# Global Trends in ICT Accessibility Implementation

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# Global Trends

❖ **Actual progress of ICT accessibility policies among CRPD States Parties**

❖ **Success factors and roadblocks in developing and implementing ICT accessibility Policies**

❖ **Opportunities for international cooperation and policy support with UN agencies support**

# 1. Actual Progress of ICT Accessibility Policies among CRPD States Parties

# Good Progress of Disability Legislation among States Parties but ICT Accessibility Lagging

- ❖ 91% have a constitutional article, law or regulation defining the Rights of Persons with Disabilities

- ❖ 72% have a definition of "Reasonable Accommodation" included in a law or regulation regarding the Rights of Persons with Disabilities

- ❖ 56% only have a definition of accessibility which includes ICTs or electronic media in the country laws or regulations

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# As a Result, Mainstream ICT Accessibility Implementation is Limited:

❖ **Among States Parties to the CRPD about half only have issued policies covering mainstream ICT accessibility:**

  ▶ **56%     Television**

  ▶ **56%     Web sites**

  ▶ **47%     Fixed telephony**

  ▶ **47%     Mobile telephony**

  ▶ **41%     ATMs and electronic kiosks**

  ▶ **38%     Digital talking books**

# States Parties, However, Have Programs Promoting ICT Accessibility and Assistive Technologies in Specific Areas:

78%   Primary and secondary education

72%   Higher education

63%   Rehabilitation services

59%   Reasonable accommodation at work

50%   Emergency services

# Examples of Policies and Programs Currently Implemented

- ❖ Distribution of free equipment to deaf blind persons funded by a Universal Service Fund to give them access to communications (United States)

- ❖ Captioning of television (implemented by half of the countries which have ratified the CRPD)

- ❖ 100% audio described television channel for the blind (Canada)

- ❖ Offering relay services for deaf and speech impaired users of telephony

- ❖ Ongoing monitoring of web accessibility and compulsory remediation of all e-government web sites (Republic of Korea)

- ❖ Implementation of computer based assistive technologies in schools and universities (over three quarters of all States Parties to the CRPD have some level of implementation)

- ❖ Providing reasonable accommodation at the workplace with publicly funded support centers (United States)

- ❖ Developing resource centers to support rehabilitation professionals offering ICT based assistive technologies to persons with disabilities (Qatar)

- ❖ Public procurement rules including ICT accessibility criteria (United States, European Union policy in development)

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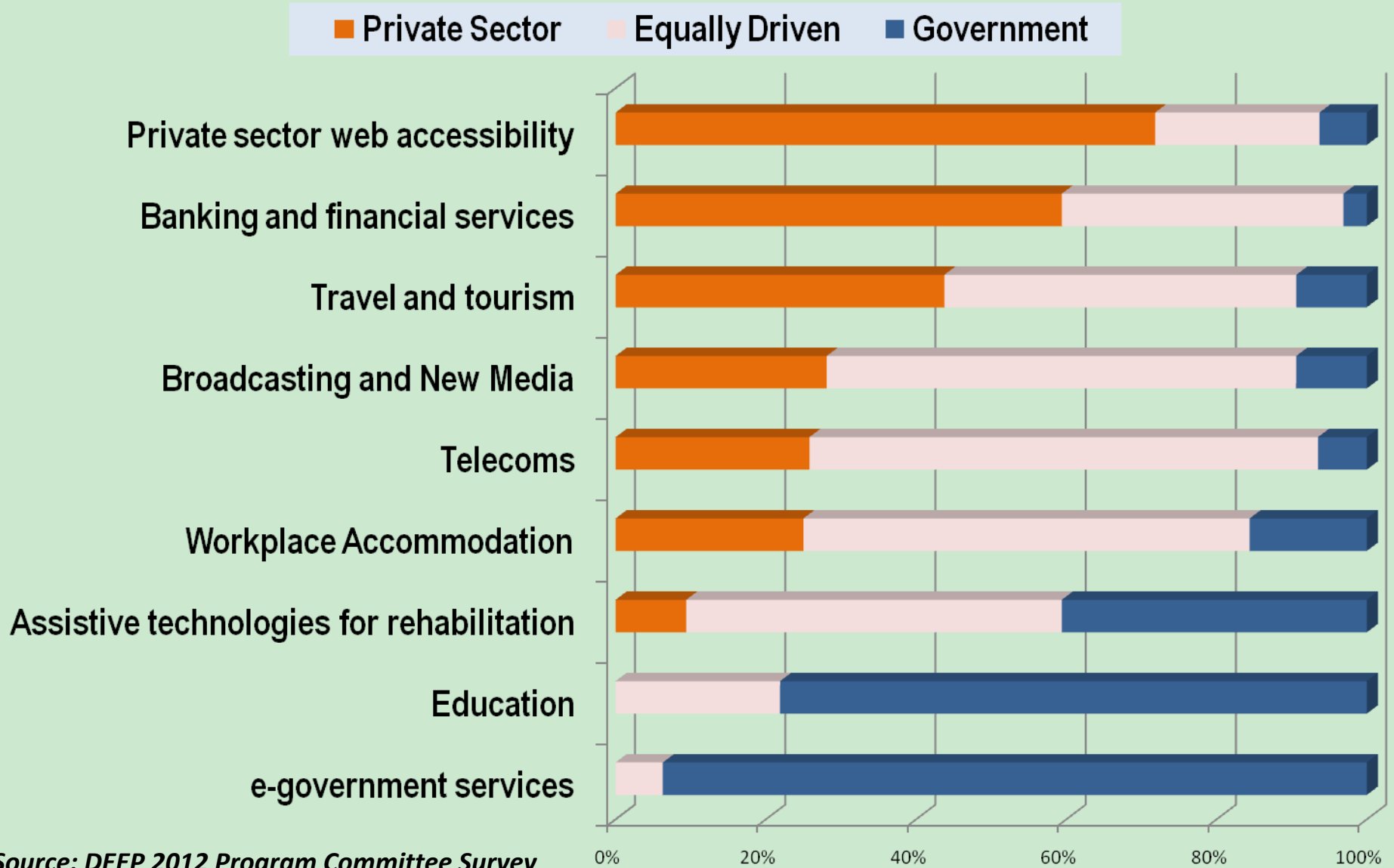# 2. Success Factors and Roadblocks in Developing and Implementing ICT Accessibility Policies

# Key Observations

1. Many solutions exist which are not implemented even when policies are in place

2. Legislation, regulation and strict enforcement cannot work in isolation

3. Awareness raising and capacity building are essential success factors

4. ICT Accessibility success factors vary widely by application sector, i.e. Education, Workplace, Telecommunications or Broadcasting

5. When multiple stakeholders work together, better results can be achieved

# Business or Government?
# Who Should be Driving e-Accessibility?

**Legend:** ■ Private Sector   ■ Equally Driven   ■ Government

| Category | Private Sector | Equally Driven | Government |
|---|---|---|---|
| Private sector web accessibility | | | |
| Banking and financial services | | | |
| Travel and tourism | | | |
| Broadcasting and New Media | | | |
| Telecoms | | | |
| Workplace Accommodation | | | |
| Assistive technologies for rehabilitation | | | |
| Education | | | |
| e-government services | | | |

*Source: DEEP 2012 Program Committee Survey*

0%   20%   40%   60%   80%   100%

# Private Sector Roadblocks

❖ **Demographic trends point to a large market opportunity for accessible ICT products, applications and services but:**

▶ Product and services developers are generally not aware of accessibility issues nor trained in the basics of Universal and Inclusive Design

▶ Private sector is ill-equipped to evaluate ROI on accessible products and services design

▶ Compliance ends up driving behavior more than market opportunity, accessibility driven by lawyers

▶ CSR strategies not a substitute to mainstream marketing strategies

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# Public Sector Road blocks: Fragmented Decision Making Leads to Lack of Focus

- ❖ **59% of States Parties to the CRPD** do not define, promote or monitor accessibility standards for ICTs

- ❖ **65%** do not define public procurement rules policy promoting accessible ICTs

- ❖ **72%** do not 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

- ❖ **87%** do not have statistics or data accessible for the general public about digital access by persons with disabilities

- ❖ **91%** do not have mandatory training programs (at universities, vocational schools etc.) for future professionals about digital access for persons with disabilities

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# 3. Opportunities for International Cooperation and Policy Development with UN Agencies Support

# 1 - Promote Enablers that Benefit All Users and Create Economies of Scale

- ❖ **Localized solutions for:**
  - ▶ Mobile accessibility features
  - ▶ Voice recognition
  - ▶ Text to Speech
  - ▶ Epub 3
  - ▶ Computer accessibility
  - ▶ Geo-positioning solutions
- ❖ **Preferably in partnership with the private sector for sustainability**

# 2 - Strengthen the Assistive Technologies Ecosystem

- ❖ **Assistive technologies require significant support services**
  - ▶ **Large underestimated cost component of assistive solutions**
  - ▶ **Delivered by rehabilitation, education and workplace accommodation channels**
- ❖ **Promote expertise centers in each geography (AT Leadership Network)**
- ❖ **Focus on training of professionals**

# 3 – Promote Sustainable Funding and Business Models

- ❖ **Leverage existing mechanisms for accessibility of information infrastructure and services (USFs)**

- ❖ **Promote good practices in Special Education planning and budgeting in support of Inclusive Education**

- ❖ **Facilitate global partnerships with ICT industry to promote key accessibility levers**

- ❖ **Focus UN Trust Funds on capacity building and national pilot projects**

# 4 – Launch National Pilots with Volunteering Countries

- ❖ **Support the implementation of national ICT accessibility programs**
  - ▸ Multi-Sectorial, multi-stakeholders, with participation of persons with disabilities
  - ▸ Promoting standards and international good practices
  - ▸ Measuring outcomes

- ❖ **Leverage the reach and resources of various UN agencies in multiple sectors**
  - ▸ Example: UNESCO in Education, ILO for the workplace, ITU for Telecom Regulators etc.
  - ▸ UNDESA hosted Interagency Support Group is a good place to initiate process

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# 5 – Systematize Capacity Building

- ❖ **Key target groups**

  - ▸ **Country disability advocates**

  - ▸ **Policy makers by sector, in cooperation with specialized UN agencies (Education, Broadcasting, Telecom, Rehabilitation etc.)**

  - ▸ **IT professionals**

- ❖ **Good practices sharing platforms**

  - ▸ **Build on existing resources**

  - ▸ **Expand reach in multiple languages (example G3ict Toolkit in Russian with UNIC)**

# Thank You
# For Your Attention!

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