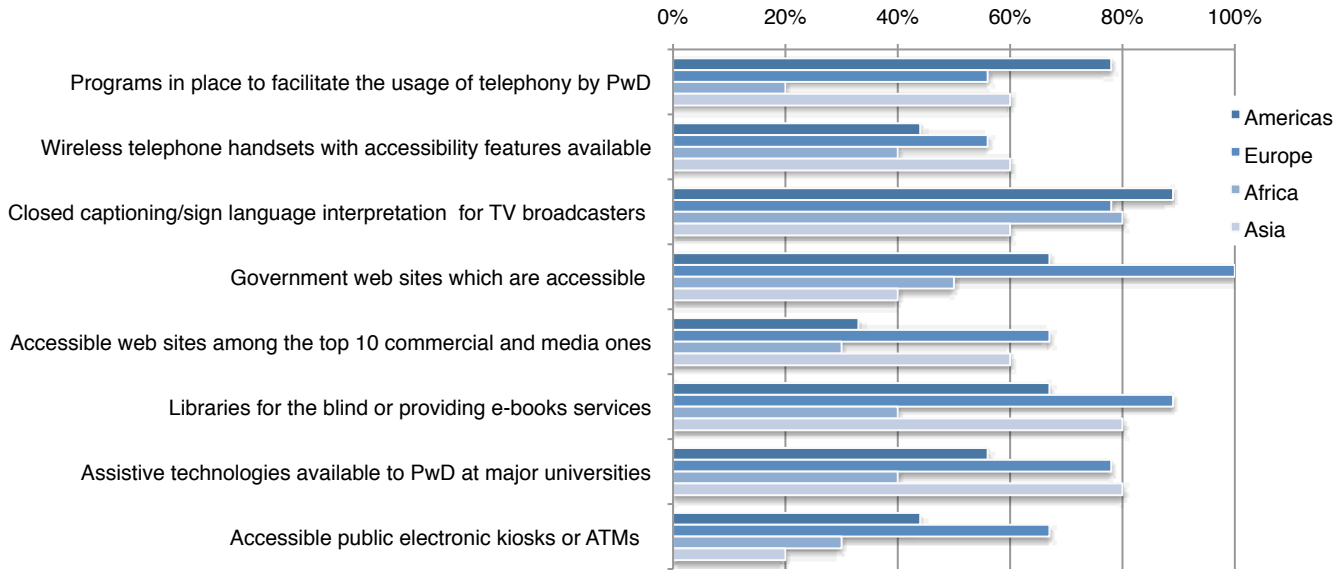
Assessment of the Countries' Commitments (Leg 1) (Continued)



Assessment of the Countries' Capacity for Implementation (Leg 2)

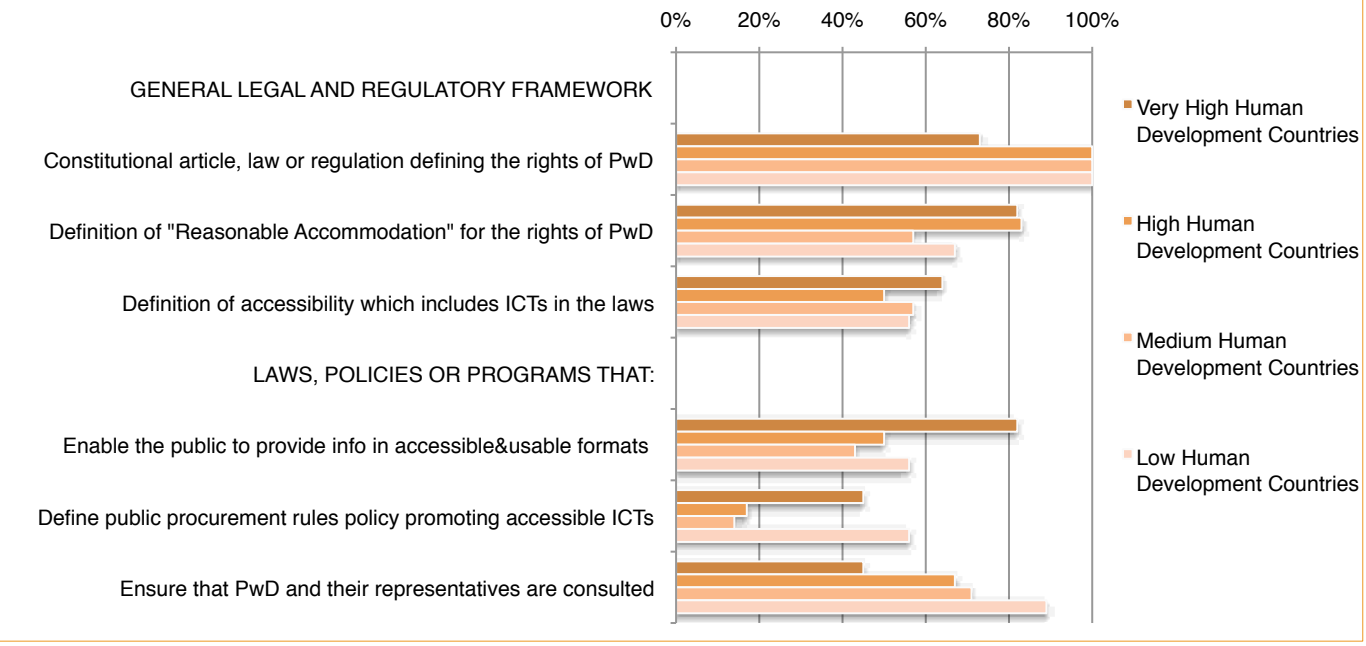


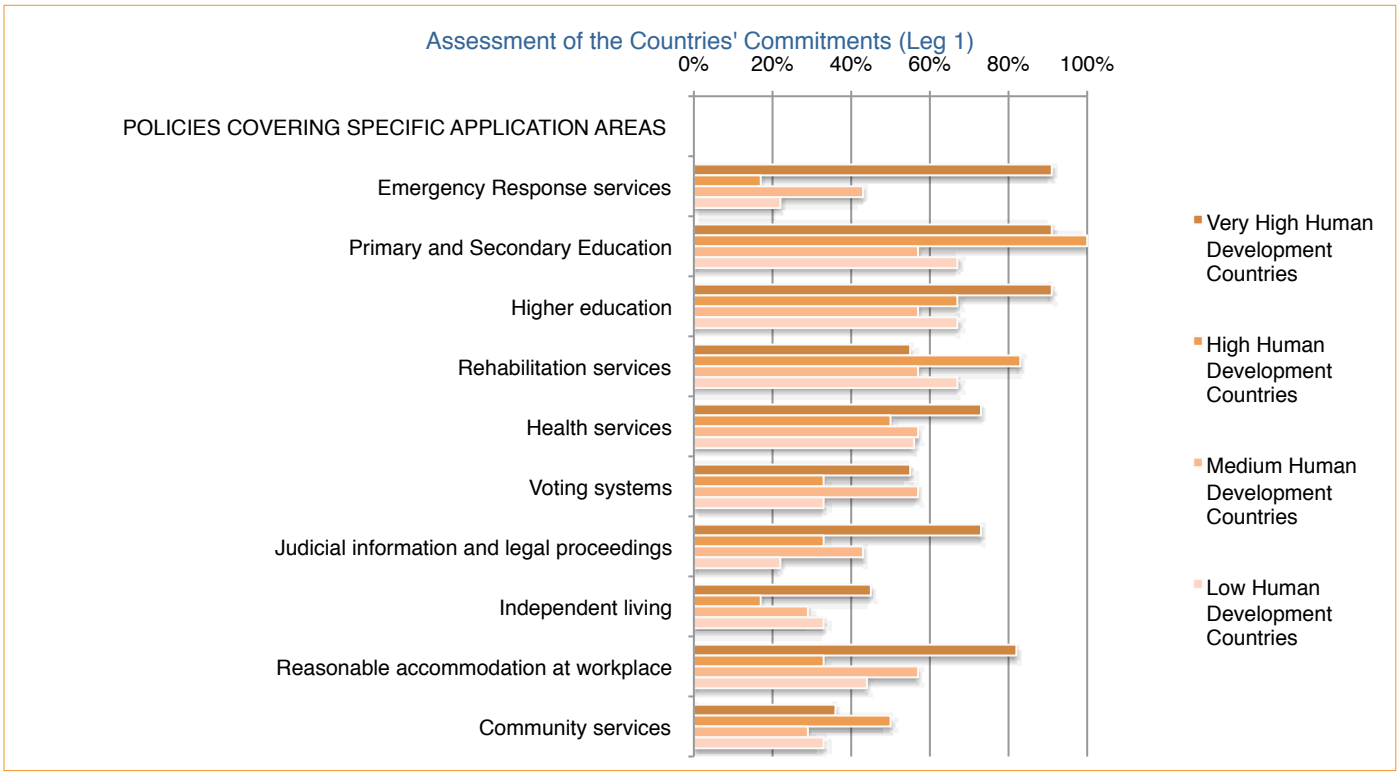
Assessment of the Countries' Implementation and Impact (Leg 3)

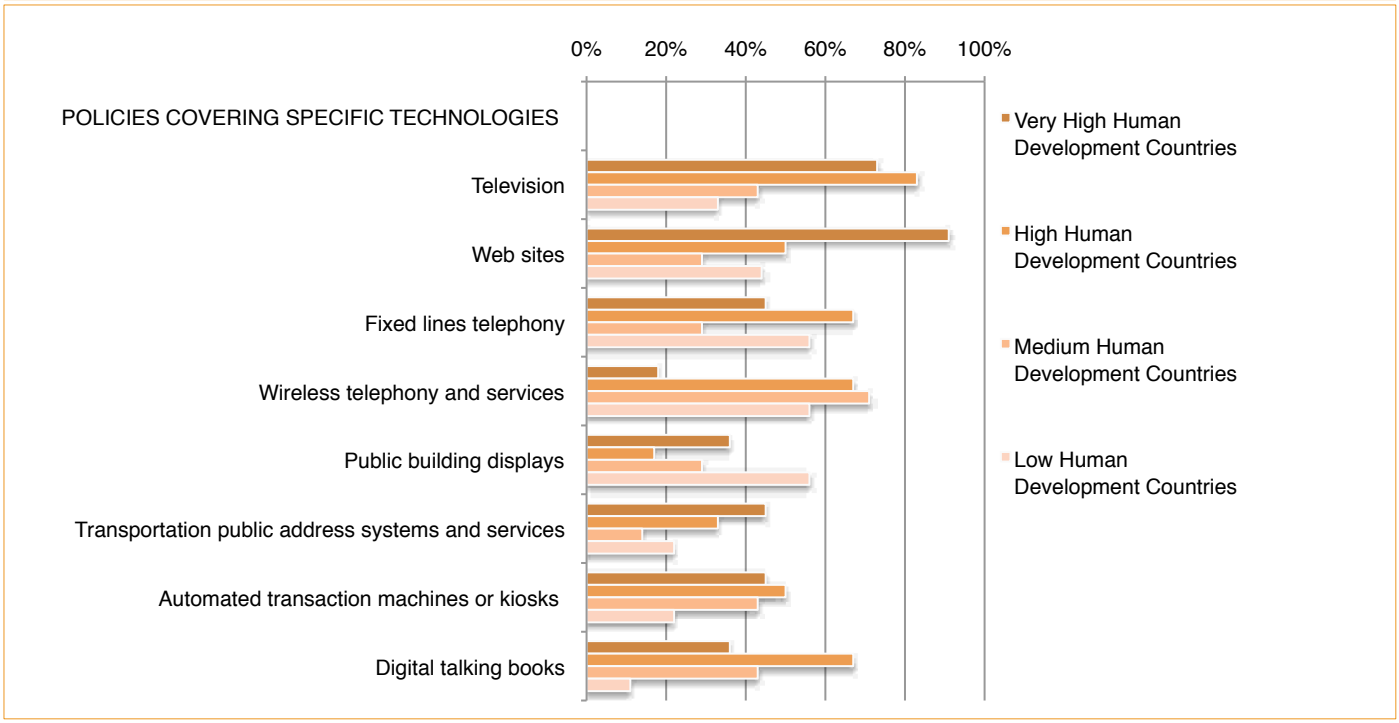


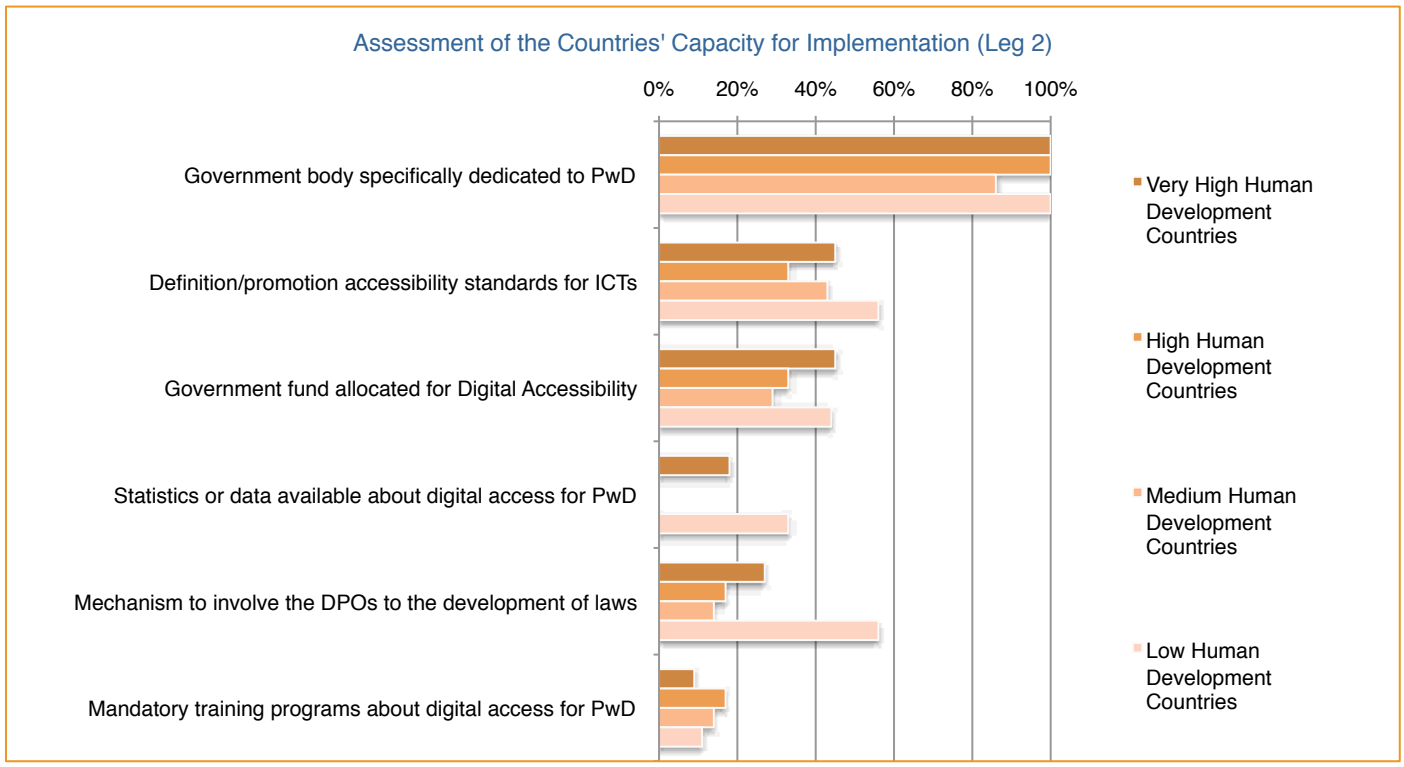
Cross-tabulated Results by Level of Human Development

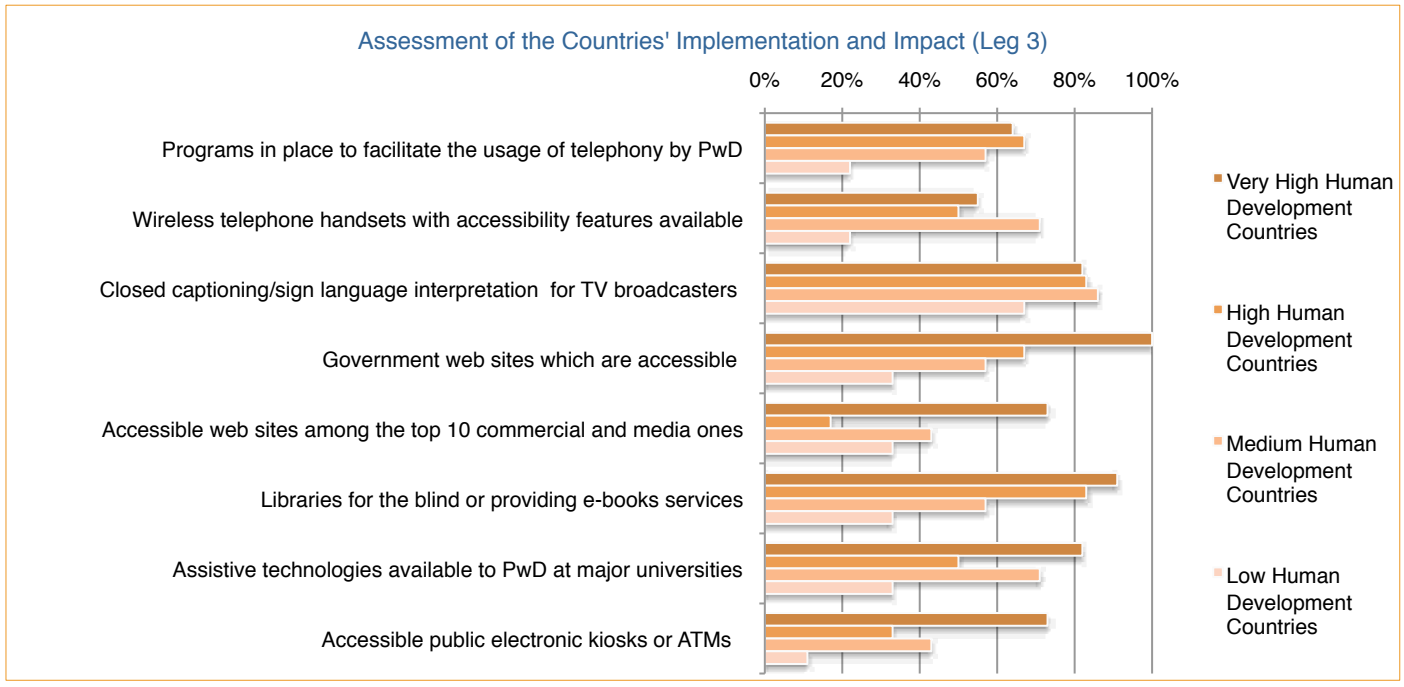
Assessment of the Countries' Commitments (Leg 1)



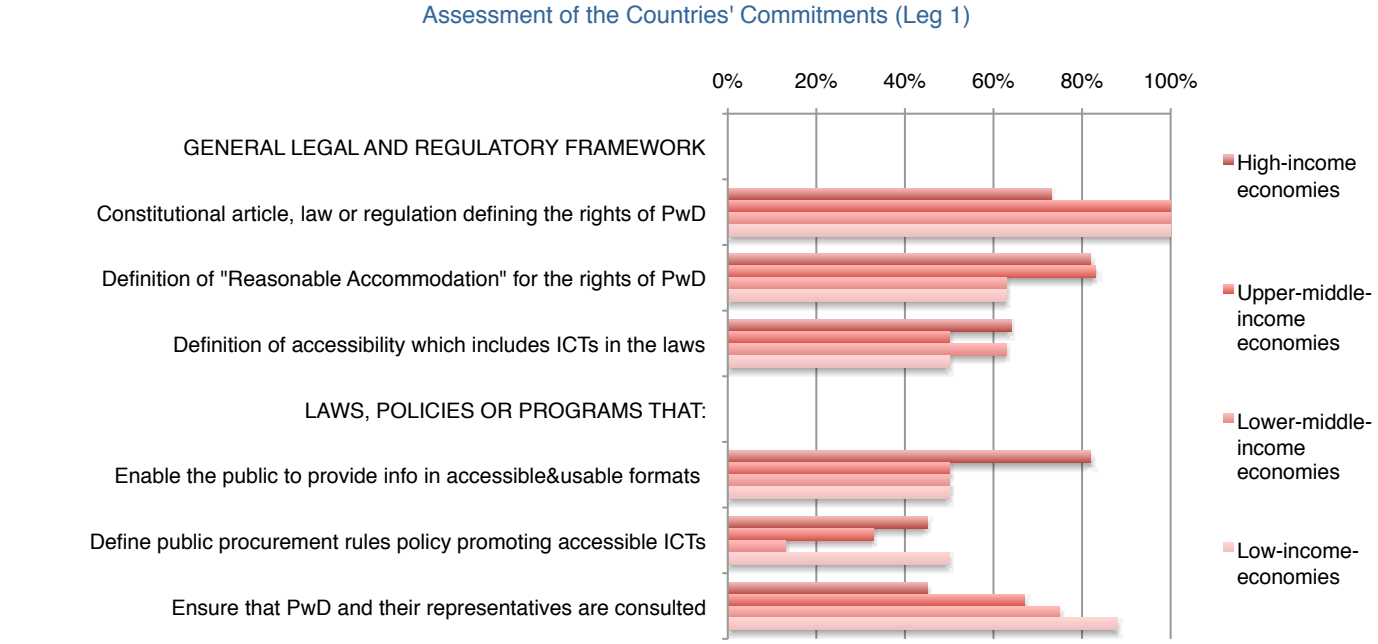

Assessment of the Countries' Commitments (Leg 1)
0%
20%
40%
60%
80%
100%
POLICIES COVERING SPECIFIC APPLICATION AREAS
Emergency Response services
Primary and Secondary Education
Higher education
Rehabilitation services
Health services
Voting systems
Judicial information and legal proceedings
Independent living
Reasonable accommodation at workplace
Community services
Very High Human Development Countries
High Human Development Countries
Medium Human Development Countries
Low Human Development Countries

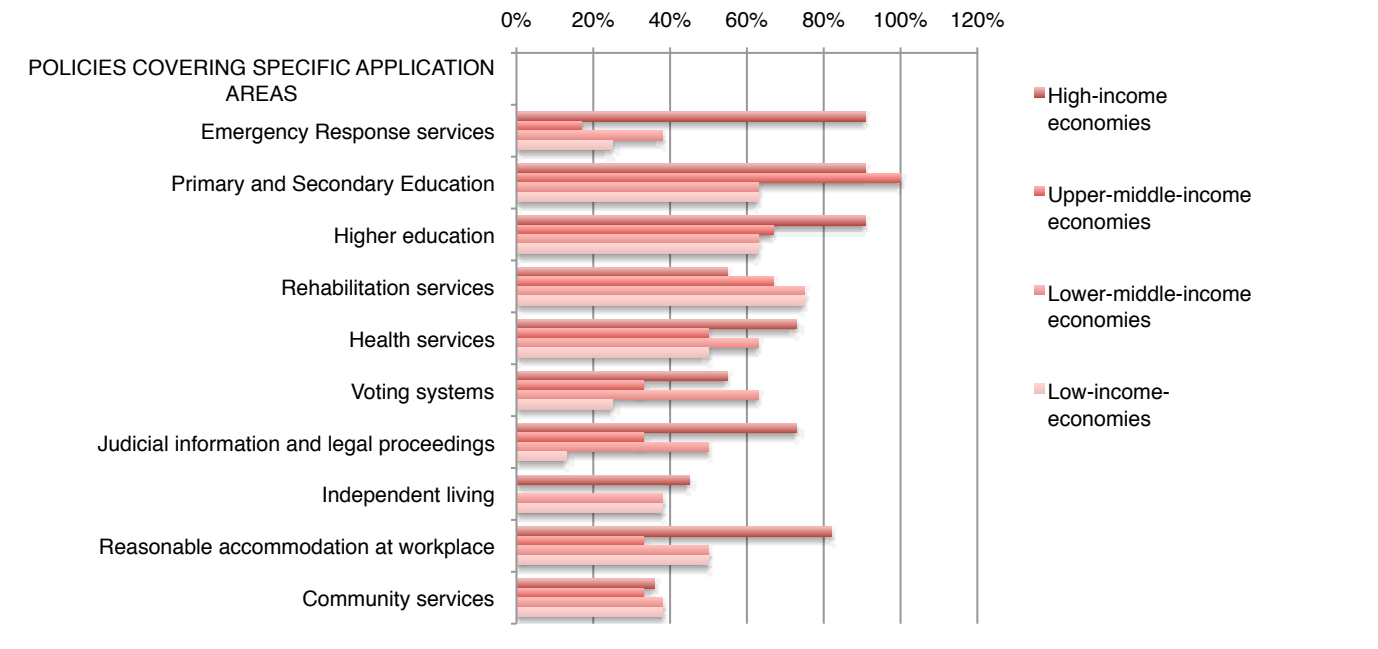

0%
20%
40%
60%
80%
100%
POLICIES COVERING SPECIFIC TECHNOLOGIES
Television
Web sites
Fixed lines telephony
Wireless telephony and services
Public building displays
Transportation public address systems and services
Automated transaction machines or kiosks
Digital talking books
Very High Human Development Countries
High Human Development Countries
Medium Human Development Countries
Low Human Development Countries


Assessment of the Countries' Capacity for Implementation (Leg 2)
0%
20%
40%
60%
80%
100%
Government body specifically dedicated to PwD
Definition/promotion accessibility standards for ICTs
Government fund allocated for Digital Accessibility
Statistics or data available about digital access for PwD
Mechanism to involve the DPOs to the development of laws
Mandatory training programs about digital access for PwD
Very High Human Development Countries
High Human Development Countries
Medium Human Development Countries
Low Human Development Countries

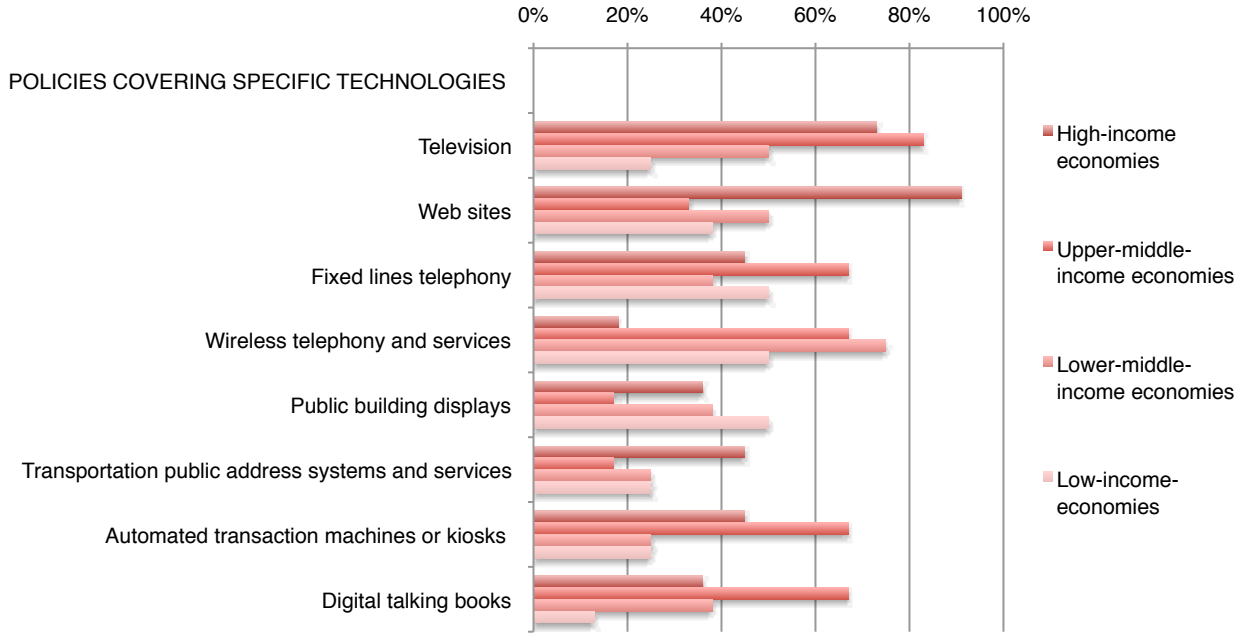

Assessment of the Countries' Implementation and Impact (Leg 3)
0%
20%
40%
60%
80%
100%
Programs in place to facilitate the usage of telephony by PwD
Wireless telephone handsets with accessibility features available
Closed captioning/sign language interpretation for TV broadcasters
Government web sites which are accessible
Accessible web sites among the top 10 commercial and media ones
Libraries for the blind or providing e-books services
Assistive technologies available to PwD at major universities
Accessible public electronic kiosks or ATMs
Very High Human Development Countries
High Human Development Countries
Medium Human Development Countries
Low Human Development Countries

Cross-tabulated Results by Income

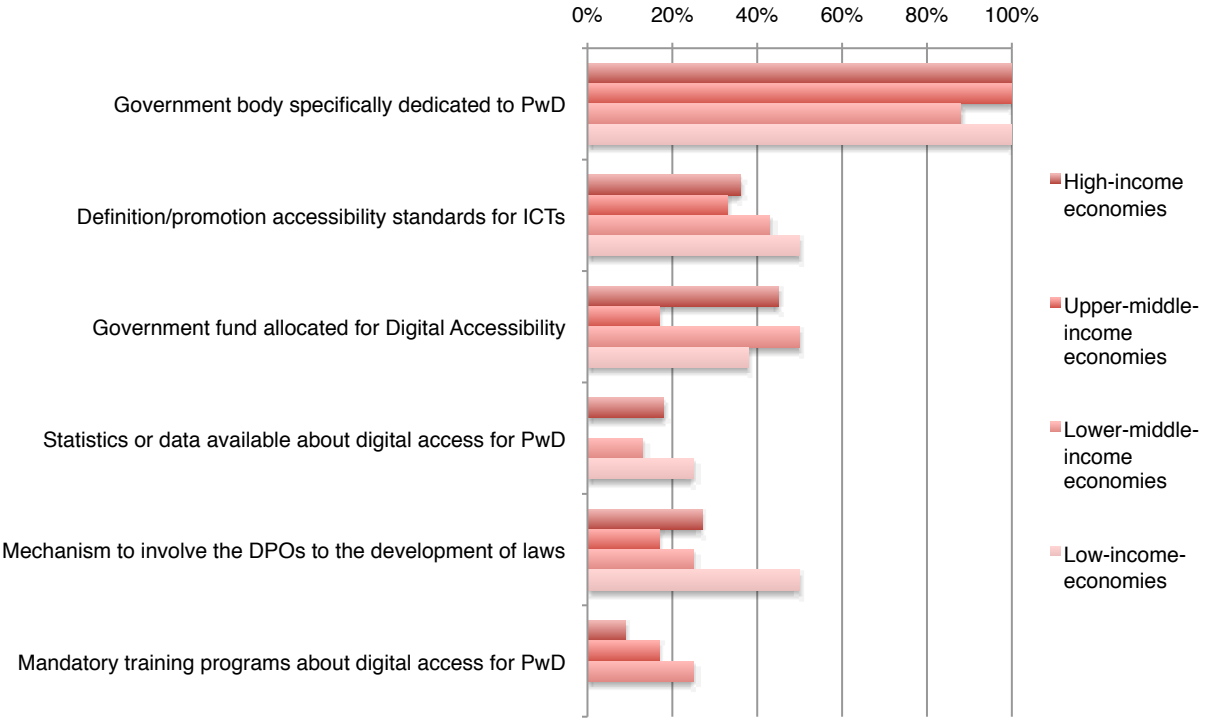


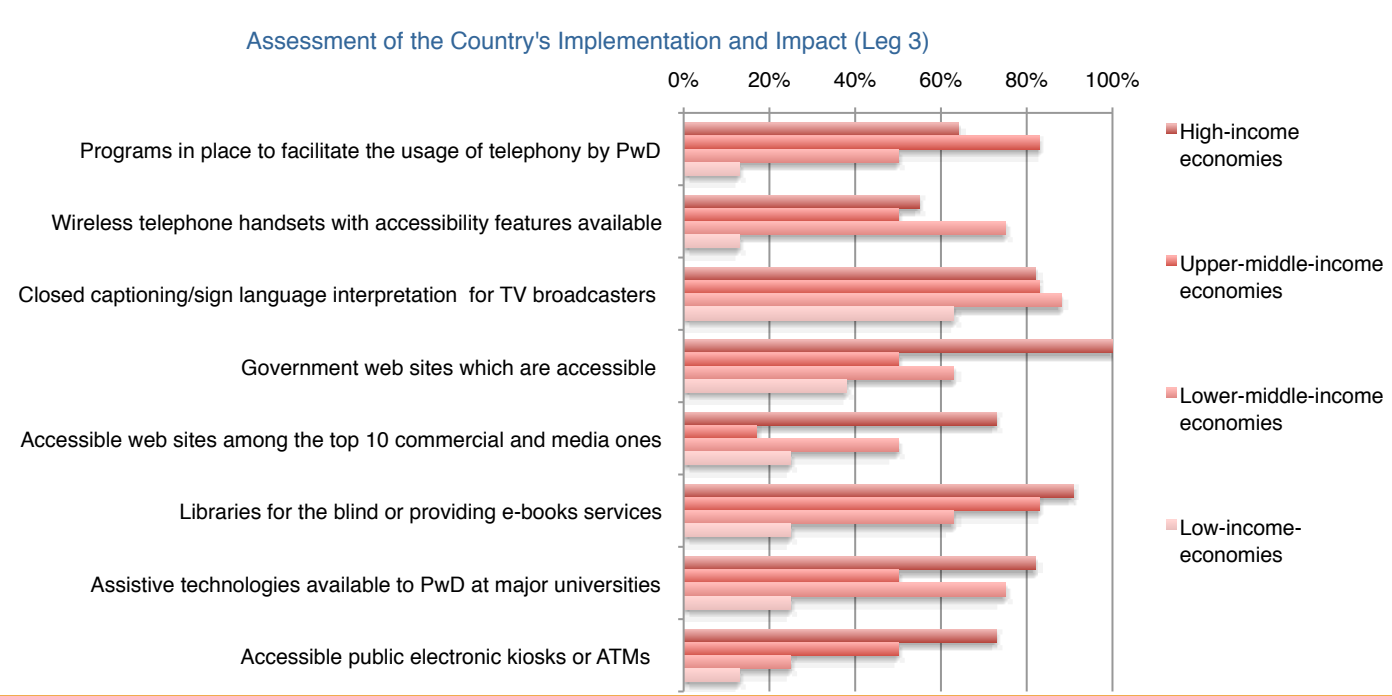


Assessment of the Countries' Commitments (Leg 1) (Continued)



Assessment of the Country's Capacity for Implementation (Leg 2)




Assessment of the Country's Implementation and Impact (Leg 3)
0%
20%
40%
60%
80%
100%
Programs in place to facilitate the usage of telephony by PwD
Wireless telephone handsets with accessibility features available
Closed captioning/sign language interpretation for TV broadcasters
Government web sites which are accessible
Accessible web sites among the top 10 commercial and media ones
Libraries for the blind or providing e-books services
Assistive technologies available to PwD at major universities
Accessible public electronic kiosks or ATMs
High-income economies
Upper-middle-income economies
Lower-middle-income economies
Low-income-economies

Global Initiative for Inclusive Information
and Communication Technologies

www.g3ict.org

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